VIPS | CLOUD PMS.

Fixes Document

24-11-2026

Nevelgaarde 20k - 3436 ZZ
Nieuwegein - Nederland

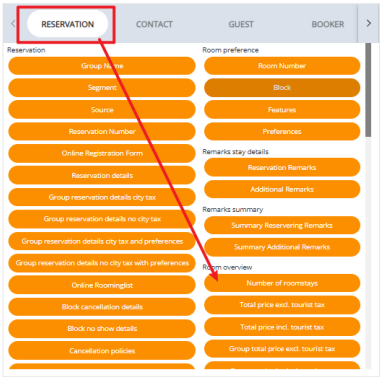
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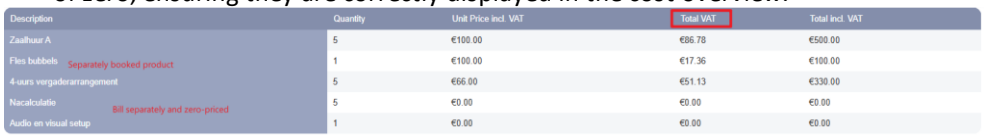
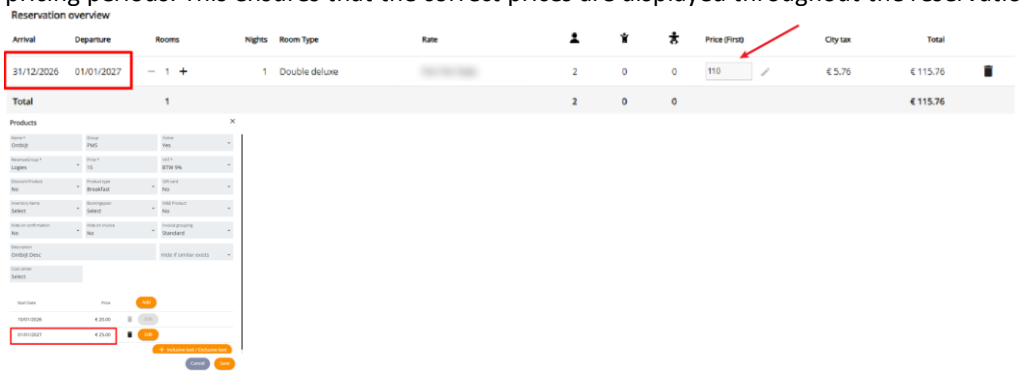
info@vipscloudpms.com

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:

<table>
<tr><th>Case</th><th>Description</th></tr>
<tr><td>22745</td><td>We identified an issue in the POS Public API where the Ticket ID was displayed twice on proforma and invoice documents.
This issue has now been resolved. The word “Receipt” has been removed, and the Ticket ID now starts with the POS location, followed by the Ticket ID. As a result, the Ticket ID is now displayed only once and correctly across all proforma and invoice formats, including print, email, and download. If no POS Location is provided in the charge request, “Receipt:” will be used as the default fallback text.
Previous view:
<table>
<tr><th>DATUM</th><th>KAMER</th><th>PRODUCT</th><th>AANTAL</th><th>PRIJZEN</th><th>TOTAAL</th></tr>
<tr><td>02/02/2026</td><td></td><td>#Receipt : 8 Restaurant 8</td><td>1</td><td>€ 4.00</td><td>€ 4.00</td></tr>
<tr><td>02/02/2026</td><td></td><td>#Receipt : 09d09ef4-dcc0-4619-98e3-f870e43d9cbe
09d09ef4-dcc0-4619-98e3-f870e43d9cbe</td><td>1</td><td>€ 60.00</td><td>€ 60.00</td></tr>
</table>
New view:
<table>
<tr><th>DATUM</th><th>KAMER</th><th>PRODUCT</th><th>AANTAL</th><th>PRIJZEN</th><th>TOTAAL</th></tr>
<tr><td>18/11/2026</td><td></td><td>REFUNDABLE</td><td>1</td><td>€ 110.00</td><td>€ 110.00</td></tr>
<tr><td>18/11/2026</td><td></td><td>City Tax</td><td>1</td><td>€ 4.50</td><td>€ 4.50</td></tr>
<tr><td>18/11/2026</td><td></td><td>#Restruant : TK-260902</td><td>1</td><td>€ 50.00</td><td>€ 50.00</td></tr>
<tr><td>18/11/2026</td><td></td><td>#Restruant : TK-261101</td><td>1</td><td>€ 50.00</td><td>€ 50.00</td></tr>
<tr><td>18/11/2026</td><td></td><td>#Restruant : TK-261101</td><td>1</td><td>€ -50.00</td><td>€ -50.00</td></tr>
<tr><td>18/11/2026</td><td></td><td>#Receipt : TK-261102</td><td>1</td><td>€ -50.00</td><td>€ -50.00</td></tr>
</table>
</td></tr>
<tr><td>27384</td><td>We have implemented performance improvements in the RevControl integration to optimise the retrieval of rates and restrictions and the synchronisation of updates to Channel Managers. Previously, the integration synchronised entire date ranges, including dates with no changes. This resulted in unnecessary processing and larger XML payloads.
The following changes have been implemented:
1. Only relevant room rates are synchronised: Only room rates linked to the respective Channel Managers are included in the updates.
2. Only changed dates are synchronised: Updates are now sent only for the dates that have changed in RevControl, rather than the entire date range. For example, if rates are changed for only 2 days in a month, only those 2 days will be updated.</td></tr>
<tr><td>19462
&
22383
&
19566</td><td>We identified and resolved issues with room availability and pickup counts when creating or cancelling block reservations.
Previously, cancelling a block reservation could result in incorrect room availability, and changes to pick-up counts were not always visible immediately. In some cases, a page refresh was required to display the correct information.
These issues have now been resolved. Room availability and pickup counts are now updated correctly and immediately when reservations are created or cancelled.
In addition, when a room block has passed its release date (e.g. 7 days before check-in), any subsequently cancelled reservations are now returned to general availability instead of being added back to the original room block.</td></tr>
<tr><td>22740</td><td>Previously, negative values could not be saved in the Rate Overview screen when updating the base price for the Package Per Person charge type.
This has now been resolved, and negative values are allowed for this charge type.</td></tr>
<tr><td>26517</td><td>We fixed an issue that prevented users from posting charges from the POS system to a checked-in function room when no group leader was assigned. You can now post POS charges to checked-in function rooms without having to assign a group leader first.</td></tr>
<tr><td>24312</td><td>We resolved an issue in the M&E Rack where the Reservation/OOO Details popup would not open when clicking an entry with a start time outside the configured display hours while using the Day display filter.</td></tr>
</table>

