



Coordinating Report Information

Arrival, Departure, Who's Here, Cancellation Report updates to Reservation Activity Report

1. How to Use the Arrival, Departure, Who's Here and Cancellation Report

Figure 1 - Arrival Report Column Headings

- a. Run this report setting the **From** and **To** Dates up to a 60-day timeframe since all members can make a reservation from 3 to 60 days in advance at all resorts.
- b. The **Arrivals** section allows the resort to view anticipated arrivals based on reservations in the system at the time the report is run.
- c. The **Who's Here** section provides a list of members currently checked in at the resort.
- d. The **Departures** section lists any members scheduled to depart during the date range entered at the time the report is run.
- e. The **Cancellations** section provides a list of cancellations made either through the Call Center or from the Member Website.
- f. The **No-Show** section provides a list of reservations the resort has marked as No-Shows.

1. How to Use the Updates to Reservation Activity Report

Figure 2 - Updated Reservations Activity Report Headings

- a. Running this report on a daily basis will provide the most recent changes to resort reservations.
- b. Run this report entering the last date and 8:00 AM for the time it was generated as well as enter up to a 60-day timeframe since all

members can make a reservation from 3 to 60 days in advance at all resorts.

c. Reservations shown on this report will either be **new reservations** that did not appear on the Arrival, Departure, Who's Here and Cancellation Report or on previous generations of this report, **reservations containing changes** made to the original reservation, **cancellations** made through the member website or Member Services, or **no-show** reservation marked by the resort.

d. There are sections for Arrivals, Departures, Cancellations and No-Shows.

e. If a Member's reservation appears in the Arrival section on different reports, verify the reservation number and note a potential change to an Arrival or Departure date.

f. You may see cancellations and new reservations for a member who has cancelled the reservation rather than editing the original arrival and departure dates.

3. Should a member arrive with a confirmed reservation number and you have not received that reservation on any of the reports, please contact **Resort Services at 800-833-9183** to report this reservation so that troubleshooting may occur to see why you did not see the reservation on your reports.

a. This phone number is a monitored line where you must leave a voice message.

b. Please include in the message: 1) Your Resort Name, Number and Phone, 2) Your Name, 3) The Member Name and Number, and 4) The Reservation Number.

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