



APARTMENT HOTEL OS

User Manual

The complete guide to running your apartment hotel — bookings, folios, housekeeping, finance, accounting, people and the day close.

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English edition

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1 Introduction

Apartment Hotel OS is a complete management system for apartment-hotels and serviced apartments: reservations and occupancy, guest folios and payments, housekeeping, maintenance, inventory, finance, accounting, people and payroll, and a night-audit day close — in one system, in Arabic and English.

1.1 The one idea to remember: a single source of truth

The system is designed to run on **one computer at the hotel** (for example the reception PC). That computer's database is the **only master copy** of your data. Every other device — another PC, a tablet, a phone — simply opens the system in a web browser over your local network (LAN) and works on the same live data. There is no syncing, no merging, and no "which copy is correct?" problem: what reception saves is instantly what the accountant sees.

- **No internet required.** The hotel keeps working during internet outages; only the local network matters.
- **No installation on staff devices.** Any device with a browser on the hotel network can sign in.
- **Your data stays yours.** Everything lives in one database on your own computer, backed up by you.
- The same package can also be installed on a web hosting account (e.g. cPanel) for a public demo or remote access — see Chapter 2.

1.2 What is inside

The system is built as a core surrounded by feature modules ("plugins"). Each area of the hotel has its own module, so the system stays organised as it grows:

Area	Covers	Main screens
Dashboard	Today at a glance	Dashboard
Front desk	Apartments, reservations, calendar, folio	Apartments, Reservations, Calendar, Rate plans, Long-stay contracts
Guests	Guest and company records	Guests, Companies
Housekeeping	Cleaning pipeline and tasks	Housekeeping board, Tasks, Workers & vendors, Lost & found
Maintenance	Assets and scheduled servicing	Assets, Maintenance schedules
Finance	Money in and out, day-to-day control	Payments, Folio charges, Service items, Expenses, Cash shifts, Reports
Inventory	Stock and purchasing	Inventory, Stock movements, Suppliers, Purchase orders

Area	Covers	Main screens
People	Staff, attendance, payroll	Employees, Attendance, Payroll runs, Payroll items
Accounting	Books: accounts, journals, banks	Accounting, Chart of accounts, Journal entries, Bank accounts, Bank transactions
Night audit	Business-day close	Night audit
Administration	Users, settings, audit trail	Users, Property, Audit log, Plugins
API	Machine access for companion tools	<code>/api/health</code> , <code>/api/snapshot</code>

1.3 Who this manual is for

Reader	Read first
Owner / manager	Chapters 1–4, 12, 15–18
Reception (front desk)	Chapters 3–9, 15
Accountant	Chapters 3, 8, 12–15
Housekeeping supervisor	Chapters 3, 9, 10
IT / installer	Chapter 2, 16, 18

1.4 Conventions used in this manual

- **Bold text** is something you see on screen — a button, menu name, or field label.
- `/dashboard` style text is an on-screen address (URL path) inside the system.
- "Apartment" means any rentable unit: apartment, suite, studio or room.
- Amounts in screenshots are demo data in SDG (Sudanese pounds). Your currency is set once in **Property** settings (Chapter 16).
- Screenshots show the fictional demo hotel "Al-Shoroq Furnished Apartments". Your hotel name and logo replace it after setup.

2 Installation and first run

You only install once, on the one machine (or hosting account) that will act as the server. Everyone else just opens a browser. The whole process normally takes under ten minutes, and you never need to type a special installer address: **on a fresh copy, opening the system address takes you to the installer automatically.**

2.1 Requirements

Requirement	
Server software	PHP 8.1 or newer with <code>pdo_mysql</code> and <code>mbstring</code> enabled; MySQL 8 or MariaDB 10.6 or newer
Easy way on Windows	XAMPP (free from apachefriends.org) — it bundles Apache + PHP + MariaDB
Web server	Apache or LiteSpeed with <code>.htaccess</code> support for clean URLs (standard on XAMPP and cPanel)
Staff devices	Any modern web browser (Chrome, Edge, Firefox, Safari)
Disk space	Under 50 MB for the system itself, plus your growing database

2.2 Installing on a Windows PC with XAMPP

1. Download and install **XAMPP** (default options are fine).
2. Extract the release zip anywhere, e.g. the Desktop. Do not run files from inside the zip.
3. Double-click **1-INSTALL-TO-XAMPP.bat**. It copies the `apartment-hotel-os` folder into `C:\xampp\htdocs\apartment-hotel-os` for you (it asks for the path if your XAMPP is elsewhere).
4. Open **XAMPP Control Panel** and press **Start** next to **Apache** and **MySQL**.
5. Press any key in the black installer window — your browser opens `http://localhost/apartment-hotel-os/` and the installer appears by itself.
6. Complete the installer (Section 2.4), then delete the installer from its success page.

Tip: You can rename the folder to anything you like (for example `apmc-os`) — the system detects its own address automatically. URLs stay clean in every case.

2.3 Installing on shared hosting (cPanel)

Shared hosting does not allow PHP scripts to create database users, so you create the database and its user in cPanel first; the installer then uses them:

1. Upload the `apartment-hotel-os` folder into `public_html` — uploading the zip and extracting it inside cPanel File Manager is best, because the hidden `.htaccess` files are then included automatically.
2. In cPanel open **MySQL® Databases**: create a **new, empty database** dedicated to this system (cPanel prefixes it, e.g. `account_apartment_hotel_os`).
3. Create a **database user** with a strong password, then use **Add User To Database** to link it to that database with **ALL PRIVILEGES**.
4. Open `https://YOUR-DOMAIN/apartment-hotel-os/` — the installer opens automatically.
5. Choose **Shared hosting / cPanel**, host `localhost`, port `3306`, and type the exact full database name, user, and password from cPanel.
6. Pick Demo data or Clean install, press **Install now**, then delete the installer.

Note: Built-in safety: in shared mode the installer never tries to create users or databases, **refuses to touch a non-empty database that is not this system's** (so an existing website database is protected), and can safely resume if a previous attempt stopped halfway.

2.4 The installer wizard

The screenshot shows the 'Apartment Hotel OS' installer wizard. At the top, it says 'متبث Apartment Hotel OS — نظام إدارة الشقق الفندقية' and 'cPanel · One-time setup for local or shared hosting'. Below this is an 'Environment check' section with the following items:

- PHP ≥ 8.1 (8.4.26) ✓
- PDO MySQL extension (pdo_mysql) ✓
- mbstring extension ✓
- app/ folder writable (config + lock) ✓
- database/schema.sql readable ✓

Next is the 'First: where are you installing' section with two options:

- ☐ **Shared hosting / cPanel — استضافة مشتركة**: القاعدة والمستخدم موجودان مسبقاً من cPanel. المثبت سيتصل بهما فقط ولن يحاول أبداً إنشاء مستخدم. Database + user already created in cPanel; no .CREATE USER attempted
- ☒ **XAMPP / Laragon / VPS — جهاري**: عندى صلاحيات مدير MariaDB (root). المثبت سيُنشئ القاعدة + مستخدم التطبيق تلقائياً. Local computer or .server where you have MariaDB root/admin

Below this, a note states: 'Local mode: below, the MariaDB admin (usually root) creates the database and a dedicated app user for you — فى الوضع المحلى يُنشئ المثبت القاعدة والمستخدم تلقائياً.'

The 'Database (MySQL/MariaDB) — قاعدة البيانات' section contains the following fields:

- Port / المنفذ**: 3306
- Host (shared hosting: usually localhost) / الخادم**: localhost
- اسم قاعدة البيانات / Database name**: apartment_hotel_os (Note: will be created automatically)
- Admin password (local only — XAMPP / كلمة مرور المدير)**: (empty field)
- MariaDB / MySQL admin user (local only — مستخدم مدير)**: root (Note: XAMPP default: root)

Figure 2.1 — The installer opens automatically on first run (Arabic + English on one page).

Choice	Meaning
Setup type	Local computer / XAMPP — the installer creates the database and a dedicated app user for you (needs the MariaDB admin, usually <code>root</code> with an empty password on fresh XAMPP). Shared hosting / cPanel — database and user already created in cPanel (Section 2.3).
Database fields	Host, port (3306), database name, app DB user and password. In shared mode use the exact prefixed names from cPanel.
Demo data	Installs a fictional hotel with apartments, guests, reservations, staff and accounts so you can evaluate immediately. Logins are listed in Section 3.1.
Clean install	An empty system with your own property name and your own owner username/password. Choose this for real deployment.

When installation succeeds the installer writes its settings to `app/config.local.php`, locks itself, and offers **Open the ERP** and a red **Delete install.php** button. Always delete the installer after setup — it auto-locks after a successful install as a second line of defence.

2.5 Clean URLs and the .htaccess files

Every address in the system is clean and readable — `/dashboard`, `/module/units`, `/folio/12` — never the internal `index.php?page=...` form. This is done by two small rewrite files named `.htaccess` (one in the `app` folder, one in `public/`) that Apache/LiteSpeed read automatically.