25535	Resolved an issue where refreshing the **Room Types** or **Rooms** tabs in the M&E module caused users to be logged out of the application. Users can now refresh these pages without being logged out.
26840	For M&E, we fixed an issue that caused an error when saving a program containing package items of type **Block**. This happened when adding a program to a function room reservation using a package that included Block-type items. Programs with these package items can now be saved without errors.
26908	For M&E, we fixed an issue that occurred when adding a program item to an existing program and selecting another function room during the process. In this situation, users could manually enter a **past date**. Although the system did not allow the process to be saved with a past date, aborting the process by clicking the **"X"** could still result in a function room reservation being created for that date, even though the program item was never created. This is now resolved. Users can no longer select another function room for a past date during this process, preventing unwanted function room reservations from being created.
26954	We fixed an issue where an error occurred when opening a reservation from the **Meeting & Events rack** if no roles were assigned to the Planner rack menu item. The system was incorrectly also checking the roles assigned to the Planner rack, even though users were accessing the reservation through the Meeting & Events rack. As a result, users received an error and were unable to open the reservation. This has now been resolved.
25161	As an additional enhancement to better support different reservation types and provide more flexibility when setting up **communication templates**, we have introduced a new parameter specifically for hotel roomstays: {{_NumberOfRoomstays}} – Number of roomstays (hotel rooms).  The existing parameters remain unchanged and will continue to work as before: • {{_NumberOfRooms}} • {{_NumberFunctionRooms}} • {{_NumberRentals}} • {{_NumberDayuse}}
26960	We fixed an issue with the **Block Object Roomstay Details** in the Communication Module, where removing columns caused icons and information to appear under the wrong headers. For example, after removing the **Children** and **Babies** columns, their icons were still displayed, sometimes under other columns such as **Tourist Tax**. In addition, the **Room Price** and **Arrival Date** columns were missing, and some information was displayed under the wrong headers. The table now correctly displays the selected columns, their corresponding icons and the related information.
25043 & 26647	We made several improvements to the **Block Object Cost Overview** in the Communication Module, to provide clearer and more complete cost information. • **Unit price labels:** Updated the labels to *Unit price excl. VAT* and *Unit price incl. VAT*, making it clear that these amounts are per unit. • **Total VAT amount:** Added the missing VAT value to the cost overview. • **Bill separately products:** Improved the cost overview to include items marked as *Bill Separately*. • **Separately booked products:** These are correctly displayed as individual records in the cost overview.

	• **Zero-priced items:** Improved support for programs, program items, and products with a price of zero, ensuring they are correctly displayed in the cost overview. 
26771	We fixed an issue where the wrong email address was displayed when sending a reservation confirmation. When creating a new reservation manually and selecting **Send communication manually**, the system sometimes displayed the email address from the previously created reservation instead of the email address belonging to the new reservation. The system now correctly displays the email address linked to the new reservation, ensuring the confirmation is sent to the right recipient.
26056	We identified and resolved an issue with the default tab behavior when opening the reservation summary screen. The system now selects the appropriate default tab based on the reservation content: **If only rooms, day-use, or rentals are created:** The **Financial Summary** tab is displayed by default. **If programs or function rooms are created:** The **Meeting & Events** tab is displayed by default.
26334	We updated which remarks are visible to guests in the **Guest Portal** *Additional Information* section. From now on, guests will only see the **Reservation Remarks**. **Roomstay Remarks** will no longer be displayed in the Guest Portal, as these are typically used for internal communication and may contain information that is not intended for guests. This ensures that internal hotel notes remain private while guests only see the relevant information about their reservation.
26645	Previously, selecting a date range longer than one month when searching KIOSK logs resulted in an error. This has now been improved. Users can only select a date range of up to one month, as the calendar automatically prevents selecting dates outside the allowed range. This helps prevent errors and makes searching KIOSK logs easier.
26743	We fixed an issue in the **Create New Reservation** grid where incorrect prices were displayed when a reservation overlapped a product price change. The system now checks both the **unit price and quantity** to ensure that prices are calculated correctly, even when a reservation includes different pricing periods. This ensures that the correct prices are displayed throughout the reservation. 
26761	For hotels using the IDeaS integration, we have improved how segments are assigned to new reservations. When segments are mapped in the Ideas integration, these settings will now take priority over the default segment settings in the New Reservation Flow. This ensures that the segment configuration managed in Ideas is not overwritten by the default settings in our system. To make this work correctly, the general setting for mandatory segments should be set to **No**. This allows Ideas to take the lead in assigning the correct segments to reservations created through Channel Manager and OBE. This ensures that segment assignments remain consistent with the configuration in Ideas. 