

# User Manual

## ZKBio CVSecurity (Hotel Module)

Software Version: 5.3.0\_R-HLMS\_3.1.1\_R

Date: February 2024

Doc Version: 1.1

English

Thank you for choosing our product. Please read the instructions carefully before operation. Follow these instructions to ensure that the product is functioning properly. The images shown in this manual are for illustrative purposes only.



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## About the Company

ZKTeco is one of the world's largest manufacturer of RFID and Biometric (Fingerprint, Facial, Finger-vein) readers. Product offerings include Access Control readers and panels, Near & Far-range Facial Recognition Cameras, Elevator/floor access controllers, Turnstiles, License Plate Recognition (LPR) gate controllers and Consumer products including battery-operated fingerprint and face-reader Door Locks. Our security solutions are multi-lingual and localized in over 18 different languages. At the ZKTeco state-of-the-art 700,000 square foot ISO9001-certified manufacturing facility, we control manufacturing, product design, component assembly, and logistics/shipping, all under one roof.

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## About the Manual

This manual introduces the operations of **ZKBio CVSecurity (Hotel Module)**.

All figures displayed are for illustration purposes only. Figures in this manual may not be exactly consistent with the actual products.

Features and parameters with ★ are not available in all devices.

## Document Conventions

Conventions used in this manual are listed below:

### GUI Conventions

| For Software     |                                                                                                                              |
|------------------|------------------------------------------------------------------------------------------------------------------------------|
| Convention       | Description                                                                                                                  |
| <b>Bold font</b> | Used to identify software interface names e.g. <b>OK</b> , <b>Confirm</b> , <b>Cancel</b> .                                  |
| >                | Multi-level menus are separated by these brackets. For example, File > Create > Folder.                                      |
| For Device       |                                                                                                                              |
| Convention       | Description                                                                                                                  |
| < >              | Button or key names for devices. For example, press <OK>.                                                                    |
| [ ]              | Window names, menu items, data table, and field names are inside square brackets. For example, pop up the [New User] window. |
| /                | Multi-level menus are separated by forwarding slashes. For example, File/Create/Folder.                                      |

### Symbols

| Convention                                                                          | Description                                                                            |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
|  | This represents a note that needs to pay more attention to.                            |
|  | The general information which helps in performing the operations faster.               |
|  | The information which is significant.                                                  |
|  | Care taken to avoid danger or mistakes.                                                |
|  | The statement or event that warns of something or that serves as a cautionary example. |

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# 1 Statistic

## 1.1 Statistic

### 1.1.1 Statistic Interface Description

The interface is divided into four statistics charts, as shown in Figure 1.1-1.

The statistical charts have three dimensions: Week, Month, and Year.

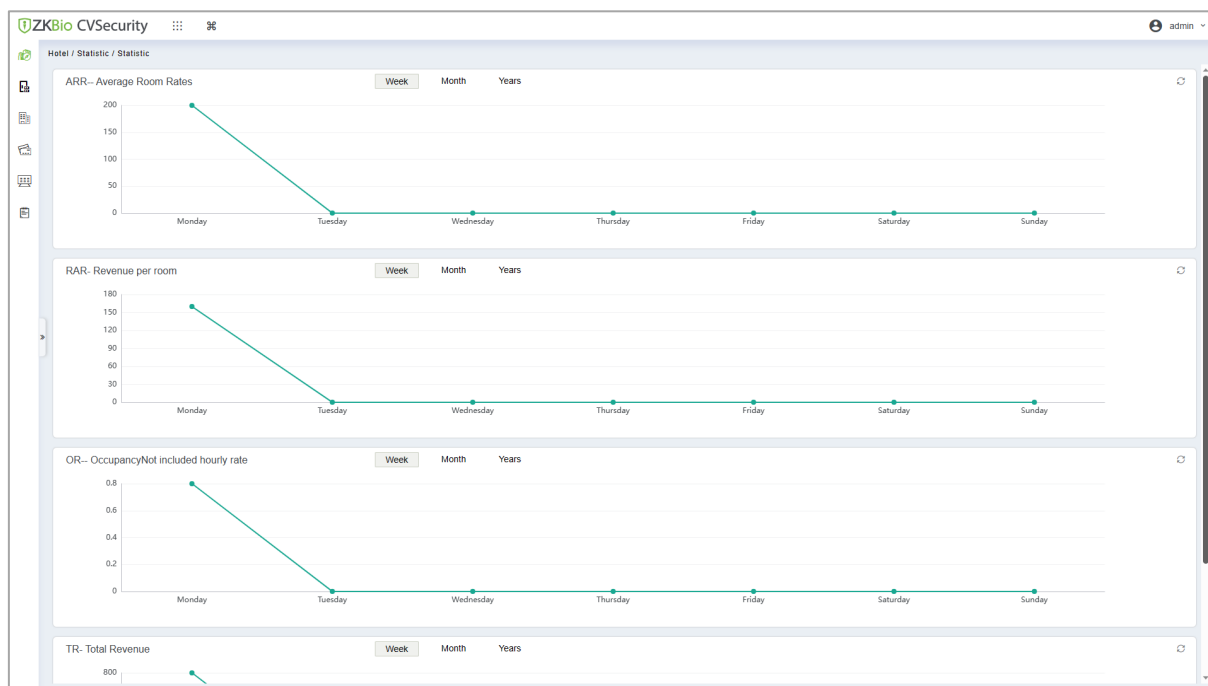


Figure 1.1-1

#### 1.1.1.1 ARR-Average Room Rates

- ARR-Average Room Rates only measure the average of the charges incurred during daily non-hourly check-out.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day and ends on the last day of the month, and Years span from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

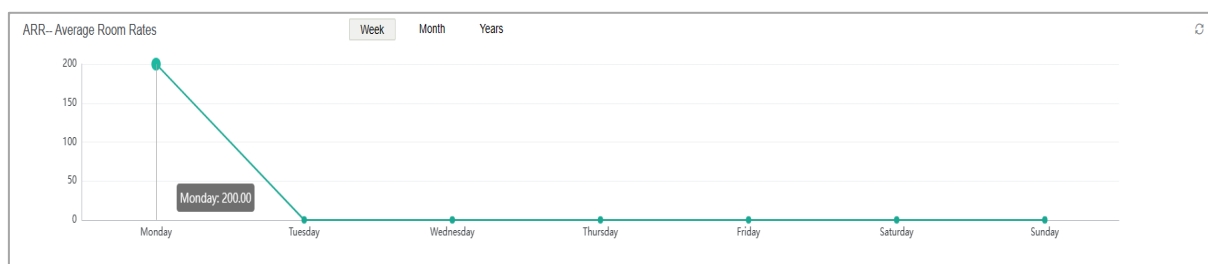


Figure 1.1-2

### 1.1.1.2 RAR-Revenue Per Room

- RAR-Revenue per room is the non-hourly check-out fee/total number of rooms for the day.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day and ends on the last day of the month, and Years span from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

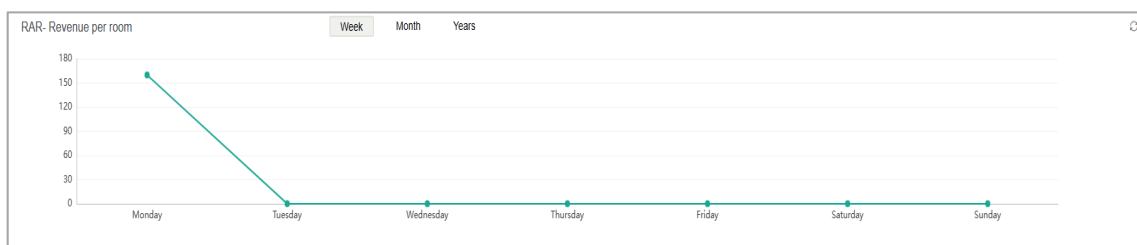


Figure 1.1-3

### 1.1.1.3 Occupancy Not Included Hourly Rate

- Occupancy rate, excluding hourly rates, is calculated by dividing the number of non-hourly room stays by the total number of rooms for the day.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day and ends on the last day of the month, and Years span from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

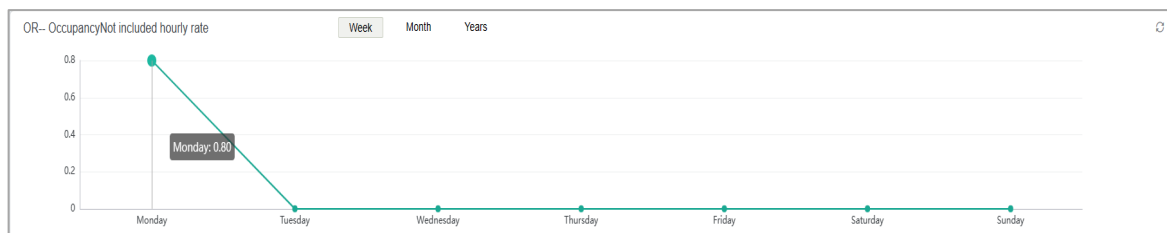


Figure 1.1-4

### 1.1.1.4 Total Revenue

- Total Revenue is the sum of all check-outs generated for the day.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day and ends on the last day of the month, and Years span from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

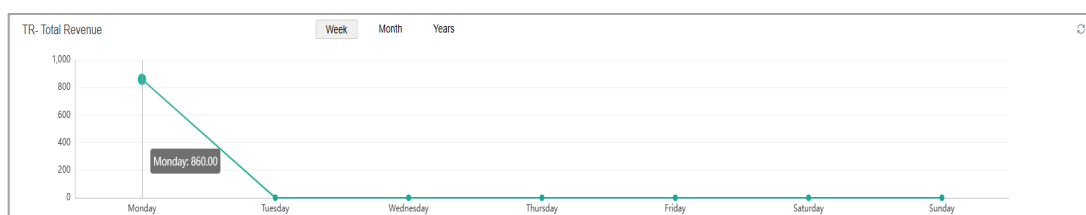


Figure 1.1-5

## 2 Device Management

### 2.1 Device Interface Description

Device management is the interface for managing the hotel lock and its gateway. The following explains how to add a gateway and a hotel lock to the system.

- As shown in Figure 2.1-1, the interface is divided into the gateway device list on the left and the lock list of the gateway device on the right.
- You can resize the display area by dragging the divider in the middle.

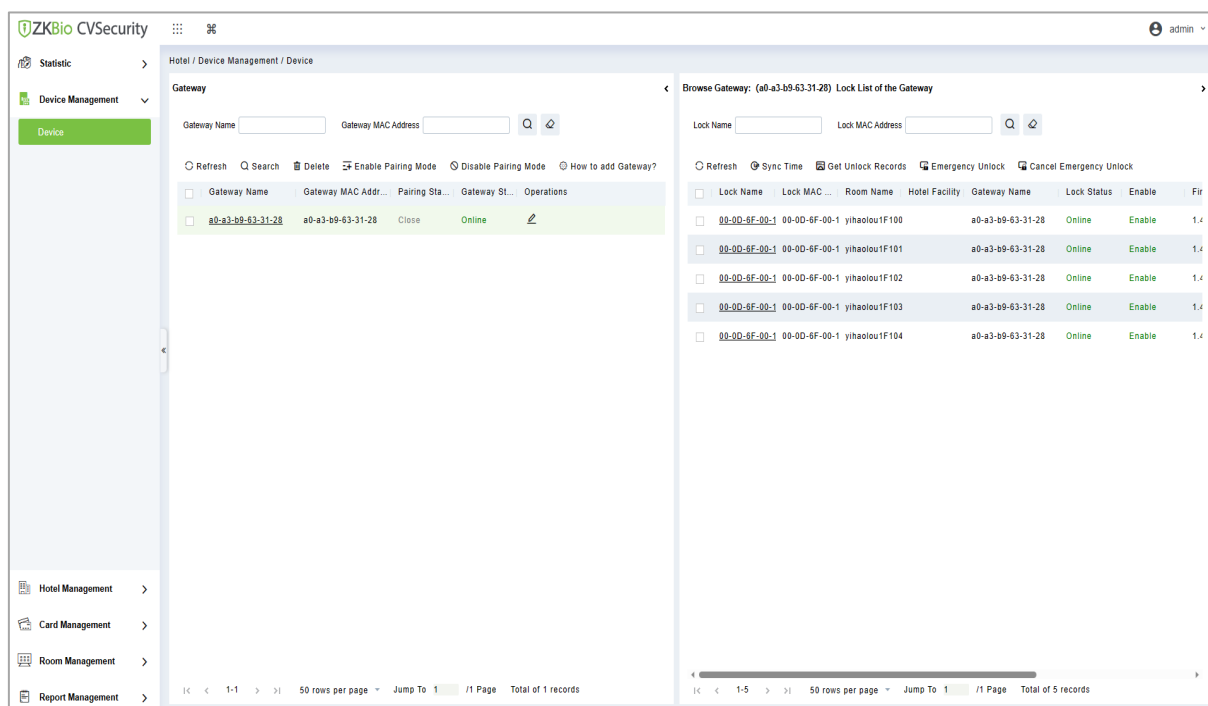


Figure 2.1-1

#### 2.1.1 Gateway

##### 2.1.1.1 Add A Gateway by Searching

1. Using a mobile device, connect to the Wi-Fi network using the information provided on the back of the gateway, log in, configure the Remote Server address, and save the settings, as shown in Figure 2.1-2.

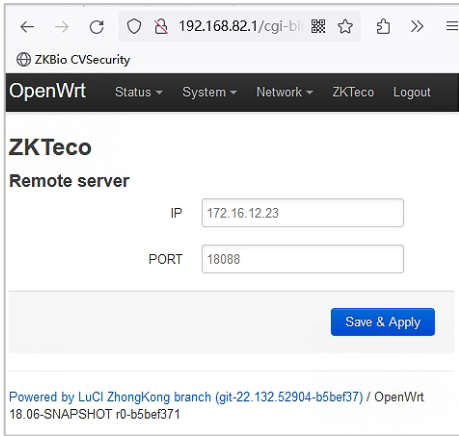


Figure 2.1-2

2. In **Hotel > Device Management > Device** module, click **Search**, find the gateway information, and click **Add** to complete the gateway addition, as shown in Figure 2.1-3.

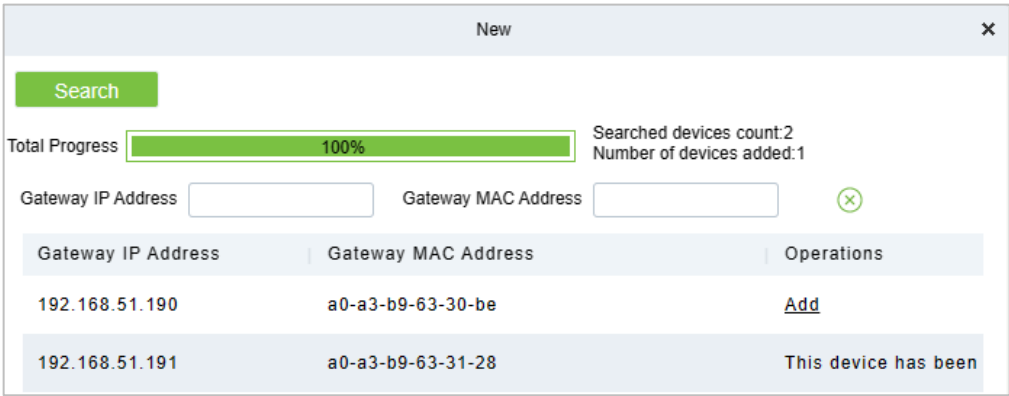


Figure 2.1-3

2.1.1.2 Other Function Description

- In the upper search bar, you can search for a Gateway device by Gateway Name and Gateway MAC Address, as shown in Figure 2.1-4.

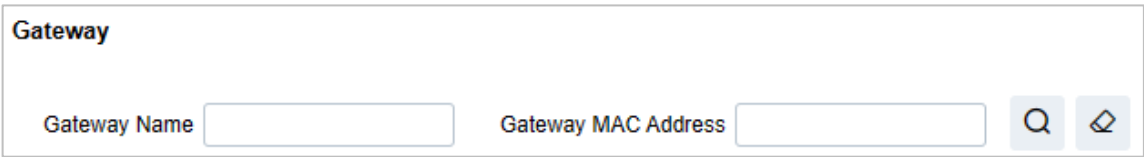


Figure 2.1-4

- The middle row is the operation bar. To Delete, Enable Pairing Mode, or Disable Pairing Mode, select the desired gateway first, as shown in Figure 2.1-5.

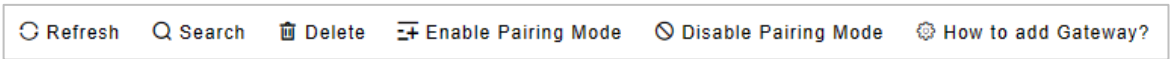


Figure 2.1-5

- **Refresh** button is used to refresh the gateway device list when the data in the gateway device list is not synchronized.
- **Search** button is used to search for a new gateway device and add it to the gateway device list.

- Users can click the **Edit** icon or gateway name at the end of the Gateway device list to enter the gateway editing window, and you can modify the gateway name for easy identification. In addition, the gateway MAC address cannot be edited. As shown in Figure 2.1-6.

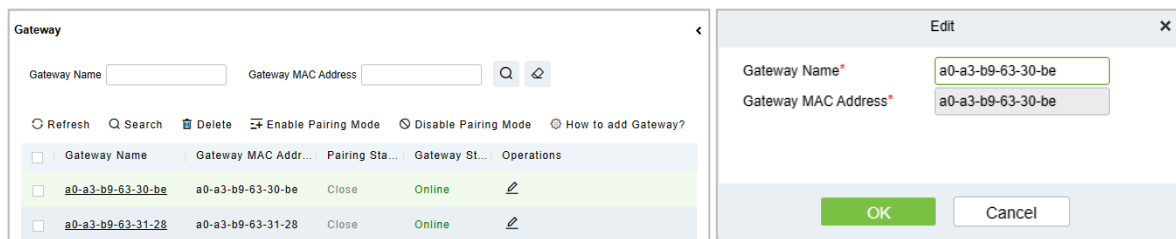


Figure 2.1-6

- After selecting the gateway and clicking the **Delete** button, the system will confirm whether to delete the gateway device again. (Are you want to perform the Delete operation?) In addition, if the gateway is connected and the lock device is in use, the gateway cannot be deleted, users must delete the lock device first, as shown in Figure 2.1-7.

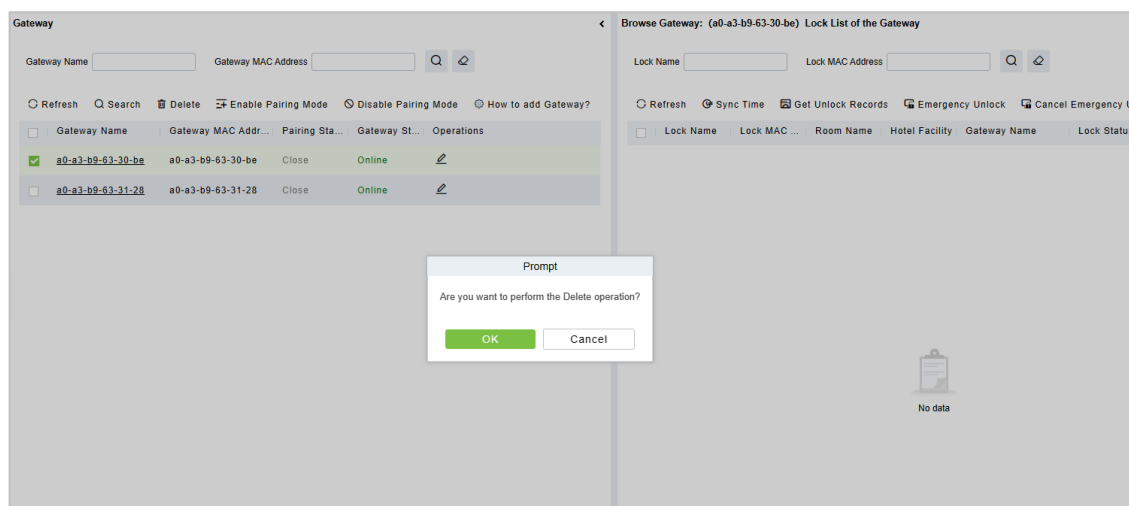


Figure 2.1-7

- After selecting the gateway and clicking the **Enable Pairing Mode** button, the gateway will enable the pairing mode. In the list, the **Pairing Status** will display as **Open** after refresh. This mode automatically closes after 1 hour, as shown in Figure 2.1-8.

| <input type="checkbox"/> | Gateway Name                      | Gateway MAC Addr... | Pairing Status | Gateway Status | Operations |
|--------------------------|-----------------------------------|---------------------|----------------|----------------|------------|
| <input type="checkbox"/> | <a href="#">a0-a3-b9-63-30-be</a> | a0-a3-b9-63-30-be   | Open           | Online         |            |
| <input type="checkbox"/> | <a href="#">a0-a3-b9-63-31-28</a> | a0-a3-b9-63-31-28   | Close          | Online         |            |

Figure 2.1-8

- Pairing Status** displaying as **Open** indicates that the gateway allows the addition of hotel lock devices via the Default Net Card currently; **Close** indicates that the gateway does not allow the addition of hotel lock devices through the Default Net Card currently.

- Check whether the network status of the gateway is normal by **Gateway Status**. **Online** indicates that the network status of the gateway is normal. **Offline** indicates that the gateway is offline, as shown in Figure 2.1-9.

| Gateway Name                      | Gateway MAC Address | Pairing Status | Gateway Status | Operations |
|-----------------------------------|---------------------|----------------|----------------|------------|
| <a href="#">a0-a3-b9-63-31-28</a> | a0-a3-b9-63-31-28   | Open           | Online         |            |
| <a href="#">a0-a3-b9-63-30-be</a> | a0-a3-b9-63-30-be   | Close          | Offline        |            |

Figure 2.1-9

**Note:** Pairing Status simply indicates whether the gateway allows new hotel locks to join. Normal communication between the gateway and the added hotel lock is not affected.

- Click **How to add Gateway?** to open a description document, users can view how to configure the gateway local IP, server IP, and port.

## 2.1.2 Lock List of the Gateway

### 2.1.2.1 Hotel Lock Binding Gateway

- Connect to the card reader and register a Default Net Card in **Room Management > Hotel Settings** module, as shown in Figure 2.1-10.

Figure 2.1-10

- Enable the **Enable Pairing Mode** on the gateway side and swipe the Default Net Card in the card reading area of the hotel lock. After hearing two prompts and hearing the same prompt again, the addition is successful, as shown in Figure 2.1-11.

| Lock Name                              | Lock MAC ...  | Room Name                | Hotel Facility | Gateway Name      | Lock Status | Enable | Firmware V... | Last Sync Time      | Operations |
|----------------------------------------|---------------|--------------------------|----------------|-------------------|-------------|--------|---------------|---------------------|------------|
| <input type="checkbox"/> 00-0D-6F-00-1 | 00-0D-6F-00-1 | <a href="#">Add Room</a> |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-15 04:31:00 |            |

Figure 2.1-11

### 2.1.2.2 Hotel Lock Binding Room

1. After the hotel lock is added, click the lock name, click the **Edit** icon in Operation, or click the room name to add room, and the lock editing interface will pop up, as shown in Figure 2.1-12.

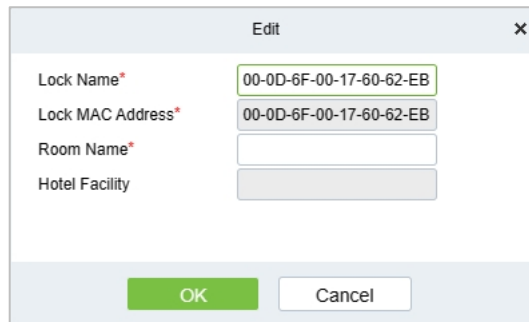


Figure 2.1-12

2. Click room name, select the room to be bound, click > or double click the room name, and click **OK** to finish, as shown in Figure 2.1-13.

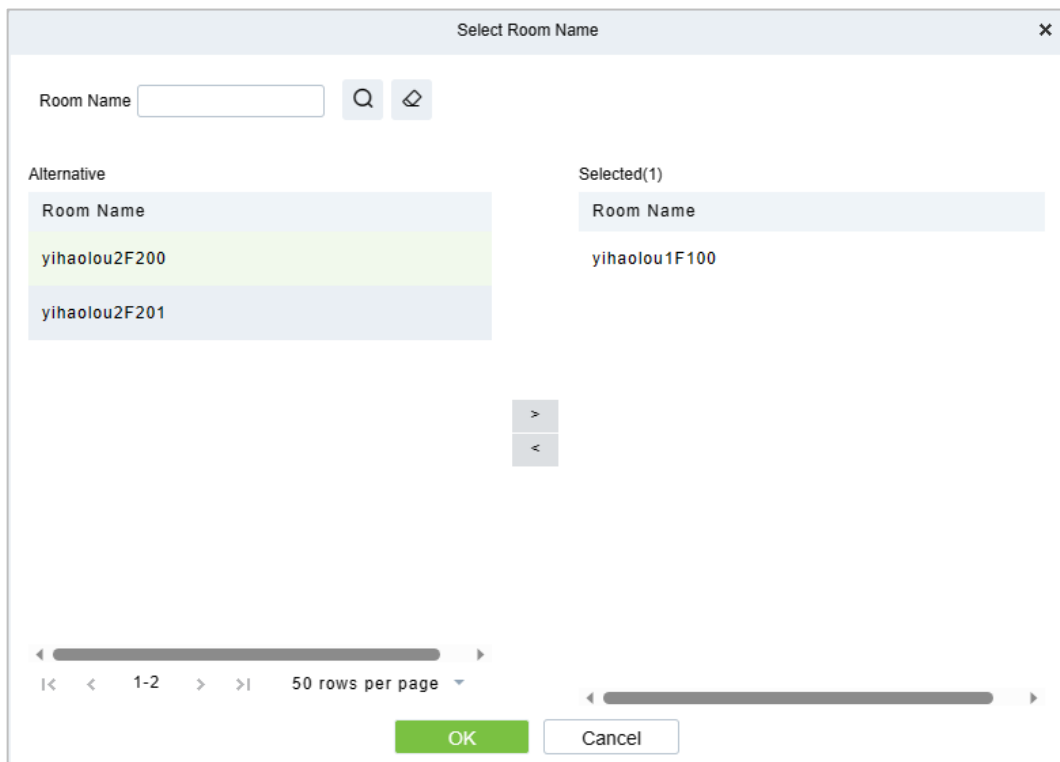


Figure 2.1-13

3. When the selected room is bound to the public room of the hotel, the system will automatically identify the hotel facility to which the room number belongs and display it in the column of **Hotel Facility**, which cannot be edited, as shown in Figure 2.1-14.

Figure 2.1-14

- Click **OK** again to complete room binding, as shown in Figure 2.1-15.

| Lock Name     | Lock MAC ...  | Room Name     | Hotel Facility | Gateway Name      | Lock Status | Enable | Firmware V... | Last Sync Time      | Operations |
|---------------|---------------|---------------|----------------|-------------------|-------------|--------|---------------|---------------------|------------|
| 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F100 | Public Room 1  | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-16 04:31:00 |            |

Figure 2.1-15

### 2.1.2.3 Hotel Lock Unbinding Room

- Users can click **Reset** icon in **Operations** module to unbind the room, as shown in Figure 2.1-16.

| Lock Name                              | Lock MAC ...  | Room Name     | Hotel Facility | Gateway Name      | Lock Status | Enable | Firmware V... | Last Sync Time      | Operations |
|----------------------------------------|---------------|---------------|----------------|-------------------|-------------|--------|---------------|---------------------|------------|
| <input type="checkbox"/> 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F100 | Public Room 1  | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-16 04:31:00 |            |
| <input type="checkbox"/> 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F101 |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-16 04:31:01 |            |
| <input type="checkbox"/> 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F102 |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-16 04:31:02 |            |
| <input type="checkbox"/> 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F103 |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-16 04:31:03 |            |
| <input type="checkbox"/> 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F104 |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-16 04:31:05 |            |

Figure 2.1-16

- After the processing is complete, the room is unbound and the room status is displayed as unbound, as shown in Figure 2.1-17.

| Lock Name                              | Lock MAC ...  | Room Name     | Hotel Facility | Gateway Name      | Lock Status | Enable | Firmware V... | Last Sync Time      | Operations |
|----------------------------------------|---------------|---------------|----------------|-------------------|-------------|--------|---------------|---------------------|------------|
| <input type="checkbox"/> 00-0D-6F-00-1 | 00-0D-6F-00-1 | Add Room      |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-16 04:31:00 |            |
| <input type="checkbox"/> 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F101 |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-16 04:31:01 |            |
| <input type="checkbox"/> 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F102 |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-16 04:31:02 |            |
| <input type="checkbox"/> 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F103 |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-16 04:31:03 |            |
| <input type="checkbox"/> 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F104 |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-16 04:31:05 |            |

Figure 2.1-17

### 2.1.2.4 Other Functions Description

- The list of hotel lock devices displays all the added hotel locks by default. When you select a gateway on the left, all hotel locks under this gateway will be automatically screened out on the right, as shown in Figure 2.1-18.