- If an upload method loses these hidden files, **the app recreates them by itself** on the next page load (open the `/public/` address once).
- Old-style links (`index.php?page=...`) redirect automatically to their clean form.
- On a server where rewrites are truly impossible, add `'clean_urls' => false` to `app/config.local.php` and use the `/public/` address — the app falls back to classic URLs.

2.6 Using it from other devices on the hotel network

1. Keep the server PC on, with Apache and MySQL running (XAMPP Control Panel can start them automatically with Windows).
2. Find the PC's local IP address (e.g. `192.168.1.50`) — ask your IT person to make it fixed/static on the router.
3. On any phone, tablet or PC connected to the same network, open `http://192.168.1.50/apartment-hotel-os/` and sign in.
4. Allow Apache through the Windows firewall when Windows asks (Private network).
5. Do **not** expose the hotel PC directly to the internet. For remote access use a VPN, or install a separate hosted copy as a demo.

3 Getting started

3.1 Signing in

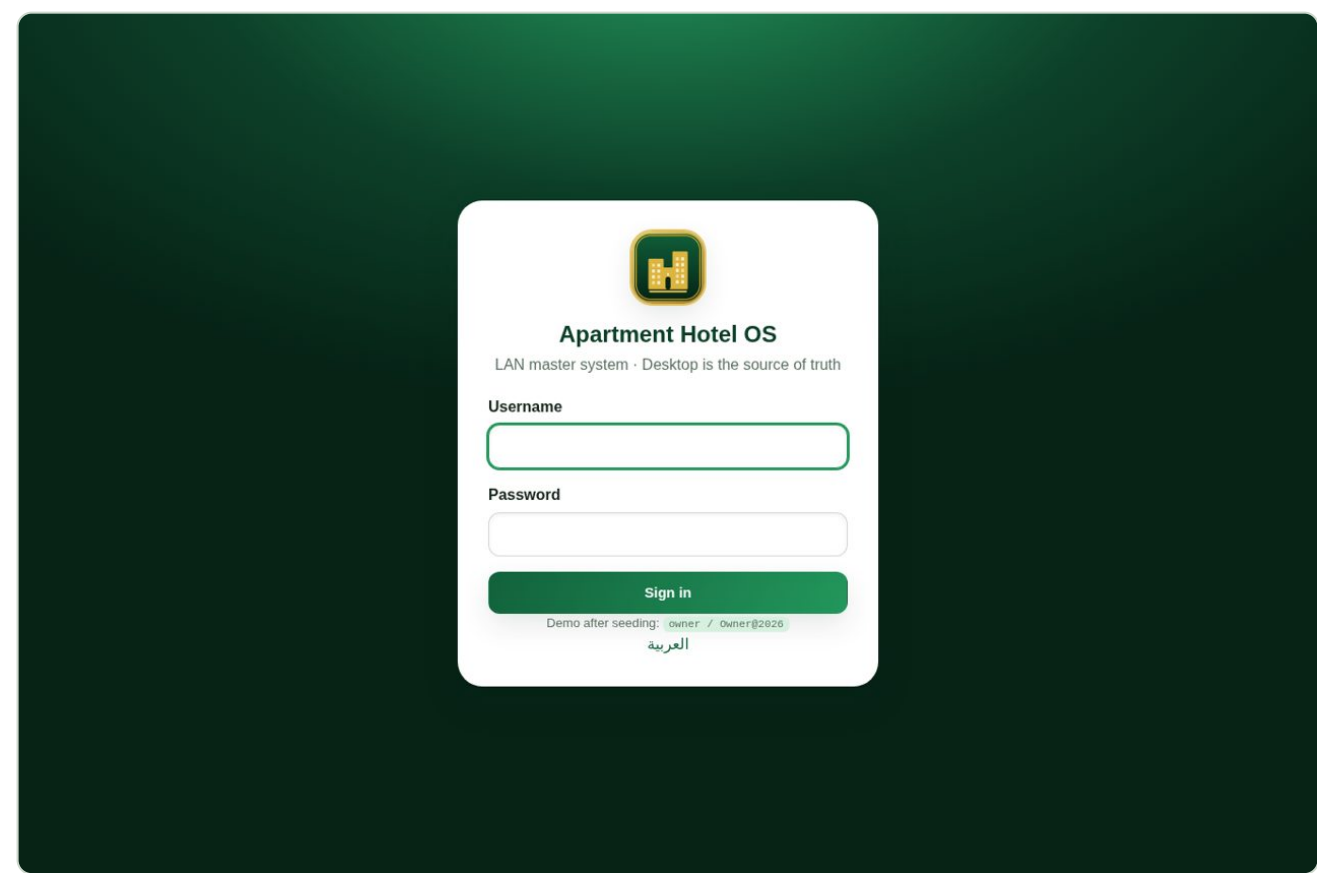


Figure 3.1 — The sign-in page. Every staff member has their own username — never share accounts.

Open the system address and sign in with your username and password. In a **demo-data** installation these accounts exist so you can try every role:

Username	Password	Role	Typical user
owner	Owner@2026	Owner	Hotel owner — everything, including user management
reception	Reception@2026	Receptionist	Front desk: bookings, check-in/out, payments in
accountant	Account@2026	Accountant	Finance, reports, accounting, payroll
house	House@2026	Housekeeping	Cleaning board and task updates

Important: On a real or publicly reachable installation, change or delete these seeded passwords immediately (Chapter 16). A public demo should publish only a limited reception login, never the owner.

Use **Logout** (top bar) when you leave a shared computer. Sessions also expire on their own after inactivity; if you are asked to sign in again, your work so far is already saved.

3.2 The screen layout

Every page shares the same frame, shown in Figure 3.2:

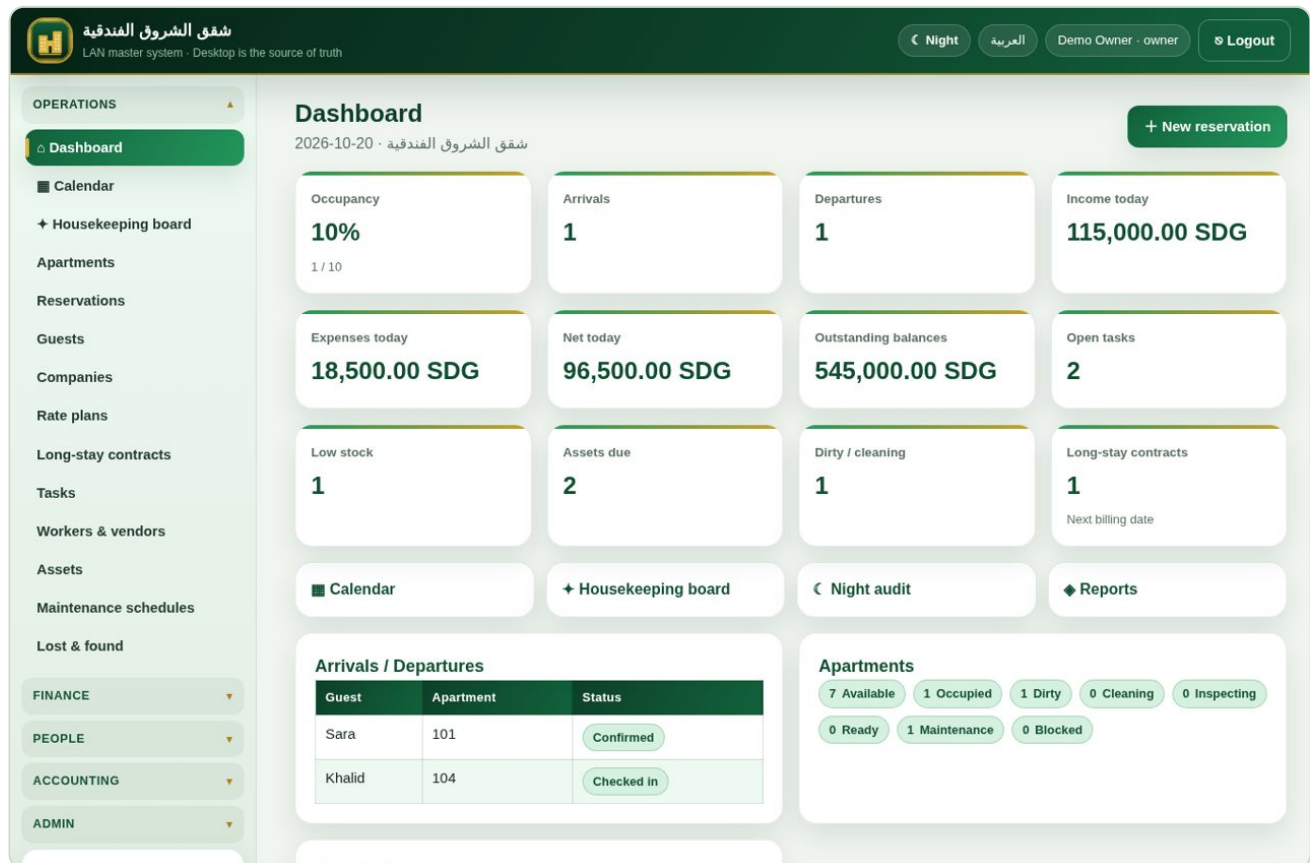


Figure 3.2 — Dashboard. Top bar (hotel name, Night mode, language, your name, Logout), grouped side menu on the side, working area in the middle.

