



## Fixes Document

30-12-2025



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This document contains a list of all improvements implemented today. We, the VIPS CloudPMS team, are constantly working to improve and update the application. We can't do this without your help. Thank you!

The following items have been fixed:

Case	Omschrijving
19331	<b>Communication planning:</b> we identified an issue where some emails were not sent in particular for reservations created around midnight. These are stored in UTC time, but the communication planning validates these timestamps using the hotel's local time. This time zone mismatch caused some reservations to be excluded from the email processing list, resulting in confirmation emails not being sent to guests. This issue is now restored.
21777	When recalculating the tourist tax, the system could experience a timeout under heavy reservation load, preventing the update from completing and resulting in an error message. The query has since been optimized to better handle higher loads, avoiding timeouts and allowing the recalculation process to complete successfully.
19507	The occupancy percentage previously differed between the Rate Overview and the Planning Screen. We identified that the Rate Overview calculation incorrectly included <b>No Room</b> rooms. The occupancy calculation has now been updated to exclude these rooms, ensuring consistency with the occupancy percentage shown in the Planning screen.

Rate overview		TODAY		30/12/2025		Select Room Type		Select a Rate type		Update		Recalculate Prices	
Rate management		Today		Tue 30 Dec		Wed 31 Dec		Thu 01 Jan		Fri 02 Jan		Sat 03 Jan	
Occupancy		41%		10%		10%		0%		0%		0%	
SGL		4		4		4		4		5		5	
STD		1		6		6		6		7		7	