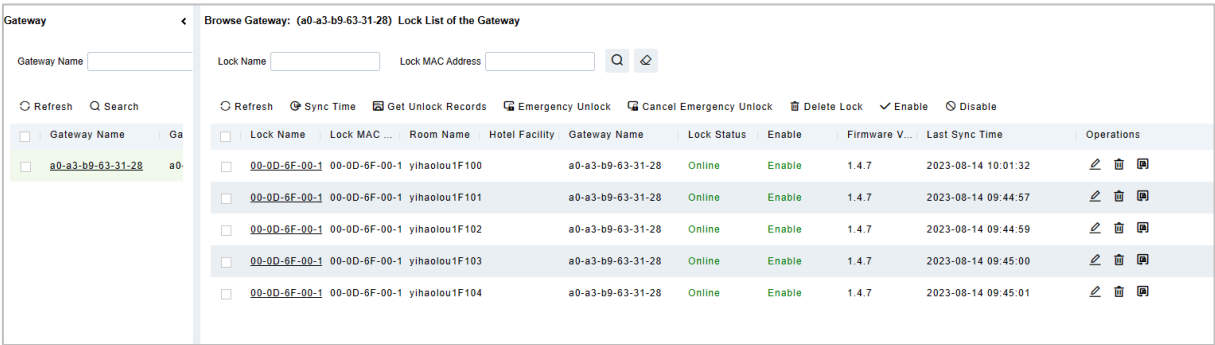


Figure 2.1-18

- In the search bar, users can search for a hotel lock device by lock names and lock MAC address, as shown in Figure 2.1-19.

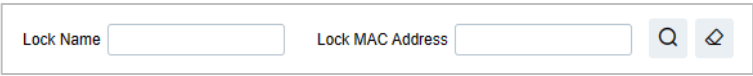


Figure 2.1-19

- The middle row is the operation bar. To perform operations, select the hotel lock to be operated, as shown in Figure 2.1-20.



Figure 2.1-20

- The **Refresh** button can refresh the list of hotel lock devices. When a new hotel lock is added to the network, the interface may not refresh in time. Users can manually click the **Refresh** button to refresh the list and see the newly added hotel lock.
- Clicking **Delete Lock** button can delete the selected lock, click the **Delete** icon behind each lock in the lock list is the same function.

**Note:** When the hotel lock is deleted, the gateway will remove the hotel lock out of the Zigbee network. If the hotel lock wants to be added again, it is necessary to swipe the **Default Net Card** to enter the network again (the gateway has enabled the **Enable Pairing Mode** firstly). Swipe the Default Net Card directly at the bound hotel lock, the lock can be forcibly deleted, and if the **Enable Pairing Mode** is enabled, it will be added again after deletion.

- **Sync Time** manually synchronize the time. If the last Sync Time of a lock has not been updated for a long time, users can use this button to manually synchronize the time.

**Note:** Last Sync Time means the point in time when the system was last synchronized with the hotel lock. Under normal circumstances, the system and the hotel lock will automatically synchronize the time at 4:00 am every day, but the actual time after the scheduled task is completed is about 4:30 am every day, as shown in Figure 2.1-21. The hotel will automatically synchronize the time when the power is off and restarted. When the hotel lock is added to the network, it synchronizes the time once.

| <a href="#">Refresh</a> <a href="#">Sync Time</a> <a href="#">Get Unlock Records</a> <a href="#">Emergency Unlock</a> <a href="#">Cancel Emergency Unlock</a> <a href="#">Delete Lock</a> <a href="#">Enable</a> <a href="#">Disable</a> |               |               |                          |                |                   |             |        |               |                     |                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------|--------------------------|----------------|-------------------|-------------|--------|---------------|---------------------|-----------------------------------------------------------------|
| <input type="checkbox"/>                                                                                                                                                                                                                 | Lock Name     | Lock MAC ...  | Room Name                | Hotel Facility | Gateway Name      | Lock Status | Enable | Firmware V... | Last Sync Time      | Operations                                                      |
| <input type="checkbox"/>                                                                                                                                                                                                                 | 00-0D-6F-00-1 | 00-0D-6F-00-1 | <a href="#">Add Room</a> |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-15 04:31:00 | <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Add</a> |
| <input type="checkbox"/>                                                                                                                                                                                                                 | 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F101            |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-15 04:31:01 | <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Add</a> |
| <input type="checkbox"/>                                                                                                                                                                                                                 | 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F102            |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-15 04:31:02 | <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Add</a> |
| <input type="checkbox"/>                                                                                                                                                                                                                 | 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F103            |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-15 04:31:03 | <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Add</a> |
| <input type="checkbox"/>                                                                                                                                                                                                                 | 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihoulou1F104            |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7         | 2023-08-15 04:31:05 | <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Add</a> |

Figure 2.1-21

- **Get Unlock Records:** When users find that the unlock records of a hotel lock are not complete, can manually fetch all the unlock records saved by the hotel lock device through **Get Unlock Records** button (the device can save a maximum of 200 unlock records).
- **Emergency Unlock:** When requiring an emergency unlock, users can use **Emergency Unlock** button to keep the lock normally open. In normally open state, the hotel lock can directly press down the handle to open the door, without swiping the card. At the same time, on the **Room Monitor** interface, the normally open icon is displayed in the room status corresponding to the hotel lock, as shown in Figure 2.1-22.



Figure 2.1-22

- **Cancel Emergency Unlock:** If users need to restore the lock to normal after the emergency is lifted, clicking the **Cancel Emergency Unlock** button to restore the hotel lock to normal state. On the **Room Monitor** interface, the normally open icon corresponding to the room status disappears, as shown in Figure 2.1-23.



Figure 2.1-23

- **Disable:** When the hotel lock needs to be disabled for some reasons, users can click **Disable** button to set the hotel lock to the suspended state. In the suspended state, the system will suspend communication with the hotel lock.

- **Enable:** If users want to cancel the suspended use of the hotel lock, clicking **Enable** button to re-enable the hotel lock. The system recovers the communication with the hotel lock and sends the synchronization time and basic lock settings to the hotel lock again, as shown in Figure 2.1-24.

| Lock Name                     | Lock MAC ...  | Room Name     | Hotel Facility | Gateway Name      | Lock Status | Enable  | Firmware V... | Last Sync Time      | Operations                                                                                                                                                                                                                                                  |
|-------------------------------|---------------|---------------|----------------|-------------------|-------------|---------|---------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">00-0D-6F-00-1</a> | 00-0D-6F-00-1 | yihaolou1F100 |                | a0-a3-b9-63-31-28 | Online      | Enable  | 1.4.7         | 2023-08-14 10:01:32 |    |
| <a href="#">00-0D-6F-00-1</a> | 00-0D-6F-00-1 | yihaolou1F101 |                | a0-a3-b9-63-31-28 | Online      | Disable | 1.4.7         | 2023-08-14 15:54:31 |    |

Figure 2.1-24

- **Firmware Version:** The firmware version of the hotel lock. After the hotel lock is added to the network, the firmware version information will be displayed synchronously. This function is used to provide the firmware version information when the hotel lock requires after-sales support, as shown in Figure 2.1-25.

| <input type="checkbox"/> | Lock Name                     | Lock MAC ...  | Room Name     | Hotel Facility | Gateway Name      | Lock Status | Enable | Firmware Version | Last Sync Time      | Operations                                                                                                                                                                                                                                                  |
|--------------------------|-------------------------------|---------------|---------------|----------------|-------------------|-------------|--------|------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <a href="#">00-0D-6F-00-1</a> | 00-0D-6F-00-1 | yihaolou1F100 | Public Room 1  | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7            | 2023-08-15 04:31:00 |    |
| <input type="checkbox"/> | <a href="#">00-0D-6F-00-1</a> | 00-0D-6F-00-1 | yihaolou1F101 |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7            | 2023-08-15 04:31:01 |    |
| <input type="checkbox"/> | <a href="#">00-0D-6F-00-1</a> | 00-0D-6F-00-1 | yihaolou1F102 |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7            | 2023-08-15 04:31:02 |    |
| <input type="checkbox"/> | <a href="#">00-0D-6F-00-1</a> | 00-0D-6F-00-1 | yihaolou1F103 |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7            | 2023-08-15 04:31:03 |    |
| <input type="checkbox"/> | <a href="#">00-0D-6F-00-1</a> | 00-0D-6F-00-1 | yihaolou1F104 |                | a0-a3-b9-63-31-28 | Online      | Enable | 1.4.7            | 2023-08-15 04:31:05 |    |

Figure 2.1-25

## 3 Hotel Management

### 3.1 Room Monitor

On Room Monitor interface allows users to view and change room status, including displaying room details, performing both individual and team check-ins and check-outs, and making room reservations simultaneously, as shown in Figure 3.1-1.

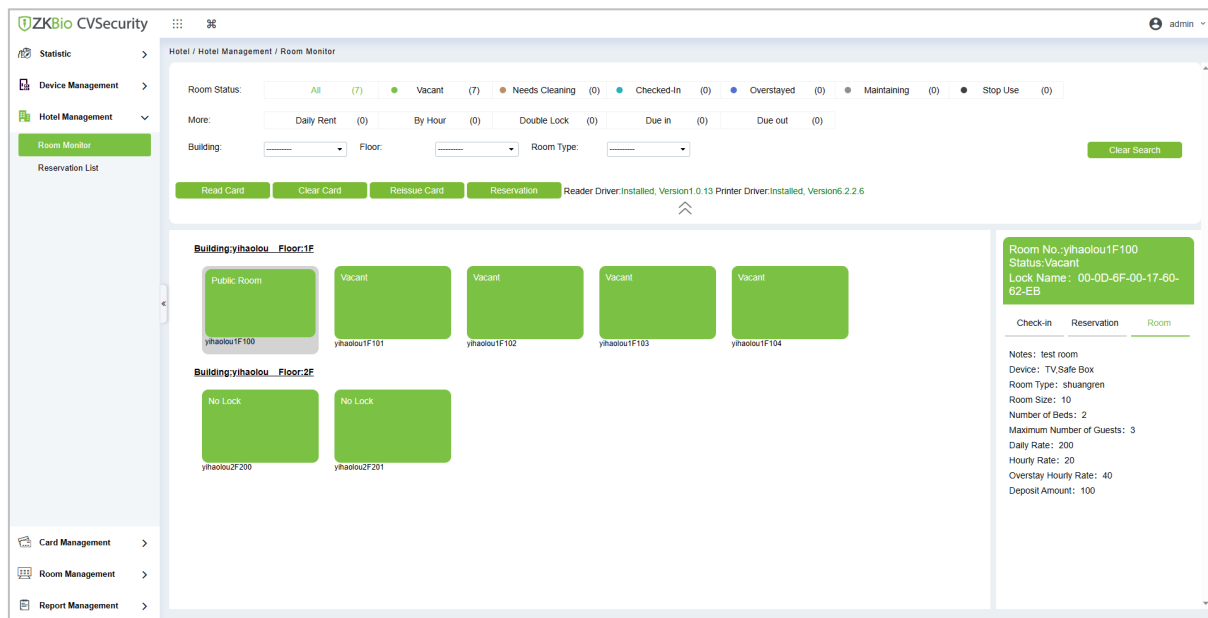


Figure 3.1-1

#### 3.1.1 Search

- Building and Floor search bar:** Select the name of the building and floor through the drop-down list, and the following room list will be synchronized to screen out eligible rooms. Click the **Clear Search** button to clear the filter criteria.

**Note:** Users need to select the building first, and then select the floor, as shown in Figure 3.1-2.

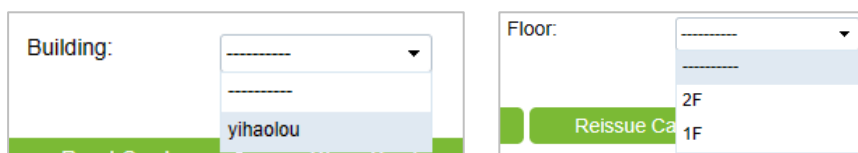


Figure 3.1-2

- Room Type search bar:** Select the room type name through the drop-down list, the following room list will be synchronized to screen out eligible rooms. Click the **Clear Search** button to clear the filter criteria, as shown in Figure 3.1-3.

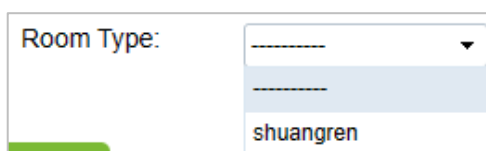


Figure 3.1-3

- **Room Status and More search bar:** Clicking the corresponding room status, eligible rooms will be automatically selected from the following room list, as shown in Figure 3.1-4.

|              |                |             |                    |                |                |                 |              |
|--------------|----------------|-------------|--------------------|----------------|----------------|-----------------|--------------|
| Room Status: | <b>All</b> (7) | Vacant (7)  | Needs Cleaning (0) | Checked-In (0) | Overstayed (0) | Maintaining (0) | Stop Use (0) |
| More:        | Daily Rent (0) | By Hour (0) | Double Lock (0)    | Due In (0)     | Due out (0)    |                 |              |

Figure 3.1-4

- 1) **All:** Screen All rooms, click **All** button, the system will screen all rooms. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-5.

Room Status: **All** (7) Vacant (4) Needs Cleaning (0) Checked-In (1) Overstayed (0) Maintaining (1) Stop Use (1)

More: Daily Rent (0) By Hour (1) Double Lock (1) Due in (0) Due out (1)

Building: Floor: Room Type: Clear Search

Read Card Clear Card Reissue Card Reservation Reader Driver: Installed, Version 1.0.13 Printer Driver: Installed, Version 6.2.2.6

Building: yhaolou Floor: 1F

Public Room yhaolou1F100 Vacant yhaolou1F101 test yhaolou1F102 Maintaining yhaolou1F103 Not in Use yhaolou1F104

Building: yhaolou Floor: 2F

No Lock yhaolou2F200 No Lock yhaolou2F201

Room No.: Status: Lock Name:

Check-in Reservation Room

Figure 3.1-5

- 2) **Clean (Vacant):** Click **Vacant** button, the system will screen out all unoccupied rooms. The following brackets represent the number of rooms that match the status of the room. Empty rooms are displayed in green, as shown in Figure 3.1-6.

Room Status: All (7) **Vacant** (3) Needs Cleaning (1) Checked-In (1) Overstayed (0) Maintaining (1) Stop Use (1)

More: Daily Rent (0) By Hour (1) Double Lock (1) Due in (0) Due out (1)

Building: Floor: Room Type: Clear Search

Read Card Clear Card Reissue Card Reservation Reader Driver: Installed, Version 1.0.13 Printer Driver: Installed, Version 6.2.2.6

Building: yhaolou Floor: 1F

Public Room yhaolou1F100

Building: yhaolou Floor: 2F

No Lock yhaolou2F200 No Lock yhaolou2F201

Room No.: yhaolou1F100 Status: Vacant Lock Name: 00-0D-6F-00-17-60-62-EB

Check-in Reservation Room

Figure 3.1-6

- 3) **Dirty Room (Need Cleaning):** Click **Need Cleaning** button will filter out rooms that require cleaning. The number in brackets indicates the count of dirty rooms, which are displayed in an earthy yellow color, as shown in Figure 3.1-7.

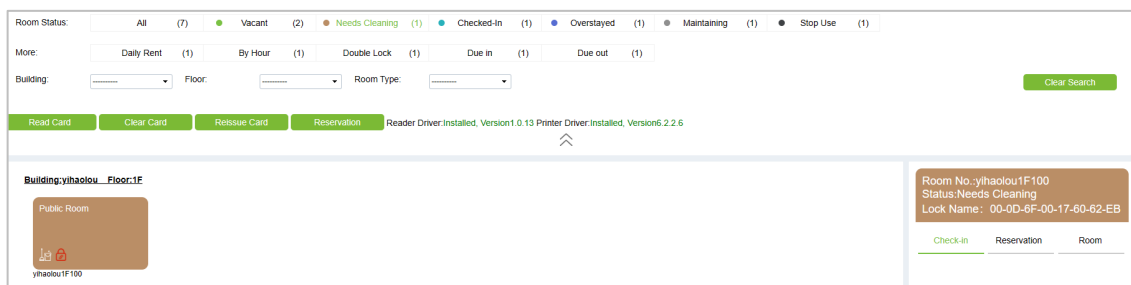


Figure 3.1-7

- 4) **Checked-In:** Click **Checked-in** button, the system will screen out all occupied rooms. The following brackets represent the number of rooms that match the status of the room. The room is displayed in sky blue, as shown in Figure 3.1-8.

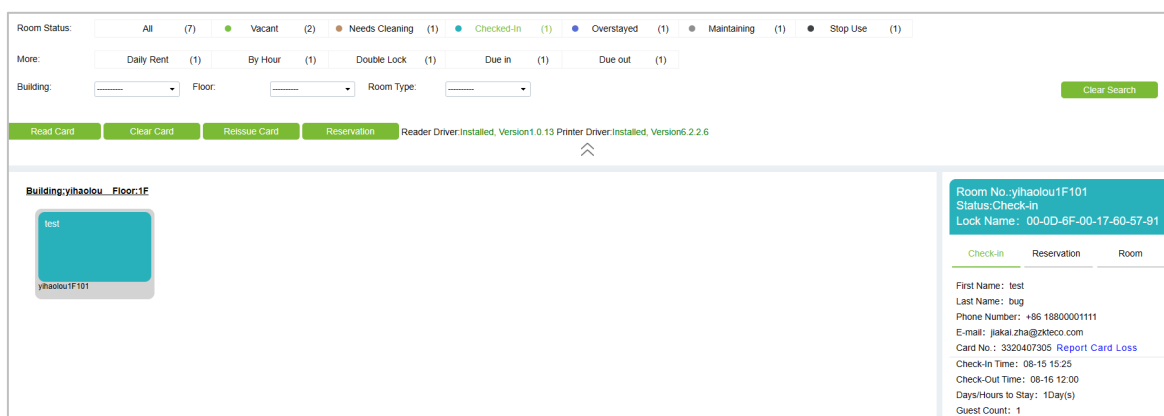


Figure 3.1-8

- 5) **Overstayed:** Click this button, the system will screen out all late check-out rooms. The following brackets represent the number of rooms that match the status of the room. Delayed rooms are shown in blue-purple, as shown in Figure 3.1-9.

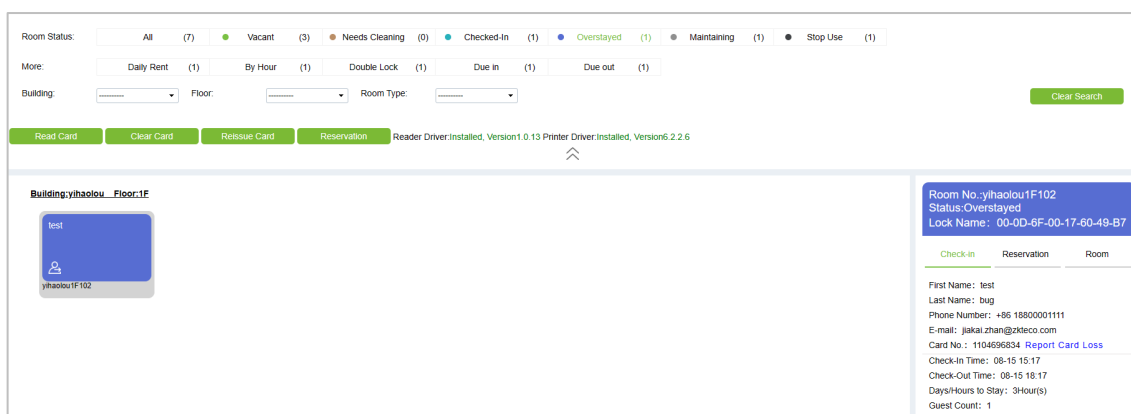


Figure 3.1-9

- 6) **Maintaining:** Click this button, the system will screen out all the rooms to be maintained. The following brackets represent the number of rooms that match the status of the room. The room to be repaired is displayed in gray, as shown in Figure 3.1-10.

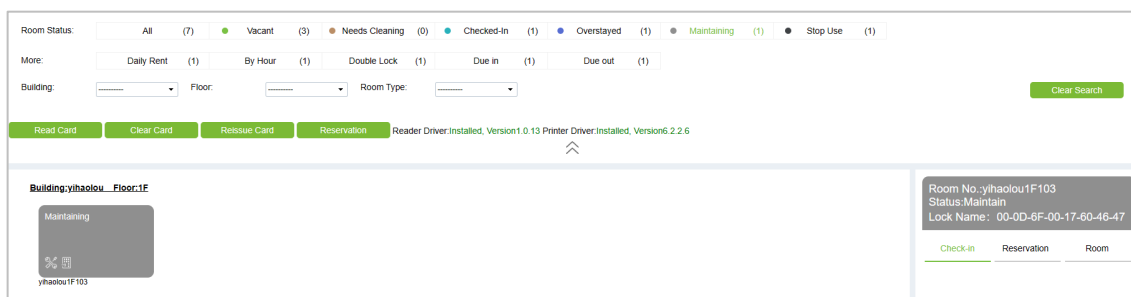


Figure 3.1-10

- 7) **Stop Use:** Click this button, the system will screen out all the suspended rooms. The following brackets represent the number of rooms that match the status of the room. The suspended room is displayed in dark gray, as shown in Figure 3.1-11.

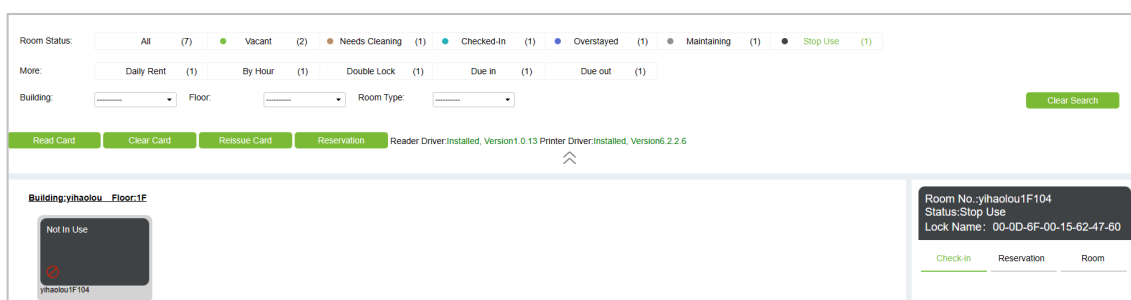


Figure 3.1-11

- 8) **Daily Rent:** Click this button, the system will screen all the rooms rented by the day after clicking. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-12.

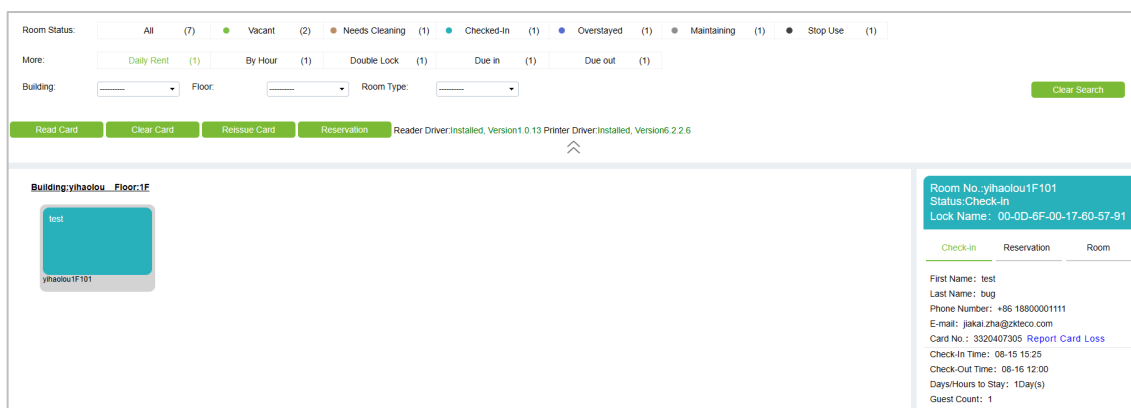


Figure 3.1-12

- 9) **By Hour:** Click this button, the system will screen all rooms rented by the hour. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-13.

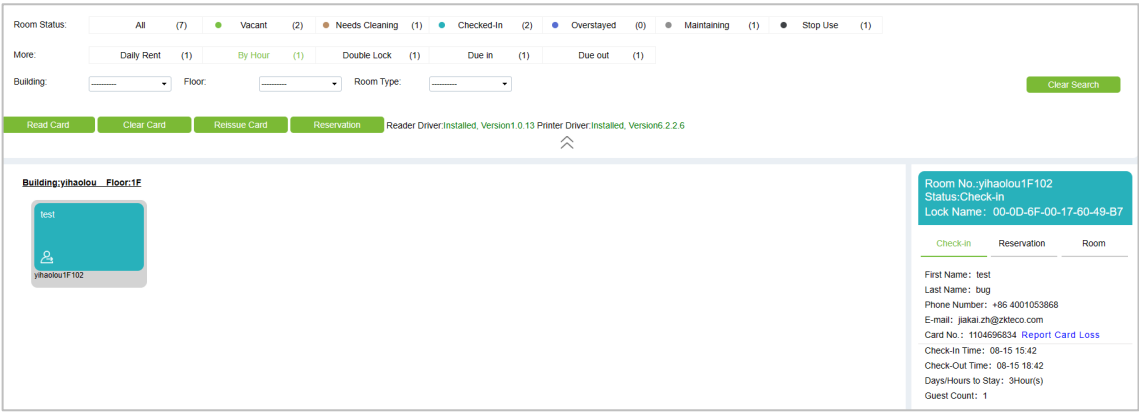


Figure 3.1-13

- 10) **Double Lock:** Click this button, the system will screen out all the unlocked rooms. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-14.

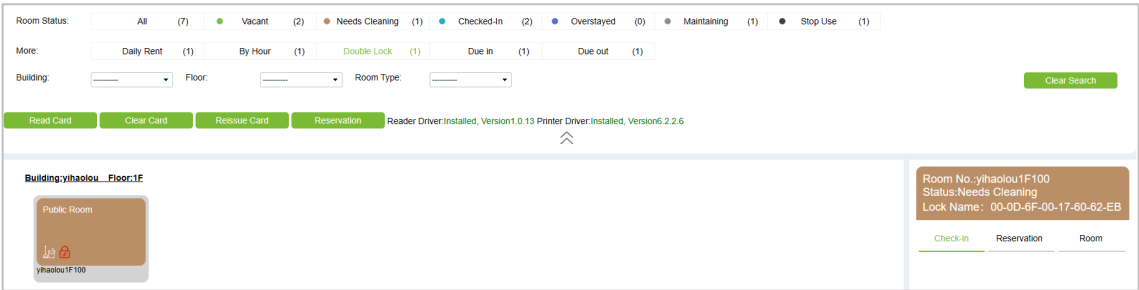


Figure 3.1-14

- 11) **Due in:** Click this button, the system will screen out all the rooms booked for today. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-15.

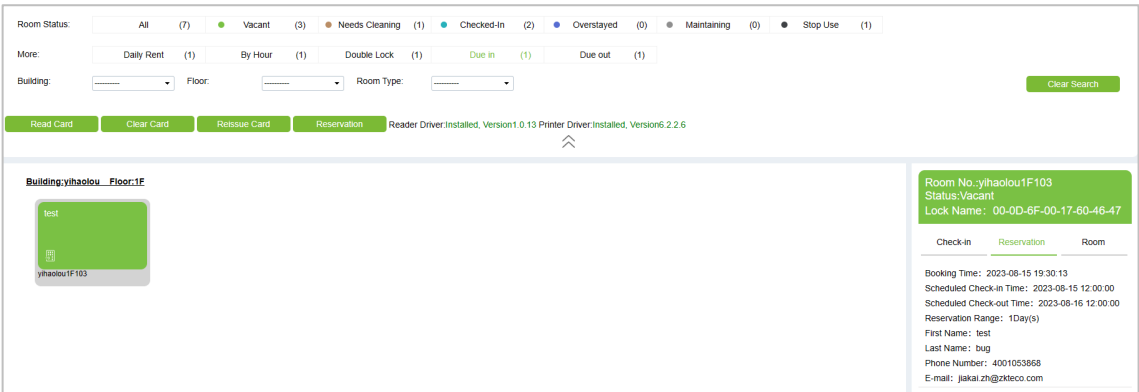


Figure 3.1-15

- 12) **Due out:** Click this button, the system will screen out all the rooms that are expected to check out today. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-16.

