



## Release Document

06-05-2025

V61



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The purpose of this document is to provide instructions on the new functionalities and improvements in the VIPS CloudPMS application. We, the VIPS CloudPMS team, are constantly working to improve and renew the application. We cannot do this without your help. Thank you for your continues support.

This document covers the following topics:

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## GENERAL

### REVISED CANCELLATION HANDLING FOR STAYOVERS (CASE 16204)

We have enhanced the cancellation functionality to ensure these are financially handled properly for reservations with a combination of past-current-future stay dates (so-called stayovers).

#### SCENARIO 1: WHEN THERE IS ONLY A FOLIO, NO PROFORMA AND NO INVOICE

##### RESERVATIONS WITH COMBINATION OF PAST-CURRENT-FUTURE ARRIVAL CHARGE CANCELLATION

Example: a reservation from 10/04/2025 – 15/04/2025 of which a cancellation is done manually on 13/04/2025.

- Only the past dates will be counter booked with the current date as the booking date.
- For the past dates, the consolidation date will be automatically updated based on the original booking date.
- Both the booked and counter booked booking details of the past dates will be placed on one proforma, the balance is zero.
- The remaining booking details of the current and future dates remain on the folio, and these are NOT counter booked.
- The remaining booking details of the current and future dates are therefore not added to a proforma.
- The cancellation fee will be added to the folio based on the assigned product.
- This cancellation fee will be placed on another proforma and can be processed.
- The status of the reservation will be changed to Cancelled.

##### RESERVATIONS WITH COMBINATION OF PAST-CURRENT-FUTURE ARRIVAL DO NOT CHARGE CANCELLATION

Example: a reservation from 10/04/2025 – 15/04/2025 of which a cancellation is done manually on 13/04/2025.

- Only the past dates will be counter booked with the current date as the booking date.
- For the past dates, the consolidation date will be automatically updated based on the original booking date.
- Both the booked and counter booked booking details of the past dates will be placed on one proforma, the balance is zero.
- The remaining booking details of the current and future dates remain on the folio, and these are NOT counter booked.
- The remaining booking details of the current and future dates are therefore not added to a proforma.
- Because no cancellation fee is charged, no proforma will be created.
- If a payment needs to be refunded, this can be done on the folio itself by the user.
- The status of the reservation will be changed to Cancelled.

#### SCENARIO 2: WHEN A PROFORMA IS CREATED

##### RESERVATIONS WITH COMBINATION OF PAST-CURRENT-FUTURE ARRIVAL CHARGE CANCELLATION

Example: a reservation from 10/04/2025 – 15/04/2025 of which a cancellation is done manually on 13/04/2025.

- Only the past dates will be counter booked with the current date as the booking date.
- For the past dates, the consolidation date will be automatically updated based on the original booking date.
- Both the booked and counter booked booking details of the past dates will be placed on one proforma, the balance is zero.
- The remaining booking details of the current and future dates remain on the folio, and these are NOT counter booked.
- The remaining booking details of the current and future dates are not booked, or counter booked and therefore not added to a proforma.
- The cancellation fee will be added to the folio based on the assigned product.
- This cancellation fee will be placed on another proforma and can be processed.
- The status of the reservation will be changed to Cancelled.

### RESERVATIONS WITH COMBINATION OF PAST-CURRENT-FUTURE ARRIVAL DO NOT CHARGE CANCELLATION

Example: a reservation from 10/04/2025 – 15/04/2025 of which a cancellation is done manually on 13/04/2025.

- Only the past dates will be counter booked with the current date as the booking date.
- For the past dates, the consolidation date will be automatically updated based on the original booking date.
- Both the booked and counter booked booking details of the past dates will be placed on one proforma, the balance is zero.
- The remaining booking details of the current and future dates remain on the folio, and these are NOT counter booked.
- The remaining booking details of the current and future dates are not booked, or counter booked and therefore not added to a proforma.
- Because no cancellation fee is charged, no proforma will be created.
- If a payment needs to be refunded, this can be done on the folio itself by the user.
- The reservation status will be changed to Cancelled.

### SCENARIO 3: WHEN AN INVOICE IS CREATED

#### RESERVATIONS WITH COMBINATION OF PAST-CURRENT-FUTURE ARRIVAL CHARGE CANCELLATION

Example: a reservation from 10/04/2025 – 15/04/2025 of which a cancellation is done manually on 13/04/2025.

- The original invoice remains unchanged.
- The invoiced booking details are counter booked.
- For dates in the past, the booking details are counter booked with the current date as the booking date.
- For dates in the past, the consolidation date is automatically updated based on the original booking date.
- The counter booked booking details are placed on a separate proforma.
- The cancellation fee is added to the folio based on the assigned product.
- The cancellation fee is placed on a separate proforma and can be processed.
- The status of the reservation is changed to Cancelled.

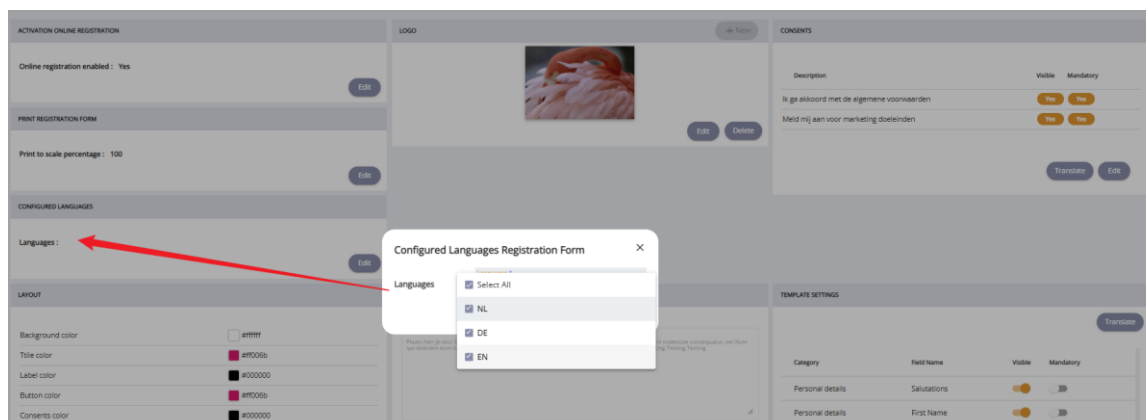
#### RESERVATIONS WITH COMBINATION OF PAST-CURRENT-FUTURE ARRIVAL DO NOT CHARGE CANCELLATION

Example: a reservation from 10/04/2025 – 15/04/2025 of which a cancellation is done manually on 13/04/2025.

- The original invoice remains unchanged.
- The invoiced booking details are counter booked.
- For dates in the past, the booking details are counter booked with the current date as the booking date.
- For dates in the past, the consolidation date is automatically updated based on the original booking date.
- The counter booked booking details are placed on a separate proforma.
- No cancellation fee is charged, so no separate proforma is created for this.
- The status of the reservation is changed to Cancelled.

### ONLINE REGISTRATION FORM: LANGUAGE FLAG ADDED TO ONLINE FORM (CASE 16099)

We expanded the online registration form where guests can now also select a language via the language flag. Currently we support three languages, English, Dutch and German and will be expanded in future to support all of the PMS configured communication languages. To allow this functionality to work, an extra setting is added to the online registration module. Once this is set, it will appear on the online form as well as on the print.



## Reservering #1957

Arrangement/tarief: FLEX  
Kamertype: DLXB  
Bezetting: 1 volwassene

Aankomst  
maandag  
**12 mei 2025**  
Inchecken na 15:00

Talen  
NL  
DE  
EN  
Vert  
Uitchecken voor 11:00

Totaalbedrag inclusief toeristenbelasting: €813,44

## Persoonsgegevens

Aanhef

Voornaam

T.

Achternaam \*

Lagrange

Geboortedatum



## Adresgegevens

Land \*

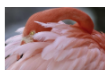
Nederland

Postcode

Nummer

Straat

Plaatsnaam \*



**Tamara Test Hotel**  
Teststraat 1  
1011 AA, Amsterdam  
0123456789  
info@freetimehospitality.nl

Languages

EN



## Reservation #1957

Package/rate: FLEX  
Room Type : DLXB  
Room Number :  
Occupancy : 1

Arrival  
Monday  
**May 12, 2025**  
check in after 15:00

Departure  
Sunday  
**May 18, 2025**  
check out before 11:00

Total price including tax : €813,44

## Personal

Salutations  
--  
First Name  
T.  
Last Name  
Lagrange  
Date Of Birth  
--

## Address Data

Country  
Nederland  
Postal Code  
--  
House Number  
--  
Street  
--  
City  
--

## Contact Details

Phone (Mobile)  
--  
Phone (Home)  
--  
Phone (Work)  
--

## Vehicle details

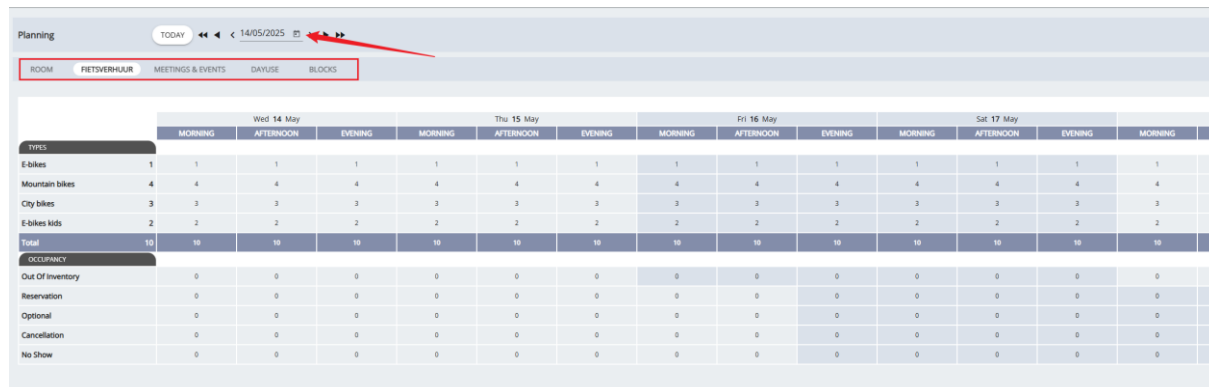
Vehicle  
--  
Licenseplate  
--

## Other Details

## DASHBOARDS

### PLANNING: KEEP DATE CONSISTENCY WHEN SWITCHING BETWEEN TYPES (CASE 15578)

When switching between the different planning screens we now ensure the selected date remains consistent and unchanged.