- **Top bar** — your hotel name (from Property settings) and logo; **Night** toggles dark mode; the language button switches the whole interface between Arabic (RTL) and English instantly; your name and role; **Logout**.
- **Side menu** — five groups: **Operations, Finance, People, Accounting, Admin**. Click a group title to expand/collapse it. You only see screens your role is allowed to open.
- **Operating rule card** — a reminder that editing happens only against the hotel server database; outside the LAN the system is for viewing/reminders only.
- On phones the layout becomes app-like: the menu collapses and lists become cards you can scroll comfortably.

3.3 Dark (night) mode and language

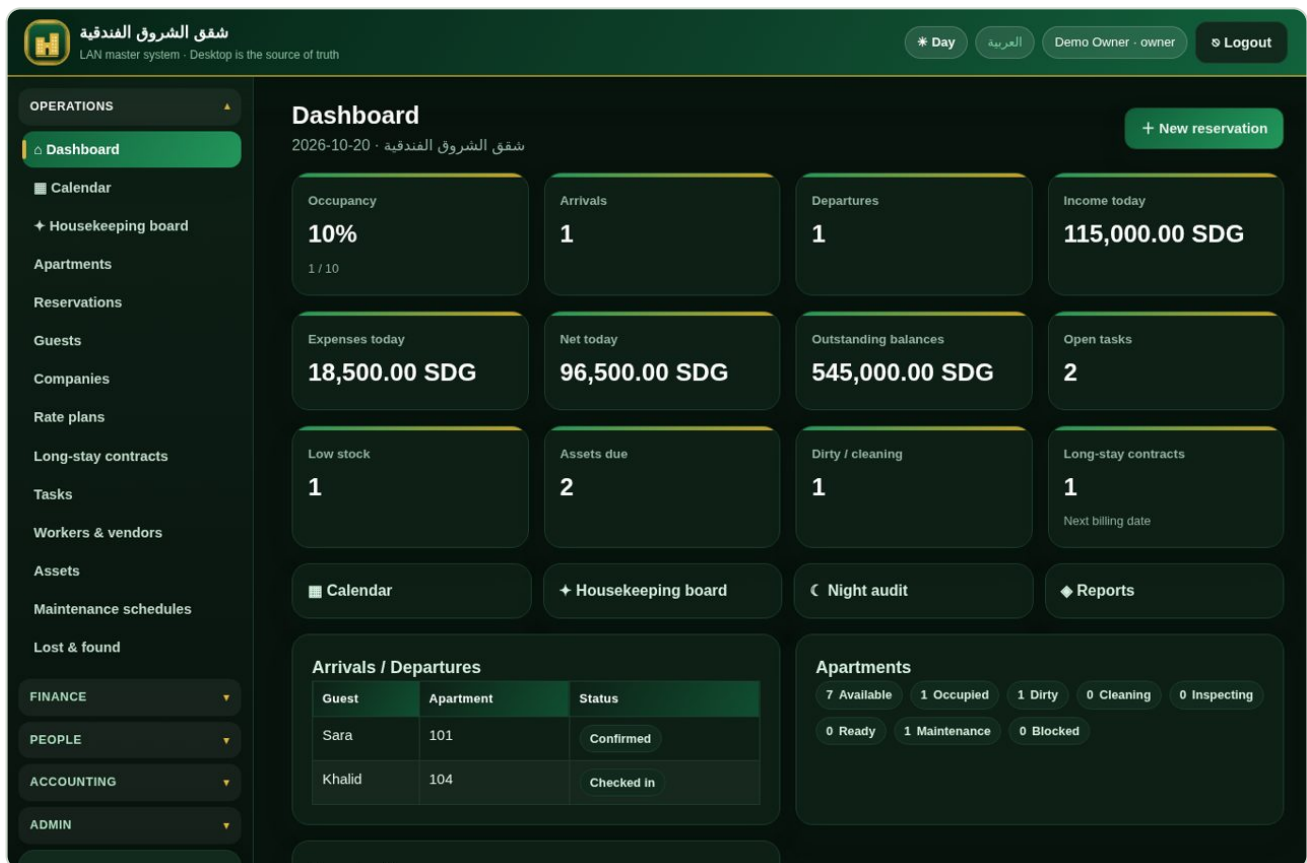


Figure 3.3 — Night mode, easier on the eyes for night-shift reception. The choice is remembered per device.

- Press **Night/Day** in the top bar to switch themes. The system also follows your device's dark-mode setting on first visit.
- Press the language button (**العربية / English**) to switch the full interface language and direction. You can switch at any time, even mid-task; nothing is lost.
- Each staff member can use a different language on their own device — data is shared, display is personal.

3.4 The pattern every list screen follows

Most of the system is registers: Apartments, Guests, Expenses, Employees and two dozen more. They all work the same way, so learn once:

1. The list shows records with the most useful columns. A counter at the top shows how many records match.
2. **Search** — type part of a name, number or phone and press **Search** to filter; **Cancel** clears the filter.
3. **+ Add** opens a blank form. Fields marked ***** are required. Save returns you to the list.
4. **Edit** opens the same form with the record's values. **Delete** asks for confirmation and archives the record (a "soft delete": it leaves the lists, but historical documents that reference it stay consistent).

5. Some lists (notably **Apartments**) offer **Cards / Table** views — cards for a visual, status-first view; table for dense scanning. The same actions exist in both.

Tip: Phone numbers and IDs are searchable exactly as typed — when a guest calls, typing the last four digits of their number in **Guests** or **Reservations** search finds them fastest.

3.5 Printing

Documents meant for paper — the guest folio and payment receipts — have a **Print** button that opens a clean, print-ready page. Use your browser's print dialog (Ctrl+P) and pick any printer, or "Save as PDF" to send a copy to the guest.

4 The dashboard

The dashboard is the morning briefing on one screen: what is occupied, who arrives and leaves today, what money moved, and what needs attention. It is the first screen after sign-in for every role.

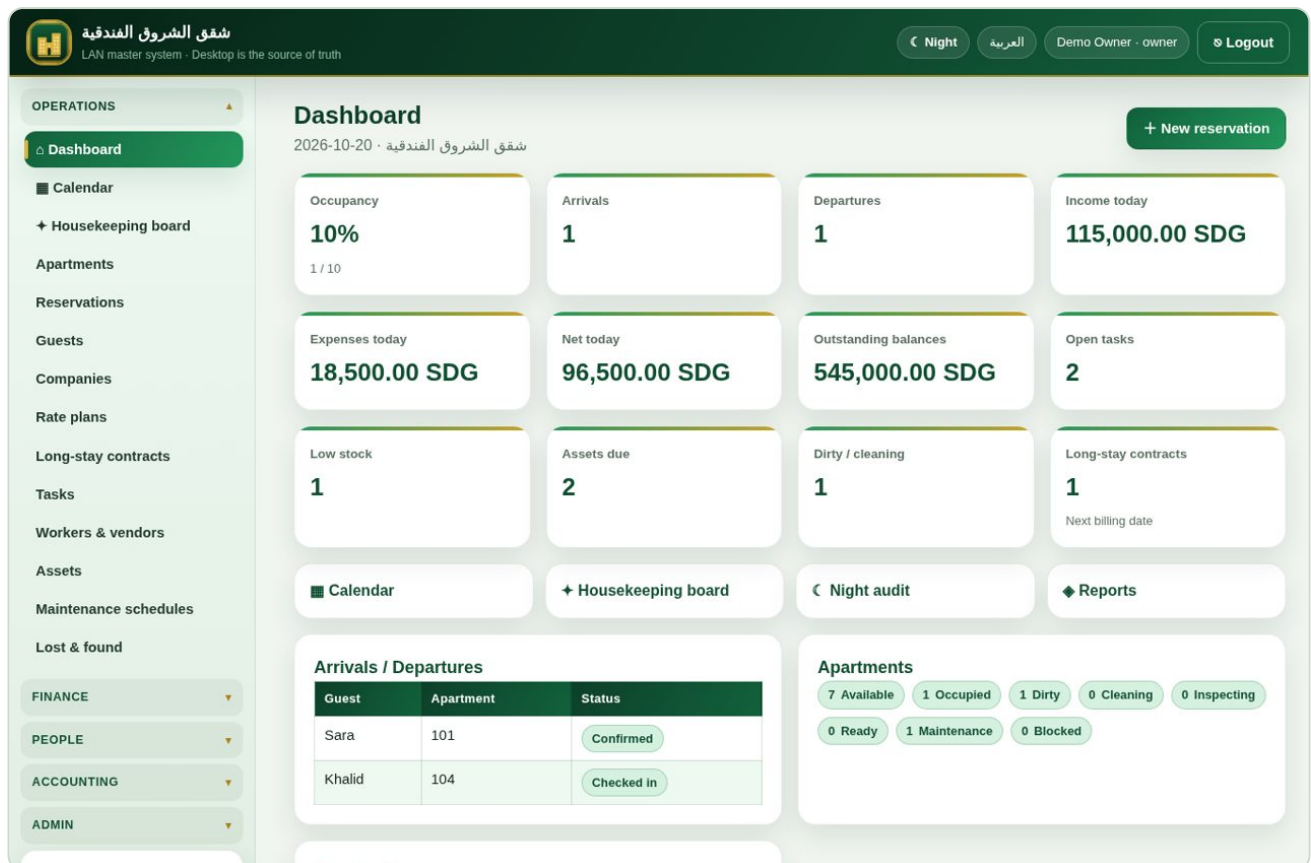


Figure 4.1 — Dashboard tiles, quick actions, today's arrivals/departures and apartment status summary.