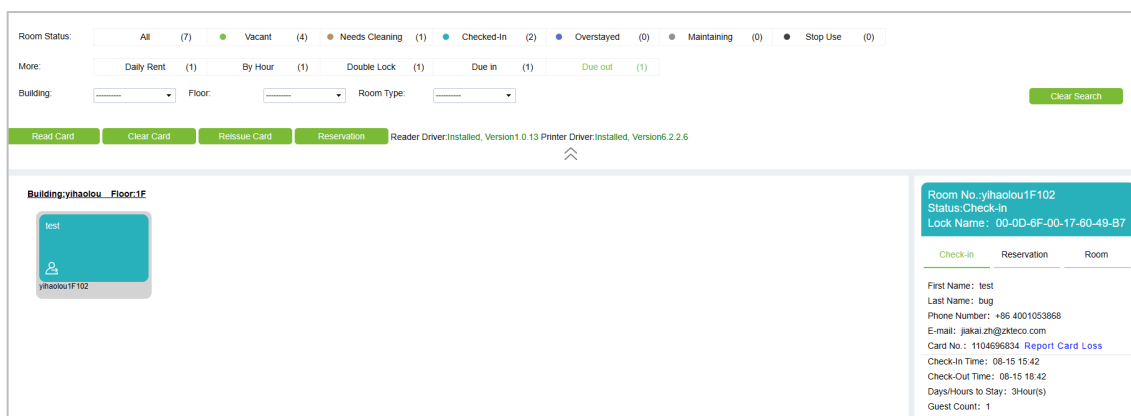


Figure 3.1-16

### 3.1.2 Room Status

The **Room Status** button pops up by clicking the room icon with the right mouse button. The operable options are shown in Figure 3.1-17.

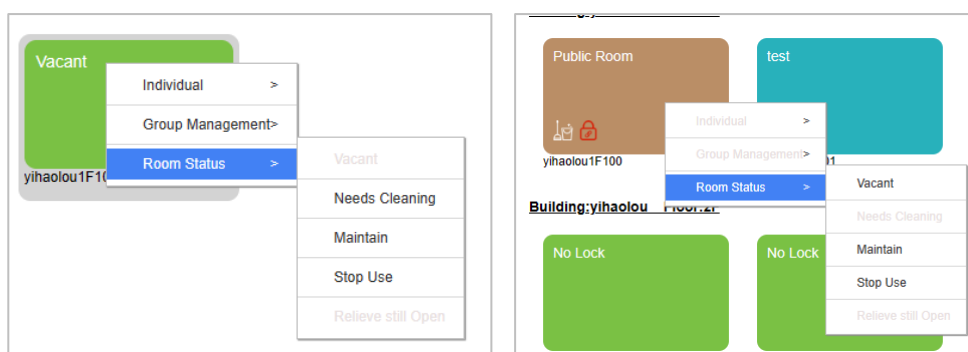


Figure 3.1-17

- **Vacant:** Restore the normal use of the room, when the room is set to a special room status (to be cleaned, to be repaired, suspended), users can use this function to restore the room status.
- **Needs Cleaning:** The room needs to be cleaned.
- **Maintain:** The room need to be maintained.
- **Stop Use:** The room is not in use.
- **Relieve still Open:** When the door is opened by swiping the card and the door is not closed for more than 1 minute, the alarm will be triggered (10 buzzer sounds), and the alarm icon will be displayed in the room list. Hotel personnel can only close the alarm icon of the unlocked door through this function. As shown in Figure 3.1-18.

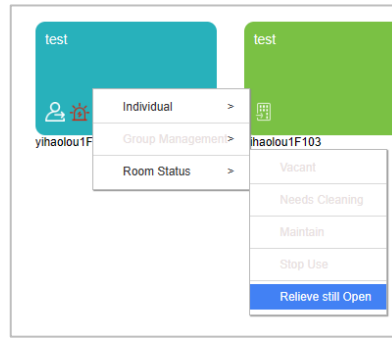


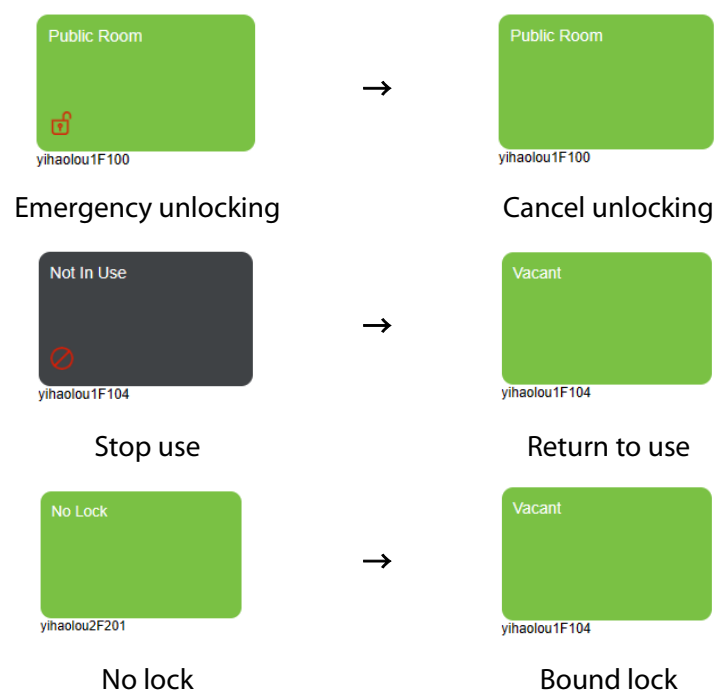
Figure 3.1-18

### 3.1.3 Main Status Change Process of Rooms

- Vacant > Due in > Checked-in > Due out > Overstayed > Needs Cleaning.
- Vacant > Individual > Checked-in > Due out > Overstayed > Needs Cleaning.
- Vacant > Group Management > Checked-in > Due out > Overstayed > Needs Cleaning.

### 3.1.4 Other Status Change Process of Rooms





3.1.5 Room Status and Check-in Reservation

When the room is in a "Stop Use" or "No Lock" state, it cannot be booked and checked in. Similarly, the room will not appear in the **Room Monitor** interface. If in the "Maintaining" state, room cannot be checked in, but can be booked.

When you right-click these types of room in the real-time room list, it will be found that the **Individual** and **Group Management** services in the menu are gray and not optional, as shown in Figure 3.1-19.

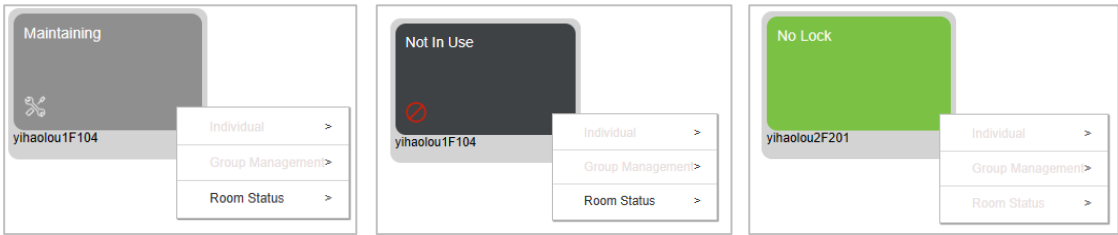


Figure 3.1-19

The room may be reserved while it is in the state of "Uncleaned", but not cleaned. The room will still appear in the reservation management list, as shown in Figure 3.1-20.

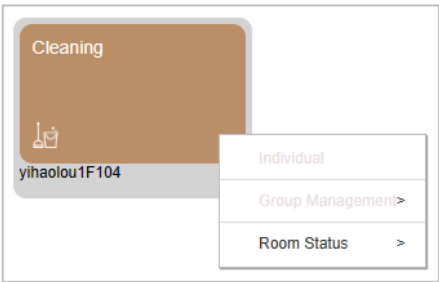


Figure 3.1-20

### 3.1.6 Room Information

In the Room list, on the right side of the room page, select any room to display the current room information, including Room No., Status and Lock Name in the header. The tabs are Check-in information, Reservation information, and Room information, as shown in Figure 3.1-21.

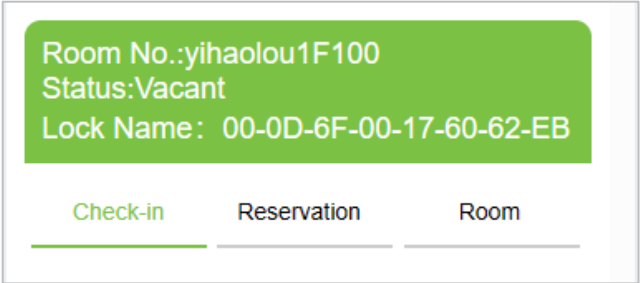


Figure 3.1-21

- When one of the rooms in the list is selected, the room information bar will be refreshed according to the latest information.
- It contains basic information such as Room Number, Room State, and the name of the hotel lock, as shown in Figure 3.1-22.

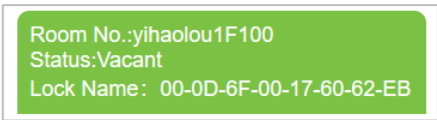


Figure 3.1-22

- Also, it shows the room reservation information or the room check-in information, as shown in Figure 3.1-23.



Figure 3.1-23

- In the room check-in information, users can see the name, contact number, check-in time, expected check-out time, the number of days (hours), and the number of people who have checked-in already, as shown in Figure 3.1-24.

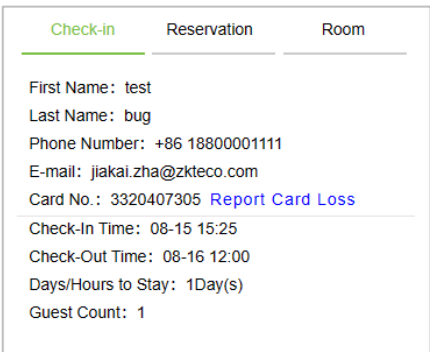


Figure 3.1-24

In the room check-in information, the user can also see how many room cards have been issued to the current room. There is a **Report Card Loss** button on the back of each room, click this button to Report the Lost Card immediately. After reporting the loss, click the **Clear Lost Card Report** button to cancel the loss report of this room card.

- In the room reservation information, users can see the booked guest name, contact number, scheduled check-in time, scheduled check-out time, number of days (hours), and number of guests, as shown in Figure 3.1-25.

| Check-in                                      | Reservation | Room |
|-----------------------------------------------|-------------|------|
| Booking Time: 2023-08-15 17:23:45             |             |      |
| Scheduled Check-in Time: 2023-08-17 12:00:00  |             |      |
| Scheduled Check-out Time: 2023-08-19 12:00:00 |             |      |
| Reservation Range: 2Day(s)                    |             |      |
| First Name: test                              |             |      |
| Last Name: bug                                |             |      |
| Phone Number: 4001053868                      |             |      |
| E-mail: jiakai.zh@zkteco.com                  |             |      |

Figure 3.1-25

- In the room information, users can see the room type name, room size, the number of beds, maximum occupancy, daily room rate, and the furniture and facilities, as shown in Figure 3.1-26.

| Check-in                    | Reservation | Room |
|-----------------------------|-------------|------|
| Notes: test room            |             |      |
| Device: TV, Safe Box        |             |      |
| Room Type: shuangren        |             |      |
| Room Size: 10               |             |      |
| Number of Beds: 2           |             |      |
| Maximum Number of Guests: 3 |             |      |
| Daily Rate: 200             |             |      |
| Hourly Rate: 20             |             |      |
| Overstay Hourly Rate: 40    |             |      |
| Deposit Amount: 100         |             |      |

Figure 3.1-26

## 3.1.7 Printer and Reader Driver

### 3.1.7.1 Printer Driver

The status bar of the printer driver makes it easy for users to know whether the printer driver is installed on the current system and whether the version of the printer driver is up to date.

When the status of the printer driver is displayed as shown in Figure 3.1-27, it represents that the printer driver is installed and is the latest version, the version number is Ver 6.2.2.6.

Printer Driver:Installed, Version6.2.2.6

Figure 3.1-27

3.1.7.2 Reader Driver

The status bar of the reader driver makes it easy for users to know whether the reader driver has been installed on the current system and whether the version of the reader driver is the latest.

When the status of Reader’s Driver is displayed as shown in Figure 3.1-28, it means the reader’s driver is installed and is the latest version, version number: Ver 1.0.13.

Reader Driver:Installed, Version1.0.13

Figure 3.1-28

3.1.8 Read, Clear and Reissue Card

3.1.8.1 Read Card

After installing the driver and plugging the reader into the system, click the **Read Card** button, and the card information display window will pop up, as shown in Figure 3.1-29.

Read Card

|                      |                     |                      |                     |
|----------------------|---------------------|----------------------|---------------------|
| Physical Card Number | 1104696834          | Card No.             | 104696834           |
| Issued Date          | 2023-08-15 15:42:32 | Card Expiration Time | 2023-08-17 00:42:32 |
| Cardholder Name      | test                | Card Type            | Room Card           |
| Hotel Name           | test hotel          | Building Name        | yihaolou            |
| Floor Name           | 1F                  | Room Name            | yihaolou1F102       |
| Facility 1           |                     | Facility 2           |                     |
| Facility 3           |                     | Facility 4           |                     |
| Facility 5           |                     | Facility 6           |                     |
| Facility 7           |                     | Facility 8           |                     |
| Facility 9           |                     | Facility 10          |                     |
| Facility 11          |                     | Facility 12          |                     |

Close

Figure 3.1-29

**Note:** If the latest driver is not installed, or the reader is not plugged in, or there is no card on the reader, click the **Read Card** button and the system will report "The Operation Failed!" as shown in Figure 3.1-30.

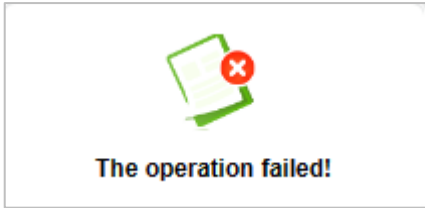


Figure 3.1-30

3.1.8.2 Cancel Card

The **Cancel Card** button is used to clear the card data. When clicked, the system will confirm again, as shown in Figure 3.1-31.

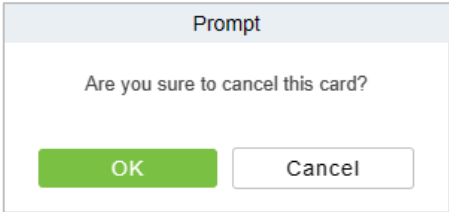


Figure 3.1-31

After clicking the **OK** button, the card data will be cleared, and the card status will become invalid in the card-issuing table, as shown in Figure 3.1-32.

| Card Status | Card Type | Room Name     | Card No.  | Physical Card Num... | Name | Last Name | ID Type | ID Number | Card Issued Date    | Card Expiration Date | Issued Time         |
|-------------|-----------|---------------|-----------|----------------------|------|-----------|---------|-----------|---------------------|----------------------|---------------------|
| Invalid     | Room Card | yihaolou1F102 | 104696834 | 1104696834           | test | bug       | ID      | 2         | 2023-08-15 15:42:54 | 2023-08-16 10:02:07  | 2023-08-15 15:42:54 |
| Valid       | Room Card | yihaolou1F101 | 320407305 | 3320407305           | test | bug       | ID      | 2233      | 2023-08-15 15:26:37 | 2023-08-16 12:00:00  | 2023-08-15 15:26:37 |

Figure 3.1-32

The user information is deleted from the check-in information, as shown in Figure 3.1-33.

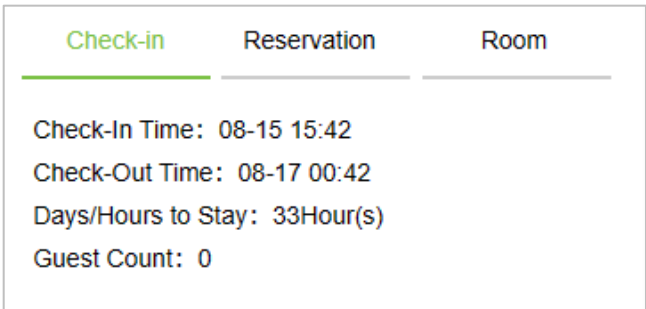


Figure 3.1-33

Note: The blacklist card cannot clear the card.

3.1.8.3 Reissue Card

It is used when the user's room card is cancelled abnormally or the room card is reported lost or the peer reissues it.

1. Select the room where the room card needs to be reissued, click **Reissue Card**, and the reissue room card window will pop up, as shown in Figure 3.1-34.

Reissue Card

Current Room

yihoulou1F102

Room Type

shuangren

Check-In Time

2023-08-15 15:42:32

Check-Out Time

2023-08-17 00:42:32

Number of Cards Issued

2

Maximum Number of Cards

1

Number of Guests

2

Maximum Number of Guests

1

| First Name | ID Type  | ID Number | Card No.   |
|------------|----------|-----------|------------|
| test       | Passport | 1122      | 4004238539 |
| test       | ID       | 11        | 1104696834 |

Add Guest

☐

Certificate Type\*

ID Number\*

Hotel Facility

E-mail

First Name\*

Last Name

Phone Number

Write Card

Close

Figure 3.1-34

2. Check **Add Guest**, fill in the guest information, and click **Write Card**, as shown in Figure 3.1-35.

Reissue Card

Current Room

yihoulou1F102

Room Type

shuangren

Check-In Time

2023-08-15 15:42:32

Check-Out Time

2023-08-17 00:42:32

Number of Cards Issued

2

Maximum Number of Cards

1

Number of Guests

2

Maximum Number of Guests

1

| First Name | ID Type  | ID Number | Card No.   |
|------------|----------|-----------|------------|
| test       | Passport | 1122      | 4004238539 |
| test       | ID       | 11        | 1104696834 |

Add Guest

☐

Certificate Type\*

ID Number\*

Hotel Facility

E-mail

First Name\*

Last Name

Phone Number

Write Card

Close

Figure 3.1-35

3.1.9 Reservation

Make individual or group hotel reservations.

- 1. Click the **Reservation** button on the Room Monitor interface, and a reservation window pops up, as shown in Figure 3.1-36.

The screenshot shows a 'Reservation' window with a search criteria panel on the left and a table of available rooms on the right. The search criteria panel includes fields for Building Name, Floor Name, Room Type, and Room Name. It also has a 'Query' button and a 'Completed' button. The table of available rooms has columns: Building Name, Floor Name, Room Name, Room Type, Type, Room Capacity, Number of Be..., Daily Rate, Hourly Rate, and Deposit A... The table shows two records for 'yihoulou' on floor '1F'.

| Building Name | Floor Name | Room Name     | Room Type | Type | Room Capacity | Number of Be... | Daily Rate | Hourly Rate | Deposit A... |
|---------------|------------|---------------|-----------|------|---------------|-----------------|------------|-------------|--------------|
| yihoulou      | 1F         | yihoulou1F103 | shuangren | Room | 3             | 2               | 200        | 20          | 100          |
| yihoulou      | 1F         | yihoulou1F104 | shuangren | Room | 3             | 2               | 200        | 20          | 100          |

Figure 3.1-36

- 2. Select the booking type "Daily Rent" or "By Hour", select the start time and end time, click **Query**, and the available rooms within the time range of the current query conditions will be displayed in the list on the top right. As shown in Figure 3.1-37.

The screenshot shows the 'Reservation' window with search criteria updated. The 'Check-in Type' is set to '@Daily Rent / By Hour'. The 'Start time' is '2023-08-20' and the 'End time' is '2023-08-31'. The 'Query' button is highlighted. The table of available rooms now shows four records for 'yihoulou' on floor '1F'.

| Building Name | Floor Name | Room Name     | Room Type | Type | Room Capacity | Number of Be... | Daily Rate | Hourly Rate | Deposit A... |
|---------------|------------|---------------|-----------|------|---------------|-----------------|------------|-------------|--------------|
| yihoulou      | 1F         | yihoulou1F101 | shuangren | Room | 3             | 2               | 200        | 20          | 100          |
| yihoulou      | 1F         | yihoulou1F102 | shuangren | Room | 3             | 2               | 200        | 20          | 100          |
| yihoulou      | 1F         | yihoulou1F103 | shuangren | Room | 3             | 2               | 200        | 20          | 100          |
| yihoulou      | 1F         | yihoulou1F104 | shuangren | Room | 3             | 2               | 200        | 20          | 100          |

Figure 3.1-37

- 3. Select building name, floor name, room type and room name, and fill in the required items. Click **Completed**, as shown in Figure 3.1-38.

Reservation

Please enter the search criteria:

Check-in Type\*  
@Daily Rent @By Hour  
Start time  
2023-08-20  
End time  
2023-08-31  
Query

First Name\*  
test  
Last Name  
bug  
Certificate Type\*  
ID  
ID Number\*  
333444555  
Phone Number\*  
4001053868  
E-mail  
jiakai.zh@zkteco.com  
Booking Method\*  
Booking by Phone  
Booking Type\*  
Person  
Company Name  
ZKTeco  
Days to Stay\*  
11  
Check-in Time\*  
2023-08-20 12:00:00  
Check-out Time\*  
2023-08-31 12:00:00  
Total Number of  
Rooms\*  
2  
Deposit Amount\*  
200  
Total Charge\*  
4600

Building Name  
Floor Name  
Room Name  
Room Type  
Type  
Room Capacity  
Number of Be...  
Daily Rate  
Hourly Rate  
Deposit A...

|          |    |               |           |      |   |   |     |    |     |
|----------|----|---------------|-----------|------|---|---|-----|----|-----|
| yihailou | 1F | yihailou1F102 | shuangren | Room | 3 | 2 | 200 | 20 | 100 |
| yihailou | 1F | yihailou1F103 | shuangren | Room | 3 | 2 | 200 | 20 | 100 |

<< < 1-2 > >> 50 rows per page Jump To 1 /1 Page Total of 2 records

|               |            |               |           |      |               |                 |            |             |              |
|---------------|------------|---------------|-----------|------|---------------|-----------------|------------|-------------|--------------|
| Building Name | Floor Name | Room Name     | Room Type | Type | Room Capacity | Number of Be... | Daily Rate | Hourly Rate | Deposit A... |
| yihailou      | 1F         | yihailou1F101 | shuangren | Room | 3             | 2               | 200        | 20          | 100          |
| yihailou      | 1F         | yihailou1F104 | shuangren | Room | 3             | 2               | 200        | 20          | 100          |

<< < 1-2 > >> 50 rows per page Jump To 1 /1 Page Total of 2 records

Completed

Close

Figure 3.1-38

4. After a Reservation is made, users can view the reservation record in the **Reservation List**, as shown in Figure 3.1-39.

Hotel / Hotel Management / Reservation List

First Name  
Mobile Number  
E-mail  
More  
Q

Refresh Delete

|                          | Booking number    | First Name | Last Name | Mobile Number | E-mail           | Check-in Type | Booking Method   | Booking Time        | Scheduled Check-in Time | Scheduled Check-out Time | Reservatio... | Booking Type | Reservation Room Num...           | Reserva |
|--------------------------|-------------------|------------|-----------|---------------|------------------|---------------|------------------|---------------------|-------------------------|--------------------------|---------------|--------------|-----------------------------------|---------|
| <input type="checkbox"/> | 16921768098145540 | test       | bug       | 4001053868    | jiakai.zh@zkteco | Daily Rent    | Booking by Phone | 2023-08-16 17:06:49 | 2023-08-20 12:00:00     | 2023-08-31 12:00:00      | 11            | Person       | yihailou1F101,yihailou1F1 shuangr |         |

Figure 3.1-39

5. The reservation information is displayed in the room information, as shown in Figure 3.1-40.

Room No.:yihailou1F101  
Status:Overstayed  
Lock Name: 00-0D-6F-00-17-60-57-91

Check-in

Reservation

Room

Booking Time: 2023-08-16 17:06:49  
Scheduled Check-in Time: 2023-08-20 12:00:00  
Scheduled Check-out Time: 2023-08-31 12:00:00  
Reservation Range: 11Day(s)  
First Name: test  
Last Name: bug  
Phone Number: 4001053868  
E-mail: jiakai.zh@zkteco.com

Figure 3.1-40

## 3.1.10 Individual Business

### 3.1.10.1 Check-in

1. Right-click the available rooms and select **Individual-> Individual check-in** function from the pop-up menu to check-in as shown in Figure 3.1-41.

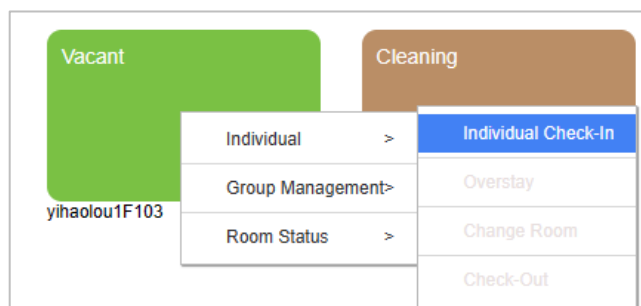


Figure 3.1-41

2. The individual check-in window will be displayed, after filling in the check-in information, as shown in Figure 3.1-42.

Figure 3.1-42

- **Room Name:** The default Room Name is the previously selected or booked Room number. The Room number cannot be changed when registering.
- **Certificate Type:** The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number:** The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name:** Enter the first name of the guest, required fields.
- **Last Name:** Enter the last name of the guest, non-required fields.
- **Gender:** Select the gender from the drop-down list.
- **Home Address:** Not required.

- **Phone Number:** If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.
  - **E-Mail:** The email address of guests is not required, but can be used to send consumption bills.
  - **Emergency Contact Phone:** Enter the Emergency Contact Number.
  - **Check-in Type:** The options are Daily Rent and Hourly Rent.
  - **Guest Count:** The Guest count must be within the limits of room regulations.
  - **Days of Stay:** The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
  - **Check-in Time:** Automatically fills according to the actual check-in time.
  - **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
  - **Discount (%):** Select the discount percentage as per the norms and the range is 0% to 100%.
  - **Deposit Amount:** Automatically fills according to the rental deposit set on Room Type.
  - **Daily Rate:** Automatically calculates the rate according to the estimated number of days and the room fee set on Room Type.
  - **Payable Amount:** Rental cost + deposit. Guests should pay the room fee in advance including the total deposit. **Note:** This system is only responsible for the auxiliary calculation of rents according to preset rules and does not involve POS business of cash collection.
3. After filling in the required information above, click the **Check-in Registration** button to enter **Register or Issue a Card** interface, set the ladder control (optional), access control (optional), and hotel facility, as shown in Figure 3.1-43.

Register or Issue a Card

Room Name\* yihoulou1F101

Room Type\* shuangren

Check-in Time\* 2023-08-17 11:00:16

Check-Out Time\* 2023-08-17 12:00:00

Check in without card ☐

Certificate Type\* ID

ID Number\* 112233

First Name\* test

Last Name bug

Phone Number 4001053868

E-mail jiaikai.zh@zkteco.com

Access Level(s)

Elevator Control

Hotel Facility

Number of Cards Issued: 0 Number of Available Guests: 1

| First Name | ID Type | ID Number | Card No. |
|------------|---------|-----------|----------|
|------------|---------|-----------|----------|

Write Card Cancel Card Completed

Figure 3.1-43

- **Room Name:** The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type:** The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time:** The system fills the current time by default and cannot be modified.
- **Check-out Time:** The time will be filled automatically and cannot be modified.
- **Check in without card:** The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.
- **Certificate Type:** The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.
- **ID Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **First Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.