Planning

TODAY << < 14/05/2025 > >>

ROOM RIETVERHUUR MEETINGS & EVENTS DAYUSE BLOCKS

	Wed 14 May			Thu 15 May			Fri 16 May			Sat 17 May			
	MORNING	AFTERNOON	EVENING	MORNING	AFTERNOON	EVENING	MORNING	AFTERNOON	EVENING	MORNING	AFTERNOON	EVENING	MORNING
<b>TYPES</b>													
E-bikes	1	1	1	1	1	1	1	1	1	1	1	1	1
Mountain bikes	4	4	4	4	4	4	4	4	4	4	4	4	4
City bikes	3	3	3	3	3	3	3	3	3	3	3	3	3
E-bikes kids	2	2	2	2	2	2	2	2	2	2	2	2	2
<b>Total</b>	10	10	10	10	10	10	10	10	10	10	10	10	10
<b>OCCUPANCY</b>													
Out Of Inventory	0	0	0	0	0	0	0	0	0	0	0	0	0
Reservation	0	0	0	0	0	0	0	0	0	0	0	0	0
Optional	0	0	0	0	0	0	0	0	0	0	0	0	0
Cancellation	0	0	0	0	0	0	0	0	0	0	0	0	0
No Show	0	0	0	0	0	0	0	0	0	0	0	0	0

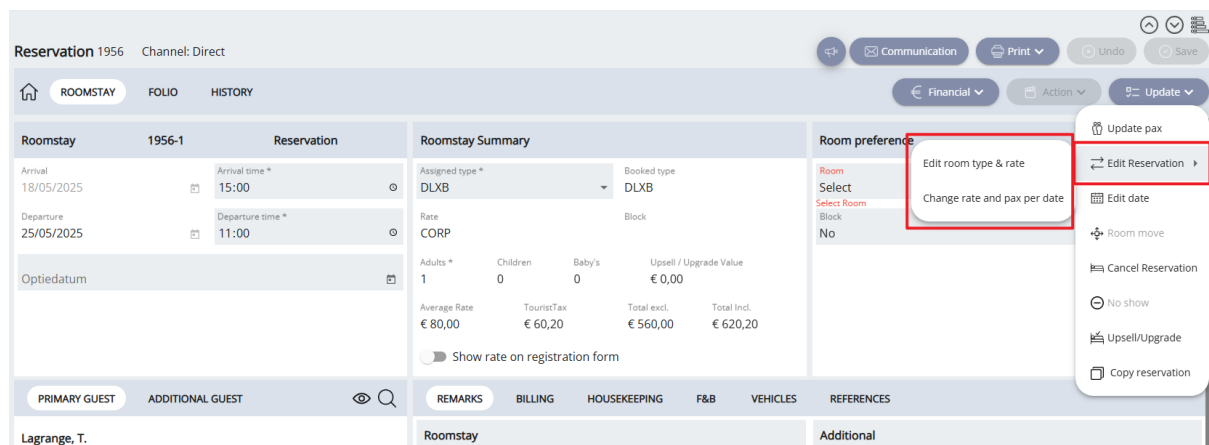
## RESERVATION

### ALLOW MULTIPLE RATES & PAX PER RESERVATION (CASE 14739)

We are introducing a new feature where it is now possible to apply different rates and occupancies per date, for both checked-in reservations but more importantly for future arrivals with the status reservation and optional.

This update is available on roomstay level. The **Edit Reservation** button is adjusted to now support two edit functions:

- **Edit room type & rate:** the already existing functionality of Edit reservation is moved to this button.
- **Change rate and pax per date:** is a new feature to allow you to update different rates per date as well as update the pax count per date.



Reservation 1956 Channel: Direct

ROOMSTAY FOLIO HISTORY

Roomstay 1956-1 Reservation

Arrival 18/05/2025 Arrival time \* 15:00

Departure 25/05/2025 Departure time \* 11:00

Optiedatum

Roomstay Summary

Assigned type \* DLXB Booked type DLXB

Rate CORP Block

Adults \* 1 Children 0 Baby's 0 Upsell / Upgrade Value € 0,00

Average Rate € 80,00 TouristTax € 60,20 Total excl. € 560,00 Total Incl. € 620,20

Show rate on registration form

Room preference

Room Select Room

Block No

Update pax

Edit room type & rate

Change rate and pax per date

Edit Reservation

Edit date

Room move

Cancel Reservation

No show

Upsell/Upgrade

Copy reservation

PRIMARY GUEST ADDITIONAL GUEST

Lagrange, T.

REMARKS BILLING HOUSEKEEPING F&B VEHICLES REFERENCES

Roomstay Additional

### CHANGE RATE AND PAX PER DATE

When opening the pop-up dialogue, it shows a combination of columns and rows. The rows are based on the dates per day and the columns show the currently booked rate types, pax count and rate on reservation.

**Change rate and pax per date**  
Select the desired rates and save your changes

1 Change rate and pax per date

Changing the pax may impact the rate

Date	Rate	Adults	Children	Babies	Rate on reservation
18/05/2025	Select rate CORP	1	0	0	<input type="checkbox"/> € 80,00
19/05/2025	Select rate CORP	1	0	0	<input type="checkbox"/> € 80,00
20/05/2025	Select rate CORP	1	0	0	<input type="checkbox"/> € 80,00
21/05/2025	Select rate CORP	1	0	0	<input type="checkbox"/> € 80,00
22/05/2025	Select rate CORP	1	0	0	<input type="checkbox"/> € 80,00
23/05/2025	Select rate CORP	1	0	0	<input type="checkbox"/> € 80,00

2 Overview

Cancel Save

When selecting another rate, the column **configured rate** will appear. As it is a newly selected rate it is not possible to **select rate on reservation**. A rate with a price of € 0,00 is not considered as a price and is therefore not offered in the rate selection.

When selecting the save button, we check whether the restrictions are met (such as MINLOS) or min and max pax count of the room type.

When updating a reservation that includes past dates (for example stayovers), we are disabling the selection of past dates by setting it by default to **rate on reservation**. Dates that are before yesterday's date are considered as past dates.

**Change rate and pax per date**  
Select the desired rates and save your changes

1 Change rate and pax per date

Changing the pax may impact the rate

Date	Rate	Adults	Children	Babies	Rate on reservation	Configured rate
19/05/2025	Select rate CORP	1	0	0	<input type="checkbox"/> € 80,00	
20/05/2025	Select rate CORP	1	0	0	<input type="checkbox"/> € 80,00	
21/05/2025	Select rate BP Corporate Rate	1	0	0	<input type="checkbox"/> € 80,00	
22/05/2025	Select rate CORP	1	0	0	<input type="checkbox"/> € 80,00	
23/05/2025	Select rate 3-daags Lekker Weg	1	0	0	<input type="checkbox"/> € 120,00	
24/05/2025	Select rate 3-daags Lekker Weg	1	0	0	<input type="checkbox"/> € 120,00	

2 Overview

Cancel Save

When selecting the insert button, you will proceed to the overview in step 2. This is a final check prior to saving your changes.

**Change rate and pax per date**  
Select the desired rates and save your changes

2 Overview

Date	Rate Code	Adults	Children	Babies	Rate
18/05/2025	CORP	1	0	0	€ 80,00
19/05/2025	CORP	1	0	0	€ 80,00
20/05/2025	CORP	1	0	0	€ 80,00
21/05/2025	CORP	1	0	0	€ 80,00
22/05/2025	CORP	1	0	0	€ 80,00
23/05/2025	3-daags Lekker Weg	2	0	0	€ 111,61
24/05/2025	3-daags Lekker Weg	2	0	0	€ 111,61

Cancel Save

## INVOICING

### EXTRA PRINT OPTIONS GENERIC ACTION: PRINT PROFORMA FOR DEPARTURES (CASE 15623)

We have further extended the configuration for invoice layouts to better support the generic action button called **Print proforma for departure**. Under the section **Default Invoice Layouts**, we added the extra setting called **Proforma for departure** with two options: *Default layout* and *Default print option*.

- Default layout: select one of the invoice templates created in the communication module.
- Default print option: select the desired option. The following options are available to pick from: default, summary per day, summary per stay, group folio and detailed folio.

The screenshot shows the 'Default Invoice Layouts' configuration window. The 'Proforma for departures' section is highlighted with a red box. It contains two dropdown menus: 'Default layout' (set to 'Template2') and 'Default print option' (set to 'Summary Per Day'). The background shows the 'General' tab of the invoice configuration, with 'Proforma for departures' also highlighted in the 'Default Layouts' section.

Once this setting is configured, the selected layout and print option will automatically apply when printing invoices via the generic action button called **Print proforma for departures**. If this setting is not configured, the current printing default apply.

The screenshot shows the 'Print proforma for departures' dialog box. It has a table with the following data:

Room	Proforma	Departure time	Guest	Group Name	Balance	Reservation
17	P1950-1	11:00	Lagrange T.		€ 110,90	1950
203	P1950-3	11:00	Lagrange T.		€ 110,90	1950

The 'Print' button is highlighted with a red arrow.

## EXTRA SETTING HIDE PRODUCT ON INVOICE (CASE 16474)

An extra setting is added to the product configuration called **Hide on Invoice**. On some occasions we book free items on the reservation which we do not want to show on the invoice. When setting it to **Yes**, the product will be hidden on the proforma/invoice print, download and email. By default, this setting is configured as **No**.

Products	VAT	Price	RevenueGroup	Product type	Inventory items	Gift card	Active	M&E Product
2-gangen diner	BTW 21%	€ 29.00	F&B Food	2-gangen diner		No	Yes	No
3-gangen diner	F&B Laag	€ 39.00	F&B Food	3-gangen diner		No	Yes	No
3-gangen dinerarrangement M&E	F&B Laag					No	Yes	Yes
3-gangen luncharrangement M&E	F&B Laag					No	Yes	Yes
3-gangen wijnamangement M&E	F&B Hoog					No	Yes	Yes
Adapter verhuur	Diversen Laag					Yes	Yes	No
Arrival 10U	Logies					No	Yes	No
Audio en visual setup	Diversen Hoog					No	Yes	Yes
Baby bed	Logies					No	Yes	No
Bitterballen	F&B Laag					No	Yes	Yes
Bloemen	Diversen Hoog					No	Yes	No
Bos Roken	Diversen Hoog					No	Yes	No

## CRM

## COMPANY PROFILE: EMAIL ADDRESS FIELD ADDED UNDER BILLING DETAILS (CASE 16321)

In the CRM company profiles, an extra field **Email** is added in the section **Billing Details**. When this email address is updated, it will also become available as a selection option to send communication emails to from the reservation screens. It will be displayed as contact type **Company Billing** with the email address.