Tile	Meaning	Act when...
Occupancy	Occupied apartments ÷ total, as a percentage and "x / total"	It disagrees with what you see in the building — a status needs fixing
Arrivals today / Departures today	Reservations starting/ending today	An expected arrival is late — call, then handle as no-show at night audit if needed
Income today / Expenses today / Net today	Payments received today, expenses recorded today, and the difference	Net looks wrong — drill into Payments and Expenses filtered by today
Outstanding balances	Total still owed on open folios	It keeps growing — collect deposits/ payments at check-in, not check-out
Open tasks	Tasks not yet done (cleaning, maintenance, misc.)	Count is high before arrivals — open the housekeeping board

Tile	Meaning	Act when...
Low stock	Inventory items at/below their reorder level	Order before the weekend (Chapter 11)
Maintenance due	Scheduled services due or overdue	Assign and date them before they become breakdowns
Cleaning needed	Apartments in Dirty/Cleaning/Inspecting states	Arrivals are coming and units are not Ready
Long-stay contracts	Active monthly contracts and the next billing date	A billing date passed without generating charges (Chapter 7)

- **+ New reservation** (top corner) starts a booking from anywhere.
- Quick-action tiles jump to the **Occupancy calendar**, **Housekeeping board**, **Day close** (night audit) and **Reports**. Tiles you have no permission for are hidden.
- **Arrivals / Departures today** lists guest, apartment and status so reception can prepare keys and paperwork.
- **Apartments** summary chips count every apartment by status (Available, Occupied, Dirty, ...) — the fastest sanity check of the building.

5 Property setup: apartments and rate plans

Before selling nights, define what you sell: your apartments with their facts and rates, and optionally reusable rate plans. You do this once and adjust rarely.

5.1 Apartments (units)

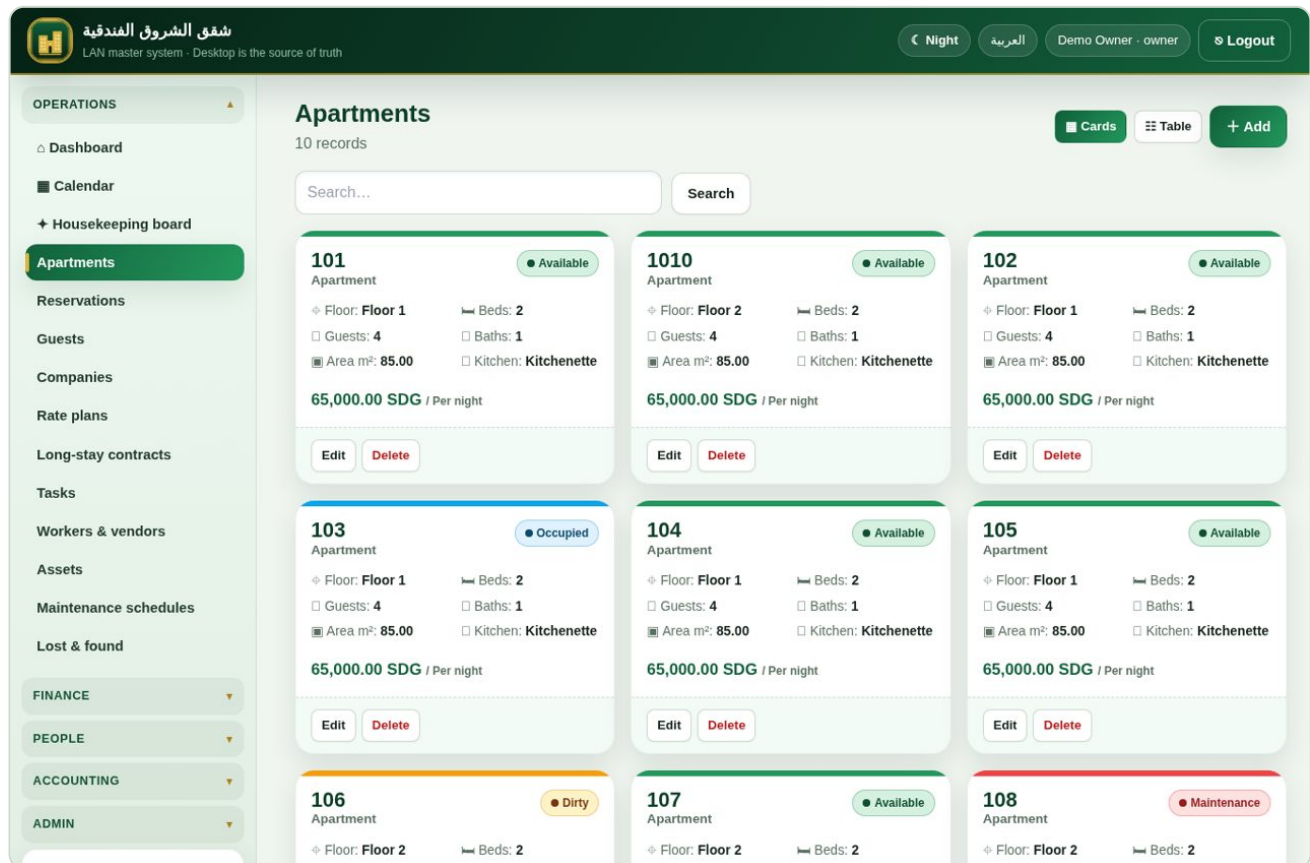


Figure 5.1 — Apartments in Cards view: number, floor, beds, capacity, area, kitchen, nightly rate and live status pill.

Field	Notes
Name *	The apartment number/name as staff call it (101, 102, "Seaview 2"). Must be unique in practice.
Type	Apartment, studio, suite... free text for your own grouping.
Beds / Capacity / Bathrooms	Physical facts used to match guest requests.
Floor / building	Floor label shown on cards (Floor 1, Tower B...).
Area (sqm) / Kitchen	Selling points shown on cards (e.g. 85.00 m ² , Kitchenette).
Nightly rate	Default price per night; a reservation can override it, and rate plans can replace it.

Field	Notes
Status	Live operational state — see Section 5.2. Changed mostly from the housekeeping board, not here.
Notes	Anything staff should know (noisy side, best view...).

شفق الشرق الفندقية
LAN master system · Desktop is the source of truth

Night العربية Demo Owner · owner Logout

OPERATIONS

- Dashboard
- Calendar
- Housekeeping board
- Apartments**
- Reservations
- Guests
- Companies
- Rate plans
- Long-stay contracts
- Tasks
- Workers & vendors
- Assets
- Maintenance schedules
- Lost & found

Apartments

10 records

Cards Table + Add

Search... Search

Name	Type	Beds	Capacity	Nightly rate	Status	Actions
101	Apartment	2	4	65,000.00 SDG	Available	Edit Delete
1010	Apartment	2	4	65,000.00 SDG	Available	Edit Delete
102	Apartment	2	4	65,000.00 SDG	Available	Edit Delete
103	Apartment	2	4	65,000.00 SDG	Occupied	Edit Delete
104	Apartment	2	4	65,000.00 SDG	Available	Edit Delete
105	Apartment	2	4	65,000.00 SDG	Available	Edit Delete
106	Apartment	2	4	65,000.00 SDG	Dirty	Edit Delete
107	Apartment	2	4	65,000.00 SDG	Available	Edit Delete
108	Apartment	2	4	65,000.00 SDG	Maintenance	Edit Delete
109	Apartment	2	4	65,000.00 SDG	Available	Edit Delete

Figure 5.2 — The same apartments in Table view, better for scanning many units and comparing rates.

The screenshot shows the 'Edit - Apartments' form in the LAN master system. The form is used for adding or editing apartment details. It includes fields for Name, Type, Beds, Capacity, Floor/building, Bathrooms, Area (sqm), Kitchen, Nightly rate, Status, and Notes. A sidebar on the left shows navigation options like Dashboard, Calendar, Housekeeping board, Apartments, Reservations, etc. The top bar shows the user is logged in as 'Demo Owner - owner'.

Figure 5.3 — Editing an apartment. The same form is used for Add and Edit.

5.2 Apartment statuses — the language of the building

Status	Means	Who sets it
Available	Clean, inspected, can be sold and checked in now	Housekeeping finishes inspection (via Ready), reception releases
Occupied	A guest is in-house	Set automatically at check-in
Dirty	Guest left; cleaning not started	Set automatically at check-out
Cleaning	Cleaner is working in it now	Housekeeping board
Inspecting	Cleaned, waiting for supervisor check	Housekeeping board
Ready	Inspected and approved; becomes Available for sale	Supervisor on the board
Maintenance	Out of service for repair	Reception/manager when reporting a fault
Blocked	Held off sale for any other reason (owner use, deep clean...)	Manager/reception

Note: The pipeline after check-out is **Dirty → Cleaning → Inspecting → Ready → Available**. Chapter 9 explains the board that moves apartments along it.