- **Last Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **Phone Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **Access Level(s):** Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
  - **Elevator Control:** Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
  - **Hotel Facility:** Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
  - **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.
  - **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.
4. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 3.1-44.

| Room No.: yihoulou1F101            |                                  |
|------------------------------------|----------------------------------|
| Status: Check-in                   |                                  |
| Lock Name: 00-0D-6F-00-17-60-57-91 |                                  |
| Check-in                           | Reservation                      |
| Room                               |                                  |
| First Name: test                   |                                  |
| Last Name: bug                     |                                  |
| Phone Number: +86 4001053868       |                                  |
| E-mail: jiakai.zh@zktco.com        |                                  |
| Card No.: 3700054240               | <a href="#">Report Card Loss</a> |
| Check-In Time: 08-17 11:00         |                                  |
| Check-Out Time: 08-17 12:00        |                                  |
| Days/Hours to Stay: 1Day(s)        |                                  |
| Guest Count: 1                     |                                  |

Figure 3.1-44

### 3.1.10.2 Reservation Check-in

1. In the **Reservation List**, locate the person who is checking in today, and click **Check-In Registration** after the earliest check-in time is met, as shown in Figure 3.1-45. Or right-click the reservation room in the **Room Monitor** interface and click the **Individual** button.

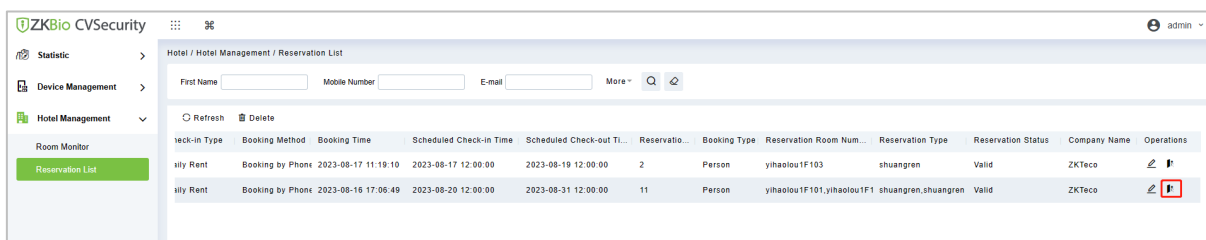


Figure 3.1-45

2. In the Check-In pop-up window, the corresponding information will be automatically filled in according to the reservation information, as shown in Figure 3.1-46.

Figure 3.1-46

- **Room Name:** The default Room Name is the previously selected or booked Room number. The Room number cannot be changed when registering.
- **Certificate Type:** The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number:** The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name:** Enter the first name of the guest, required fields.
- **Last Name:** Enter the last name of the guest, non-required fields.
- **Gender:** Select the gender from the drop-down list.
- **Home Address:** Not required.
- **Phone Number:** If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and

the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.

- **E-Mail:** The email address of guests is not required, but can be used to send consumption bills.
- **Emergency Contact Phone:** Enter the Emergency Contact Number.
- **Check-in Type:** The options are Daily Rent and Hourly Rent.
- **Guest Count:** The Guest count must be within the limits of room regulations.
- **Days of Stay:** The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Check-in Time:** Automatically fills according to the actual check-in time.
- **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
- **Discount (%):** Select the discount percentage as per the norms and the range is 0% to 100%.
- **Deposit Amount:** Automatically fills according to the rental deposit set on Room Type.
- **Daily Rate:** Automatically calculates the rate according to the estimated number of days and the room fee set on Room Type.
- **Payable Amount:** Rental cost + deposit. Guests should pay the room fee in advance including the total deposit. **Note:** This system is only responsible for the auxiliary calculation of rents according to preset rules and does not involve POS business of cash collection.

3. After filling in the required information above, click the **Check-in Registration** button to enter **Register or Issue a Card** interface, set the ladder control (optional), access control (optional), and hotel facility, as shown in Figure 3.1-47.

Register or Issue a Card

Room Name\* yihailou1F101

Room Type\* shuangren

Check-In Time\* 2023-08-17 11:00:16

Check-Out Time\* 2023-08-17 12:00:00

Check in without card ☐

Certificate Type\* ID

ID Number\* 112233

First Name\* test

Last Name bug

Phone Number 4001053868

E-mail jiakai.zh@zkteco.com

Access Level(s)

Elevator Control

Hotel Facility

Number of Cards Issued: 0 Number of Available Guests: 1

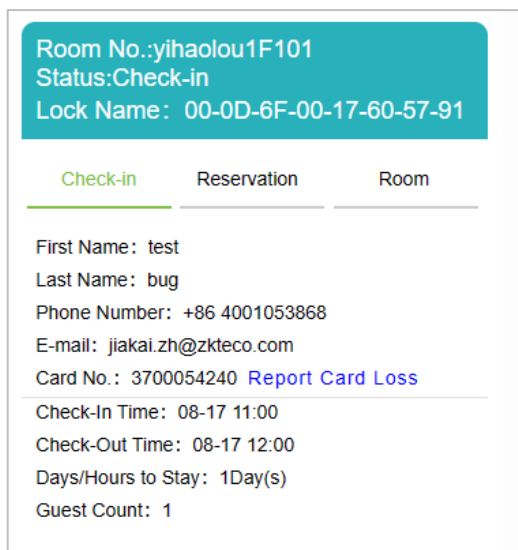
| First Name | ID Type | ID Number | Card No. |
|------------|---------|-----------|----------|
|------------|---------|-----------|----------|

Write Card Cancel Card Completed

Figure 3.1-47

- **Room Name:** The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type:** The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time:** The system fills the current time by default and cannot be modified.
- **Check-out Time:** The time will be filled automatically and cannot be modified.
- **Check in without card:** The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.
- **Certificate Type:** The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.
- **ID Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **First Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.

- **Last Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **Phone Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **Access Level(s):** Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
  - **Elevator Control:** Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
  - **Hotel Facility:** Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
  - **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.
  - **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.
4. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 3.1-48.



|                                                       |             |      |
|-------------------------------------------------------|-------------|------|
| Room No.:yihoulou1F101                                |             |      |
| Status:Check-in                                       |             |      |
| Lock Name: 00-0D-6F-00-17-60-57-91                    |             |      |
| Check-in                                              | Reservation | Room |
| First Name: test                                      |             |      |
| Last Name: bug                                        |             |      |
| Phone Number: +86 4001053868                          |             |      |
| E-mail: jiakai.zh@zkteco.com                          |             |      |
| Card No.: 3700054240 <a href="#">Report Card Loss</a> |             |      |
| Check-In Time: 08-17 11:00                            |             |      |
| Check-Out Time: 08-17 12:00                           |             |      |
| Days/Hours to Stay: 1Day(s)                           |             |      |
| Guest Count: 1                                        |             |      |

Figure 3.1-48

### 3.1.10.3 Overstay

1. Right-click the room in the **Room Monitor** interface and select **Individual > Overstay** in the pop-up window, as shown in Figure 3.1-49.

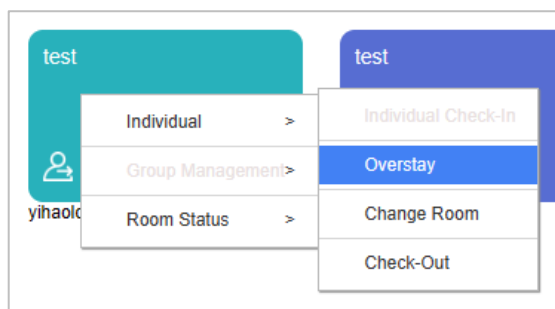


Figure 3.1-49

2. In the pop-up window of overstay registration, users can view the name of the person staying in the current room, registration certificate and card number, as shown in Figure 3.1-50.

Figure 3.1-50

- **Overstay Days:** The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Days of Stay:** The default value is displayed according to the hotel parameter settings, which cannot be changed.
- **Check-in Time:** Automatically fills according to the actual check-in time.
- **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.

- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to 100%.
  - **Overstay Charge**: Automatically calculated according to the daily rate multiplied by the number of days of overstay.
3. Click **Overstay** and pop up the **issued for Overstay** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 3.1-51

Issued for Overstay

Room Name\* yihoulou1F101

Room Type\* shuangren

Check-In Time\* 2023-08-17 11:42:46

Check-Out Time\* 2023-08-19 12:00:00

Write Card Remotely ☐

Number of Cards Issued: 1 Number of Available Guests: 0

| First Name | ID Type | ID Number | Card No.   | Issuing Status |
|------------|---------|-----------|------------|----------------|
| test       | ID      | 2233      | 3700054240 | ✓              |

Write Card Completed

Figure 3.1-51

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Write Card Remotely**: After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed ✓ after writing the card successfully.
- **Number of Cards Issued**: Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.

- **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.
4. After the overstay, close the overstay interface and the check-out date in the room information will update automatically, as shown in Figure 3.1-52.

Room No.: yihoulou1F101  
Status: Check-in  
Lock Name: 00-0D-6F-00-17-60-57-91

Check-in   Reservation   Room

First Name: test  
Last Name: bug  
Phone Number: +86 4001053868  
E-mail: jiaikai.zh@zkteco.com  
Card No.: 3700054240 [Report Card Loss](#)  
Check-In Time: 08-17 11:42  
**Check-Out Time: 08-19 12:00**  
Days/Hours to Stay: 2Day(s)  
Guest Count: 1

Figure 3.1-52

#### 3.1.10.4 Change Room

1. Right-click the room in the **Room Monitor** interface and select **Individual > Change Room** in the pop-up window, as shown in Figure 3.1-53.

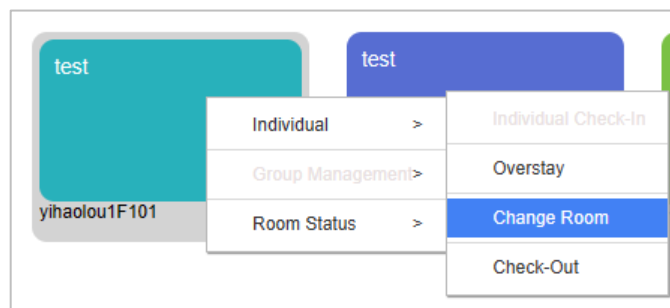


Figure 3.1-53

2. In the pop-up window of change registration, users can view the room information of the current staff and the room information after changing rooms, as shown in Figure 3.1-54.

**Change Room**

Current Room: yihailou1F101  
Room Type: shuangren  
Guest Count: 1  
Days Left: 2  
Discount(%): 0  
Daily Rate: 200  
Deposit Amount: 100  
Prepaid Room: 400

New Room: yihailou1F104  
Room Type: shuangren  
Guest Count: 1  
Days to Stay: 2  
Discount(%): 0  
Daily Rate: 200  
Additional Deposit Amount: 0.00  
Pay Balance: 0.00

Building Name: \_\_\_\_\_ Floor Name: \_\_\_\_\_ Room Name: \_\_\_\_\_

| Room Capa... | Number of B... | Daily Rate | Hourly Rate | Deposit Amo... | Building Name | Floor Name | Room Type | Room Na...    |
|--------------|----------------|------------|-------------|----------------|---------------|------------|-----------|---------------|
| 3            | 2              | 200        | 20          | 100            | yihailou      | 1F         | shuangren | yihailou1F101 |

1-1 50 rows per page Jump To 1 /1 Page Total of 1 records

| First Name | ID Type | ID Number | Card No.   |
|------------|---------|-----------|------------|
| test       | ID      | 2233      | 3700054240 |

Check-In Time: 2023-08-17 11:42:46 Check-Out Time: 2023-08-19 12:00:00

OK Cancel

Figure 3.1-54

- **Current Room:** The current room name will only be displayed here, and cannot be modified.
- **Room Type:** The current room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Guest Count:** The current total number of guest. The guest count must be within the limits of room regulations.
- **Days Left:** Remaining stay days for current occupant. The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Discount (%):** Discount for current occupancy. Select the discount percentage as per the norms and the range is 0% to 100%.
- **Daily Rate:** Current room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **Deposit Amount:** Deposit fee for the current room. Automatically fills according to the rental deposit set on room type.
- **Prepaid Room:** Automatically calculated according to the daily rate multiplied by the number of days of checked-in.
- **New Room:** The new room name is displayed after the room is selected, and it is empty if it is not selected.

- **Room Type:** The new room type is displayed after the room is selected, and it is empty if it is not selected.
- **Guest Count:** The number of guests shown is consistent with the data on the left.
- **Days of Stay:** The number of days shown is consistent with the data on the left.
- **Discount (%):** The discount shown is consistent with the data on the left.
- **Daily Rate:** New room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **Additional Deposit Amount:** Automatically calculated the difference of deposit according to different rooms, more refund less make up, and it is empty if it is not selected new room.
- **Pay Balance:** Automatically calculated the difference of rate according to different rooms, more refund less make up, and it is empty if it is not selected new room.

**Note:**

- Users can query by building and floor, and need to select the building in turn before you can select the floor.
  - Users can search by room name.
  - Users can select a room directly with the left mouse button in the result list.
3. Click **OK** and pup up the **issued for Room Change** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 3.1-55.

Issued for Room Change

Room Name\* yihaolou1F104

Room Type\* shuangren

Check-In Time\* 2023-08-17 15:53:57

Check-Out Time\* 2023-08-19 12:00:00

Access Level(s)

Elevator Control

Hotel Facility

Write Card Remotely ☐

Number of Cards Issued:1Number of Available Guests:0

| First Name | ID Type | ID Number | Card No.   | Issuing Status |
|------------|---------|-----------|------------|----------------|
| test       | ID      | 2233      | 3700054240 | ✓              |

Write Card Completed

Figure 3.1-55

- **Room Name:** The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
  - **Room Type:** The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
  - **Check-in Time:** The system fills the current time by default and cannot be modified.
  - **Check-out Time:** The time will be filled automatically and cannot be modified.
  - **Write Card Remotely:** After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed  after writing the card successfully.
  - **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.
  - **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.
4. After the room change is completed, close the room change interface, and the old room becomes "Cleaning" and the target room becomes "check-in", as shown in Figure 3.1-56. The check-in information is the same as before the room change.

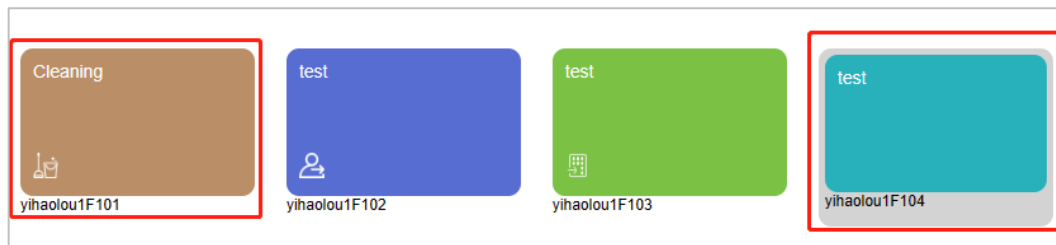


Figure 3.1-56

### 3.1.10.5 Check-out

1. Right-click the room in the **Room Monitor** interface and select **Individual > Check-Out** in the pop-up window, as shown in Figure 3.1-57.

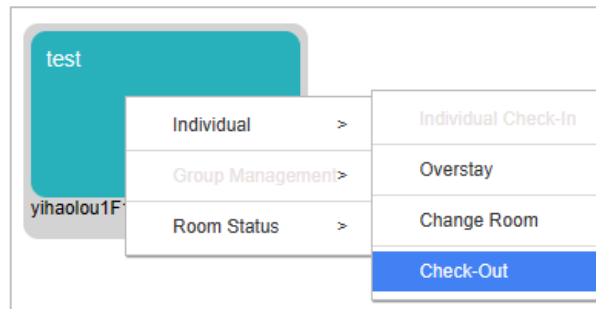


Figure 3.1-57

2. In the pop-up window of check-out, users can view the information of current room, after card cleaned, check-out can be completed, as shown in Figure 3.1-58.

| First Name | ID Type | ID Number | Card No.   | Issuing Status |
|------------|---------|-----------|------------|----------------|
| test       | ID      | 2233      | 3700054240 |                |

At the bottom of the window are two buttons: 'Cancel Card' and 'OK'.

Figure 3.1-58

- **Room Name:** The current room name, will only be displayed here, and cannot be modified.
- **Building Name:** The building will be automatically displayed according to the selected guest room, and cannot be modified.
- **Floor Name:** The floor will be automatically displayed according to the selected guest room, and cannot be modified.
- **Room Type:** The room type will be automatically displayed according to the selected guest room, and cannot be modified.

- **Guest Count:** The current total number of guest. The guest count must be within the limits of room regulations.
- **Days of Stay:** Total number of days of stay booked. The default value is displayed according to the hotel parameter settings.
- **Number of Days:** Number of days already stayed. The default value is displayed according to the hotel parameter settings.
- **Check-in Time:** Automatically fills according to the actual check-in time.
- **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.

**Note:** If users check-out directly without cancelling the card, the room card will be added to the blocklist.

3. After the card is cancelled, the bill interface pops up, under which users can print invoices or bills, as shown in Figure 3.1-59.

The screenshot displays the 'Bill at Check-Out' window. It is divided into two main sections: 'Invoice Preview' on the left and 'Guest Information' on the right.

**Invoice Preview:**

| Room Name                   | Days/Hours | Extended days/hours | Unit Price        | Discount | Subtotal   |
|-----------------------------|------------|---------------------|-------------------|----------|------------|
| yihaolou1F104( Daily Rent ) | 1.00       | 0.00                | USD 200.00        | 0        | USD 200.00 |
| yihaolou1F101( Daily Rent ) | 0.00       | 0.00                | USD 200.00        | 0        | USD 0.00   |
| <b>Total Charge:</b>        |            |                     | <b>USD 200.00</b> |          |            |

Below the table, there is a summary section:

Subtotal: Daily rent => days\*unit price\*(100-discount)/100+extended rent (half of one day/day/N days) By hour=>hours\*unit price\*(100 -discount)/100+extended rent\*(hours\*extended rent)

Total Charge: **USD 200.00**

Tax Rate (%): **USD 0.00**

Other Charge Rate (%): **USD 0.00**

Total Amount(Including Tax): **USD 200.00**

At the bottom of the invoice preview, it says "Thank you for visiting!"

**Guest Information:**

Check-in Type: Daily Rent

First Name: test bug

Check-In Time: 2023-08-17 11:42:46

Check-Out Time: 2023-08-17 16:02:43

**Room list:**

|               |            |
|---------------|------------|
| yihaolou1F104 | USD 200.00 |
| yihaolou1F101 | USD 0.00   |

**Payment Information:**

Total Charge: USD 200.00

Tax Rate (%): USD 0.00

Other Charge Rate (%): USD 0.00

Payable Amount: USD 200.00

Amount Paid: USD 500.00

Balance: USD 300.00

At the bottom of the window, there are three buttons: 'Print Details', 'Print Invoice', and 'OK'.

Figure 3.1-59

**Note:** The hotel information section is filled out in **Hotel Setting**, including tax rates.

## 3.1.11 Group Business

### 3.1.11.1 Check-in

1. Right-click the available rooms and select **Group Management > Group check-in** function from the pop-up menu to check-in as shown in Figure 3.1-60.

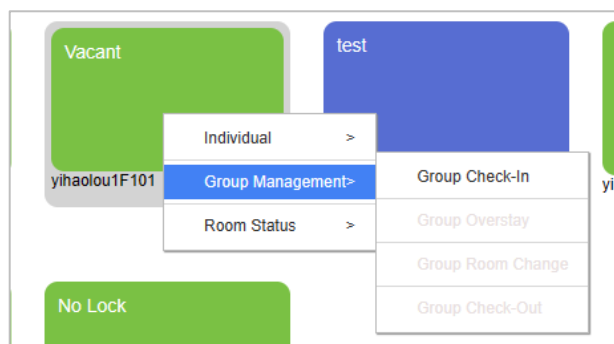


Figure 3.1-60

2. The individual check-in window will be displayed, after filling in the Check-In information, as shown in Figure 3.1-61.

Figure 3.1-61

- **Certificate Type:** The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number:** The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name (for primary contact):** Enter the first name of the primary contact guest, required fields.
- **Group Name:** Enter the name of the group, non-required fields.

- **Gender:** Select the gender from the drop-down list.
  - **E-Mail:** The email address of guests is not required, but can be used to send consumption bills.
  - **Home Address:** Not required.
  - **Phone Number:** If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.
  - **Discount (%):** Select the discount percentage as per the norms and the range is 0% to 100%.
  - **Guest Count:** The Guest count must be within the limits of room regulations.
  - **Days of Stay:** The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
  - **Check-in Time:** Automatically fills according to the actual check-in time.
  - **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
  - **Total Number of Rooms:** The total number of rooms the group stays in.
  - **Deposit Amount:** Automatically fills according to the rental deposit set on room type.
  - **Total Charge:** Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
  - **List of Room Conflicts:** When the reservation room time conflicts with the group check-in time of the day, the conflicting room is indicated on this interface.
3. After filling in the required information above, click the **Check-in** button to enter **Register or Issue a Card** interface, set the ladder control (optional), access control (optional), and hotel facility, as shown in Figure 3.1-62.

Register or Issue a Card

Room Name: yihoulou1F101

Building Name\*: yihoulou

Check-In Time\*: 2023-08-17 17:11:52

Guest Count\*: 1

Type Name\*: shuangren

Floor Name: 1F

Check-Out Time\*: 2023-08-18 12:00:00

Number of Beds\*: 2

Card Information

Check in without card: ☐

First Name\*:

Last Name:

Phone Number:

E-mail:

Certificate Type\*:

ID Number\*:

Access Level(s):

Elevator Control:

Hotel Facility:

First Name | ID Type | ID Number | Card No.

Write Card Cancel Card Completed

Figure 3.1-62

- **Room Name:** The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Type Name:** The room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Building Name:** The building will be automatically displayed according to the selected guest room, and cannot be modified.
- **Floor Name:** The floor will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time:** The system fills the current time by default and cannot be modified.
- **Check-out Time:** The time will be filled automatically and cannot be modified.
- **Guest Count:** Set the total number of guest staying in the current room The guest count must be within the limits of room regulations.
- **Number of Beds:** The number will be automatically displayed according to the selected guest room, and cannot be modified.
-  : The room can be switched to facilitate the arrangement of group members.
- **Check in without card:** The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.
- **Certificate Type:** The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.

- **ID Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **First Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **Last Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **Phone Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **E-Mail:** The email address of guests is not required, but can be used to send consumption bills. The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **Access Level(s):** Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
  - **Elevator Control:** Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
  - **Hotel Facility:** Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
4. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 3.1-63.

Room No.:yihailou1F104  
Status:Check-in  
Lock Name: 00-0D-6F-00-15-62-47-60

Check-in

Reservation

Room

First Name: testH

Last Name: bugL

Phone Number: +1 4001053868

E-mail: jiakai.zh@zkteco.com

Card No.: 3700054240 [Report Card Loss](#)

Check-In Time: 08-17 17:42

Check-Out Time: 08-18 12:00

Days/Hours to Stay: 1Day(s)

Guest Count: 1

Figure 3.1-63

3.1.11.2 Reservation Check-in

1. In the **Reservation List**, locate the person who is checking in today, and click **Check-In Registration** after the earliest check-in time is met, as shown in Figure 3.1-64. Or right-click the reservation room in the **Room Monitor** interface and click the **Group Management** button.

Hotel / Hotel Management / Reservation List

First Name Mobile Number E-mail More

Refresh Delete

| Member | E-mail           | Check-in Type | Booking Method   | Booking Time        | Scheduled Check-in Time | Scheduled Check-out Time | Reservation Number | Booking Type | Reservation Room Number   | Reservation Type    | Reservation Status | Company Name | Operations |
|--------|------------------|---------------|------------------|---------------------|-------------------------|--------------------------|--------------------|--------------|---------------------------|---------------------|--------------------|--------------|------------|
| 68     | jiakai.zh@zkteco | Daily Rent    | Booking by Phone | 2023-08-18 11:12:27 | 2023-08-18 12:00:00     | 2023-08-19 12:00:00      | 1                  | Group        | yihailou1F101,yihailou1F1 | shuangren,shuangren | Valid              | ZKTeco       |            |
| 68     | jiakai.zh@zkteco | Daily Rent    | Booking by Phone | 2023-08-16 17:06:49 | 2023-08-20 12:00:00     | 2023-08-31 12:00:00      | 11                 | Person       | yihailou1F101,yihailou1F1 | shuangren,shuangren | Valid              | ZKTeco       |            |

Figure 3.1-64

2. In the Check-In pop-up window, the corresponding information will be automatically filled in according to the reservation information, as shown in Figure 3.1-65.

Check-In Registration

Certificate Type\* ID Number\* 2233 First Name (for primary contact)\* test Last Name bug Group Name ZKTeco1 Gender E-mail jiakai.zh@zkteco.com Home Address Phone Number + 4001053868 Discount(%) Guest Count(%) Days to Stay\* 1 Check-In Time\* 2023-08-18 11:21:06 Check-Out Time\* 2023-08-19 12:00:00

List of Room Conflicts

Room Name Booking Time

No data

Building Name Floor Name More

| Room Capacity | Number of B... | Daily Rate | Hourly Rate | Deposit Amo... | Building Name | Floor Name | Room Type | Room Na...  |
|---------------|----------------|------------|-------------|----------------|---------------|------------|-----------|-------------|
| 3             | 2              | 200        | 20          | 100            | yihailou      | 1F         | shuangren | yihailou1F1 |
| 3             | 2              | 200        | 20          | 100            | yihailou      | 1F         | shuangren | yihailou1F1 |

< > 1-2 >

50 rows per page

Jump To 1 / 1 Page

Total of 2 records

| Room Capacity | Number of B... | Daily Rate | Hourly Rate | Deposit Amo... | Building Name | Floor Name | Room Type | Room Na...  |
|---------------|----------------|------------|-------------|----------------|---------------|------------|-----------|-------------|
| 3             | 2              | 200        | 20          | 100            | yihailou      | 1F         | shuangren | yihailou1F1 |
| 3             | 2              | 200        | 20          | 100            | yihailou      | 1F         | shuangren | yihailou1F1 |

< > 1-2 >

50 rows per page

Jump To 1 / 1 Page

Total of 2 records

Total Number of Rooms\* 2

Total Charge\* 600

Deposit Amount\* 200

Check-In

Close

Figure 3.1-65

- **Certificate Type:** The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
  - **ID Number:** The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
  - **First Name (for primary contact):** Enter the first name of the primary contact guest, required fields.
  - **Group Name:** Enter the name of the group, non-required fields.
  - **Gender:** Select the gender from the drop-down list.
  - **E-Mail:** The email address of guests is not required, but can be used to send consumption bills.
  - **Home Address:** Not required.
  - **Phone Number:** If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.
  - **Discount (%):** Select the discount percentage as per the norms and the range is 0% to 100%.
  - **Guest Count:** The Guest count must be within the limits of room regulations.
  - **Days of Stay:** The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
  - **Check-in Time:** Automatically fills according to the actual check-in time.
  - **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
  - **Total Number of Rooms:** The total number of rooms the group stays in.
  - **Deposit Amount:** Automatically fills according to the rental deposit set on room type.
  - **Total Charge:** Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
  - **List of Room Conflicts:** When the reservation room time conflicts with the group check-in time of the day, the conflicting room is indicated on this interface.
5. After filling in the required information above, click the **Check-in Registration** button to enter **Register or Issue a Card** interface, set the ladder control (optional), access control (optional), and hotel facility, as shown in Figure 3.1-66.

Register or Issue a Card

Room Name: yihailou1F101      Type Name\*: shuangren

Building Name\*: yihailou      Floor Name: 1F

Check-In Time\*: 2023-08-18 11:21:06      Check-Out Time\*: 2023-08-19 12:00:00

Guest Count\*: 1      Number of Beds\*: 2

Card Information

Check in without card: ☐

First Name\*:

Last Name:

Phone Number:

E-mail:

Certificate Type\*:

ID Number\*:

Access Level(s):

Elevator Control:

Hotel Facility:

First Name    ID Type    ID Number    Card No.

Write Card    Cancel Card    Completed

Figure 3.1-66

- **Room Name:** The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Type Name:** The room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Building Name:** The building will be automatically displayed according to the selected guest room, and cannot be modified.
- **Floor Name:** The floor will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time:** The system fills the current time by default and cannot be modified.
- **Check-out Time:** The time will be filled automatically and cannot be modified.
- **Guest Count:** Set the total number of guest staying in the current room. The guest count must be within the limits of room regulations.
- **Number of Beds:** The number will be automatically displayed according to the selected guest room, and cannot be modified.
- : The room can be switched to facilitate the arrangement of group members.
- **Check in without card:** The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.

- **Certificate Type:** The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.
  - **ID Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **First Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **Last Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **Phone Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **E-Mail:** The email address of guests is not required, but can be used to send consumption bills. The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
  - **Access Level(s):** Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
  - **Elevator Control:** Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
  - **Hotel Facility:** Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
6. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 3.1-67.