Send communication

Communication List

Contact

Guest Primary - [Name]

Guest Secondary - [Name]

Company Primary - [Name]

**Company Billing - [Name]**

Email

template Name \*

template Language \*

subject \*

Cancel Send Print

This field already existed for the person profiles and is now also support in the email communication.

Send communication

Communication List

Contact

Guest Primary - [Name]

Guest Secondary - [Name]

**Guest Billing - [Name]**

Company Primary - [Name]

Company Billing - [Name]

Email

template Name \*

template Language \*

subject \*

Cancel Send Print

## RATE MANAGEMENT

### EXTRA INDICATION TO RECALCULATE PRICES (CASE 16417)

An extra indication is added to the rate dependency screen and weight screens to remind users to ensure the prices are recalculated on the rate overview screen once these have been added and/or adjusted.

*After adjusting the rate dependencies or weights, click 'Recalculate Prices' or adjust the baseprice in the rate overview, to apply the new calculations*

Three screenshots of the Rate Management interface showing the 'RATE DEPENDENCY', 'WEIGHTS', and 'WEIGHTS MAPPING' tabs. Each screenshot has a red arrow pointing to a message: "After adjusting the rate dependencies or weights, click 'Recalculate Prices' or adjust the baseprice in the rate overview, to apply the new calculations". The 'RATE DEPENDENCY' tab shows a table with columns: Rate, Dependency, Absolute Value, and Relative Value(%). The 'WEIGHTS' tab shows a table with columns: Name and a dropdown menu. The 'WEIGHTS MAPPING' tab shows a table with columns: Map room type and weight.

## COMMUNICATION

### COMMUNICATION MODULE IS MOVED AS A SEPARATE MENU ENTRY (CASE 16491)

As the communication module is constantly growing, we have moved it as a separate menu entry in the menu tree. It can now be found via **Settings** → **Communication**. In addition, we created 4 tabs to support existing functionality and newly added functionality:

- **General:** here you will find the settings for BBC email address, default template language and the communication logo.
- **Templates:** here you will find all the created templates, displayed in a full screen overview. A couple extra enhancements are added to this new screen. It is now possible to copy all templates and an extra language field is added to quickly show if all letters have been translated.
- **Block Parameters:** this is a new feature and will be explained later in the release notes.
- **Communication Planning:** here you will find the created communication planning.

Screenshot of the VIPS Cloud PMS interface showing the 'Settings' menu on the left and the 'Communication' module selected. The 'Communication' module has four tabs: GENERAL, TEMPLATES, BLOCK PARAMETERS, and COMMUNICATION PLANNING. The 'GENERAL' tab is active, showing fields for BCC E-mail address, Default Template Language, and Communication logo.

## SORT ORDER & ACTIVE STATUS ADDED TO COMMUNICATION TEMPLATES (CASE 16102)

Two extra fields are added in the communication templates: Active & Position. Templates that are set as inactive can no longer be used in the email communication and are no longer supported in the communication planning. Setting a sort order (position) ensures that the order is applied in the template configuration screen itself, in the email communication screen selection list and in the summary invoicing screen under **Options** → **Set invoice template**.

## ALLOW MULTIPLE ATTACHMENTS CREATING & EMAILING TEMPLATES (CASE 15562 & 15563)

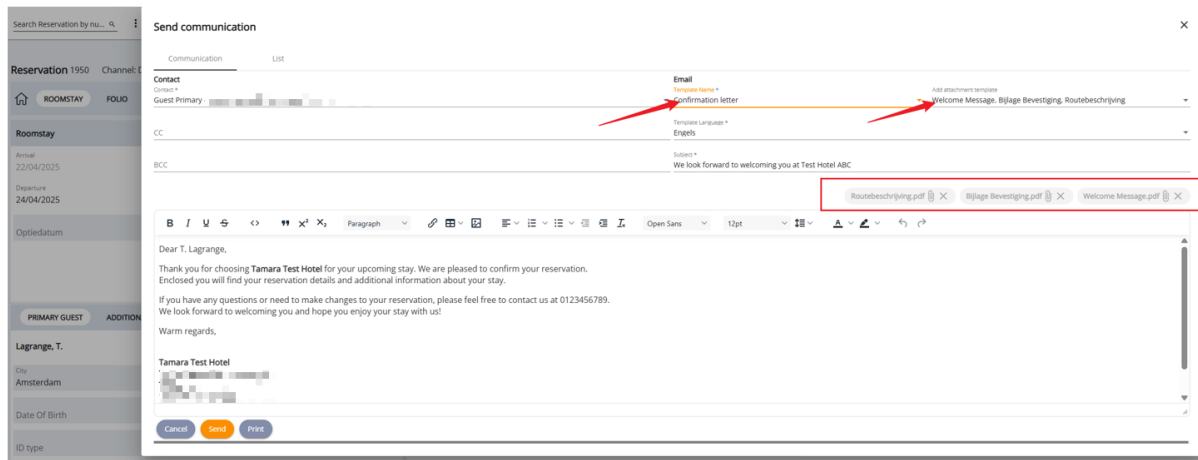
Previously the communication module permitted to assign a single attachment template to a communication template. We now have enhanced this function to allow to add multiple attachments.

The following template categories support adding multiple attachment type of templates:

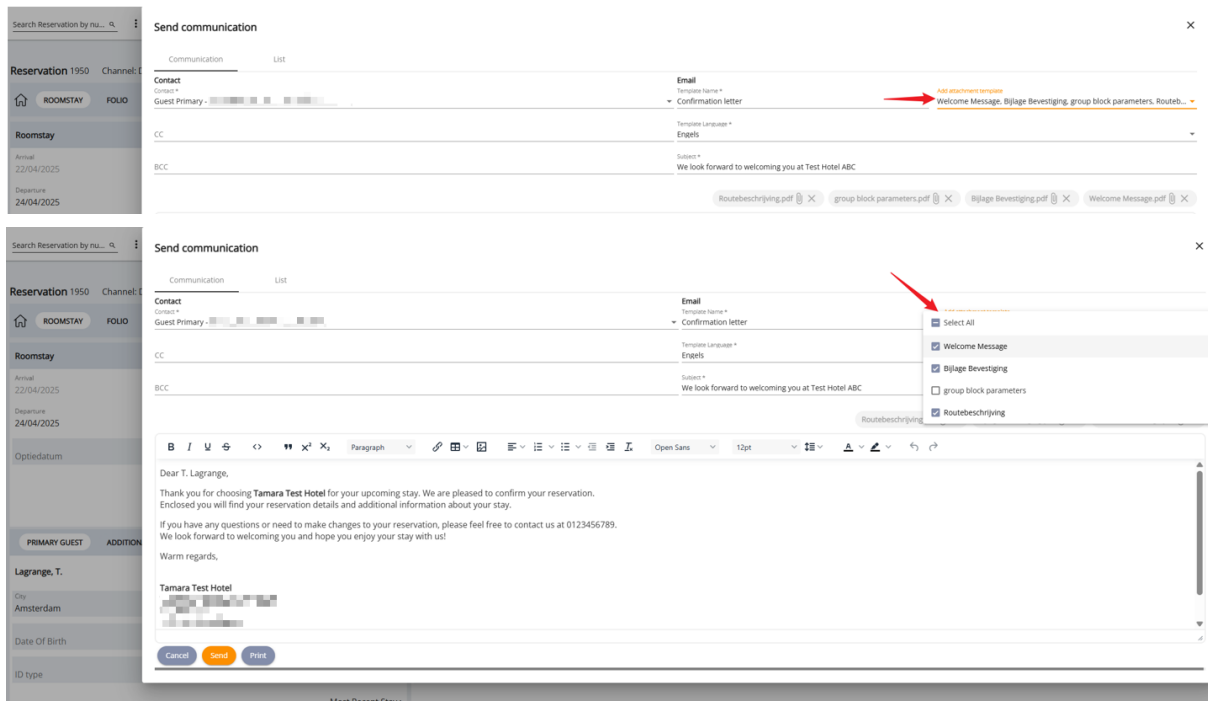
- Confirmation
- Offer
- Ticket
- Accounts Receivable

In this example, we have a confirmation template and added 3 attachment templates. By default, this template will consist of the confirmation template and three attachment templates.

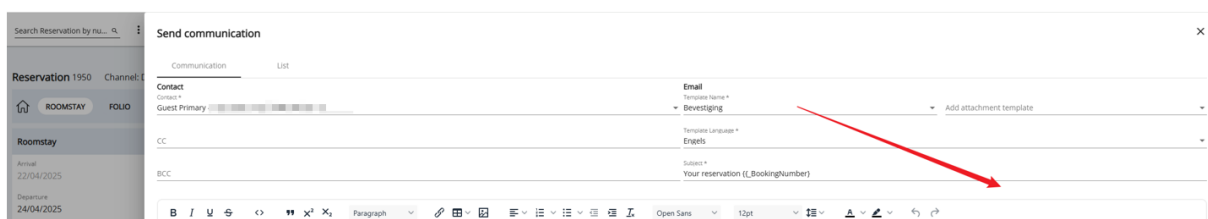
When sending the confirmation template from the reservation, upon selecting the template name, you will notice the attachments are automatically added. If one of the attachment templates is not translated, it will not be considered for the communication and will therefore not be included.

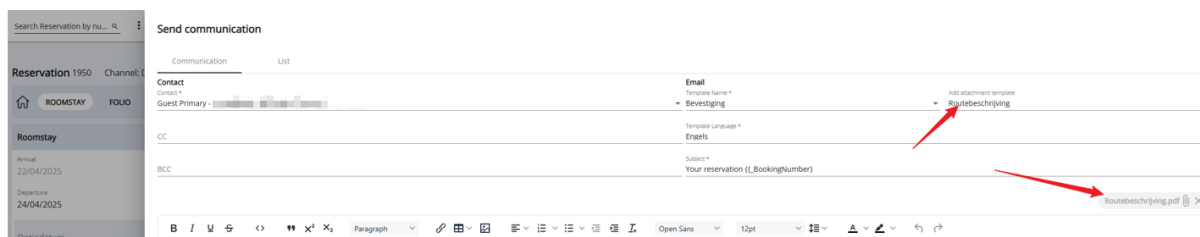


It is possible to add additional attachment templates which have not been configured by default in the communication template. An extra field called **Add attachment template** is added on the top right. A list of all attachment templates in the selected language are displayed.