5.3 Rate plans

Rate plans
3 records

Search... Search

Name	Apartment	Billing period	Amount	Deposit	Active	Actions
Corporate account		Nightly	58,000.00 SDG	0.00 SDG	✓	Edit Delete
Monthly long stay		Monthly	1,500,000.00 SDG	500,000.00 SDG	✓	Edit Delete
Standard nightly		Nightly	65,000.00 SDG	0.00 SDG	✓	Edit Delete

[+ Add](#)

Figure 5.4 — Rate plans: reusable prices you can attach to a reservation instead of typing a rate each time.

Field	Notes
Name	e.g. "Standard nightly", "Corporate account", "Monthly long stay"
Apartment	Optional: limit the plan to one apartment, or leave general
Billing period	Nightly, Weekly or Monthly — monthly suits long-stay contracts
Amount / Deposit	Price per period and the deposit to collect upfront
Min nights / Active	Minimum stay for the plan (in the form); deactivate instead of deleting old plans

Tip: Create one plan per commercial agreement you actually use (walk-in, corporate, monthly). Reception then picks a plan and the rate, period and deposit fill in consistently — fewer pricing mistakes.

6 Guests and companies

6.1 Guest records

Guests
3 records

Search... Search

Full name	Phone	Nationality	ID number	Vehicle plate	Company	VIP	Do not rent	Actions
Khalid	+249910000003	Egypt	P778899		Nile Projects Ltd	—	—	Edit Delete
Maya	+249910000001	Sudan	P1002003	KH 1024	Nile Projects Ltd	✓	—	Edit Delete
Sara	+249910000002	Sudan	N998877			—	—	Edit Delete

Figure 6.1 — The guest register: contact, ID, vehicle, company link and the VIP / Do-not-rent flags.

Field	Notes
Full name *	As on the ID document
Phone / Email	Phone is the fastest search key — always capture it
Nationality	Free text
ID type / ID number	National ID, Passport, Driving licence, or Other
Date of birth	Optional
Vehicle plate	Useful for parking and security at the gate
Company	Link when the stay is billed to a company (Chapter 6.2)
VIP	Marks the guest for preferred treatment; visible wherever the guest appears
Do not rent	Blacklist flag — think twice and document the reason in Notes before setting it
Notes	Preferences and history ("prefers high floor", "pays cash on arrival"...)

LAN master system - Desktop is the source of truth

← Night العربية Demo Owner - owner Logout

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- Maintenance schedules
- Lost & found

FINANCE

PEOPLE

ACCOUNTING

ADMIN

Add - Guests

Cancel

Company Full name *

Phone Email

Nationality ID type

ID number Date of birth

Vehicle plate VIP

Do not rent Notes

Save

Figure 6.2 — Adding a guest. You rarely need this screen directly: the reservation form can create the guest inline (Chapter 7).

Tip: Before adding a guest, **search by phone or ID number**. One record per person keeps stay history, balances and preferences in one place.

6.2 Companies

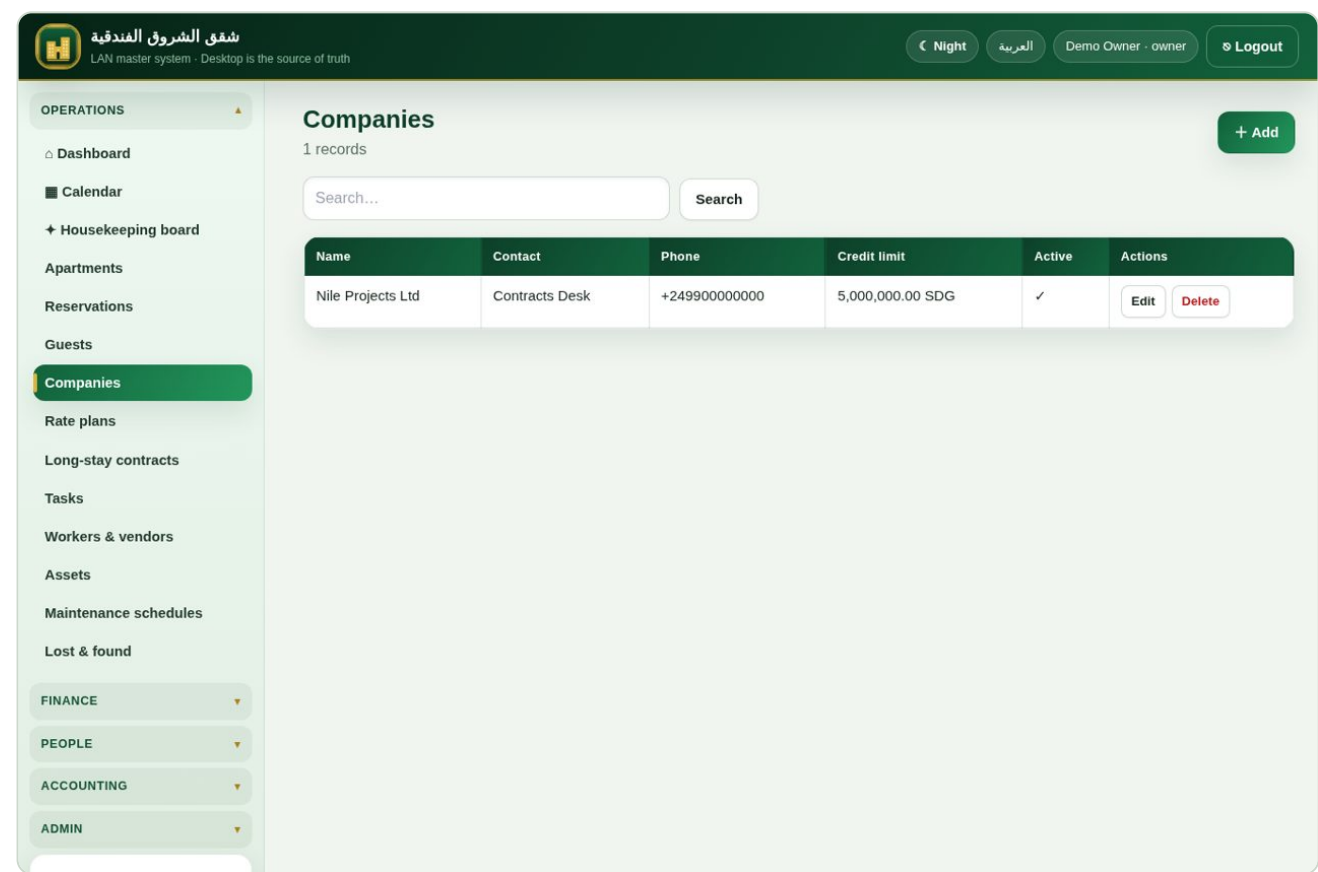


Figure 6.3 — Companies you bill for their staff or crews, with contact and credit limit.

Field	Notes
Name	Company legal/trading name
Contact / Phone	The person who books and the person who pays (often different — note both in Notes if needed)
Credit limit	How much outstanding balance you allow this company before asking for payment — a management control
Active	Deactivate companies you no longer work with instead of deleting them

Link guests to a company when their stays are charged to it. On a reservation you can choose the company as the payer while keeping the actual guest's name for the door and the folio header.

7 Reservations: from booking to check-out

This is the daily heartbeat of the front desk. The reservation holds the who, where, when and how much; the **folio** (Chapter 8) holds the money.

7.1 The reservation lifecycle

Status	Meaning	Next steps
Confirmed	Booked, guest not yet arrived	Check in on arrival; cancel if they call off; becomes no-show if they never come
Checked-in	Guest in-house; apartment is Occupied; folio accumulates	Add charges/payments on the folio; extend if they stay longer
Checked-out	Guest left and folio settled; apartment turns Dirty	Housekeeping pipeline starts
Cancelled	Booking called off before arrival	Apartment freed for the same dates
No-show	Guest never arrived (marked manually or at night audit)	Apartment freed; apply your no-show policy off-system if a deposit was taken

7.2 Creating a reservation

The screenshot shows the 'Add Reservations' form in the Apartment Hotel OS. The form is divided into two columns. The left column contains fields for Apartment, Company, Guest, Email, Nationality, Check-in, Guests, Discount, and Billing period. The right column contains fields for Guests, Rate plans, Phone, ID number, Vehicle plate, Check-out, Nightly rate, Deposit, and Expected arrival. A 'Cancel' button is in the top right corner.

Figure 7.1 — New reservation: apartment, existing guest or quick guest details, dates, rate and deposit on one form.

1. Press **+ New reservation** (dashboard) or **Add** on the Reservations list.
2. Choose the **Apartment**. Check the Calendar first (Section 7.3) if you are unsure it is free.
3. Guest: pick an existing guest from **Guests**, or fill the quick guest fields (name, phone, ID...) and the system creates the guest record for you.
4. Optionally choose a **Company** (payer) and a **Rate plan** — the rate and billing period fill from the plan.
5. Set **Check-in** and **Check-out** dates, number of **Guests**, **Nightly rate** (prefilled from the apartment/plan, editable), any **Discount**, and the **Deposit** you will collect.
6. Add **Expected arrival** time if known — it helps housekeeping prioritise.
7. Save. The reservation appears as **Confirmed** and on the calendar immediately.