Room No.:yihaolou1F102  
Status:Check-in  
Lock Name: 00-0D-6F-00-17-60-49-B7

Check-in

Reservation

Room

First Name: testH

Last Name: bugL

Phone Number: +1 4001053868

E-mail: jiakai.zh@zkteco.com

Card No.: 3700054240 [Report Card Loss](#)

Check-In Time: 08-18 11:21

Check-Out Time: 08-19 12:00

Days/Hours to Stay: 1Day(s)

Guest Count: 1

Figure 3.1-67

3.1.11.3 Overstay

1.
- Right-click the room in the **Room Monitor** interface and select **Group Management > Group Overstay** in the pop-up window, as shown in Figure 3.1-68.

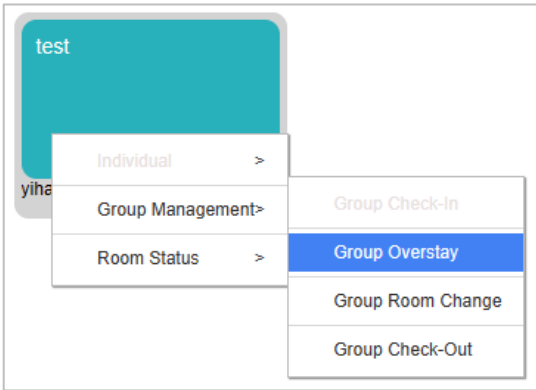


Figure 3.1-68

2.
- In the pop-up window of overstay registration, users can check the check-in information of all the group members and overstay the room together, as shown in Figure 3.1-69.

Group Overstay

First Name (for primary contact)

test

Phone Number

4001053868

Group Name

ZKTeco

Guest Count

2

Total Count of Rooms

2

Total Number of Cards

2

| Room Name     | Guest Count | Issued Quantity | Building Name | Floor Name | Room Type | Daily Rate |
|---------------|-------------|-----------------|---------------|------------|-----------|------------|
| yihaolou1F104 | 1           | 1               | yihaolou      | 1F         | shuangren | 200        |
| yihaolou1F101 | 1           | 1               | yihaolou      | 1F         | shuangren | 200        |

<< < 1-2 > >>

50 rows per page

Jump To 1 / 1 Page

Total of 2 records

Overstay Days\*

0

Days to Stay

2

Check-in Time

2023-08-17 17:00

Overstay Charge

0.0

Discount(%)

10

Overstay

Cancel

Figure 3.1-69

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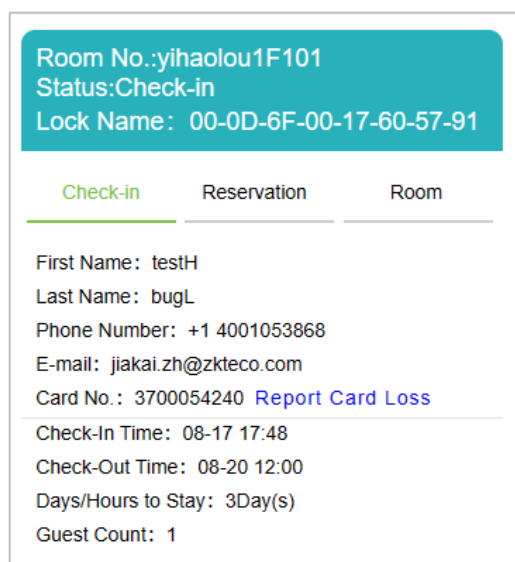
- **Overstay Days:** The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
  - **Days of Stay:** The default value is displayed according to the hotel parameter settings, which cannot be changed.
  - **Check-in Time:** Automatically fills according to the actual check-in time.
  - **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
  - **Discount (%):** Select the discount percentage as per the norms and the range is 0% to 100%.
  - **Overstay Charge:** Automatically calculated according to the daily rate multiplied by the number of days of overstay.
3. Click **Overstay** and pop up the **issued for Overstay** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 3.1-70.

| First Name | ID Type | ID Number | Card No.   | Status |
|------------|---------|-----------|------------|--------|
| testH      | ID      | 3344      | 3700054240 |        |

Figure 3.1-70

- **Room Name:** The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Building Name:** The building will be automatically displayed according to the selected guest room, and cannot be modified.
- **Floor Name:** The floor will be automatically displayed according to the selected guest room, and cannot be modified.
- **Type Name:** The room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time:** The system fills the current time by default and cannot be modified.

- **Check-out Time:** The time will be filled automatically and cannot be modified.
  - **Guest Count:** Set the total number of guest staying in the current room. The guest count must be within the limits of room regulations.
  - **Number of Beds:** The number will be automatically displayed according to the selected guest room, and cannot be modified.
  - **Write Card Remotely:** After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed  after writing the card successfully.
4. After the overstay, close the overstay interface and the check-out date in the room information will update automatically, as shown in Figure 3.1-71.



Room No.:yihaolou1F101  
Status:Check-in  
Lock Name: 00-0D-6F-00-17-60-57-91

| Check-in                                                                                                                                                     | Reservation | Room |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------|
| First Name: testH<br>Last Name: bugL<br>Phone Number: +1 4001053868<br>E-mail: jiakai.zh@zkteco.com<br>Card No.: 3700054240 <a href="#">Report Card Loss</a> |             |      |
| Check-In Time: 08-17 17:48<br>Check-Out Time: 08-20 12:00<br>Days/Hours to Stay: 3Day(s)<br>Guest Count: 1                                                   |             |      |

Figure 3.1-71

### 3.1.11.4 Change Room

1. Right-click the room in the **Room Monitor** interface and select **Group Management > Group Change Room** in the pop-up window, as shown in Figure 3.1-72.

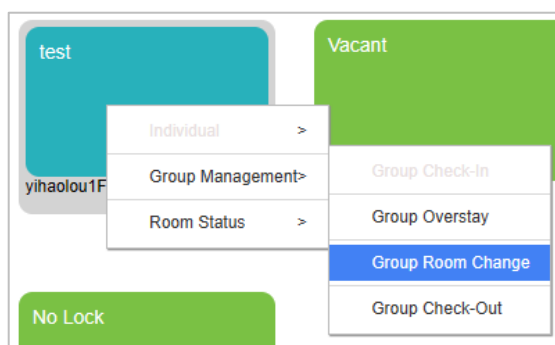


Figure 3.1-72

2. In the pop-up window of change registration, users can view the room information of the current staff and the room information after changing rooms, as shown in Figure 3.1-73.

Group Room Change

Current Room: yihailou1F101  
Room Type: shuangren  
Guest Count: 2  
Days Left: 3  
Discount(%): 10  
Daily Rate: 200

New Room: yihailou1F102  
Room Type: shuangren  
Guest Count: 2  
Days to Stay: 3  
Discount(%): 10  
Daily Rate: 200

Building Name: Floor Name: Room Name: Q

| Room Capa... | Number of ... | Daily Rate | Hourly Rate | Deposit Am... | Building Na... | Floor Name | Room Type | Room N...   |
|--------------|---------------|------------|-------------|---------------|----------------|------------|-----------|-------------|
| 3            | 2             | 200        | 20          | 100           | yihailou       | 1F         | shuangren | yihailou1F1 |
| 3            | 2             | 200        | 20          | 100           | yihailou       | 1F         | shuangren | yihailou1F1 |

< > 1-2 > 50 rows per page Jump To 1 /1 Page Total of 2 records

| First Name | ID Type | ID Number | Card No.   |
|------------|---------|-----------|------------|
| testH      | ID      | 3344      | 3700054240 |

Check-In Time: 2023-08-17 17:48:35 Check-Out Time: 2023-08-20 12:00:00

OK Cancel

Figure 3.1-73

- **Current Room:** The current room name, will only be displayed here, and cannot be modified.
- **Room Type:** The current room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Guest Count:** The current total number of guest. The guest count must be within the limits of room regulations.
- **Days Left:** Remaining stay days for current occupant. The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Discount (%):** Discount for current occupancy. Select the discount percentage as per the norms and the range is 0% to 100%.
- **Daily Rate:** Current room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **New Room:** The new room name is displayed after the room is selected, and it is empty if it is not selected.
- **Room Type:** The new room type is displayed after the room is selected, and it is empty if it is not selected.
- **Guest Count:** The number of guests shown is consistent with the data on the left.
- **Days of Stay:** The number of days shown is consistent with the data on the left.

- **Discount (%)**: The discount shown is consistent with the data on the left.
- **Daily Rate**: New room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.

**Note:**

- Users can query by building and floor, and need to select the building in turn before you can select the floor.
  - Users can search by room name.
  - Users can select a room directly with the left mouse button in the result list.
  - Group room change, only the same type of room can be replaced.
3. Click **OK** and pop up the **issued for Room Change** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 3.1-74.

| First Name | ID Type | ID Number | Card No.   | Status |
|------------|---------|-----------|------------|--------|
| testH      | ID      | 3344      | 3700054240 |        |

Figure 3.1-74

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Write Card Remotely**: After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card

directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed  after writing the card successfully.

- **Hotel Facility:** Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
  - **Access Level(s):** Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
  - **Elevator Control:** Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
  - **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.
  - **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.
4. After the room change is completed, close the room change interface, and the old room becomes "Cleaning" and the target room becomes "check-in", as shown in Figure 3.1-75. The check-in information is the same as before the room change.



Figure 3.1-75

3.1.11.5 Check-out

1. Right-click the room in the **Room Monitor** interface and select **Group Management > Group Check-Out** in the pop-up window, as shown in Figure 3.1-76.

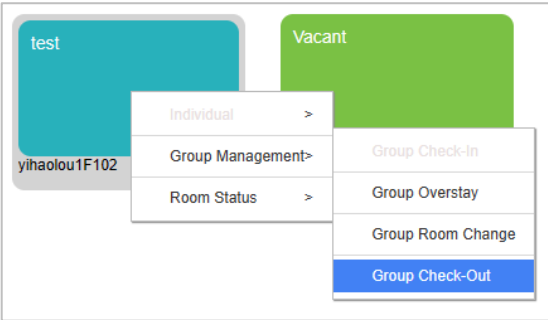


Figure 3.1-76

2. In the pop-up window of check-out, users can view all rooms information of group, after card cleaned, check-out can be completed, as shown in Figure 3.1-77.

Group Check-Out

Group Name

ZKTeco

Guest Count

2

Days to Stay

3

Check-In Time

2023-08-18 10:40:04

First Name (for primary contact)

test

Total Number of Cards

2

Number of Days

1

Check-Out Time

2023-08-18 10:52:39

| Room Name     | Guest Count | Issued Quantity | Building Name | Floor Name | Room Type | Daily Rate |
|---------------|-------------|-----------------|---------------|------------|-----------|------------|
| yihoulou1F102 | 1           | 1               | yihoulou      | 1F         | shuangren | 200        |
| yihoulou1F104 | 1           | 1               | yihoulou      | 1F         | shuangren | 200        |

< >

1-2

>

50 rows per page

Jump To 1 / 1 Page

Total of 2 records

Cancel Card

OK

Figure 3.1-77

- **Group Name:** Enter the name of the group, non-required fields.
- **First Name (for primary contact):** Enter the first name of the primary contact guest, required fields.
- **Guest Count:** The current total number of guest. The guest count must be within the limits of room regulations.
- **Total Number of Cards:** The total number of cards registered by the group at check-in.
- **Days of Stay:** Total number of days of stay booked. The default value is displayed according to the hotel parameter settings.

- **Number of Days:** Number of days already stayed. The default value is displayed according to the hotel parameter settings.
- **Check-in Time:** Automatically fills according to the actual check-in time.
- **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.

**Note:**

- If check-out directly without cancelling the card, the room card will be added to the blocklist.
  - Group check-out is all check-out, no single room will be checked out.
3. After the card is cancelled, the bill interface pops up, under which users can print invoices or bills, as shown in Figure 3.1-78.

Print Group Check-Out Invoice

Invoice Preview

test hotel

Booking number: 16922657353984825

Telephone: First Name (for primary contact): test bug

Fax: Check-In Time: 2023-08-17 17:48:35

Website: Check-Out Time: 2023-08-18 10:52:39

Hotel Address: Cashier: admin

| Room Name                                                                                                                                                                              | Days/Hours | Extended days/hours | Unit Price | Discount | Subtotal   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------------|------------|----------|------------|
| yihaolou1F102(Daily Rent)                                                                                                                                                              | 1.00       | 0.00                | USD 200.00 | 10       | USD 180.00 |
| yihaolou1F104(Daily Rent)                                                                                                                                                              | 1.00       | 0.00                | USD 200.00 | 10       | USD 180.00 |
| yihaolou1F101(Daily Rent)                                                                                                                                                              | 0.00       | 0.00                | USD 200.00 | 10       | USD 0.00   |
| Total Charge:                                                                                                                                                                          |            |                     | USD 360.00 |          |            |
| Subtotal: Daily rent => days*unit price*(100-discount)/100+extended rent (half of one day/day/N days) By hour=>hours*unit price*(100-discount)/100+extended rent*(hours*extended rent) |            |                     |            |          |            |
| Total Charge:                                                                                                                                                                          |            |                     | USD 360.00 |          |            |
| Tax Rate (%):                                                                                                                                                                          |            |                     | USD 0.00   |          |            |
| Other Charge Rate (%):                                                                                                                                                                 |            |                     | USD 0.00   |          |            |
| Total Amount(Including Tax):                                                                                                                                                           |            |                     | USD 360.00 |          |            |

Guest Information

First Name (for primary contact): test bug

Group Name: ZKTeco

Check-In Time: 2023-08-17 17:48:35

Check-Out Time: 2023-08-18 10:52:39

Room list

yihaolou1F102 USD 180.00

yihaolou1F104 USD 180.00

yihaolou1F101 USD 0.00

Payment Information

Total Charge USD 360.00

Tax Rate (%): USD 0.00

Other Charge Rate (%): USD 0.00

Payable Amount: USD 360.00

Amount Paid: USD 1280.00

Balance: USD 920.00

Print Details

Print Invoice

OK

Figure 3.1-78

**Note:**

- The hotel information section is filled out in **Hotel Management**, including tax rates.
- After group check-out, the bill shows all room charges for the group.

3.2 Reservation List

All reservation records are displayed in the **Reservation List**, and the missed reservation records can be modified according to needs. After arriving at the check-in time, users can directly check in through the reservation record, and invalid reservation records can be deleted, as shown in Figure 3.2-1.

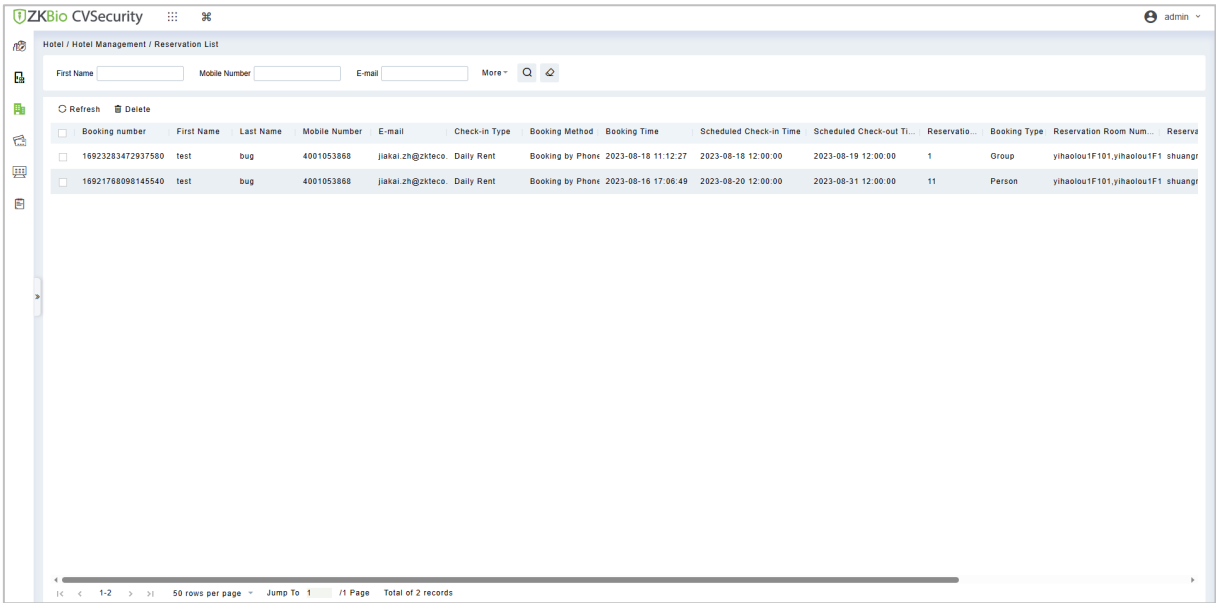


Figure 3.2-1

3.2.1 Search

The basic search criteria are divided into guest name, mobile number, and email, as shown in Figure 3.2-2.



Figure 3.2-2

Booking Method is displayed in the configured booking method. By default, three booking methods are displayed, as shown in Figure 3.2-3.

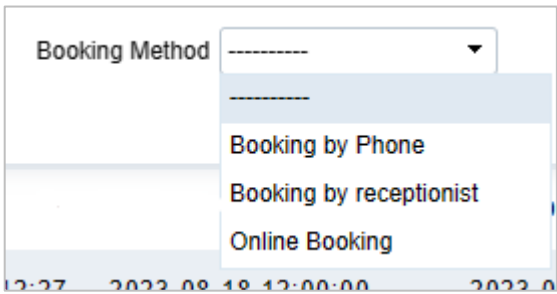


Figure 3.2-3

Reservation Status includes Valid, Invalid, and Checked-In, as shown in Figure 3.2-4.

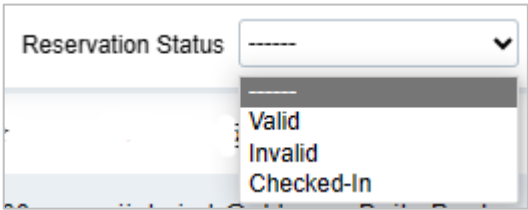


Figure 3.2-4

### 3.2.2 Edit, Check-in and Delete

#### 3.2.2.1 Edit

The editing function can only edit records whose Reservation Status is Valid, as shown in Figure 3.2-5.

| number | E-mail          | Check-in Type | Booking Method   | Booking Time        | Scheduled Check-in Time | Scheduled Check-out Time | Reservation Number | Booking Type | Reservation Room Number   | Reservation Type    | Reservation Status | Company Name | Operations                                                                          |
|--------|-----------------|---------------|------------------|---------------------|-------------------------|--------------------------|--------------------|--------------|---------------------------|---------------------|--------------------|--------------|-------------------------------------------------------------------------------------|
| 68     | jiakai.zh@zktco | Daily Rent    | Booking by Phone | 2023-08-18 17:06:49 | 2023-08-20 12:00:00     | 2023-08-31 12:00:00      | 11                 | Person       | yihoulou1F101,yihoulou1F1 | shuangren,shuangren | Valid              | ZKTeco       |  |
| 68     | jiakai.zh@zktco | Hourly        | Booking by Phone | 2023-08-18 14:18:35 | 2023-08-18 15:00:00     | 2023-08-18 18:00:00      | 3                  | Person       | yihoulou1F101             | shuangren           | Invalid            | ZKTeco       |                                                                                     |
| 68     | jiakai.zh@zktco | Daily Rent    | Booking by Phone | 2023-08-18 11:12:27 | 2023-08-18 12:00:00     | 2023-08-19 12:00:00      | 1                  | Group        | yihoulou1F101,yihoulou1F1 | shuangren,shuangren | Checked-in         | ZKTeco       |                                                                                     |

Figure 3.2-5

Click  icon to enter the **Reservation** interface, and the contents of the reservation will be automatically filled in, as shown in Figure 3.2-6.

Please enter the search criteria:

Check-in Type\*  
@Daily Rent @By Hour

Start time\*  
2023-08-20

End time\*  
2023-08-31

Query

First Name\*  
test

Last Name\*  
bug

Certificate Type\*  
ID

ID Number\*  
333444555

Phone Number\*  
4001053868

E-mail\*  
jiakai.zh@zktco.com

Booking Method\*  
Booking by Phone

Booking Type\*  
Person

Company Name\*  
ZKTeco

Days to Stay\*  
11

Check-in Time\*  
2023-08-20 12:00:00

Check-out Time\*  
2023-08-31 12:00:00

Total Number of Rooms\*  
2

Deposit Amount\*  
200

Total Charge\*  
600

Building Name Floor Name Room Name Room Type Type Room Capacity Number of Be... Daily Rate Hourly Rate Deposit A...

yihoulou 1F yihoulou1F102 shuangren Room 3 2 200 20 100

yihoulou 1F yihoulou1F103 shuangren Room 3 2 200 20 100

< > 1-2 > > 50 rows per page Jump To 1 /1 Page Total of 2 records

Building Name Floor Name Room Name Room Type Type Room Capacity Number of Be... Daily Rate Hourly Rate Deposit A...

yihoulou 1F yihoulou1F101 shuangren Room 3 2 200 20 100

yihoulou 1F yihoulou1F104 shuangren Room 3 2 200 20 100

< > 1-2 > > 50 rows per page Jump To 1 /1 Page Total of 2 records

Completed Close

Figure 3.2-6

#### 3.2.2.2 Check-in Registration

The check-in time cannot be earlier than the earliest check-in time set by the hotel, otherwise the prompt "It's too early to check-in, please try later." will be displayed, as shown in Figure 3.2-7.

Prompt

It's too early to check-in, please try later.

OK

Figure 3.2-7

After the check-in time meets the hotel requirements, click **Check-in Registration** to check-in, as shown in Figure 3.2-8.

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Check-In Registration

Room Name\*

yihaolou1F101

Certificate Type\*

ID

ID Number\*

2233

First Name\*

test

Last Name

bug

Gender

Male

Home Address

zkteco

Days to Stay\*

1

Discount(%)

1

Deposit Amount\*

100.00

Phone Number

4001053868

E-mail

jiakai.zh@zkteco.com

Emergency Contact Phone

4001053868

Check-in Type\*

Daily Rent

By Hour

Guest Count\*

1

Check-In Time\*

2023-08-17 10:26:56

Check-Out Time\*

2023-08-17 12:00:00

Daily Rate\*

200.00

Payable Amount\*

298.00

2023-08-20 12:00:00The room has been booked.

Check-In Registration

Close

Figure 3.2-8

3.2.2.3 Delete

Select the reservation record to be deleted and click **Delete**, no matter whether the record is valid or not, as shown in Figure 3.2-9.

Refresh Delete

| Booking number    | First Name | Last Name | Mobile Number | E-mail           | Check-in Type | Booking Method   | Booking Time        | Scheduled Check-in Time | Scheduled Check-out Time | Reservatio... | Booking Type | Reservation Room Num...   | Reserve |
|-------------------|------------|-----------|---------------|------------------|---------------|------------------|---------------------|-------------------------|--------------------------|---------------|--------------|---------------------------|---------|
| 16923394521091320 | test       | bug       | 4001053868    | jiakai.zh@zkteco | Hourly        | Booking by Phone | 2023-08-18 14:18:35 | 2023-08-18 15:00:00     | 2023-08-18 18:00:00      | 3             | Person       | yihaolou1F101             | shuangr |
| 16923203472937500 | test       | bug       | 4001053868    | jiakai.zh@zkteco | Daily Rent    | Booking by Phone | 2023-08-18 11:12:27 | 2023-08-18 12:00:00     | 2023-08-19 12:00:00      | 1             | Group        | yihaolou1F101,yihaolou1F1 | shuangr |
| 16921768090145540 | test       | bug       | 4001053868    | jiakai.zh@zkteco | Daily Rent    | Booking by Phone | 2023-08-16 17:06:49 | 2023-08-20 12:00:00     | 2023-08-31 12:00:00      | 11            | Person       | yihaolou1F101,yihaolou1F1 | shuangr |

Prompt

Are you sure you want to perform the delete operation?

OK

Cancel

Figure 3.2-9

3.2.2.4 Scheduled Task

The scheduled task is executed once every minute. The scheduled task changes the status of expired reservations to invalid.

**Note:** When the reservation status is invalid, this reservation record cannot be edited and checked in.

## 4 Card Management

### 4.1 Card Management Interface

**Card Management** is the management center of Emergency Card, Housekeeper Card, Maintenance Card, Room Area Card, users can make card printing for the above 4 cards on this interface, as shown in Figure 4.1-1.

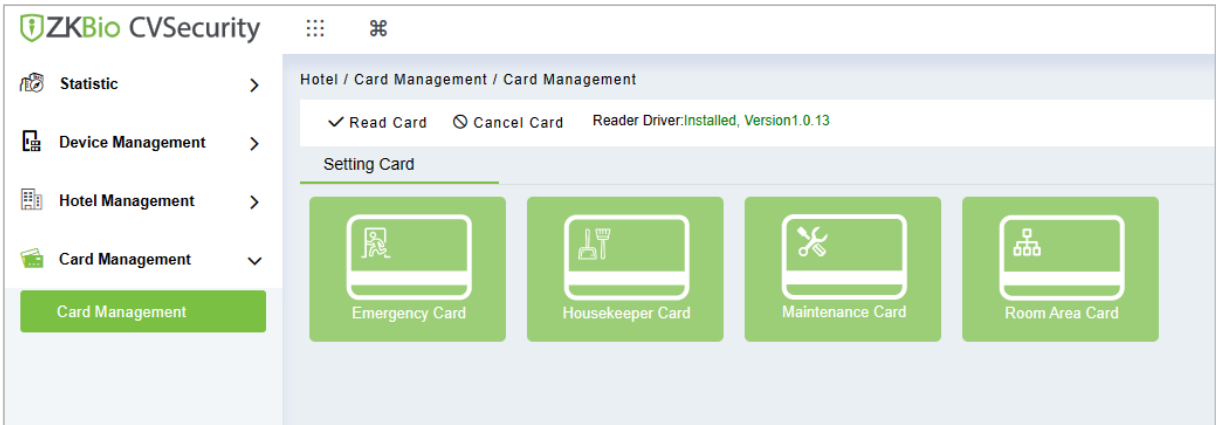


Figure 4.1-1

### 4.2 Read Card and Cancel Card

#### 4.2.1 Read Card

Place the card on the card reader and click **Read Card** to read the information of the card, as shown in Figure 4.2-1.

Read Card

Physical Card Number3320407305

Issued Date2023-08-18 19:17:47

Cardholder NameHead

Hotel Nametest hotel

Floor Name

Facility 1

Facility 3

Facility 5

Facility 7

Facility 9

Facility 11

Card No.320407305

Card Expiration Time2023-08-19 19:17:08

Card TypeEmergency Card

Building Name

Room Name

Facility 2

Facility 4

Facility 6

Facility 8

Facility 10

Facility 12

Close

Figure 4.2-1

## 4.2.2 Cancel Card

Place the card on the card reader, click **Cancel Card**, and the card information will be cleared after the second confirmation, as shown in Figure 4.2-2.

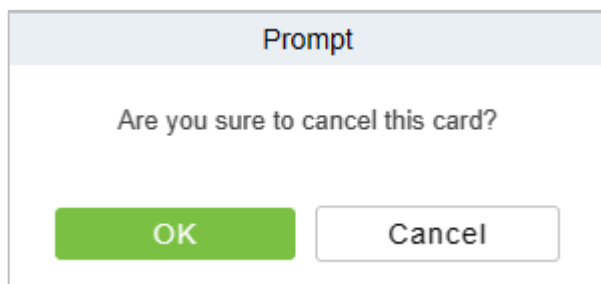


Figure 4.2-2

## 4.3 Setting Card

### 4.3.1 Emergency Card

- Emergency Card has the highest authority and can open all the hotel locks of the hotel, including manual locks and always closed locks.
- Emergency Card needs to be associated with personnel.
- Emergency Card can be set a validity period. During the validity period, all hotel locks of the hotel can be opened. After the expiration, the locks cannot be opened, as shown in Figure 4.3-1.
- After the hotel opens the access control and ladder control parameters, the emergency card can be added the access control and ladder control area rights.