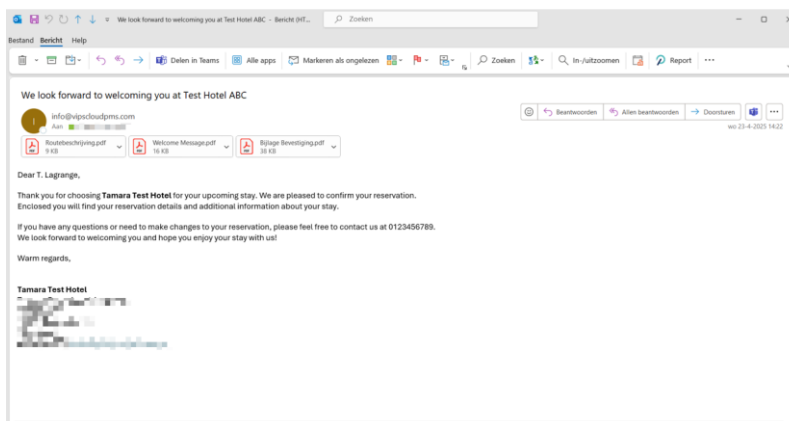


Based on the four communication template categories, one can also add an attachment template even if by default these have not been configured in the communication template itself. Here is an example where we have a communication template that does not include any attachment templates, but I do want to add an attachment. Select the desired attachment template and the PDF will appear below.





The recipient will receive the email as follows:

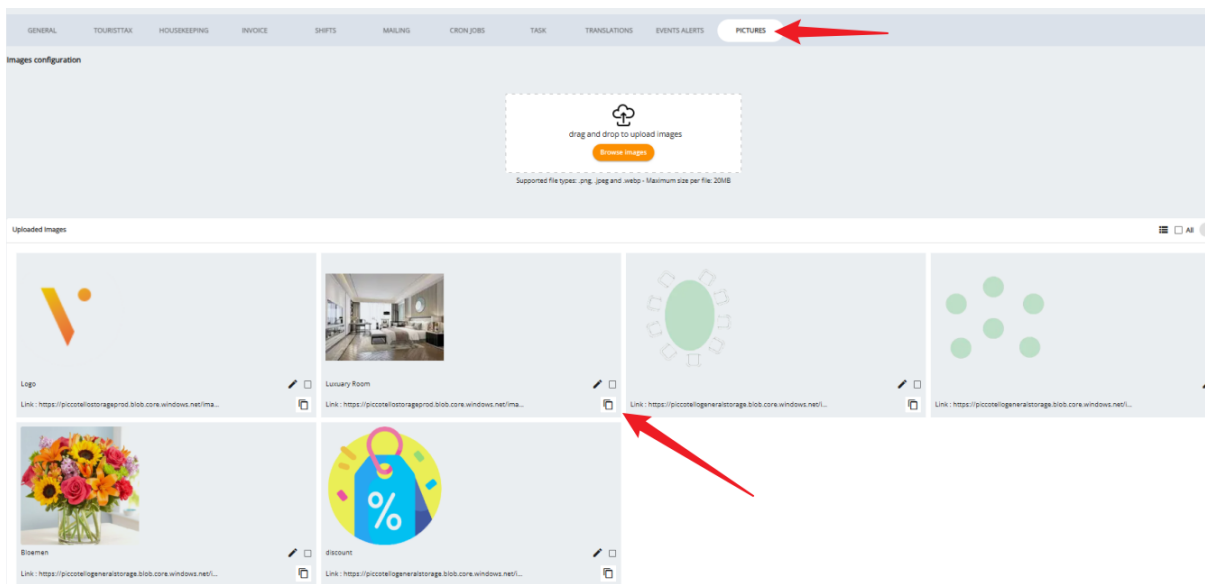


## NEW: IMAGES TAB TO FACILITATE COMMUNICATION TEMPLATES (CASE 16115)

To better facilitate image handling in our communication templates, we have now added a new tab called Pictures which is available via **Settings→General→Pictures**. This new tab will allow you to upload and store all images used in the PMS, including the images used for the OBE and Kiosk.

The images have a copy button which allows you to copy the image link and paste it in your communication templates. By using this form of imaging on templates significantly improves the size of the templates thus making it friendlier for the recipient.

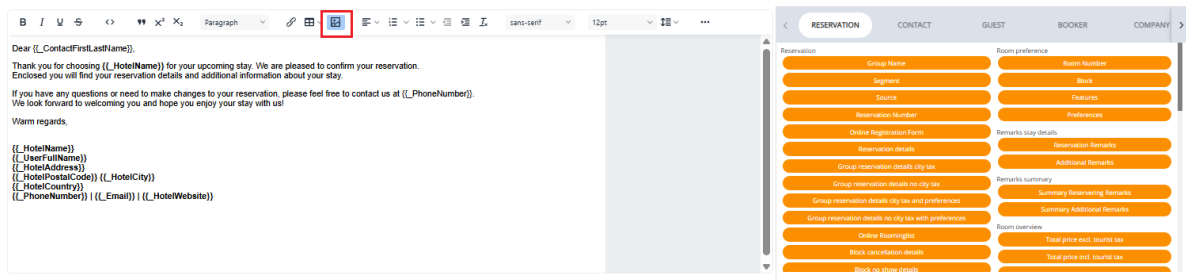
### 1. Copy the image link:



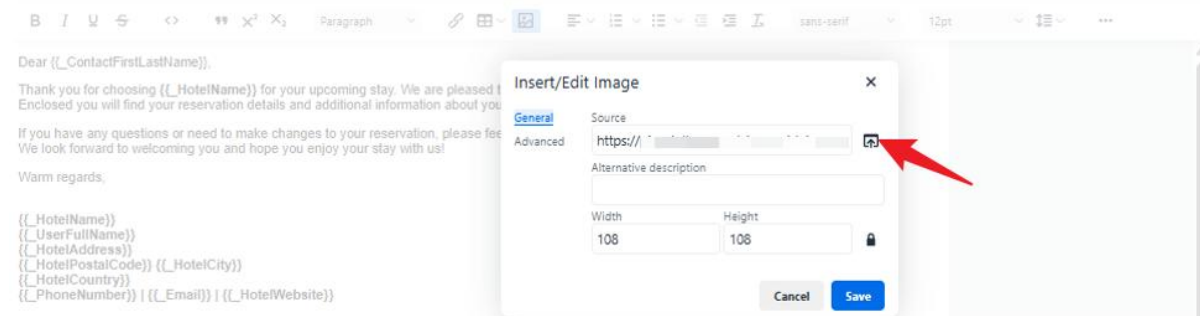
### 2. Switch to your communication template.

Select on the template where you want to add the image.

Select the image icon on the communication template:

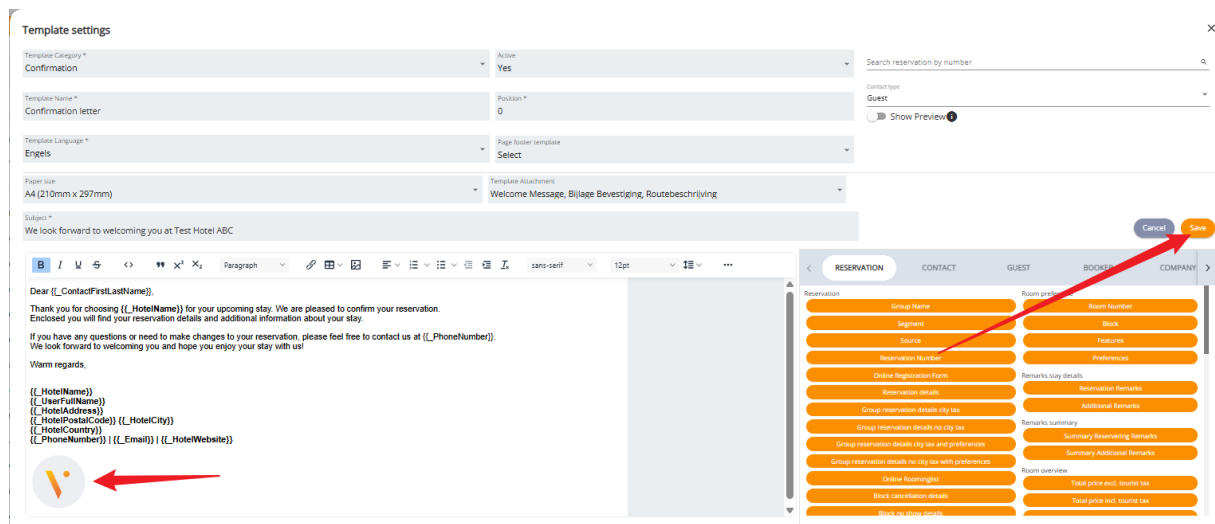


### 3. Paste the image link and adjust the size and description to your likings:



### 4. The image is now added to the template.

Do not forget to save these changes on your template.



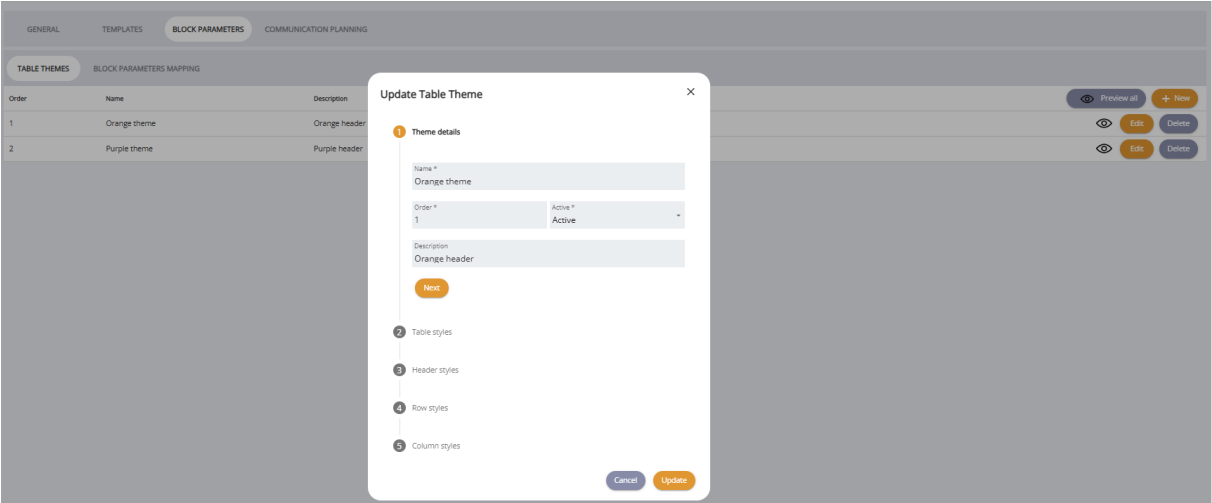
## NEW: DYNAMIC BLOCK PARAMETERS FOR CONFIRMATION TEMPLATES (CASE 15514)

We are excited to introduce a new feature to the communication module. It is now possible to design your own dynamic block parameters. Create block parameters with your own layout designs such as colors, fonts, etc. Go to **Setting** → **Communication** → **Block Parameters** → **Table Themes**.