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Night العربية Demo Owner - owner Logout

OPERATIONS

Dashboard
Calendar
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Apartments
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Companies
Rate plans
Long-stay contracts
Tasks
Workers & vendors
Assets
Maintenance schedules
Lost & found

FINANCE
PEOPLE
ACCOUNTING
ADMIN

Reservations

4 records

Search...
Search

Guest	Apartment	Check-in	Check-out	Room total	Extras & services	Paid	Balance	Status	Actions
Nour	106	2026-10-21	2026-10-24	195,000.00 SDG	0.00 SDG	0.00 SDG	195,000.00 SDG	Confirmed	Print folio Record payment Check in +1 +7 Cancel reservation Edit Delete
Sara	101	2026-10-20	2026-10-23	195,000.00 SDG	0.00 SDG	50,000.00 SDG	145,000.00 SDG	Confirmed	Print folio Record payment Check in +1 +7 Cancel reservation Edit Delete
Maya	102	2026-10-19	2026-10-22	195,000.00 SDG	10,000.00 SDG	65,000.00 SDG	140,000.00 SDG	Checked in	Print folio Record payment

Figure 7.2 — The reservations register: filter by search, act on a row (folio, check-in/out, edit).

7.3 The occupancy calendar

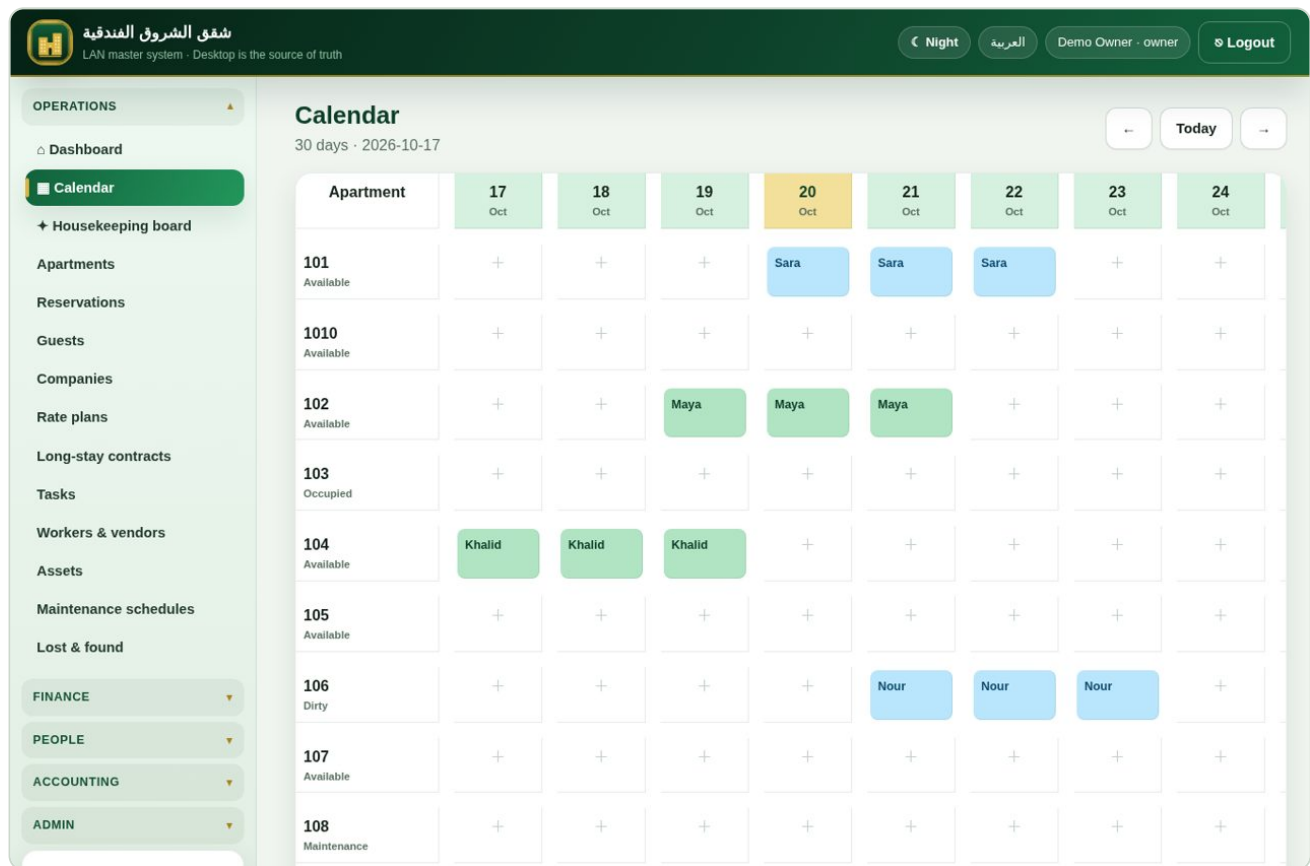


Figure 7.3 — Occupancy calendar: apartments against dates, coloured by reservation status — the fastest answer to "what is free that weekend?"

- Each row is an apartment; each column a day. Bars are reservations, coloured by status.
- Move through time with the date controls at the top; today is highlighted.
- Use it before promising a unit on the phone, and to spot gaps you can sell ("orphan" single nights).
- Clicking through a bar/reservation takes you to its record or folio (depending on the link shown).

7.4 Check-in

1. Find the reservation (search by guest name or phone) and open it.
2. Verify the guest's ID against the record; complete missing ID/phone/vehicle details on the guest record now.
3. Use the **Check-in** action. The apartment turns **Occupied** and the folio opens for charges.
4. Collect the deposit/first payment on the folio (Chapter 8) and hand over the key only after recording it.

7.5 During the stay: extend, move, or adjust

- **Extend** — the extend action moves the check-out date later and the folio room total recalculates. Check the calendar for the next arrival in the same apartment first!
- **Early departure** — edit the check-out date earlier (or check out today); settle the folio for nights actually stayed per your policy.
- **Apartment move** — edit the reservation's apartment if the guest changes unit mid-stay; set the vacated apartment Dirty from the housekeeping board.
- **Rate correction** — edit the nightly rate/discount on the reservation; the folio room total follows. Record *why* in notes for the accountant.

7.6 Check-out

1. Open the **Folio** and confirm every charge is on it (Chapter 8): room, services, extras.
2. Collect the remaining **Balance** (record the payment), or charge it to the company per your agreement.
3. Print/hand the guest their folio or receipt.
4. Use **Check-out**. The apartment turns **Dirty** and appears on the housekeeping board; the dashboard counters update instantly.

Important: Never check out a folio with an unexplained balance. If a guest must leave with a balance (company billing), confirm the company is set as payer so the amount stays visible under Outstanding balances and in Reports.

7.7 Cancellations and no-shows

- If a guest cancels before arrival, set the reservation to **Cancelled** — the dates free up immediately.
- If they simply never arrive, leave it for the **night audit** (Chapter 15), which can mark past expected arrivals as **No-show** in one action, or set it manually the next morning.
- Deposits taken for cancelled/no-show bookings stay recorded as payments; refund or forfeit per your policy and record the refund as a payment reversal with a clear reference.

7.8 Long-stay contracts (monthly guests)

The screenshot shows the 'Long-stay contracts' section of the Apartment Hotel OS. The sidebar on the left contains various navigation options, with 'Long-stay contracts' currently selected. The main content area displays a table with one record. The table has columns for Guest, Company, Apartment, Monthly amount, Next billing date, Status, and Actions. The record shows a contract for Khalid, Nile Projects Ltd, Apartment 105, with a monthly amount of 1,500,000.00 SDG and a next billing date of 2026-10-20. The status is Active, and there are Edit and Delete buttons for this record.

Figure 7.4 — Long-stay contracts: monthly amount and next billing date per contract.

For residents who stay month to month, a **long-stay contract** replaces nightly thinking:

Field	Notes
Guest / Company	Who stays and who pays (companies housing staff are the classic case)
Apartment	The contracted unit
Monthly amount	Agreed rent per month
Next billing date	When the next month becomes due — the dashboard counts down to it
Status	Active / ended

1. Create the contract when the agreement starts; the apartment is treated as occupied for the contract period.
2. When a billing date arrives, use the **Generate** billing action to create the due charge for the new period, then record payments against it as they come in.
3. End the contract when the resident leaves; settle any partial period per your agreement.

8 The guest folio: charges, payments and receipts

Every reservation has one **folio** — the guest's running bill. Room charges come from the reservation; everything else (breakfast, laundry, extra bed, damage...) is added as charges; money received is recorded as payments. The difference is the balance, always visible.