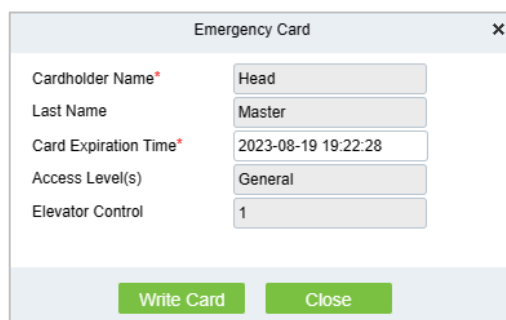
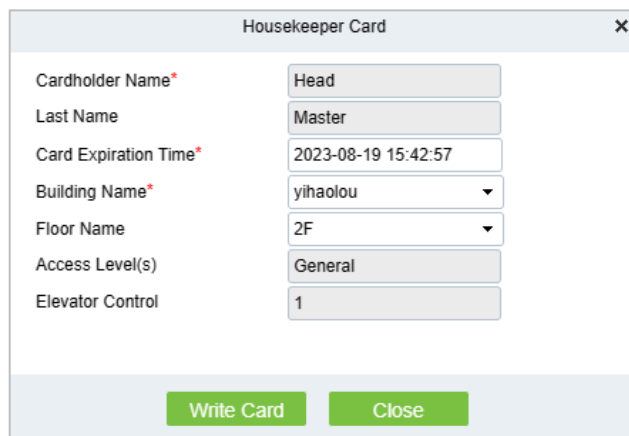


Figure 4.3-1

### 4.3.2 Housekeeper Card

- Housekeeper Card assigns permissions to buildings and floors according to the settings, and can open all hotel locks on the corresponding buildings and floors.
- Housekeeper Card cannot open internal locked and often-closed rooms.

- The validity period of the Housekeeper Card can be set. During the validity period, all hotel locks in the corresponding building or floor can be opened. After the expiration, the locks cannot be opened, as shown in Figure 4.3-2.
- After the hotel opens access control and ladder control parameters, the Housekeeper Card can be added access control ladder control area rights.



The screenshot shows a window titled "Housekeeper Card" with a close button (X) in the top right corner. The window contains the following fields and values:

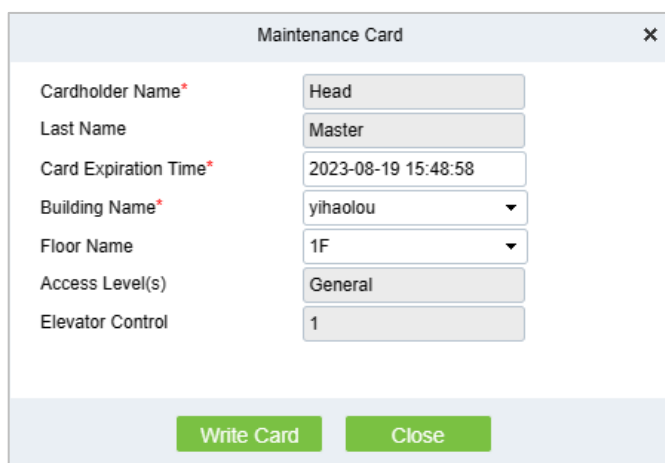
| Field                 | Value               |
|-----------------------|---------------------|
| Cardholder Name*      | Head                |
| Last Name             | Master              |
| Card Expiration Time* | 2023-08-19 15:42:57 |
| Building Name*        | yihoulou            |
| Floor Name            | 2F                  |
| Access Level(s)       | General             |
| Elevator Control      | 1                   |

At the bottom of the window, there are two green buttons: "Write Card" and "Close".

Figure 4.3-2

### 4.3.3 Maintenance Card

- Maintenance Card assigns permissions to buildings and floors according to the settings, and can open all hotel locks on the corresponding buildings and floors.
- Maintenance Card cannot open internal locked and often-closed rooms.
- The validity period of the Maintenance Card can be set. During the validity period, all hotel locks in the corresponding building or floor can be opened. After the expiration, the locks cannot be opened, as shown in Figure 4.3-3.
- After the hotel opens access control and ladder control parameters, the Maintenance Card can be added access control ladder control area rights.



The screenshot shows a window titled "Maintenance Card" with a close button (X) in the top right corner. The window contains the following fields and values:

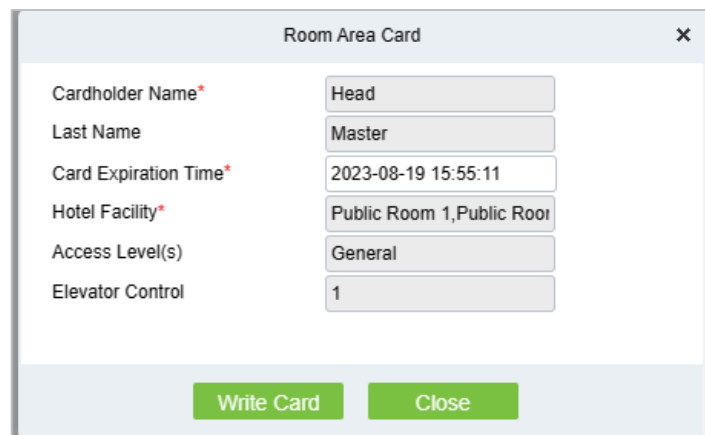
| Field                 | Value               |
|-----------------------|---------------------|
| Cardholder Name*      | Head                |
| Last Name             | Master              |
| Card Expiration Time* | 2023-08-19 15:48:58 |
| Building Name*        | yihoulou            |
| Floor Name            | 1F                  |
| Access Level(s)       | General             |
| Elevator Control      | 1                   |

At the bottom of the window, there are two green buttons: "Write Card" and "Close".

Figure 4.3-3

### 4.3.4 Room Area Card

- Room Area Card assigns permissions to buildings and floors according to the settings, and can open all hotel locks on the corresponding buildings and floors.
- Room Area Card cannot open internal locked and often-closed rooms.
- The validity period of the Room Area Card can be set. During the validity period, all hotel locks in the corresponding building or floor can be opened. After the expiration, the locks cannot be opened, as shown in Figure 4.3-4.
- After the hotel opens access control and ladder control parameters, the Room Area Card can be added access control ladder control area rights.
- A maximum of 12 room areas are allocated to one card.



| Room Area Card        |                           |
|-----------------------|---------------------------|
| Cardholder Name*      | Head                      |
| Last Name             | Master                    |
| Card Expiration Time* | 2023-08-19 15:55:11       |
| Hotel Facility*       | Public Room 1,Public Root |
| Access Level(s)       | General                   |
| Elevator Control      | 1                         |

Write Card Close

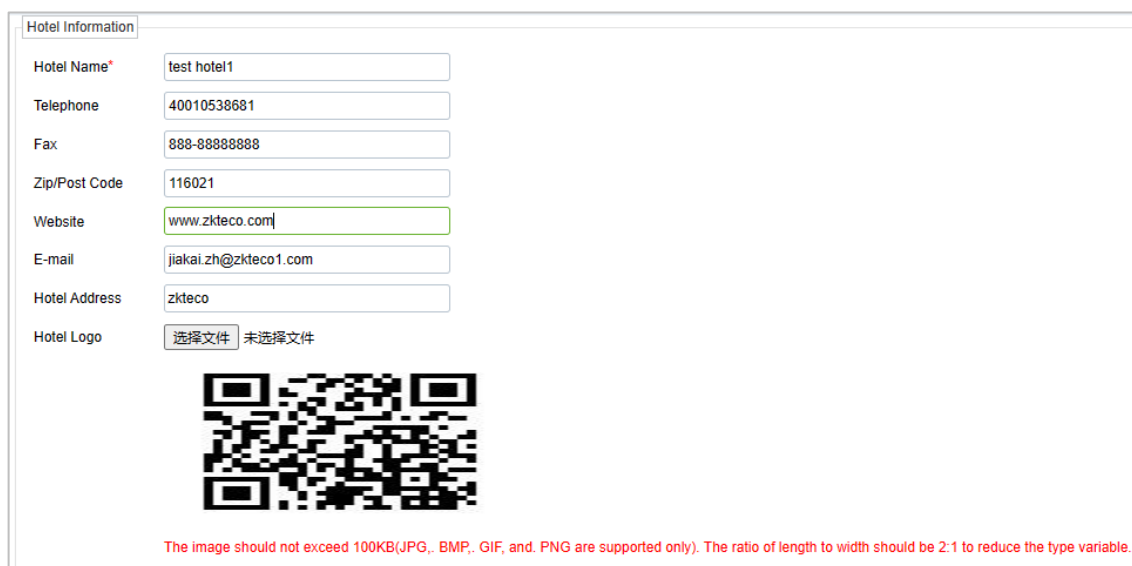
Figure 4.3-4

## 5 Room Management

### 5.1 Hotel Settings

#### 5.1.1 Hotel Information

- The name of the hotel is mandatory. Other information is optional, as shown in Figure 5.1-1.
- The hotel's name, telephone, fax, website, address and zip code will be displayed on the check-out bill.
- The hotel's name, phone number and website address will be used for email and SMS notifications.



The screenshot shows a web form titled "Hotel Information". It contains the following fields:

- Hotel Name\*: test hotel1
- Telephone: 40010538681
- Fax: 888-88888888
- Zip/Post Code: 116021
- Website: www.zkteco.com
- E-mail: jiakai.zh@zkteco1.com
- Hotel Address: zkteco
- Hotel Logo: 选择文件 未选择文件

Below the fields is a QR code. At the bottom, a red note states: "The image should not exceed 100KB(JPG, BMP, GIF, and PNG are supported only). The ratio of length to width should be 2:1 to reduce the type variable."

Figure 5.1-1

#### 5.1.2 Hotel Option Settings

##### 5.1.2.1 Check-in Time

Check-in Time is divided into 3 times, Earliest Check-in Time, Default Check-in Time, and Latest Check-in Time, as shown in Figure 5.1-2.



The screenshot shows a form for setting check-in times. It has three rows:

- Earliest check-in time\*: 06 : 00 ( hh : mm )
- Default Check-In Time\*: 12 : 00 ( hh : mm )
- Latest check-in time\*: 23 : 00 ( hh : mm )

Figure 5.1-2

- Check-in Time is only used for reservation check-in and not limit for the check-in directly.

### 5.1.2.2 Check-out Time

Check-out Time is divided into 3 periods, Default Check-out Time, Half-day Overstay Check-out Time, Full-day Overstay Check-out Time, as shown in Figure 5.1-3.



|                                  |    |   |    |                                                     |
|----------------------------------|----|---|----|-----------------------------------------------------|
| Default Check-Out Time*          | 12 | : | 00 | ( hh : mm )                                         |
| Half-day Overstay Check-Out Time | 14 | : | 00 | ( hh : mm ) (Half-day room rate will be added.)     |
| Full-day Overstay Check-Out Time | 18 | : | 00 | ( hh : mm ) (Overstay will be charged on day rate.) |

Figure 5.1-3

- The default check-out time cannot be modified.
- If the guest does not check out beyond the default check-out time and date, it will be counted as overstay check-out, and the system will mark the overstay check-out room on the interface.
- In case of overstay check-out, an additional room fee will be charged according to the rules set by the room type.
- Overstay check-out for guests who exceed the half-day check-out period will be charged according to the half-day overstay fee set by room type.
- Overstay check-out for guests who exceed the full day check-out period will be charged according to the full day rate set by room type.

### 5.1.2.3 Maximum Booking Days

The maximum booking days of the same guest in the same reservation and the same room cannot exceed the maximum booking days, as shown in Figure 5.1-4.



|                       |   |       |
|-----------------------|---|-------|
| Maximum Booking Days* | 1 | (Day) |
|-----------------------|---|-------|

Figure 5.1-4

- The maximum value is 99 days, minimum value is 1 day.

### 5.1.2.4 Days to Stay by Default

Days to Stay by Default only affects express check-in room (daily rental). The default number of days can be modified during the check-in process according to the situation, as shown in Figure 5.1-5.

Check-In Registration

Room Name\*

Certificate Type\*

ID Number\*

First Name\*

Last Name

Gender

Home Address

Days to Stay\*

Discount(%)

Deposit Amount\*

yihoulou1F101

ID

2233

test

bug

Male

zkteco

1

1

100.00

2023-08-20 12:00:00The room has been booked.

Phone Number

E-mail

Emergency Contact Phone

Check-in Type\*

Guest Count\*

Check-In Time\*

Check-Out Time\*

Daily Rate\*

Payable Amount\*

4001053868

jiakai.zh@zkteco.com

4001053868

☒ Daily Rent ☐ By Hour

1

2023-08-17 10:26:56

2023-08-17 12:00:00

200.00

298.00

Check-In Registration

Close

Figure 5.1-5

- The maximum value is 99 days, minimum value is 1 day.

5.1.2.5 Housekeeping Window Hours

Housekeeping Window Hours are blank by default, as shown in Figure 5.1-6.

Housekeeping Window Hours

(minutes)

Figure 5.1-6

- When this time is set, the “Cleaning” status room will become “vacant” after the setting time. If it is empty, the “Cleaning” status will not change except manual change.
- Room cleaning time can be set from 1 to 59 minutes.

5.1.2.6 Currency Type and Unit of Room Acreage

The default currency type is US dollars and the default unit of room acreage is inch, as shown in Figure 5.1-7.

Currency Type\*

USD

Unit of Room Acreage

ft²

Figure 5.1-7

Currency type is used to settle the room rate, and unit of room acreage is used for room dimensions in Room Type.

5.1.2.7 Tax Type and Tax Rate

Tax Type, Tax Rate, Other Charge Type and Other Charge Rate are blank by default, as shown in Figure 5.1-8.

Tax Type

Other Charge Type

Tax Rate

%

Other Charge Rate

%

Figure 5.1-8

- After setting the content of this field, guests will pay the corresponding percentage of taxes when they settle the room rate.

### 5.1.2.8 Hidden the Search Criteria

Hidden the search criteria is not selected by default and can be used to hide search criteria in **Room Monitor**, as shown in Figure 5.1-9.

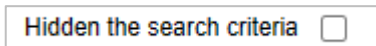


Figure 5.1-9

- After this function is selected, the search criteria are hidden by default in **Room Monitor**, and user need to click  icon to expand the display. If this function is not checked, the search criteria will be displayed by default.

### 5.1.2.9 Elevator and Access Control

Elevator/Access Control is not selected by default, and is used to determine whether to display elevator and access control options, as shown in Figure 5.1-10.

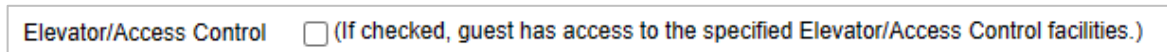


Figure 5.1-10

- After this function is selected, the elevator and access control options are displayed on all card issuing interfaces.

### 5.1.2.10 Hotel Card Setting

**Card Password:** Set the sector password for the dedicated sector of the hotel room card. The default password is ciphertext 123456.

**Repeat Password:** Repeat input the above card sector password for a second confirmation, in case of input errors.

**Card Sector:** Set the dedicated sector of the hotel's hotel room card. The default is 3 sectors. Users can select sectors 1 to 15, as shown in Figure 5.1-11.

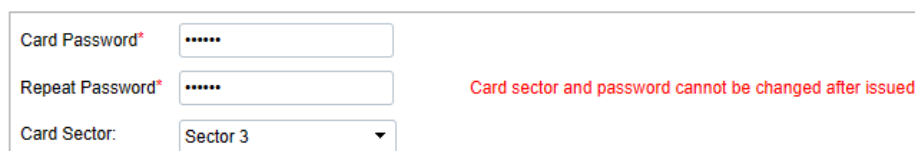
A screenshot of a form titled "Hotel Card Setting". It contains three input fields: "Card Password\*" with a masked password "\*\*\*\*\*", "Repeat Password\*" with a masked password "\*\*\*\*\*", and "Card Sector:" with a dropdown menu showing "Sector 3". To the right of the form, there is a red text message: "Card sector and password cannot be changed after issued."

Figure 5.1-11

#### Note:

- Once the card issuing function is used in the hotel system, the system will lock the card sector and the sector password, which cannot be modified.

- When setting the card sector, pay attention to distinguish it from the card issuing sector of other modules such as access control, elevator control, consumption and so on, to avoid repetition.

#### 5.1.2.11 Default Net Card

- Default Net Card function is only used for issuing default net cards. Room cards or other type of card cannot be written after issuing default net card.
- Click **Default Net Card** to issue default net card.
- Click **Cancel Card** to cancel the default net card. This function can only be used to cancel the default net card, as shown in Figure 5.1-12.

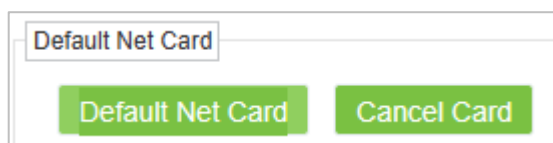


Figure 5.1-12

- Once everything is set, click **OK** to save the parameter settings.

## 5.2 Room Type

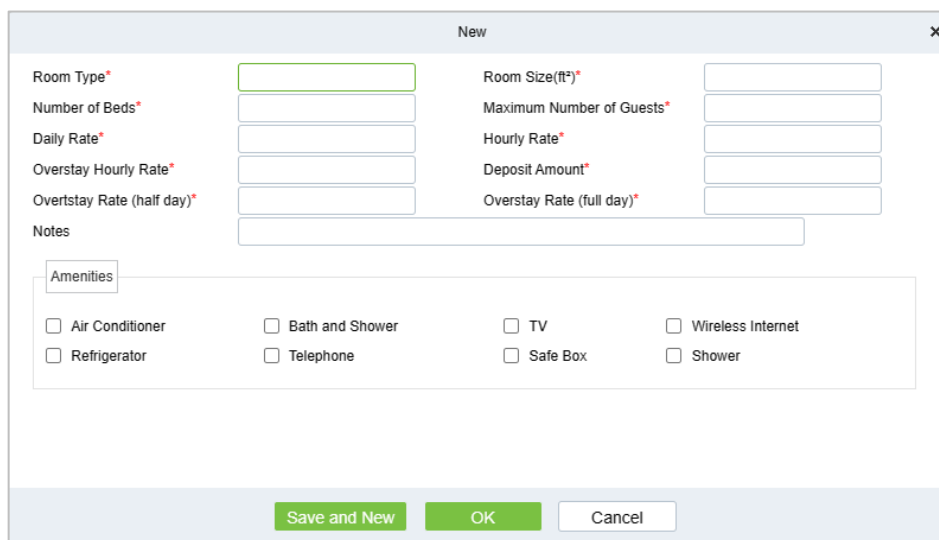
### 5.2.1 Add Room Type

Add a room type, enter the details in required fields and save. Room type is used to bind rooms and provide different room types for guests. The parameter description is referred to as follows.

- **Room Type:** Customize the room type for subsequent binding.
- **Room Size:** Customize the room size, and the units are displayed according to [Unit of Room Acreage](#), which is convenient for subsequent binding use.
- **Number of Beds:** The total number of beds in room, can be displayed upon check-in.
- **Maximum Number of Guest:** The maximum number of guests in a room, which is limited to the number of guests at check-in.
- **Daily Rate:** Customize the daily room rate for a room to be settled at check-out.
- **Hourly Rate:** Customize the hourly room rate for a room to be settled at check-out.
- **Overstay Hourly Rate:** Customize the overstay hourly room rate for a room to be settled at check-out.
- **Deposit Amount:** Customize the security amount for a room to be settled at check-in and check-out.
- **Overstay Rate (Half Day):** Customize the overstay half-day room rate for a room to be settled at check-out.

- **Overstay Rate (Full Day):** Customize the overstay full day room rate for a room to be settled at check-out.
- **Amenities:** Includes Air Conditioner, Bath and Shower, TV, Wireless Internet, Refrigerator, Telephone, and Safe Box and Shower are optional and can be displayed in the room information after being selected.

Click **New** to add a room type, enter the details in the required items. Click **Save and New** to continue adding, click **OK** to save and close, click **Cancel** to not save and close, as shown in Figure 5.2-1.



The screenshot shows a 'New' form for creating a room type. It contains the following fields and sections:

- Room Type\***: Text input field.
- Room Size(ft\*)**: Text input field.
- Number of Beds\***: Text input field.
- Maximum Number of Guests\***: Text input field.
- Daily Rate\***: Text input field.
- Hourly Rate\***: Text input field.
- Overstay Hourly Rate\***: Text input field.
- Deposit Amount\***: Text input field.
- Overstay Rate (half day)\***: Text input field.
- Overstay Rate (full day)\***: Text input field.
- Notes**: Text input field.
- Amenities**: A section with a tab labeled 'Amenities' containing a grid of checkboxes:
  - ☐ Air Conditioner
  - ☐ Bath and Shower
  - ☐ TV
  - ☐ Wireless Internet
  - ☐ Refrigerator
  - ☐ Telephone
  - ☐ Safe Box
  - ☐ Shower

At the bottom of the form are three buttons: **Save and New** (green), **OK** (green), and **Cancel** (white).

Figure 5.2-1

### 5.2.2 Edit Room Type

- Click the room type name or icon  in the action list to enter the editing interface.
- The edit interface content is the latest edited interface content.
- All content can be edited normally.
- When the room type is in use, it cannot be saved after editing, click the save page will give a prompt, as shown in Figure 5.2-2.

Edit

Room Type\*

shuangren

Room Size(ft²)\*

10

Number of Beds\*

2

Maximum Number of Guests\*

3

Daily Rate\*

200

Hourly Rate\*

20

Overstay Hourly Rate\*

40

Overstay Rate (half day)\*

400

Notes

test notes

Room type cannot be changed once it is checked -in.

Amenities

☐ Air Conditioner

☐ Bath and Shower

☒ TV

☐ Wireless Internet

☐ Refrigerator

☐ Telephone

☒ Safe Box

☐ Shower

OK

Cancel

Figure 5.2-2

5.2.3 Delete Room Type

Select the room type need to be deleted and click the  icon in the Operations list or the **Delete** button to delete it.

When the room type is in use, it cannot be deleted. Clicking **Delete** will give a prompt, as shown in Figure 5.2-3.

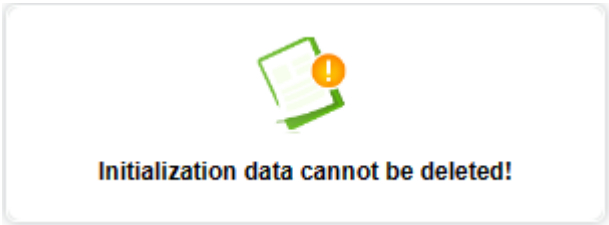


Figure 5.2-3

5.3 Room

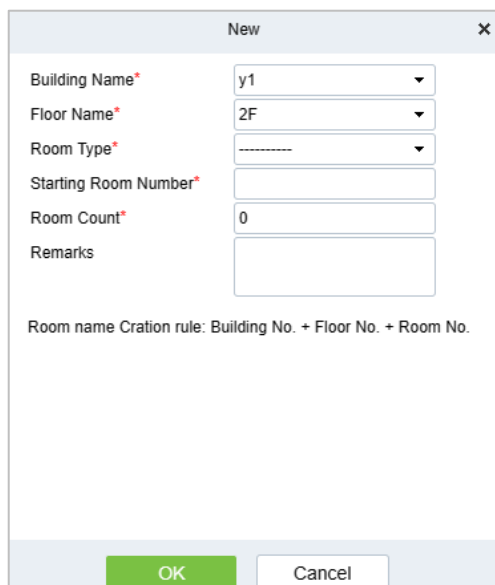
5.3.1 Add Room

Add a room, fill in the required fields, and save. Then users can create a building, floor, and room. The parameter description is referred to as follows.

- **Building Name:** Customize the building name, which will be displayed in the **Room Monitor**, used to splice room name.
- **Floor Name:** Customize the floor name, which will be displayed in the **Room Monitor**, used to splice room name.
- **Room Type:** Bind the room type in [5.2 Room Type](#) to the room.

- **Room Count:** The total number of rooms to be created.
- **Remarks:** Remark notes.

After selecting the building and floor in the New node, the name of the building and floor will be automatically filled in, as shown in Figure 5.3-1. If in the hotel node, it will be empty by default.



The 'New' dialog box is used to create a new room. It includes the following fields:

- Building Name\*: y1
- Floor Name\*: 2F
- Room Type\*: -----
- Starting Room Number\*
- Room Count\*: 0
- Remarks

Room name Cration rule: Building No. + Floor No. + Room No.

Figure 5.3-1

### 5.3.2 Edit Room

- To edit the name of the building and floor, select the corresponding node and click **Edit** button, as shown in Figure 5.3-2.

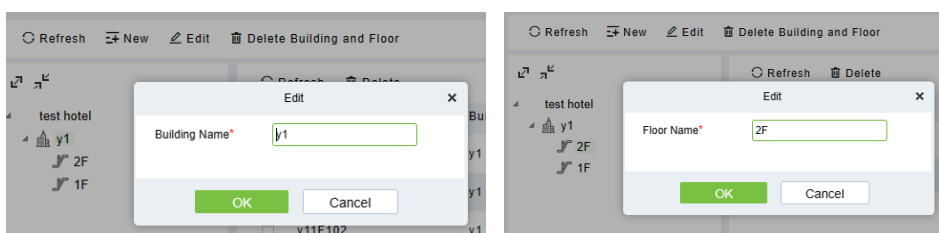


Figure 5.3-2

- To edit the room name, select the corresponding room and click the room name. The remarks in the current field are the remarks of the room information in the **Room Monitor** interface, as shown in Figure 5.3-3.

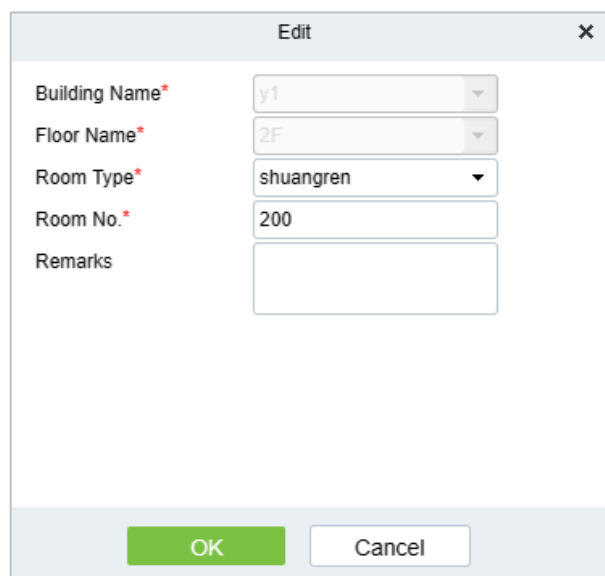
A dialog box titled "Edit" with a close button (X) in the top right corner. It contains five input fields: "Building Name\*" with a dropdown menu showing "y1", "Floor Name\*" with a dropdown menu showing "2F", "Room Type\*" with a dropdown menu showing "shuangren", "Room No.\*" with a text box containing "200", and "Remarks" with an empty text box. At the bottom, there are two buttons: "OK" (green) and "Cancel" (white).

Figure 5.3-3

- If the room is in use, it cannot be edited, and click **Edit** will give a failure pop-up.

### 5.3.3 Delete Room

- Select the room to be deleted, and click  icon in the Operations list or **Delete** button, as shown in Figure 5.3-2.
- If the room is in use, it cannot be deleted, and click **Delete** will give a failure pop-up, as shown in Figure 5.3-4.

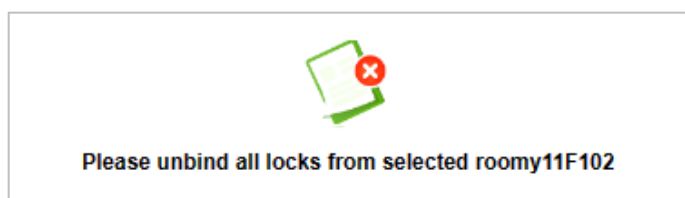


Figure 5.3-4

- Delete buildings and floors use the **Delete Building and Floor** button.
- If users want to delete the floor, they need to delete the room under the floor first, otherwise it will fail and give a failure pop-up. Similarly, users need to delete the floor before deleting the building, as shown in Figure 5.3-5.

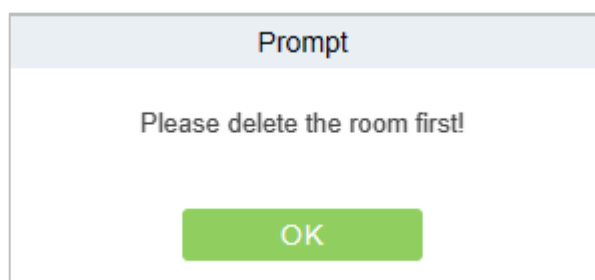


Figure 5.3-5

## 5.4 Hotel Facility

- The room area is divided into two parts, and the left side provides editing for a preset 50 public areas.
- Click Public Room on the left or click  icon to edit the name and remarks.
- Click  icon on the left to add a public room, as shown in Figure 5.4-1.