### STEP 1 THEME DETAILS

The first step is to setup the theme details. Select the next button to proceed to step 2.

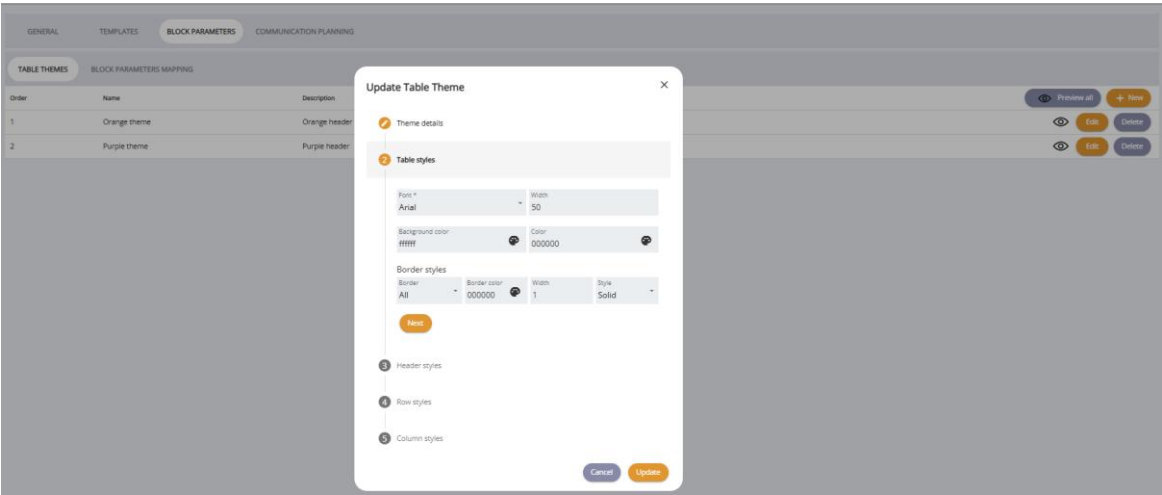
Type	Description
Name	Give the theme a name.
Order	Determine the list order.
Active	Determine the active status.
Description	Add a description if desired.



**STEP 2: TABLE STYLES**

The next step is styling the tables. Select the next button to proceed to step 3.

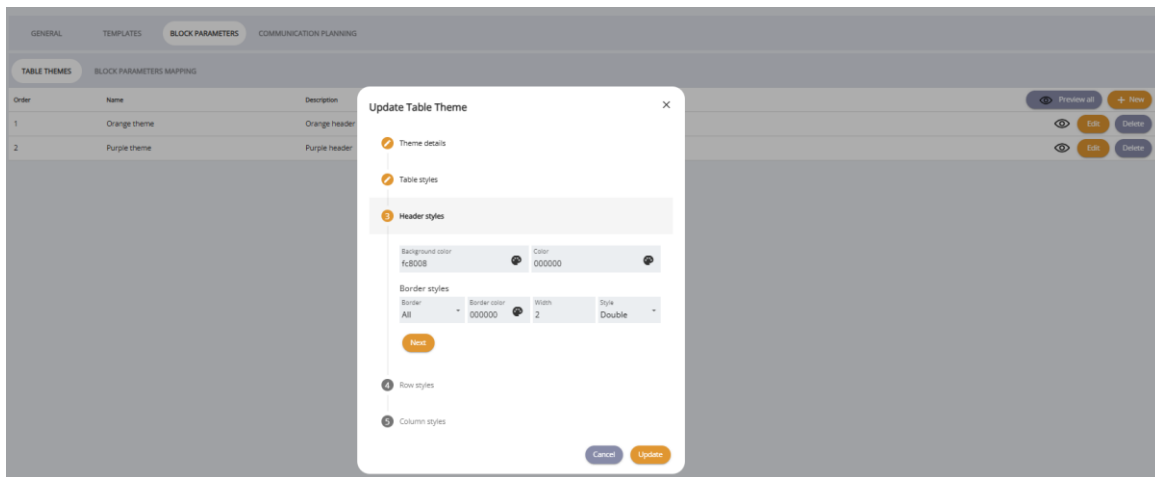
Type	Description
Font	There is a selection of font types to select from.
Width	Determine the with of the tables.
Background color	Determine the table background color.
Text color	Determine the table text color.
Border styles	
Border	Determine if a border is required on all, top or bottom of the table.
Border color	Determine the border color.
Width	Determine the border width.
Style	There is a selection of lines to select from: dotted, dashed, solid and double.



### STEP 3 HEADER STYLES

The next step is styling the header. Select the next button to proceed to step 4.

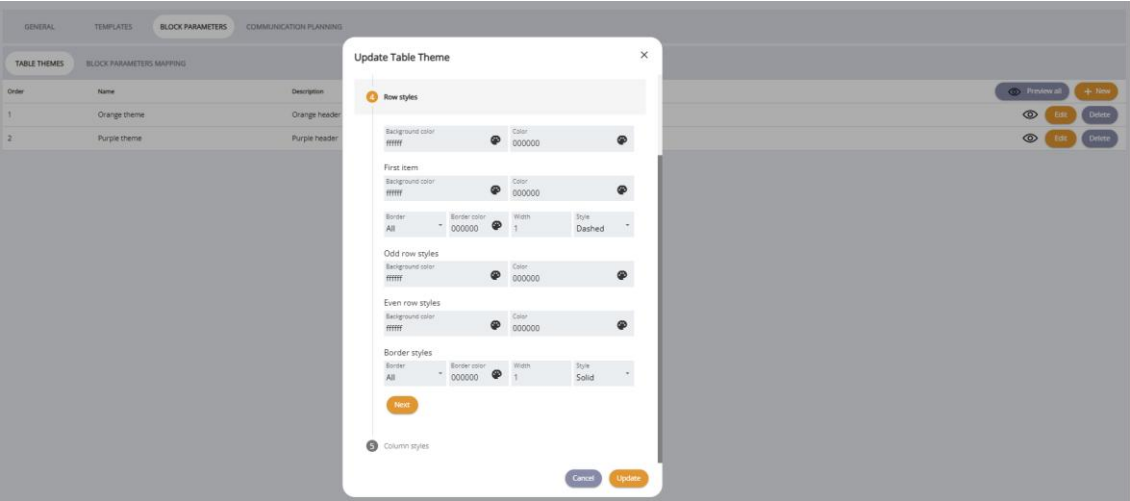
Type	Description
<b>Background color</b>	Determine the header background color.
<b>Text color</b>	Determine the theader text color.
<b>Border styles</b>	
<b>Border</b>	Determine if a border is required on all, top or bottom of the table.
<b>Border color</b>	Determine the border color.
<b>Width</b>	Determine the border width.
<b>Style</b>	There is a selection of lines to select from: dotted, dashed, solid and double.



### STEP 4 ROW STYLES

The next step is styling the rows. Select the next button to proceed to step 5.

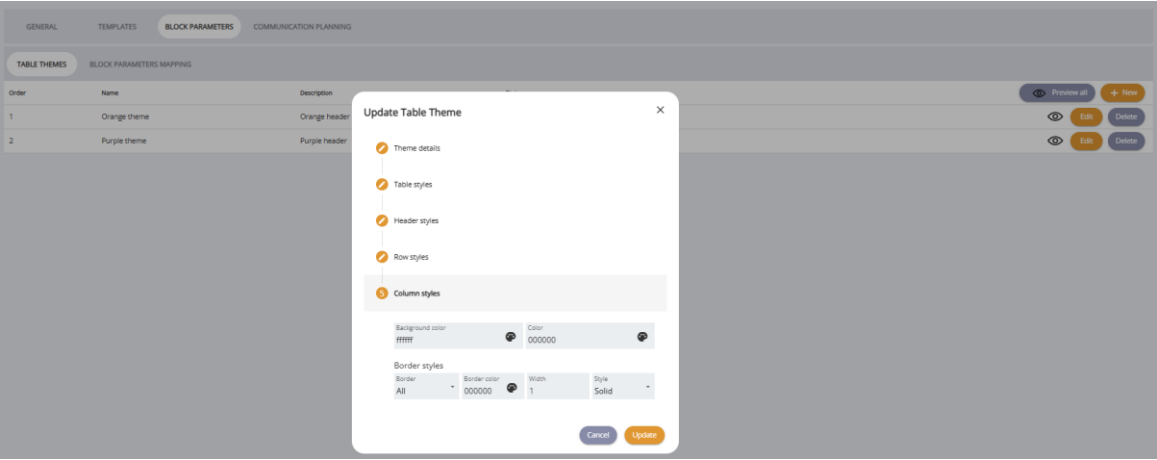
Type	Description
<b>Background color</b>	Determine the row background color.
<b>Text color</b>	Determine the row text color.
<b>First Child</b>	
<b>Background color</b>	Determine the background color.
<b>Tekst color</b>	Determine the text color.
<b>Border</b>	Determine if a border is required on all, top or bottom.
<b>Border color</b>	Determine the border color.
<b>Width</b>	Determine the border width.
<b>Style</b>	There is a selection of lines to select from: dotted, dashed, solid and double.
<b>Odd Row Styles</b>	
<b>Background color</b>	Determine the odd rows background color.
<b>Tekst color</b>	Determine the odd rows text color.
<b>Even Row Styles</b>	
<b>Background color</b>	Determine the eve rows background color.
<b>Tekst color</b>	Determine the even rows text color.
<b>Border styles</b>	
<b>Border</b>	Determine if a border is required on all, top or bottom.
<b>Border color</b>	Determine the border color.
<b>Width</b>	Determine the border width.
<b>Style</b>	There is a selection of lines to select from: dotted, dashed, solid and double.