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شقق الشروق الفندقية Print

Reservations #1

Guest Maya	Apartment 102	Check-in 2026-10-19
Check-out 2026-10-22	Nightly rate 65,000.00 SDG	Discount 0.00 SDG
Room total 195,000.00 SDG	Extras & services 10,000.00 SDG	Grand total 205,000.00 SDG
Paid 65,000.00 SDG	Balance 140,000.00 SDG	Deposit 0.00 SDG

+ Add charge + Record payment

Extras & services

Charge date	Description	Quantity	Unit price	Total
2026-10-19	Breakfast × 2	2.00	5,000.00 SDG	10,000.00 SDG

Payments

Paid at	Kind	Method	Reference	Amount
2026-10-20 01:05:29	Payment	Cash	RCPT-1001	65,000.00 SDG

Operating rule
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Figure 8.1 — Folio header: guest, apartment, dates, then the money summary — room total, extras & services, grand total, paid, balance, deposit — with Add charge / Record payment / Print actions.

Figure	Meaning
Nightly rate × nights – Discount	Room total — follows the reservation automatically
Extras & services	Sum of folio charges you added (Section 8.1)
Grand total	Room total + Extras & services — what the stay costs
Paid	Sum of payments recorded (Section 8.2)
Balance	Grand total – Paid — what is still owed <i>right now</i>
Deposit	Refundable security held — tracked separately from revenue

8.1 Adding charges

1. On the folio press **+ Add charge**.

2. Pick a **service item** (Section 8.4) or describe the charge, set quantity and amount, and save.
3. The charge appears in the folio's charges list and in **Finance → Folio charges**, and the extras total updates.
4. Wrong charge? Edit or delete it before the day is closed at night audit; after that, post a correcting negative charge with a clear description instead of rewriting history.

8.2 Recording payments

1. On the folio press + **Record payment**.
2. Enter the **amount**, **kind** (payment toward the bill, or deposit held), **method** (cash, bank transfer, card...) and a **reference** (receipt/transfer number) — references make the accountant's month-end painless.
3. Save. **Paid** and **Balance** update, the payment joins today's cash/bank totals on the dashboard, in the open cash shift, and in Reports.
4. Print the guest a **receipt** from **Finance → Payments** (receipt action on the payment row).

The screenshot displays the Apartment Hotel OS interface. On the left is a sidebar with navigation options: OPERATIONS, FINANCE, PEOPLE, ACCOUNTING, and ADMIN. The main content area shows a 'Payment receipt' form. The form has a header with the hotel name 'شقق الشروق الفندقية' and a 'Print' button. Below the header, the receipt details are organized into a grid:

شقق الشروق الفندقية		
# 1	Guest Maya	Apartment 102
Paid at 2026-10-20 01:05:29	Method Cash	Reference RCPT-1001
Amount 65,000.00 SDG		

At the bottom left, there is an 'Operating rule' box stating: 'Editing happens only while connected to the hotel LAN database. Outside the LAN: view/reminders only.'

Figure 8.2 — A printable payment receipt with hotel header, guest, amount, method and reference.

Payments
3 records

Search...

Paid at	Guest	Apartment	Kind	Amount	Method	Reference	Status	Actions
2026-10-20 01:05:29	Sara	101	Payment	50,000.00 SDG	Bank transfer		Paid	View Edit Delete
2026-10-20 01:05:29	Maya	102	Payment	65,000.00 SDG	Cash	RCPT-1001	Paid	View Edit Delete
2026-10-19 01:05:29	Khalid	104	Payment	130,000.00 SDG	Cash	RCPT-1002	Paid	View Edit Delete

Operating rule
Editing happens only while connected to the hotel LAN database. Outside the LAN.

Figure 8.3 — The payments register: every receipt of money with guest, apartment, kind, method and reference.

8.3 Discounts and deposits — house rules that keep folios honest

- Give discounts on the **reservation** (Discount field), not by inventing negative charges — reports then show true rate vs. discount given.
- Deposits are **not revenue**: record them with kind "deposit" so they never inflate income. Refund at check-out after inspecting the apartment, and record the refund.
- If a deposit is kept against damage, add a damage **charge** for the amount kept and let the deposit payment cover it — the paper trail explains itself.

8.4 Service items (the price list)

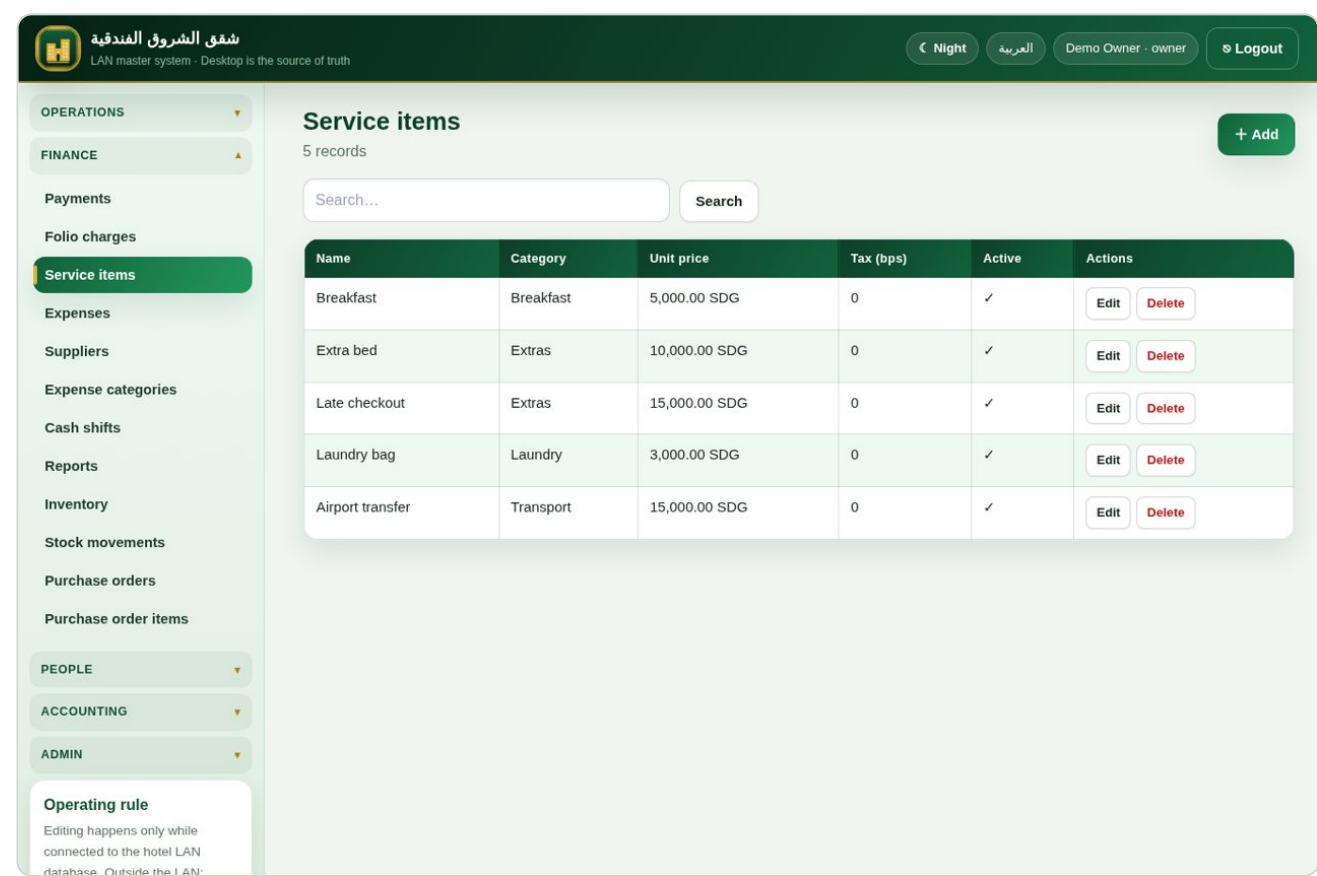


Figure 8.4 — Service items: the reusable extras a folio charge can pick from, with category and tax.

Field	Notes
Name / Category	e.g. Breakfast, Laundry (kg), Extra bed, Airport pickup
Unit price	Default price; a charge can override it when needed
Tax (bps)	Tax in basis points where you must track it (100 bps = 1%)
Active	Hide discontinued items from pickers without deleting history

8.5 The folio charges register

Finance → Folio charges lists every extra charge across all guests — the accountant's view for questions like "how much laundry did we sell this month?" Individual guests are handled on their own folio; the register is for control and correction.