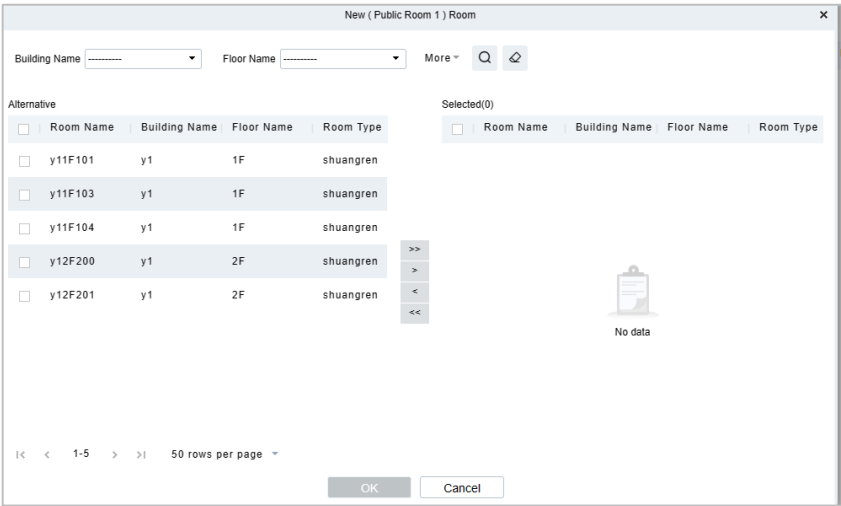


Figure 5.4-1

- Users can only view and delete the public rooms, as shown in Figure 5.4-2.

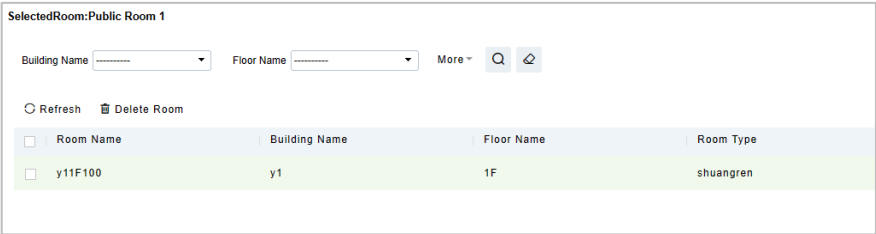


Figure 5.4-2

## 5.5 Booking Method

- By default, there are three options: Online Booking, Booking by receptionist, and Booking by Phone, as shown in Figure 5.5-1.

| Booking method          | Create Time         | Last Updated Time   | Operations                                                                            |
|-------------------------|---------------------|---------------------|---------------------------------------------------------------------------------------|
| Online Booking          | 2023-08-14 09:31:44 | 2023-08-14 09:31:44 |  |
| Booking by receptionist | 2023-08-14 09:31:44 | 2023-08-14 09:31:44 |  |
| Booking by Phone        | 2023-08-14 09:31:44 | 2023-08-14 09:31:44 |  |

Figure 5.5-1

- The preset reservation method can only be edited and cannot be deleted.

- The new reservation method can be edited and deleted normally, as shown in Figure 5.5-2.

| Booking method | Create Time         | Last Updated Time   | Operations                                                                                                                                                              |
|----------------|---------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| test           | 2023-08-19 17:45:47 | 2023-08-19 17:45:52 |   |

Figure 5.5-2

5.6 Email Template

- Email template is used for sending emails, including check-in, check-out, reservation success, and reservation cancellation templates, as shown in Figure 5.6-1.

| Name      | Code                | Text | Enable | Operations                                                                          |
|-----------|---------------------|------|--------|-------------------------------------------------------------------------------------|
| check-Out | EmailCheckOut       |      | No     |  |
| Check-In  | EmailCheckIn        |      | No     |  |
| Cancel    | EmailBookingCancel  |      | No     |  |
| Success   | EmailBookingSuccess |      | No     |  |

Figure 5.6-1

- The default template can only be edited and cannot be deleted.
- Table 5.6-1 lists the key fields of an email template.

| Parameter      | Description                                                                                                    |
|----------------|----------------------------------------------------------------------------------------------------------------|
| {name}         | Name of check-in personnel or reservation personnel, obtained from the input data.                             |
| {lastName}     | The last name of the check-in or reservation personnel, obtained from the input data, is empty if it is empty. |
| {order}        | The order number generated by the hotel is obtained from the data generated after entry.                       |
| {checkInTime}  | Check-in time, obtained from the input data.                                                                   |
| {roomName}     | Room name, obtained from the input data.                                                                       |
| {checkOutTime} | Check-out time, obtained from the input data.                                                                  |
| {roomType}     | Room type, obtained from input data.                                                                           |
| {phone}        | Guest phone numbers, obtained from the input data.                                                             |
| {address}      | Address information, obtained from the input data.                                                             |
| {hotelName}    | Hotel name, obtained from hotel settings.                                                                      |
| {officePhone}  | Hotel phone, obtained from hotel settings.                                                                     |
| {website}      | Hotel URL, obtained from hotel settings.                                                                       |

Table 5.6-1

## 5.6.1 Send Email Template

1. To send emails, set the email server in **System Management**, as shown in Figure 5.6-2.

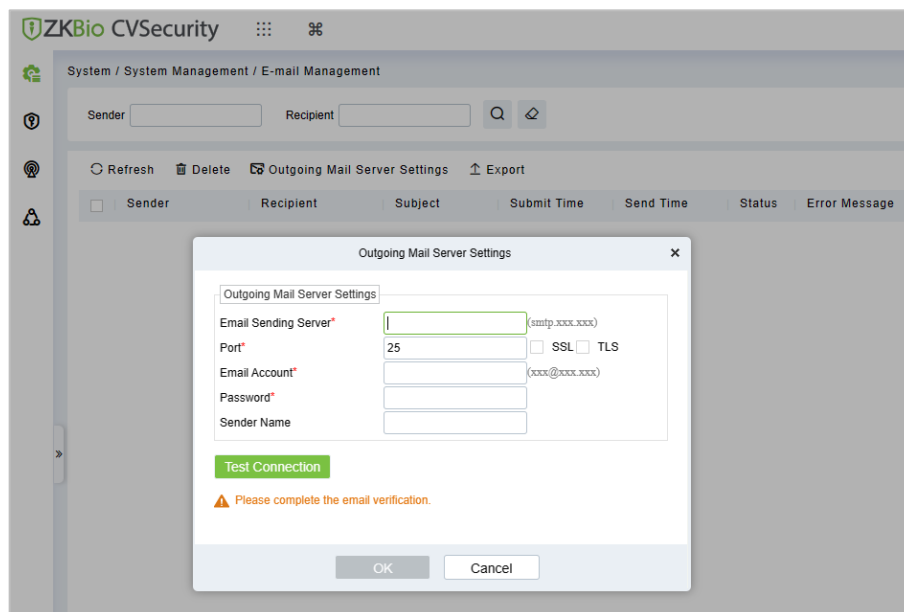


Figure 5.6-2

2. After the configuration is complete, enable the template, configure related fields, and text content, as shown in Figure 5.6-3.

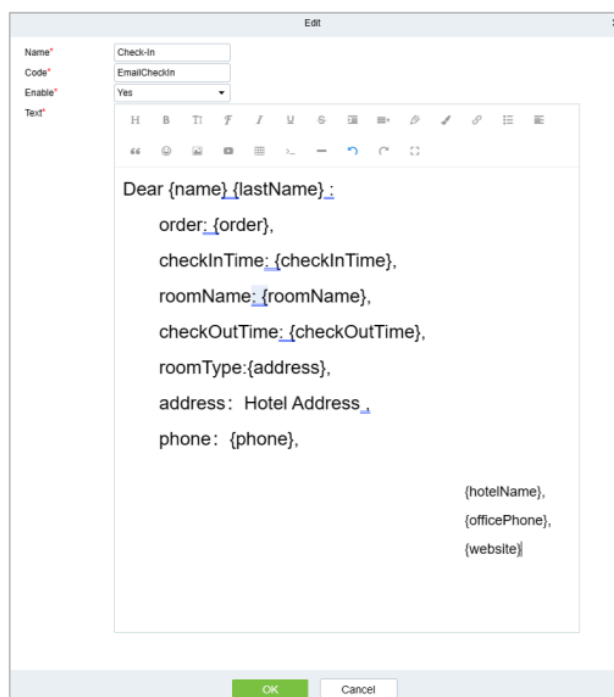


Figure 5.6-3

3. Then complete the corresponding operations and receive the corresponding template email, as shown in Figure 5.6-4.

Dear duosuan yitian:

order: 16757116438747379,  
checkInTime: 2023-02-07 03:25:56.0,  
roomName: 1112,  
checkOutTime: 2023-02-07 12:00:00.0,  
roomType: danren,  
address: Hotel Address ,  
phone: 15944444444,

test-hotel

123456789  
http://www.baidu.com

Figure 5.6-4

5.7 SMS Template

- SMS template is used for sending emails, including check-in, check-out, reservation success, and reservation cancellation templates, as shown in Figure 5.7-1.

| <input type="checkbox"/> | Name      | Code              | Text                                                                                      | Type | Enable | Operations |
|--------------------------|-----------|-------------------|-------------------------------------------------------------------------------------------|------|--------|------------|
| <input type="checkbox"/> | check-Out | SmsCheckOut       |                                                                                           |      | No     |            |
| <input type="checkbox"/> | Check-In  | SmsCheckIn        | Dear {name} {lastName} : order: {order}, checkInTime: {checkInTime}, roomName: {roomName} |      | Yes    |            |
| <input type="checkbox"/> | Cancel    | SmsBookingCancel  |                                                                                           |      | No     |            |
| <input type="checkbox"/> | Success   | SmsBookingSuccess |                                                                                           |      | No     |            |

Figure 5.7-1

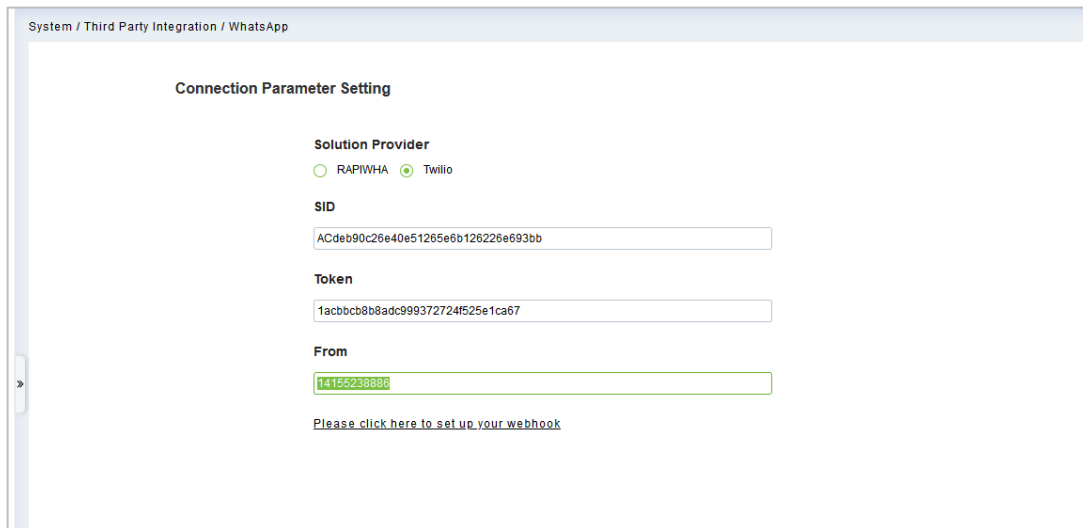
- The default template can only be edited and cannot be deleted.
- Table 5.7-1 lists the key fields of an SMS template.

| Parameter      | Description                                                                                                    |
|----------------|----------------------------------------------------------------------------------------------------------------|
| {name}         | Name of check-in personnel or reservation personnel, obtained from the input data.                             |
| {lastName}     | The last name of the check-in or reservation personnel, obtained from the input data, is empty if it is empty. |
| {order}        | The order number generated by the hotel is obtained from the data generated after entry.                       |
| {checkInTime}  | Check-in time, obtained from the input data.                                                                   |
| {roomName}     | Room name, obtained from the input data.                                                                       |
| {checkOutTime} | Check-out time, obtained from the input data.                                                                  |
| {roomType}     | Room type, obtained from input data.                                                                           |
| {phone}        | Guest phone numbers, obtained from the input data.                                                             |
| {address}      | Address information, obtained from the input data.                                                             |
| {hotelName}    | Hotel name, obtained from hotel settings.                                                                      |
| {officePhone}  | Hotel phone, obtained from hotel settings.                                                                     |
| {website}      | Hotel URL, obtained from hotel settings.                                                                       |

Table 5.7-1

### 5.7.1 Send WhatsApp Template

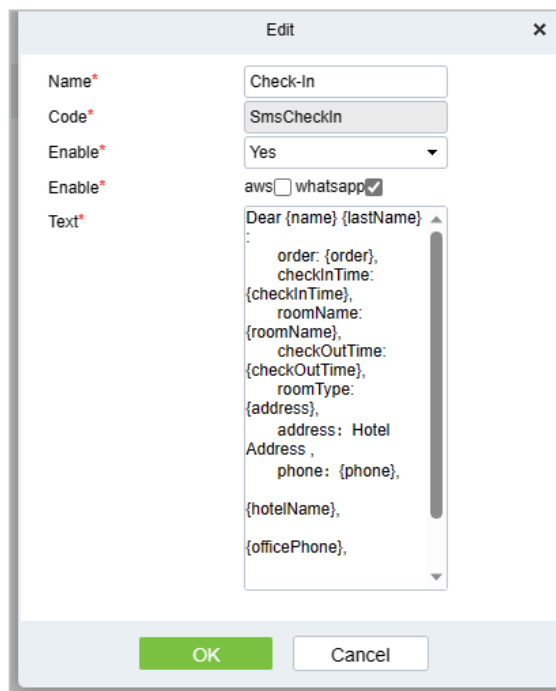
1. Select third-party integration in the system, and fill in the corresponding parameters of WhatsApp, as shown in Figure 5.7-2.



The screenshot shows a web interface titled "System / Third Party Integration / WhatsApp". The main section is "Connection Parameter Setting". It includes a "Solution Provider" section with radio buttons for "RAPIWHA" and "Twilio", where "Twilio" is selected. Below this are input fields for "SID" (containing "ACdeb90c26e40e51265e6b126226e693bb"), "Token" (containing "1acbbcb8b8adc999372724f525e1ca67"), and "From" (containing "14155238888"). A link at the bottom says "Please click here to set up your webhook".

Figure 5.7-2

2. After the configuration is complete, enable the template, configure related fields, and text content, and select WhatsApp as shown in Figure 5.7-3.



The screenshot shows an "Edit" dialog box with the following fields: "Name\*" (containing "Check-In"), "Code\*" (containing "SmsCheckIn"), "Enable\*" (containing "Yes"), and "Text\*" (containing a JSON template). The "Text" field is expanded, showing a template with variables like {name}, {lastName}, {order}, {checkInTime}, {roomName}, {checkOutTime}, {roomType}, {address}, {hotelName}, and {officePhone}. At the bottom, there are "OK" and "Cancel" buttons.

Figure 5.7-3

3. Then complete the corresponding operations and receive the corresponding template message, as shown in Figure 5.7-4.

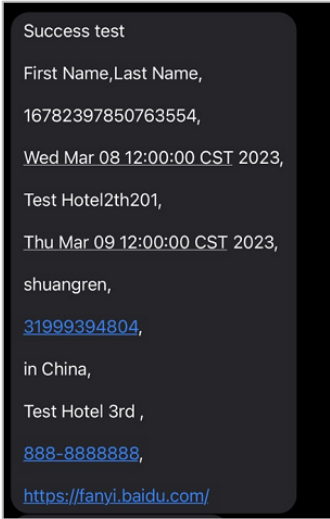


Figure 5.7-4

5.7.2 Send AWS Template

- 1. Select third-party integration in the system, and fill in the corresponding parameters of SMS, as shown in Figure 5.7-5.

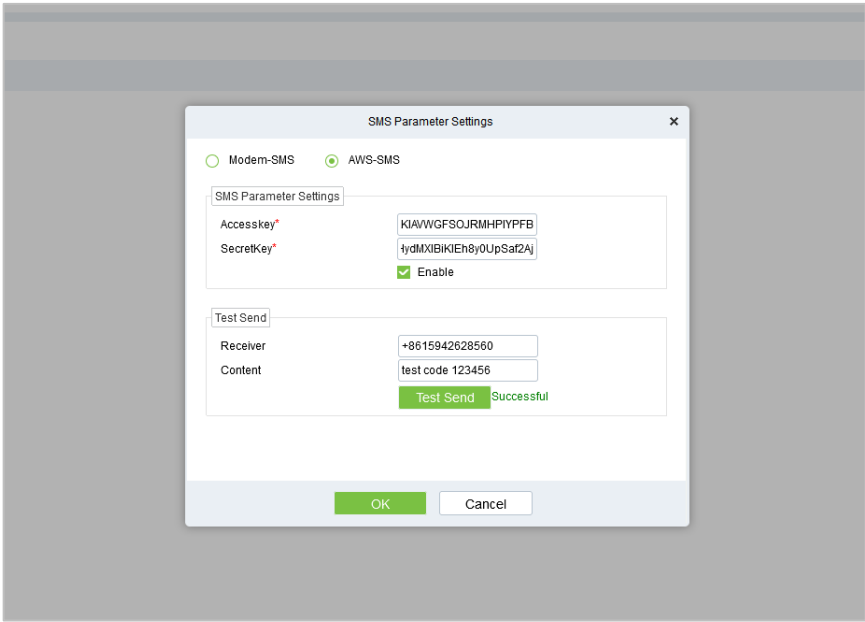


Figure 5.7-5

- 2. After the configuration is complete, enable the template, configure related fields, and text content, and select AWS as shown in Figure 5.7-6.

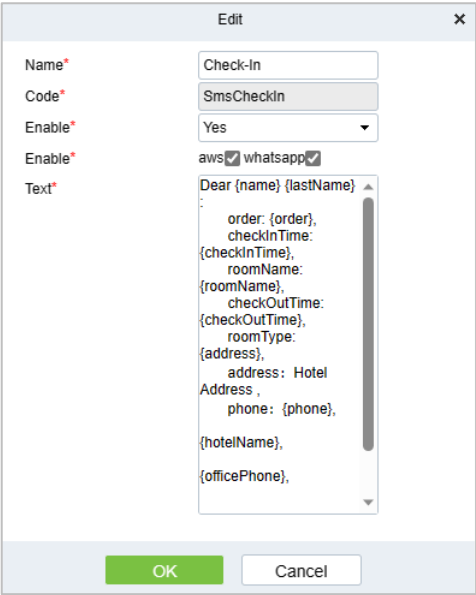


Figure 5.7-6

- 3. Then complete the corresponding operations and receive the corresponding template message, as shown in Figure 5.7-7.

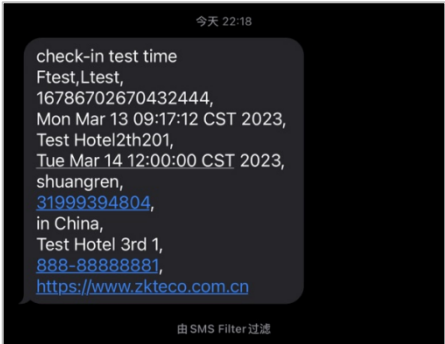


Figure 5.7-7

## 6 Report Management

### 6.1 Guest Check-in Report

In the search bar, users can choose the order number, mobile phone number, guest name, or other criteria to perform a quick search for guest check-in records, as shown in Figure 6.1-1.

| Hotel / Report Management / Guest Check-in Report                                       |                |                                    |           |                                 |            |                                                                          |            |                     |                     |              |              |          |           |              |                 |           |
|-----------------------------------------------------------------------------------------|----------------|------------------------------------|-----------|---------------------------------|------------|--------------------------------------------------------------------------|------------|---------------------|---------------------|--------------|--------------|----------|-----------|--------------|-----------------|-----------|
| Booking number <input type="text"/>                                                     |                | Mobile Number <input type="text"/> |           | First Name <input type="text"/> |            | More - <input type="button" value="Q"/> <input type="button" value="Q"/> |            |                     |                     |              |              |          |           |              |                 |           |
| <div><input type="button" value="Refresh"/> <input type="button" value="Export"/></div> |                |                                    |           |                                 |            |                                                                          |            |                     |                     |              |              |          |           |              |                 |           |
| Status                                                                                  | Booking number | Check-in T...                      | Room Type | Room Name                       | First Name | Last Name                                                                | Card No.   | Check-in Time       | Check-Out Time      | Country code | Mobile Nu... | ID Type  | ID Number | Emergency... | E-mail          | Home A... |
| Valid                                                                                   | 16923686919512 | Daily Rent                         | shuangren | y11F102                         | test       | bug                                                                      | 4004238539 | 2023-08-18 22:24:45 | 2023-08-19 12:00:00 | 86           | 4001053868   | ID       | 333       |              | jiakai.zh@zkte  | zhfco     |
| Invalid                                                                                 | 16923529323507 | Daily Rent                         | shuangren | y11F103                         | test       | bug                                                                      | 3700054240 | 2023-08-18 22:24:10 | 2023-08-19 13:52:53 | 86           | 4001053868   | ID       | 1         |              | jiakai.zh@zkte  |           |
| Invalid                                                                                 | 16923444280916 | Daily Rent                         | shuangren | y11F102                         | test       | bug                                                                      | 3700054240 | 2023-08-18 15:40:20 | 2023-08-18 15:40:56 | 86           | 4001053868   | Passport | 111       |              | jiakai.zh@zkte  | zhfco     |
| Invalid                                                                                 | 16923283472937 | Daily Rent                         | shuangren | y11F102                         | testH      | bugL                                                                     | 3700054240 | 2023-08-18 11:21:06 | 2023-08-18 11:39:42 | 1            | 4001053868   | ID       | 333       |              | jiakai.zh@zkte  |           |
| Invalid                                                                                 | 16923283472937 | Daily Rent                         | shuangren | y11F101                         | test       | bug                                                                      | 3320407305 | 2023-08-18 11:21:06 | 2023-08-18 11:39:42 | 1            | 4001053868   | ID       | 3322      |              | jiakai.zh@zkte  |           |
| Invalid                                                                                 | 16922657353984 | Daily Rent                         | shuangren | y11F104                         | testH      | bugL                                                                     | 3320407305 | 2023-08-17 17:48:35 | 2023-08-18 10:52:39 | 1            | 4001053867   | ID       | 44555     |              | jiakai.zh@zkte  |           |
| Invalid                                                                                 | 16922657353984 | Daily Rent                         | shuangren | y11F102                         | testH      | bugL                                                                     | 3700054240 | 2023-08-18 10:40:04 | 2023-08-18 10:52:39 | 1            | 4001053868   | ID       | 3344      |              | jiakai.zh@zkte  |           |
| Invalid                                                                                 | 16922653940215 | Daily Rent                         | shuangren | y11F104                         | testH      | bugL                                                                     | 3700054240 | 2023-08-17 17:42:57 | 2023-08-17 17:45:22 | 1            | 4001053868   | ID       | 22333     |              | jiakai.zh@zkte  |           |
| Invalid                                                                                 | 16922437737207 | Daily Rent                         | shuangren | y11F104                         | test       | bug                                                                      | 3700054240 | 2023-08-17 15:53:57 | 2023-08-17 16:02:43 | 86           | 4001053868   | ID       | 2233      |              | jiakai.zh@zkte  | zhfco     |
| Invalid                                                                                 | 16922412258065 | Daily Rent                         | shuangren | y11F101                         | test       | bug                                                                      | 3700054240 | 2023-08-17 11:00:16 | 2023-08-17 11:42:39 | 86           | 4001053868   | ID       | 112233    | 4001053868   | jiakai.zh@zkte  |           |
| Invalid                                                                                 | 16922406149258 | Daily Rent                         | shuangren | y11F101                         | test       | bug                                                                      | 3700054240 | 2023-08-17 10:50:02 | 2023-08-17 10:54:38 | 86           | 4001053868   | ID       | 112233    | 4001053868   | jiakai.zh@zkte  | zhfco     |
| Invalid                                                                                 | 16920853725595 | By Hour                            | shuangren | y11F102                         | test       | bug                                                                      | 4004238539 | 2023-08-15 15:42:32 | 2023-08-17 17:49:57 | 86           | 4001053868   | Passport | 1122      |              | jiakai.zh@zkte  |           |
| Invalid                                                                                 | 16920853725595 | By Hour                            | shuangren | y11F102                         | test       | bug                                                                      | 1104696834 | 2023-08-15 15:42:32 | 2023-08-17 17:49:57 | 86           | 4001053868   | ID       | 11        |              | jiakai.zh@zkte  | zhfco     |
| Invalid                                                                                 | 16920853725595 | By Hour                            | shuangren | y11F102                         | test       | bug                                                                      | 1104696834 | 2023-08-15 15:42:32 | 2023-08-17 17:49:57 | 86           | 4001053868   | ID       | 2         |              | jiakai.zh@zkte  |           |
| Invalid                                                                                 | 16920843604937 | Daily Rent                         | shuangren | y11F101                         | test       | bug                                                                      | 3320407305 | 2023-08-15 15:25:27 | 2023-08-16 17:52:18 | 86           | 18800001111  | ID       | 2233      | 12321        | jiakai.zhan@zkt | zhfco     |
| Invalid                                                                                 | 16920838705237 | By Hour                            | shuangren | y11F102                         | test       | bug                                                                      | 1104696834 | 2023-08-15 15:17:05 | 2023-08-15 15:42:08 | 86           | 18800001111  | ID       | 1122      | 18800001111  | jiakai.zhan@zi  |           |

Figure 6.1-1

- Reports can be exported.
- All the information in the report is derived from the guest who checked in.
- If the status is valid, the guest is still checking in. If the status is invalid, the guest has checked out.

### 6.2 Room Occupancy Report

In the search bar, users can choose the building, floor, room name, check-in time, check-out time, or other criteria to perform a quick search for guest check-in records, as shown in Figure 6.2-1.