STEP 5 COLUMN STYLES

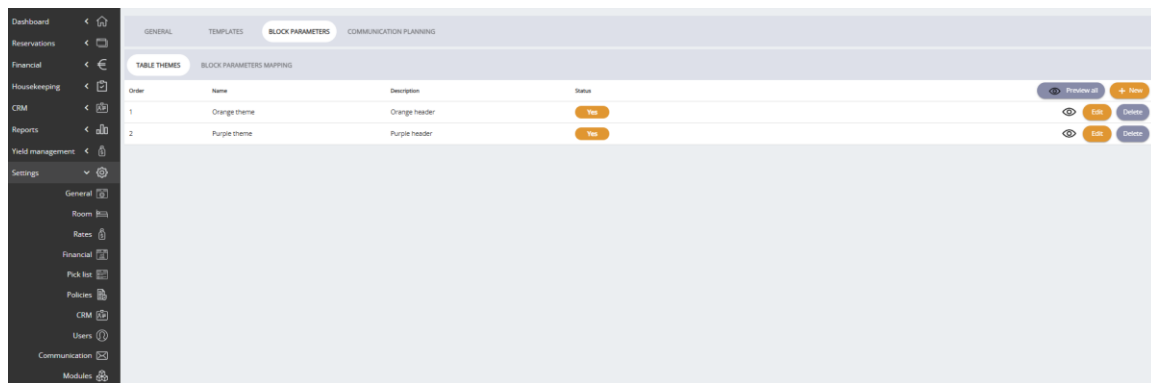
The next step is styling the columns. Select the update button save your table theme.

Type	Description
Background color	Determine the column background color.
Text color	Determine the column text color.
Border styles	
Border	Determine if a border is required on all, top or bottom.
Border color	Determine the border color.
Width	Determine the border width.
Style	There is a selection of lines to select from: dotted, dashed, solid and double.

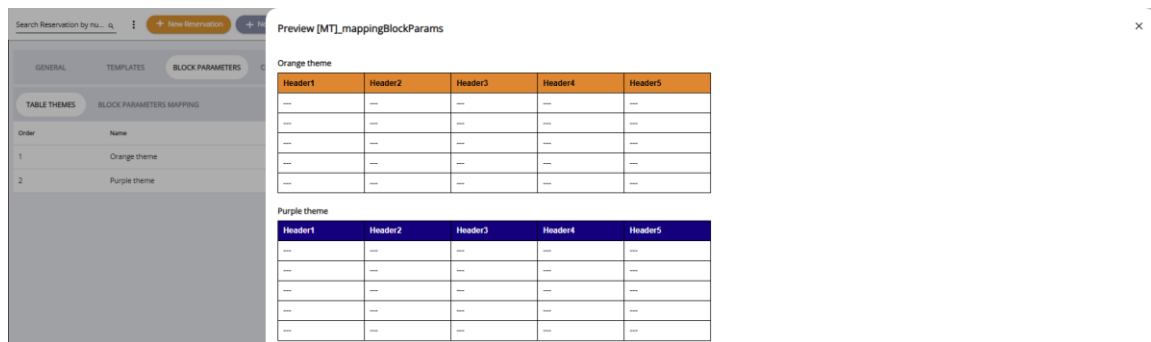


Once the theme is saved, it will appear on the grid overview.

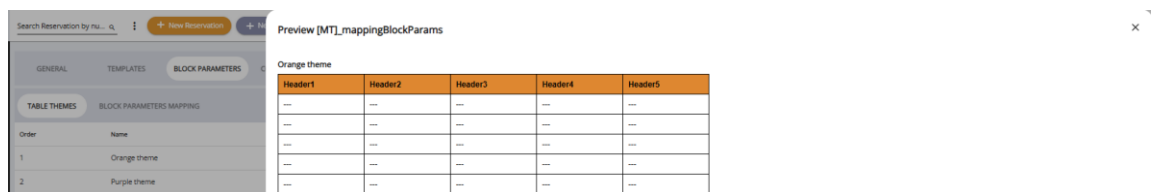
Type	Description
Preview all	Allow you to view all themes in one go (see below example).
New	This button allows you to create a new theme.
View theme	The eye icon on theme level allows you to view the single theme (see below example).
Edit	Allows you to edit the theme.
Delete	Allows you to delete the theme.



### Example of Preview All:




### Example of single theme view:



Once the theme(s) are configured, the next step is moving to the second tab called **Block Parameters Mapping**. Here we are actually creating the block parameters with the required table columns which can then be applied to communication templates.

The next step is adding the table columns. Select the **Add Table Column** button to proceed. It is possible to add multiple tables.

Type	Description
<b>Order</b>	Determine the list order.
<b>Code</b>	Give the block parameter a code.
<b>Name</b>	Give the block parameter a name.
<b>Type</b>	Determine from which template tab you want to use the single parameters from. 
<b>Active</b>	Determine the active status.
<b>Description</b>	Add a description is desired.
<b>Table Theme</b>	Select one of the created table themes.
<b>Show Total</b>	Selecting this tickbox will also allow you to add total prices to be displayed.

Type	Description
<b>Order</b>	Determine the list order.
<b>Name</b>	Give the block parameter a name.
<b>Placeholder</b>	Give the block parameter a name.
<b>Alignment</b>	There is a selection of alignments to select from (left, right, center).
<b>Bold</b>	Determine if it should be in bold.
<b>Italic</b>	Determine if it should be in italic.

Once the block parameter is saved, it will appear on the grid overview.

Type	Description
<b>New</b>	This button allows you to create a new block parameter.
<b>View</b>	This eye icon allows you to view the block parameter.
<b>Edit</b>	Allows you to edit the block parameter.
<b>Delete</b>	Allows you to delete the block parameter.

Once the block parameters are created, these can be applied to the communication templates. In the communication module, go to the tab **Templates** and select an existing template or create a new template.

In this example we will create a new template.

Search Reservation by no. ...

### Template settings

Template Category: Confirmation Active: Yes Search reservation by number: 1964

Template Name: Group reservation Position: 1 Contact type: Guest Show Preview

Template Language: Engels Page footer template: Select

Paper size: A4 (210mm x 297mm)

Subject: Confirmation of your group reservation

Dear ,

Thank you for choosing Tamara Test Hotel for your upcoming stay. We are pleased to confirm your reservation as follows:

Reservation number	Group name	Arrival	Departure	Rooms	Room type	Rate	Adults
1964	VIPS PMS TOUR	Mon 19 May 2025	Wed 21 May 2025	6	STD	Non Refundable	2
1964	VIPS PMS TOUR	Mon 19 May 2025	Wed 21 May 2025	6	STD	Non Refundable	2
1964	VIPS PMS TOUR	Mon 19 May 2025	Wed 21 May 2025	6	STD	Non Refundable	2
1964	VIPS PMS TOUR	Mon 19 May 2025	Wed 21 May 2025	6	STD	Non Refundable	2
1964	VIPS PMS TOUR	Mon 19 May 2025	Wed 21 May 2025	6	STD	Non Refundable	2
1964	VIPS PMS TOUR	Mon 19 May 2025	Wed 21 May 2025	6	STD	Non Refundable	2

Should you have any changes or special requests, please don't hesitate to contact us at 0123456789 or info@freetimehospitality.nl. Our team is here to ensure your event runs smoothly.

We look forward to hosting your group and providing a successful and memorable experience.

RESERVATION CONTACT GUEST BOOKER

Reservation: Group Name, Segment, Source, Reservation Number, Online Registration Form, Reservation Details, Group reservation details city tax, Group reservation details city tax and preferences, Group reservation details no city tax with preferences, Online Roominglist, Block cancellation details

Room preference: Room Number, Book, Features, Preferences, Remarks stay details, Reservation Remarks, Additional Remarks, Remarks summary, Summary Reserving Remarks, Summary Additional Remarks, Room overview, Total price excl. tourist tax, Total price incl. tourist tax

## REPORTS

### REGISTRATION FORM: PRINT ONLY FOR ROOMSTAYS (CASE 15569)

The registration form report included all reservation types, including those reservations for the planner module. This is now changed to only show roomstay reservations.

Enter date range: 22/04/2025 - 22/04/2025 Search

Reservation	Guest	Booker	Company	Agent	Arrival	Departure	Room	Room Type
1950					22-04-2025	24-04-2025	DLXB	

## MEETING & EVENTS MODULE

### LABEL ADJUSTMENTS IN MAINTENANCE TAB FUNCTION ROOM RESERVATION (CASE 16118)

We made a small textual adjustment to the labels in the function room reservation screen under the tab Maintenance to better align with Meeting & Events. Previously these were labeled as *Pickup comments* and as *Return Comments* and are now changed to **Comments on arrival** and **Comments on departure**.

Reservation 1949

MEETING FOLD HISTORY

Meeting reservation: 1949-1 Reservation

Date: 22/04/2025 Start time: 09:00 Optiedatum: 14:00

Overview: Meetings & Events Boardroom Type: Boardroom Rate Type: Complimentary Rate: Total: € 185,00

Room preference: Number: Yokohama Book: No

Group Leader: City: Country: Date Of Birth: ID type: ID number

REMARKS BILLING MAINTENANCE F&B

Comments on arrival Comments on departure

## PERMISSION TO BOOK POS CHARGES ON FUNCTION ROOM (CASE 16486)

An extra field is added to the function room reservation screen to indicate whether or not it is allowed to book POS charges to that reservation. By default, this setting is set to *Yes* and should be manually adjusted to *No* if not allowed.

Reservation 1949

MEETING FOLIO HISTORY

Meeting reservation

Date: 23/04/2025 Start time: 09:00 Optedatum: End time: 17:00

Reservation

Overview

Category: Meetings & Events Subcategory: Boardroom Type: Boardroom Setup name: Vergadering Rate Type: Complimentary Rate: Total:

Room preference

Number: Yokohama Block: No

Group Leader

City: Country: Date Of Birth: ID type: ID number:

REMARKS BILLING MAINTENANCE F&B

Allow POS Charges: Yes

## BLOCK MODULE

## ALLOW DELETION IN VIRTUAL ROOM TYPES CONFIGURATION (CASE 16362)

For the virtual room type configuration, it is now possible to delete an assigned room type when this room type is not used in a block or reservation pickup. Once it is used, this room type can no longer be deleted. In that case a message will appear indicating that the room type is used and cannot be deleted.

ROOM MANAGEMENT	ROOM TYPES	VIRTUAL ROOM TYPES	ROOMTYPE GROUP	ACCOMMODATION DIVISION	INVENTORY ITEMS	HOUSEKEEPING SECTION	HOUSEKEEPING BUILDING	FEATURES
	Virtual room type	Description	Room type for rate values					
>	ROH	Run of House	STD					+ New Translate Edit
		Room Types	Order					+ Add Edit Delete
		STD	1					Edit Delete
		DLX	2					Edit Delete
>	VDLX	Virtual Deluxe rooms	DLX					+ New Translate Edit
		Room Types	Order					+ Add Edit Delete
		DLX	1					Edit Delete
		DLXB	2					Edit Delete

Room type is used in block reservation, cannot delete it. Close

### CANNOT SET ROOM TYPE INACTIVE WHEN USED IN VIRTUAL ROOM TYPE (CASE 16364)

When setting a room type inactive and this room type is being used for the virtual room types, the following message will appear when selecting the save button:

*The room type cannot be disabled as it is in use for the virtual room type configuration.*

The screenshot shows the 'ROOM TYPES' tab in the Room Management interface. A modal titled 'Room Types - Add Tag' is open, allowing users to add a tag to a room type. The modal includes fields for Name, Confirmation Name, Min. pers., Max. pers., Def. pers., Position, and Active. A red arrow points from the 'Active' field to a message at the bottom of the screen: 'The room type cannot be disabled as it is in use for the virtual room type configuration.'

### PLANNING SCREEN: SHOW ACTIVE BLOCKS IN SELECTED TIMEFRAME (CASE 16431)

Active blocks will only appear on the planning screen when block dates match the search date. A block for 25 November will appear on the planning screen within that same date range selection.

The screenshot shows the Planning screen with a date range from 20/11/2025 to 03/12/2025. The 'BLOCKS' tab is selected, and a red box highlights the '25 Nov' column. The bottom screenshot shows the Planning screen with a date range from 05/11/2025 to 18/11/2025. The 'BLOCKS' tab is selected, and a red box highlights the '25 Nov' column.

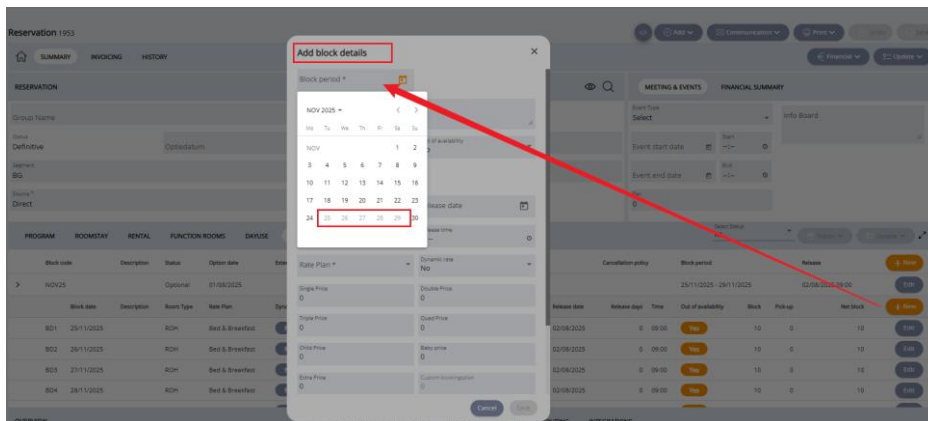
### INDICATION OF BLOCK RESERVATIONS IN SEARCH RESULTS (CASE 16432)

When searching for reservations, there was no clear indication of a block reservation in the results overview. To recognize a block reservation on the results overview, the label Block is added in the column Room Number. Additionally, one can only access the open button to the summary screen. The arrival and departure dates are based on the lowest & highest block date.

The screenshot shows the Search vips pms interface. The 'Room Number' column shows 'Block' for reservation 1953. A red box highlights the 'Block' label. A red arrow points from the 'Block' label to the 'Open' button in the 'Action' column.

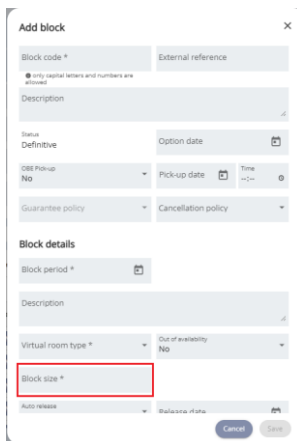
### BLOCK DETAILS: CANNOT SELECT DATES ALREADY IN USE (CASE 16433)

In an existing block reservation, it is no longer possible to add a block detail for dates that are already created. The reflected dates are greyed-out when selecting the block period.



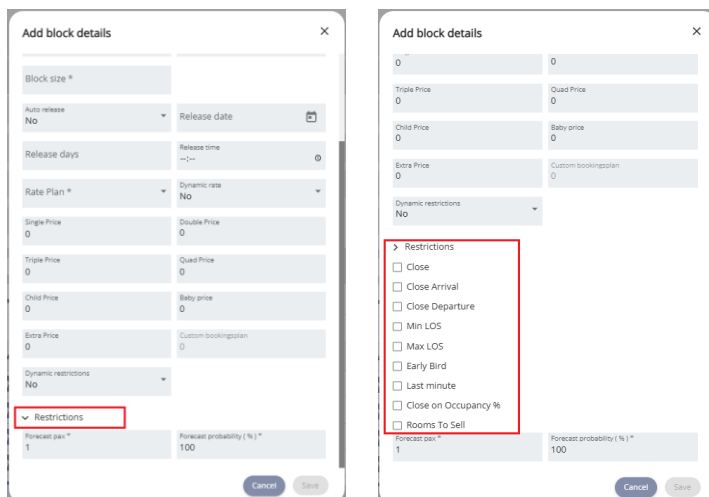
### BLOCK DETAILS: SMALL LABEL NAME ADJUSTMENT (CASE 16447)

A small adjustment is made in a label name in one of the fields in the block detail section. We renamed the field Block to Block size.



### BLOCK DETAILS: RESTRICTIONS COLLAPSED BY DEFAULT (CASE 16449)

In the block detail section, the restrictions are now collapsed by default. Select the chevron button to expand these to apply any restrictions.



## BLOCK DETAILS: NEW FIELDS ADDED FORECAST PAX AND PROBABILITY (CASE 16450)

Two new fields have been added to the block detail section to give an estimation on how the group will materialize:

- Forecast pax: give an estimation of expected number of pax.
- Forecast probability: give a % estimation.

By default, these values are set to 1 and 100% and can be adjusted at any given time. For example, while creating the block/block detail or update it after the block is created.

The image shows two side-by-side screenshots of the 'Add block' and 'Add block details' forms. Both forms have a red box highlighting the 'Forecast pax' and 'Forecast probability (%)' fields at the bottom, which are set to 1 and 100 respectively.

## EXTRA VISIBILITY OF BLOCK PICKUP (CASE 16339)

For those hotels using the block module, an extra tab called **Pick Up** is added the block reservation to display all of the picked-up reservations booked within the block itself but also reservations picked-up separately but linked to the block.

The image shows a screenshot of the 'Reservation 1951' interface. The 'PICKUPS' tab is selected, showing a table with columns: Block code, Reservation, Arrival, Departure, Guest, Booker, Company, Agent, Room, Adult / Child / Baby, Status. Two rows are visible, both with 'Reservation' in the second column. Red arrows point to the 'PICKUPS' tab and the 'Reservation' column.

As shown in above example, the column *Reservation* is showing 2 roomstays each with a different reservation number.

Those reservations booked separately have two buttons to redirect you to the summary or roomstay screen of that reservation. On the **Roomstay** tab, an extra column *Block* is added to display the block code. This code is clickable to redirect you to the linked block reservation.

**Reservation 1952** Channel: Direct Add Communication Print Undo Save

**SUMMARY** **INVOICING** **HISTORY** Financial Update

**RESERVATION** **BOOKER** **COMPANY** **AGENT** **INTERNAL** **MEETING & EVENTS** **FINANCIAL SUMMARY**

Group Name: [Blank]  
 Status: Definitive  
 Segment: LG  
 Source: Direct

Name: [Blank]  
 Email (Primary): [Blank]  
 Phone: [Blank]

Event Type: Select  
 Event start date: [Blank]  
 Event end date: [Blank]  
 Fax: 0

**PROGRAM** **ROOMSTAY** **RENTAL** **FUNCTION ROOMS** **DAYUSE** **BLOCKS** Select Status: All Action Update

Number	Room	Guest Name	Arrival	Departure	Nights	Fax	Room Type	Rate Plan	Rate	Status	Optional date	Inventory Product	Block	Proforma Invoice
1952-1	Q	[Blank]	22/05/2025	24/05/2025	2	2	DLX	Bed & Breakfast	€ 243,20	Reservation			<b>1951</b>	

For roomstays booked within the block reservation, as you are on the summary screen itself, we only show an open button to redirect you to the roomstay. These roomstays are also visible under the tab **Roomstay**.

**PROGRAM** **ROOMSTAY** **RENTAL** **FUNCTION ROOMS** **DAYUSE** **BLOCKS** **PICKUPS** Select Status: All Action Update

Block code	Reservation	Arrival	Departure	Guest	Booker	Company	Agent	Room	Adult / Child / Baby	Status	
22052025	1951-1	22/05/2025	24/05/2025	[Blank]	[Blank]	VIPS PMS			2 / 0 / 0	Reservation	
22052025	1952-1	22/05/2025	24/05/2025	[Blank]	[Blank]	VIPS PMS			2 / 0 / 0	Reservation	

### DISPLAYING BLOCK CODE & NUMBER ON ROOMSTAY (CASE 16445)

We added an extra detail to the roomstay screen to show which block is linked to it. The block code is also clickable here to redirect you to the block reservation. This applies for both roomstays picked-up within or separated from the block reservation.