Hotel / Report Management / Room Occupancy Report

Building Name Floor Name Room Name More

Refresh

Export

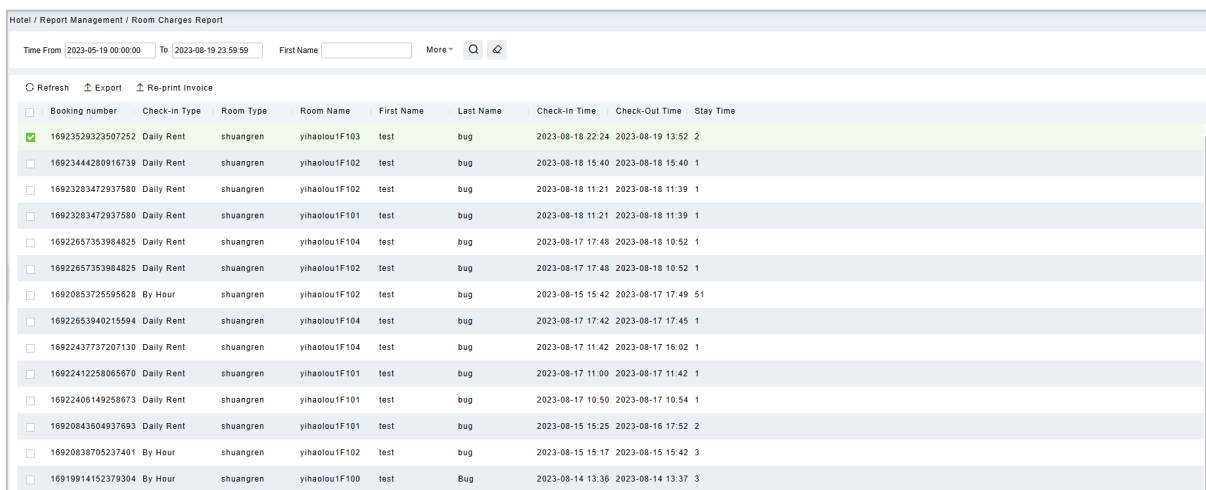
| <div><input type="checkbox"/></div> Status  | Check-in Type | Room Type | Room Name | Building Name | Floor Name | First Name | Last Name | Check-In Time       | Check-Out Time      |
|---------------------------------------------|---------------|-----------|-----------|---------------|------------|------------|-----------|---------------------|---------------------|
| <div><input type="checkbox"/></div> Valid   | Daily Rent    | shuangren | y11F102   | y1            | 1F         | test       | bug       | 2023-08-18 22:24:45 | 2023-08-19 12:00:00 |
| <div><input type="checkbox"/></div> Invalid | Daily Rent    | shuangren | y11F103   | y1            | 1F         | test       | bug       | 2023-08-18 22:24:10 | 2023-08-19 13:52:53 |
| <div><input type="checkbox"/></div> Invalid | Daily Rent    | shuangren | y11F102   | y1            | 1F         | test       | bug       | 2023-08-18 15:40:20 | 2023-08-18 15:40:56 |
| <div><input type="checkbox"/></div> Invalid | Daily Rent    | shuangren | y11F102   | y1            | 1F         | testH      | bugL      | 2023-08-18 11:21:06 | 2023-08-18 11:39:42 |
| <div><input type="checkbox"/></div> Invalid | Daily Rent    | shuangren | y11F101   | y1            | 1F         | test       | bug       | 2023-08-18 11:21:06 | 2023-08-18 11:39:42 |
| <div><input type="checkbox"/></div> Invalid | Daily Rent    | shuangren | y11F102   | y1            | 1F         | testH      | bugL      | 2023-08-18 10:40:04 | 2023-08-18 10:52:39 |
| <div><input type="checkbox"/></div> Invalid | Daily Rent    | shuangren | y11F104   | y1            | 1F         | testH      | bugL      | 2023-08-17 17:48:35 | 2023-08-18 10:52:39 |
| <div><input type="checkbox"/></div> Invalid | Daily Rent    | shuangren | y11F104   | y1            | 1F         | testH      | bugL      | 2023-08-17 17:42:57 | 2023-08-17 17:45:22 |
| <div><input type="checkbox"/></div> Invalid | Daily Rent    | shuangren | y11F104   | y1            | 1F         | test       | bug       | 2023-08-17 15:53:57 | 2023-08-17 16:02:43 |
| <div><input type="checkbox"/></div> Invalid | Daily Rent    | shuangren | y11F101   | y1            | 1F         | test       | bug       | 2023-08-17 11:00:16 | 2023-08-17 11:42:39 |
| <div><input type="checkbox"/></div> Invalid | Daily Rent    | shuangren | y11F101   | y1            | 1F         | test       | bug       | 2023-08-17 10:50:02 | 2023-08-17 10:54:38 |
| <div><input type="checkbox"/></div> Invalid | By Hour       | shuangren | y11F102   | y1            | 1F         | test       | bug       | 2023-08-15 15:42:32 | 2023-08-17 17:49:57 |
| <div><input type="checkbox"/></div> Invalid | By Hour       | shuangren | y11F102   | y1            | 1F         | test       | bug       | 2023-08-15 15:42:32 | 2023-08-17 17:49:57 |

Figure 6.2-1

- Reports can be exported.
- All the information in the report is derived from the guest who checked in.
- If the status is valid, the guest is still checking in. If the status is invalid, the guest has checked out.

## 6.3 Room Charges Report

In the search bar, user can select the time, guest name, room name, room type or other criteria to search for room charge records, as shown in Figure 6.3-1.



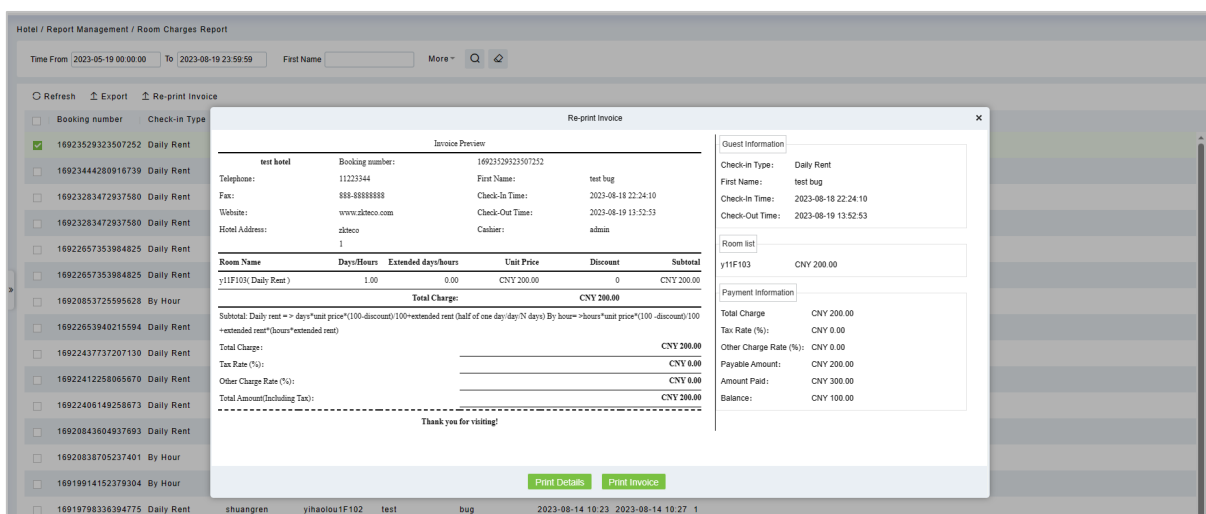
Hotel / Report Management / Room Charges Report

Time From 2023-05-19 00:00:00 To 2023-08-19 23:59:59 First Name  More

| <input type="checkbox"/>            | Booking number    | Check-in Type | Room Type | Room Name     | First Name | Last Name | Check-in Time    | Check-Out Time   | Stay Time |
|-------------------------------------|-------------------|---------------|-----------|---------------|------------|-----------|------------------|------------------|-----------|
| <input checked="" type="checkbox"/> | 1692352923507252  | Daily Rent    | shuangren | yihoulou1F103 | test       | bug       | 2023-08-18 22:24 | 2023-08-19 13:52 | 2         |
| <input type="checkbox"/>            | 16923444280916739 | Daily Rent    | shuangren | yihoulou1F102 | test       | bug       | 2023-08-18 15:40 | 2023-08-18 15:40 | 1         |
| <input type="checkbox"/>            | 16923283472937580 | Daily Rent    | shuangren | yihoulou1F102 | test       | bug       | 2023-08-18 11:21 | 2023-08-18 11:39 | 1         |
| <input type="checkbox"/>            | 16923283472937580 | Daily Rent    | shuangren | yihoulou1F101 | test       | bug       | 2023-08-18 11:21 | 2023-08-18 11:39 | 1         |
| <input type="checkbox"/>            | 16922657353984825 | Daily Rent    | shuangren | yihoulou1F104 | test       | bug       | 2023-08-17 17:48 | 2023-08-18 10:52 | 1         |
| <input type="checkbox"/>            | 16922657353984825 | Daily Rent    | shuangren | yihoulou1F102 | test       | bug       | 2023-08-17 17:48 | 2023-08-18 10:52 | 1         |
| <input type="checkbox"/>            | 16920853725595628 | By Hour       | shuangren | yihoulou1F102 | test       | bug       | 2023-08-15 15:42 | 2023-08-17 17:49 | 51        |
| <input type="checkbox"/>            | 16922653940215594 | Daily Rent    | shuangren | yihoulou1F104 | test       | bug       | 2023-08-17 17:42 | 2023-08-17 17:45 | 1         |
| <input type="checkbox"/>            | 16922437737207130 | Daily Rent    | shuangren | yihoulou1F104 | test       | bug       | 2023-08-17 11:42 | 2023-08-17 16:02 | 1         |
| <input type="checkbox"/>            | 16922412258065670 | Daily Rent    | shuangren | yihoulou1F101 | test       | bug       | 2023-08-17 11:00 | 2023-08-17 11:42 | 1         |
| <input type="checkbox"/>            | 16922406149258673 | Daily Rent    | shuangren | yihoulou1F101 | test       | bug       | 2023-08-17 10:50 | 2023-08-17 10:54 | 1         |
| <input type="checkbox"/>            | 16920843604937693 | Daily Rent    | shuangren | yihoulou1F101 | test       | bug       | 2023-08-15 15:25 | 2023-08-16 17:52 | 2         |
| <input type="checkbox"/>            | 16920838705237401 | By Hour       | shuangren | yihoulou1F102 | test       | bug       | 2023-08-15 15:17 | 2023-08-15 15:42 | 3         |
| <input type="checkbox"/>            | 16919914152379304 | By Hour       | shuangren | yihoulou1F100 | test       | bug       | 2023-08-14 13:36 | 2023-08-14 13:37 | 3         |

Figure 6.3-1

- Reports can be exported.
- All the information in the report is derived from the guest who checked in.
- Re-print Invoice is primarily used when a guest loses their invoice. Users can locate the record for which they need to reprint the invoice, select it, and then click the **Re-print Invoice** option, as shown in Figure 6.3-2.



Hotel / Report Management / Room Charges Report

Time From 2023-05-19 00:00:00 To 2023-08-19 23:59:59 First Name  More

**Re-print Invoice**

**Invoice Preview**

test hotel

Booking number: 1692352923507252

Telephone: 11223344

First Name: test bug

Fax: 888-8888888

Check-In Time: 2023-08-18 22:24:10

Website: www.zkteco.com

Check-Out Time: 2023-08-19 13:52:53

Hotel Address: zketeo

Cashier: admin

Room Name: y1F103(Daily Rent)

Days/Hours: 1.00

Extended days/Hours: 0.00

Unit Price: CNY 200.00

Discount: 0

Subtotal: CNY 200.00

**Total Charge: CNY 200.00**

Subtotal: Daily rent => days\*unit price\*(100-discount)/100+extended rent (Half of one day/N days) By hour=>hours\*unit price\*(100-discount)/100

+extended rent\*(hours\*extended rent)

Total Charge: CNY 200.00

Tax Rate (%): CNY 0.00

Other Charge Rate (%): CNY 0.00

Total Amount(Including Tax): CNY 200.00

Thank you for visiting!

**Guest Information**

Check-in Type: Daily Rent

First Name: test bug

Check-in Time: 2023-08-18 22:24:10

Check-out Time: 2023-08-19 13:52:53

**Room list**

y1F103 CNY 200.00

**Payment Information**

Total Charge: CNY 200.00

Tax Rate (%): CNY 0.00

Other Charge Rate (%): CNY 0.00

Payable Amount: CNY 200.00

Amount Paid: CNY 300.00

Balance: CNY 100.00

Figure 6.3-2

## 6.4 Issued Card Report

In the search bar, users can select the card issuance time, card number, effective start time or other criteria to search for the card issuance record, as shown in Figure 6.4-1.

Hotel / Report Management / Issued Card Report

Issued Date

2023-05-19 00:00:00

To

2023-08-19 23:59:59

More

Q

🔍

🔄 Refresh

📄 Export

🗑️ Clear Card Loss Report

📄 Report Card Loss

| <input type="checkbox"/> | Card Status | Card Type      | Room Name | Card No.  | Physical Card Num... | Name  | Last Name | ID Type  | ID Number | Card Issued Date    | Card Expiration Date | Issued Time         |
|--------------------------|-------------|----------------|-----------|-----------|----------------------|-------|-----------|----------|-----------|---------------------|----------------------|---------------------|
| <input type="checkbox"/> | Valid       | Room Card      | y11F102   | 4238539   | 4004238539           | test  | bug       | ID       | 333       | 2023-08-18 22:25:00 | 2023-08-20 12:00:00  | 2023-08-18 22:25:00 |
| <input type="checkbox"/> | Invalid     | Room Card      | y11F103   | 700054240 | 3700054240           | test  | bug       | ID       | 1         | 2023-08-18 22:24:22 | 2023-08-19 13:53:10  | 2023-08-18 22:24:22 |
| <input type="checkbox"/> | Invalid     | Emergency Card |           | 320407305 | 3320407305           | Head  | Master    |          |           | 2023-08-18 19:17:47 | 2023-08-18 19:20:15  | 2023-08-18 19:17:47 |
| <input type="checkbox"/> | Invalid     | Room Card      | y11F102   | 700054240 | 3700054240           | test  | bug       | Passport | 111       | 2023-08-18 15:40:32 | 2023-08-18 15:40:58  | 2023-08-18 15:40:32 |
| <input type="checkbox"/> | Valid       | Emergency Card |           | 320407305 | 3320407305           | Head  | Master    |          |           | 2023-08-18 15:37:56 | 2023-08-31 15:37:00  | 2023-08-18 15:37:56 |
| <input type="checkbox"/> | Invalid     | Room Card      | y11F102   | 700054240 | 3700054240           | testH | bugL      | ID       | 333       | 2023-08-18 11:38:54 | 2023-08-18 11:39:44  | 2023-08-18 11:38:54 |
| <input type="checkbox"/> | Invalid     | Room Card      | y11F101   | 320407305 | 3320407305           | test  | bug       | ID       | 3322      | 2023-08-18 11:38:37 | 2023-08-18 11:39:52  | 2023-08-18 11:38:37 |
| <input type="checkbox"/> | Invalid     | Room Card      | y11F104   | 320407305 | 3320407305           | testH | bugL      | ID       | 44555     | 2023-08-17 17:49:40 | 2023-08-18 11:10:21  | 2023-08-17 17:49:40 |
| <input type="checkbox"/> | Invalid     | Room Card      | y11F102   | 700054240 | 3700054240           | testH | bugL      | ID       | 3344      | 2023-08-17 17:49:03 | 2023-08-18 11:09:59  | 2023-08-17 17:49:03 |
| <input type="checkbox"/> | Invalid     | Room Card      | y11F104   | 700054240 | 3700054240           | testH | bugL      | ID       | 22333     | 2023-08-17 17:43:23 | 2023-08-17 17:45:45  | 2023-08-17 17:43:23 |
| <input type="checkbox"/> | Invalid     | Room Card      | y11F104   | 700054240 | 3700054240           | test  | bug       | ID       | 2233      | 2023-08-17 11:42:55 | 2023-08-17 16:42:47  | 2023-08-17 11:42:55 |
| <input type="checkbox"/> | Invalid     | Room Card      | y11F101   | 700054240 | 3700054240           | test  | bug       | ID       | 112233    | 2023-08-17 11:10:58 | 2023-08-17 11:42:41  | 2023-08-17 11:10:58 |
| <input type="checkbox"/> | Invalid     | Room Card      | y11F101   | 700054240 | 3700054240           | test  | bug       | ID       | 112233    | 2023-08-17 10:54:15 | 2023-08-17 10:54:40  | 2023-08-17 10:54:15 |
| <input type="checkbox"/> | Invalid     | Room Card      | y11F102   | 4238539   | 4004238539           | test  | bug       | Passport | 1122      | 2023-08-16 11:46:00 | 2023-08-17 17:50:36  | 2023-08-16 11:46:00 |

Figure 6.4-1

- Reports can be exported.
- All data in the report derived from the card issuing operation of the hotel, including the administrator, housekeeping card, maintenance card, and room area card.
- The report supports **Report Card Loss** or **Clear Card Loss Report** for all cards.
- After the card is reported loss, the card information will be synchronized to the blocklist of all locks, and the card will not be swiped to open any door.
- After the card loss report is cleared, the card information will be deleted from the blocklist of all locks, and the registered room can be opened normally.

## 6.5 Write Card Record Remotely

In the search bar, users can select the time, card number, card validity period or other criteria to search for remote card write records, as shown in Figure 6.5-1.

Hotel / Report Management / Write Card Record Remotely

Issued Date

2023-05-19 00:00:00

To

2023-08-19 23:59:59

Q

Refresh

Export

Rewrite Card

| <input type="checkbox"/> | Issued Date         | Expiration Date     | Building | Floor | Room    | First Name | Last Name | ID Type | ID Number  | Co. | Mobile Nu... | Logical Card Number | Physical Card Number |
|--------------------------|---------------------|---------------------|----------|-------|---------|------------|-----------|---------|------------|-----|--------------|---------------------|----------------------|
| <input type="checkbox"/> | 2023-08-17 17:48:35 | 2023-08-18 10:40:04 | y1       | 1F    | y11F101 | testH      | bugL      | ID      | 3344       | 1   | 4001053868   |                     |                      |
| <input type="checkbox"/> | 2023-08-17 17:48:35 | 2023-08-18 10:52:39 | y1       | 1F    | y11F104 | testH      | bugL      | ID      | 44555      | 1   | 4001053867   | 320407305           | 3320407305           |
| <input type="checkbox"/> | 2023-08-17 17:48:35 | 2023-08-18 10:40:04 | y1       | 1F    | y11F101 | testH      | bugL      | ID      | 3344       | 1   | 4001053868   |                     |                      |
| <input type="checkbox"/> | 2023-08-17 17:48:35 | 2023-08-18 10:52:39 | y1       | 1F    | y11F104 | testH      | bugL      | ID      | 44555      | 1   | 4001053867   | 320407305           | 3320407305           |
| <input type="checkbox"/> | 2023-08-15 15:42:32 | 2023-08-17 17:49:57 | y1       | 1F    | y11F102 | test       | bug       | ID      | 2          | 86  | 4001053868   | 104696834           | 1104696834           |
| <input type="checkbox"/> | 2023-08-14 10:24:46 | 2023-08-14 10:26:17 | y1       | 1F    | y11F103 | test       | bug       | ID      | 1          | 86  |              |                     |                      |
| <input type="checkbox"/> | 2023-08-14 10:24:46 | 2023-08-14 10:26:17 | y1       | 1F    | y11F103 | test       | bug       | ID      | 1          | 86  |              |                     |                      |
| <input type="checkbox"/> | 2023-08-14 10:22:34 | 2023-08-14 10:23:00 | y1       | 1F    | y11F101 | test       | bug       | ID      | 11223344   | 86  |              |                     |                      |
| <input type="checkbox"/> | 2023-08-14 10:22:34 | 2023-08-14 10:23:00 | y1       | 1F    | y11F101 | test       | bug       | ID      | 11223344   | 86  |              |                     |                      |
| <input type="checkbox"/> | 2023-08-14 10:05:42 | 2023-08-14 10:06:21 | y1       | 1F    | y11F101 | test       | bug       | ID      | 11223344   | 86  |              |                     |                      |
| <input type="checkbox"/> | 2023-08-14 10:05:42 | 2023-08-14 10:06:21 | y1       | 1F    | y11F101 | test       | bug       | ID      | 11223344   | 86  |              |                     |                      |
| <input type="checkbox"/> | 2023-08-14 09:55:31 | 2023-08-14 09:56:55 | y1       | 1F    | y11F101 | test       | bug       | ID      | 1122334455 | 86  |              |                     |                      |

Figure 6.5-1

- Reports can be exported.
- All data in the report is derived from the remote card writing operation of the hotel during card issuance.
- Rewrite Card function is used if the remote write card command fails to be delivered or is lost.

## 6.6 Unlock Log Report

In the search bar, users can select building name, floor name or other criteria to search for hotel unlock records, as shown in Figure 6.6-1.

| Unlock Mode    | Unlock Time         | Card No.  | Physical Card Num... | Card Type      | Building Name | Floor Name | Room Name     | First Name | Last Name | ID Type | ID Number |
|----------------|---------------------|-----------|----------------------|----------------|---------------|------------|---------------|------------|-----------|---------|-----------|
| Unlock by card | 2023-08-18 15:42:30 | 320407305 | 3320407305           | Emergency Card | yihaolou      | 1F         | yihaolou1F102 | Head       | Master    |         |           |
| Unlock by card | 2023-08-18 15:40:20 | 320407305 | 3320407305           | Emergency Card | yihaolou      | 1F         | yihaolou1F102 | Head       | Master    |         |           |
| Unlock by card | 2023-08-15 16:31:49 | 104696834 | 1104696834           | Room Card      | yihaolou      | 1F         | yihaolou1F102 | test       | bug       | ID      | 2         |
| Unlock by card | 2023-08-15 16:30:05 | 104696834 | 1104696834           | Room Card      | yihaolou      | 1F         | yihaolou1F102 | test       | bug       | ID      | 2         |
| Unlock by card | 2023-08-15 16:27:22 | 104696834 | 1104696834           | Room Card      | yihaolou      | 1F         | yihaolou1F102 | test       | bug       | ID      | 2         |
| Unlock by card | 2023-08-15 16:25:28 | 104696834 | 1104696834           | Room Card      | yihaolou      | 1F         | yihaolou1F102 | test       | bug       | ID      | 2         |
| Unlock by card | 2023-08-15 16:25:07 | 104696834 | 1104696834           | Room Card      | yihaolou      | 1F         | yihaolou1F102 | test       | bug       | ID      | 2         |
| Unlock by card | 2023-08-15 16:17:06 | 104696834 | 1104696834           | Room Card      | yihaolou      | 1F         | yihaolou1F102 | test       | bug       | ID      | 2         |
| Unlock by key  | 2023-08-15 16:11:07 |           |                      |                | yihaolou      | 1F         | yihaolou1F100 |            |           |         |           |
| Unlock by key  | 2023-08-15 16:11:05 |           |                      |                | yihaolou      | 1F         | yihaolou1F100 |            |           |         |           |
| Unlock by card | 2023-08-15 16:08:14 | 104696834 | 1104696834           | Room Card      | yihaolou      | 1F         | yihaolou1F102 | test       | bug       | ID      | 2         |
| Unlock by card | 2023-08-15 16:05:42 | 104696834 | 1104696834           | Room Card      | yihaolou      | 1F         | yihaolou1F102 | test       | bug       | ID      | 2         |
| Unlock by key  | 2023-08-15 15:19:02 |           |                      |                | yihaolou      | 1F         | yihaolou1F100 |            |           |         |           |
| Unlock by card | 2023-08-14 10:26:52 | 104696834 | 1104696834           | Room Card      | yihaolou      | 1F         | yihaolou1F103 | test       | bug       | ID      | 1         |

Figure 6.6-1

- Reports can be exported.
- All data in the report is derived from opening door.

## 6.7 Device Command List

In the search bar, users can select the lock MAC address, time or other criteria to search for communication logs of the gateway or hotel lock, as shown in Figure 6.7-1.

| Sequential Number         | Lock Mac Address     | Command Descripti... | Command Body                                                 | Command Status        | Submission Time     |
|---------------------------|----------------------|----------------------|--------------------------------------------------------------|-----------------------|---------------------|
| 00-0D-6F-00-17-60-49-B7:1 | 00-0D-6F-00-17-60-49 | setLockStatus        | ("lockMac":"00-0D-6F-00-17-60-49-B7","command":"5")          | Command Issued Stati  | 2023-08-18 15:42:24 |
| 00-0D-6F-00-17-60-49-B7:1 | 00-0D-6F-00-17-60-49 | setLockStatus        | ("lockMac":"00-0D-6F-00-17-60-49-B7","command":"6")          | Command Issued Stati  | 2023-08-18 15:42:06 |
| 00-0D-6F-00-17-60-62-EB:1 | 00-0D-6F-00-17-60-62 | setLockStatus        | ("lockMac":"00-0D-6F-00-17-60-62-EB","command":"5")          | Command Issued Stati  | 2023-08-18 15:39:37 |
| 00-0D-6F-00-17-60-62-EB:1 | 00-0D-6F-00-17-60-62 | setLockStatus        | ("lockMac":"00-0D-6F-00-17-60-62-EB","command":"4")          | Command Issued Stati  | 2023-08-18 15:38:32 |
| 00-0D-6F-00-15-62-47-60:7 | 00-0D-6F-00-15-62-47 | syncTime             | ("sysTime":"1692304265","lockMac":"00-0D-6F-00-15-62-47-60") | Operation Successfull | 2023-08-18 04:31:05 |
| 00-0D-6F-00-15-62-46-47:7 | 00-0D-6F-00-17-60-46 | syncTime             | ("sysTime":"1692304263","lockMac":"00-0D-6F-00-17-60-46-47") | Operation Successfull | 2023-08-18 04:31:03 |
| 00-0D-6F-00-17-60-49-B7:1 | 00-0D-6F-00-17-60-49 | syncTime             | ("sysTime":"1692304262","lockMac":"00-0D-6F-00-17-60-49-B7") | Operation Successfull | 2023-08-18 04:31:02 |
| 00-0D-6F-00-17-60-57-91:7 | 00-0D-6F-00-17-60-57 | syncTime             | ("sysTime":"1692304261","lockMac":"00-0D-6F-00-17-60-57-91") | Operation Successfull | 2023-08-18 04:31:01 |
| 00-0D-6F-00-17-60-62-EB:1 | 00-0D-6F-00-17-60-62 | syncTime             | ("sysTime":"1692304260","lockMac":"00-0D-6F-00-17-60-62-EB") | Operation Successfull | 2023-08-18 04:31:00 |
| 00-0D-6F-00-15-62-47-60:7 | 00-0D-6F-00-15-62-47 | syncTime             | ("sysTime":"1692302495","lockMac":"00-0D-6F-00-15-62-47-60") | Operation Successfull | 2023-08-18 04:00:05 |
| 00-0D-6F-00-17-60-46-47:7 | 00-0D-6F-00-17-60-46 | syncTime             | ("sysTime":"1692302404","lockMac":"00-0D-6F-00-17-60-46-47") | Operation Successfull | 2023-08-18 04:00:04 |
| 00-0D-6F-00-17-60-49-B7:1 | 00-0D-6F-00-17-60-49 | syncTime             | ("sysTime":"1692302403","lockMac":"00-0D-6F-00-17-60-49-B7") | Operation Successfull | 2023-08-18 04:00:03 |
| 00-0D-6F-00-17-60-57-91:6 | 00-0D-6F-00-17-60-57 | syncTime             | ("sysTime":"1692302402","lockMac":"00-0D-6F-00-17-60-57-91") | Operation Successfull | 2023-08-18 04:00:02 |
| 00-0D-6F-00-17-60-62-EB:1 | 00-0D-6F-00-17-60-62 | syncTime             | ("sysTime":"1692302400","lockMac":"00-0D-6F-00-17-60-62-EB") | Operation Successfull | 2023-08-18 04:00:00 |

Figure 6.7-1

- All data in the report is derived from the communication between devices and software.

- Technical personnel use communication log records to check the communication status between the gateway and hotel lock.
- Clicking **Clear All Commands** can clear all communication commands.
- The communication command automatically deletes data older than one month.

## 6.8 Lost Card List

In the search bar, users can select the card number, serial number or other criteria to quickly search for lost card information, as shown in Figure 6.8-1.

| Sequential Number | Sequential Number         | Card Status | Card Type      | Name | Last Name | Room Name | Physical Card Num... | Issued Time         | Card Issued Date    | Card Expiration Date |
|-------------------|---------------------------|-------------|----------------|------|-----------|-----------|----------------------|---------------------|---------------------|----------------------|
| 16924441004595120 | 00-0D-6F-00-17-60-49-B7.5 |             | Emergency Card | Head | Master    |           | 3320407305           | 2023-08-18 15:37:56 | 2023-08-18 15:37:56 | 2023-08-31 15:37:00  |
| 16924441004595120 | 00-0D-6F-00-17-60-62-EB.1 |             | Emergency Card | Head | Master    |           | 3320407305           | 2023-08-18 15:37:56 | 2023-08-18 15:37:56 | 2023-08-31 15:37:00  |
| 16924441004595120 | 00-0D-6F-00-15-62-47-60.8 |             | Emergency Card | Head | Master    |           | 3320407305           | 2023-08-18 15:37:56 | 2023-08-18 15:37:56 | 2023-08-31 15:37:00  |
| 16924441004595120 | 00-0D-6F-00-17-60-46-47.6 |             | Emergency Card | Head | Master    |           | 3320407305           | 2023-08-18 15:37:56 | 2023-08-18 15:37:56 | 2023-08-31 15:37:00  |
| 16924441004595120 | 00-0D-6F-00-17-60-57-91.6 |             | Emergency Card | Head | Master    |           | 3320407305           | 2023-08-18 15:37:56 | 2023-08-18 15:37:56 | 2023-08-31 15:37:00  |
| 16924440770878530 | 00-0D-6F-00-17-60-49-B7.1 |             | Room Card      | test | bug       | y11F102   | 4004238539           | 2023-08-18 22:25:00 | 2023-08-18 22:25:00 | 2023-08-22 12:00:00  |
| 16924440571436210 | 00-0D-6F-00-17-60-49-B7.1 |             | Room Card      | test | bug       | y11F102   | 4004238539           | 2023-08-18 22:25:00 | 2023-08-18 22:25:00 | 2023-08-22 12:00:00  |

Figure 6.8-1

- All data in the report is derived from the lost card.
- Click **Clear the record of loss card report** can clear all records.

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