**Reservation 1951** Channel: Direct Communication Print Undo Save

**ROOMSTAY** **FOIJO** **HISTORY** Financial Action Update

**Roomstay** **1951-1** **Reservation** **Roomstay Summary** **Room preference**

Arrival: 22/05/2025  
 Departure: 24/05/2025  
 Optedatum: [Blank]

Arrival time: 15:00  
 Departure time: 11:00

Assigned room: STD  
 Booked type: STD  
 Rate: Bed & Breakfast  
 Block: **1951** 22052025  
 Adults: 2  
 Children: 0  
 Baby's: 0  
 Average Rate: € 110,00  
 TouristTax: € 23,20  
 Total excl: € 220,00  
 Total Incl: € 243,20  
 Upstairs / Upgrade Value: € 0,00

Room preference: Room Select, Block No

**Reservation 1952** Channel: Direct Communication Print Undo Save

**ROOMSTAY** **FOIJO** **HISTORY** Financial Action Update

**Roomstay** **1952-1** **Reservation** **Roomstay Summary** **Room preference**

Arrival: 22/05/2025  
 Departure: 24/05/2025  
 Optedatum: [Blank]

Arrival time: 15:00  
 Departure time: 11:00

Assigned room: DLX  
 Booked type: DLX  
 Rate: Bed & Breakfast  
 Block: **1951** 22052025  
 Adults: 2  
 Children: 0  
 Baby's: 0  
 Average Rate: € 110,00  
 TouristTax: € 23,20  
 Total excl: € 220,00  
 Total Incl: € 243,20  
 Upstairs / Upgrade Value: € 0,00

Room preference: Room Select, Block No

## EXISTING INTEGRATIONS

### CHANNEL MANAGER RESERVATIONS: ADD ADDITIONAL GUESTS IF PRESENT IN XML (CASE 16208)

For channel manager reservations we will now show the additional guest information as received from the Channel Manager in the additional guest section from the roomstay.

Reservation 12744 OTA Number 202541343-APR21 Channel manager number 202541343 Channel: Test Simulator

ROOMSTAY FOLIO HISTORY

Roomstay 12744-2 Reservation

Arrival 21/04/2025 Arrival time \* 15:00

Departure 22/04/2025 Departure time \* 11:00

Optiedatum

Roomstay Summary

Assigned type \* AP1 Booked type COM

Rate DBL Upsell / Upgrade Value €0.00

Adults \* 1 Children 2 Baby's 0

Average Rate €11.00 TouristTax €9.00 Total excl. €36.00 Total Incl. €45.00

Show rate on registration form

PRIMARY GUEST ADDITIONAL GUEST +

Guest Name City Country Date Of Birth

Varma, Anjali Nederland

REMARKS BILLING HOUSEKEEPING F&B VEHICLES REFERENCES

Roomstay

### ROOMPRICEGENIE: COMMUNICATION LOG ADDED (CASE 14859)

We added a communication log to our RoomPriceGenie integration.

Integrations

< Point Of Sale PBX Fiscal System Exports Payment Service Provider Key Cards RevenueManagement >

RoomPriceGenie

+ New

Details Communication log

Enter date range 10/04/2025 - 17/04/2025 Search

Request Type All Search XML x Search

Creation Date & Time	Request Type	Affected start date	Affected end date	Details
2025-04-16T12:44:37.56	Availability	2025-04-16	2025-07-17	Response Request
2025-04-16T12:43:43.053	BookingRuleNotif	2025-04-16	2026-04-30	Response Request
2025-04-16T12:42:43.94	RateAmountNotif	2025-04-16	2026-04-16	Response Request
2025-04-16T12:41:16.973	Availability	2025-04-16	2025-04-16	Response Request
2025-04-16T12:41:11.067	Availability	2025-04-16	2025-07-17	Response Request
2025-04-16T12:26:47.547	BookingRuleNotif	2025-04-21	2025-04-21	Response Request

## ROOMPRICEGENIE: GET RATEVALUES ENDPOINT (CASE 15621)

A new endpoint has been created to allow external partners to retrieve rate values from our PMS. This feature is developed for RoomPriceGenie. In their system, RoomPriceGenie displays a checkmark when the price recommendations they've sent to our PMS are verified by confirming the data from our side. With this new endpoint, they are now able to perform this verification.

## ONLINE BOOKING ENGINE: DISPLAYING OF ADDITIONAL INFORMATION TEXT (CASE 15867)

For the OBE additional information text configuration, the text updated here will now be visible in the OBE reservation overview itself.

The screenshot shows the 'CUSTOMIZATION' tab in the PMS configuration interface. A modal titled 'Additional information for the guest' is open, displaying a text editor with the content: 'If requested ahead we will provide a free parking spot for our guests.' The modal includes a 'Cancel' button and a 'Save' button.

The screenshot shows the 'Reservation overview' page. The 'Additional information remarks' section is highlighted with a red box, displaying the text: 'If requested ahead we will provide a free parking spot for our guests.' Other sections visible include 'Arrival', 'Departure', 'Amount of nights', 'Amount of adults', 'Amount of children', 'Amount of babies', 'Room', 'Rate', 'Rate amount', 'Reservation total', 'Cancellation policies', and 'Terms and conditions'.

## ONLINE BOOKING ENGINE: DISPLAYING OF AMENITIES (CASE 15185)

Room amenities are now displayed directly on the booking page, rather than being hidden under the information icon.

## ONLINE BOOKING ENGINE: NOTIFICATIONS IF THERE IS NO AVAILABILITY

The notification that indicated when there is no availability is slightly adjusted to the following text:

## ONLINE BOOKING ENGINE: CONFIGURATION APPEARANCE (CASE 15962)

A few changes are made in the OBE appearance section.

### Colors

- The secondary color was used for the color of the prices. Therefore, this color is now renamed to: Price color.
- We have added a new secondary color to facilitate coming changes to the OBE.
- Body font: this color is renamed to primary color.
- Cards: border radius is replaced for corner radius.

## KIOSK: CHECK-INS IN COMBINATION WITH PRE-ASSIGNED ROOMS (CASE 16223)

We've updated the check-in logic for kiosk check-ins to prevent conflicts with pre-assigned rooms. If a room is pre-assigned to a reservation from *yesterday until today*, and the same room is also pre-assigned to another reservation from *today until tomorrow*, it will no longer be possible to check-in the second reservation until the first one has been checked out.

Previously, if the reservation status was "Reservation" and the room's cleaning status met the minimum check-in requirements, check-in was allowed. This is no longer the case with the updated logic.

## KIOSK: EXTRA TAB, KIOSK DEVICES (CASE 15998)

In the kiosk configuration an extra tab is added: Kiosk devices. This tab will display all kiosk devices for the property. This tab also allows you to configure the keycard and payment service provider for the kiosks from the PMS.

< AL	APPEARANCE	SERVICES	TERMS AND CONDITIONS	CONSENTS	CUSTOMIZATION	PICTURES	FINALIZATION	TRANSLATIONS CONFIGURATION	KIOSK DEVICES	>
Kiosk id	Name	Payment service provider	Payment service provider terminal id	Keycard integration	Keycard encoder id	Active	Position			
202	Main Entrance Kiosk	CCV UNATTENDED	23454	Hotek	1	Yes	1			Edit

## PUBLIC API POS: TICKET NUMBER ADDED TO EXTERNAL REFERENCE FIELD IN FOLIO (CASE 16382)

For Public API POS integrations the ticket number is now saved into the external reference field from the folio.

Room	Date	Consolidation date	External reference	Description	Rate	Quantity	Price	Amount Excl.	VAT	Total	Proforma/Invoice	
70	10/04/2025			OBE rate	OBE rate	1	€ 10,00	€ 9,17	€ 0,83	€ 10,00	P13684-1	Edit Delete
70	10/04/2025			City Tax		1	€ 1,05	€ 1,05	€ 0,00	€ 1,05	P13684-1	Edit Delete
70	10/04/2025		TKT-21	#Receipt : TKT-21		1	€ 3,00	€ 3,00	€ 0,00	€ 3,00	P13684-1	Edit Delete
70	10/04/2025		TKT-211	#Receipt : TKT-211		1	€ 3,00	€ 3,00	€ 0,00	€ 3,00	P13684-1	Edit Delete
70	10/04/2025		TKT-212	#Receipt : TKT-212		1	€ 3,00	€ 3,00	€ 0,00	€ 3,00	P13684-1	Edit Delete
70	10/04/2025		KT-1	#Receipt : KT-1		1	€ 6,00	€ 6,00	€ 0,00	€ 6,00	P13684-1	Edit Delete
70	10/04/2025		KT-1	#Receipt : KT-1		1	€ -6,00	€ -6,00	€ 0,00	€ -6,00	P13684-1	Edit Delete
70	10/04/2025		TK-1221	#Receipt : TK-1221		1	€ 14,00	€ 14,00	€ 0,00	€ 14,00	P13684-1	Edit Delete

## CCV: ATTENDED / UNATTENDED LANGUAGES (CASE 15167)

For hotels using our CCV connection we have now introduced the possibility to show the CCV terminal text in the language of the guest.

**CCV supports the following languages:**

English  
Dutch  
French  
German

The guest language that will show on the CCV terminal is determined by the communication language in the CRM profile combined with the mapped languages in the Integration configurations from CCV. This mapping is created in order to ensure that languages that are not supported by CCV also get the appropriate text in the display. If there is no guest communication language configured, then the terminal will be displayed in Dutch.

## CRM Communication Language:

CRM Communication Language settings page. Fields include: Title, First Name, Last Name, Email (Primary), Email (Secondary), Phone (Mobile), Phone (Home), Phone (Work), Communication Language (German), and VIP Level (Select).

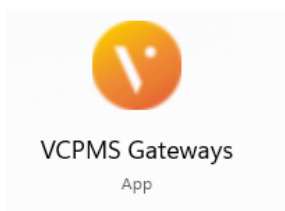
## CCV Integrations Mapping:

PMS Communication Language	CCV Language
English	English
Italian	English
Dutch, Flemish	Dutch
German	German
French	French
Spanish, Castilian	English
Chinese	German

## VCPMS GATEWAYS: RESTART BUTTON AND HEARTBEAT OPERATION (CASE 16225)

The VCPMS Gateways application connects on-premises systems—such as keycard or PBX installations—to our PMS. If the connected services stop running, hotels can now initiate a gateway service restart directly from the PMS. This may help resolve issues without needing further intervention. Additionally, logs are now stored in the PMS internally, eliminating the need to access on-premises logs when troubleshooting.

### On premise application:



## Integrations tab in VIPS CloudPMS

IP Address	IP Port	Default Quantity	Status
		2	Active

Supports Copy Card	Supports Read Card	Time before check in (Minutes)	Time after check out (Minutes)
Yes	Yes	10	10

Encoders	Common Doors
Name, ID	Name, Number, Default

Restart Gateway button highlighted.