9 Housekeeping and tasks

9.1 The housekeeping board

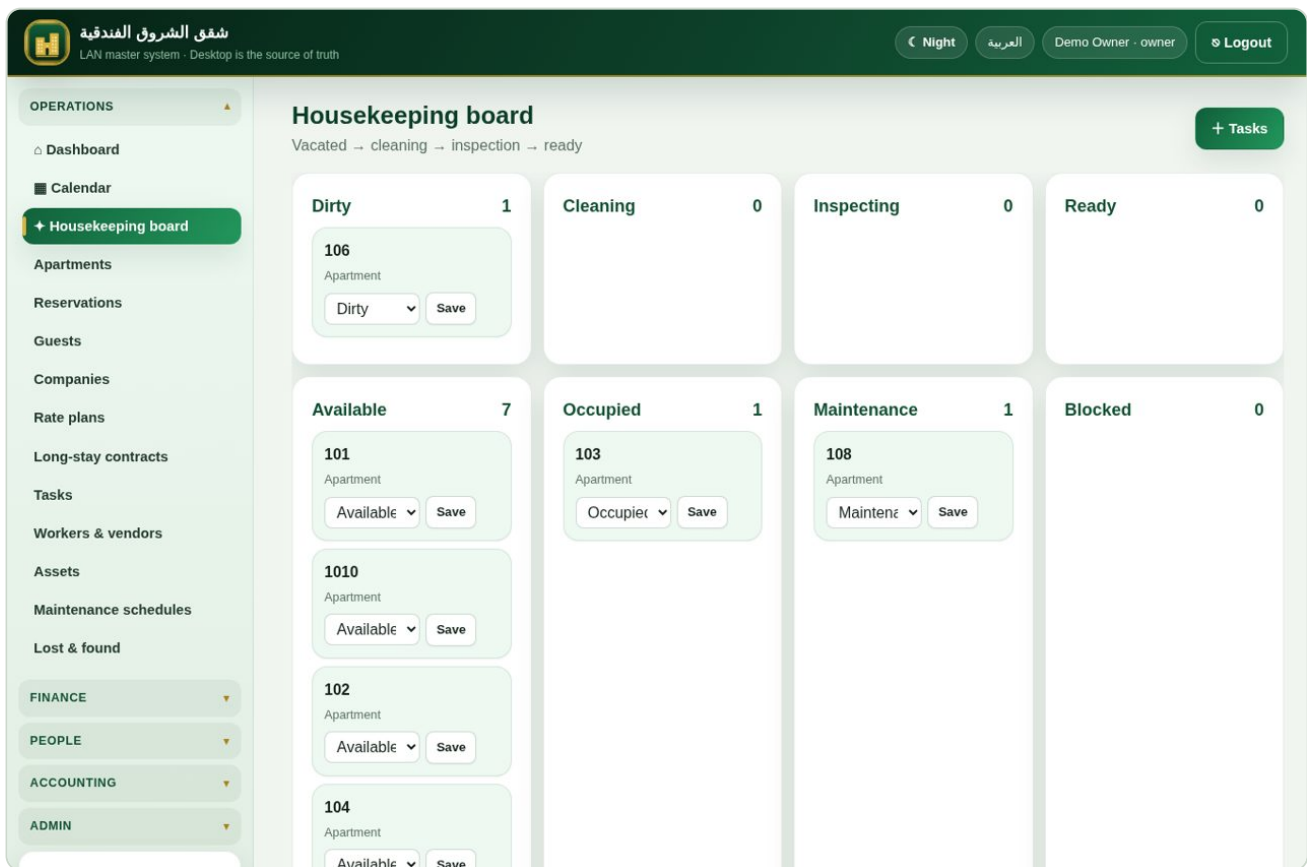


Figure 9.1 — Housekeeping board: apartments grouped by status column with a status changer per apartment, and open tasks below.

The board groups every apartment under its current status — **Available, Occupied, Dirty, Cleaning, Inspecting, Ready, Maintenance, Blocked** — with a count per column. To move an apartment along the pipeline, choose its new status in its card and press **Save**. Reception sees the change instantly (dashboard chips, apartment cards, calendar).

1. Morning: the supervisor opens the board — last night's check-outs sit in **Dirty**.
2. Assign cleaners (verbally or via Tasks, Section 9.2); set each started apartment to **Cleaning**.
3. Cleaner finishes → **Inspecting**. Supervisor checks → **Ready** (or back to Cleaning with a note/task if it fails).
4. **Ready** units are released to **Available** for sale/check-in.
5. Found damage or a fault? Set **Maintenance** and raise a task so it is tracked, not remembered.

Tip: Housekeeping staff sign in with the **housekeeping** role on a phone: they see the board and their tasks and can update statuses — nothing financial is visible to them.

9.2 Tasks

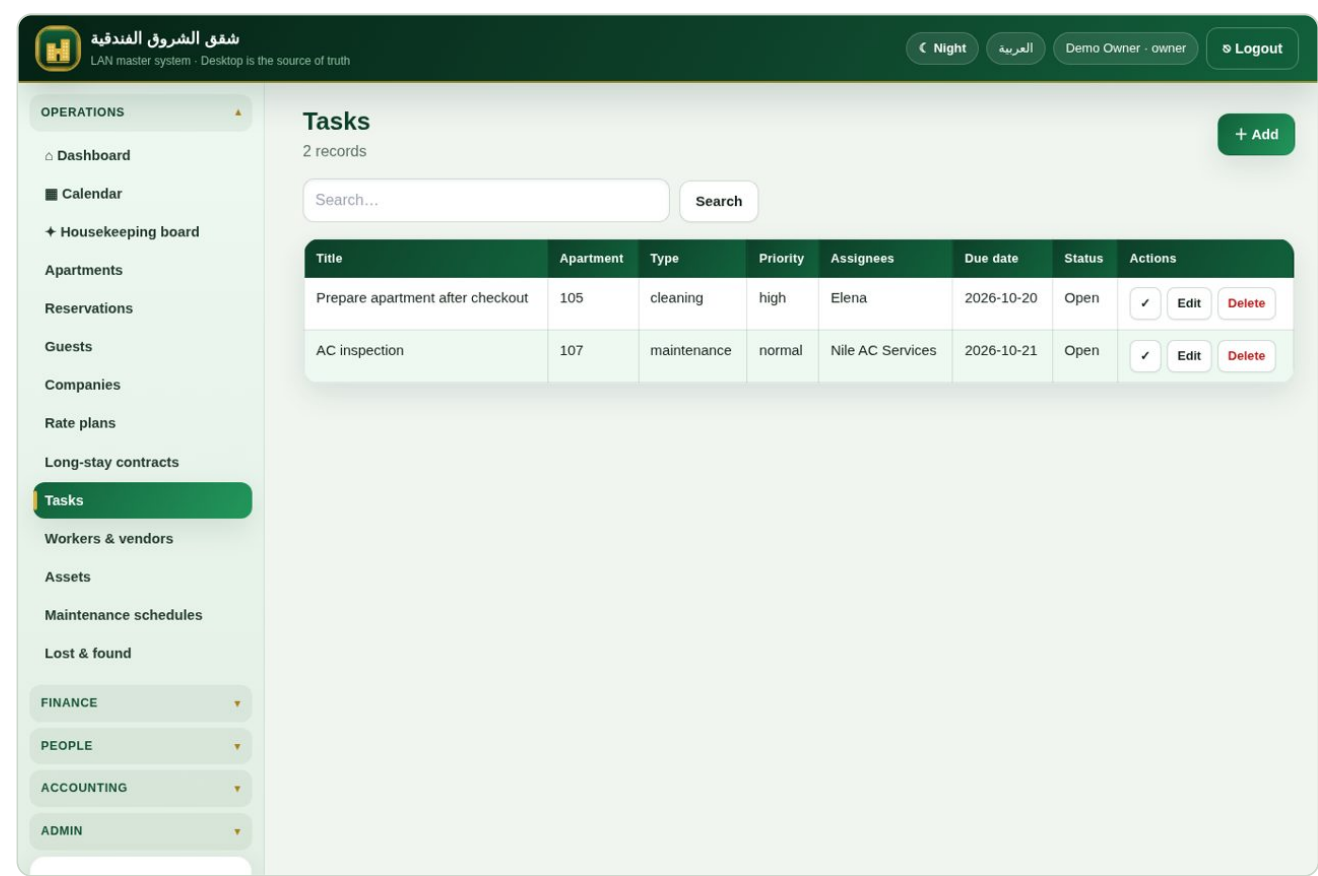


Figure 9.2 — Tasks: title, apartment, type, priority, assignees, due date and status. Open tasks also count on the dashboard.

Field	Notes
Title	Short and actionable: "Prepare apartment after checkout", "AC inspection"
Apartment	Where the work is (optional for general tasks)
Type / Priority	Cleaning, maintenance, inspection... and how urgent
Assignees	Worker(s) responsible — from Workers & vendors
Due date / Status	When it must be done; Open → Done (the board's task list has a one-tap Done)

9.3 Workers & vendors

The people you assign work to — employed cleaners and technicians as well as outside vendors (plumber, electrician). Keep phone numbers current; this list feeds task assignment and maintenance schedules.

9.4 Lost & found

The screenshot shows the 'Lost & found' register in the Apartment Hotel OS. The interface includes a sidebar with navigation options and a main area with a table of found items. The table has columns for Found date, Description, Location, Status, and Actions. A search bar and a '+ Add' button are also present.

Found date	Description	Location	Status	Actions
2026-10-19	Phone charger left on side table	Reception safe drawer	Stored	Edit Delete

Figure 9.3 — Lost & found register: found date, description, location and status.

1. Log every found item the day it is found: date, clear description, and **location** (apartment + where it is stored now).
2. When claimed, update the status and note who collected it and when.
3. Review the register monthly and dispose of long-unclaimed items per house policy.

10 Maintenance and assets

10.1 Assets register

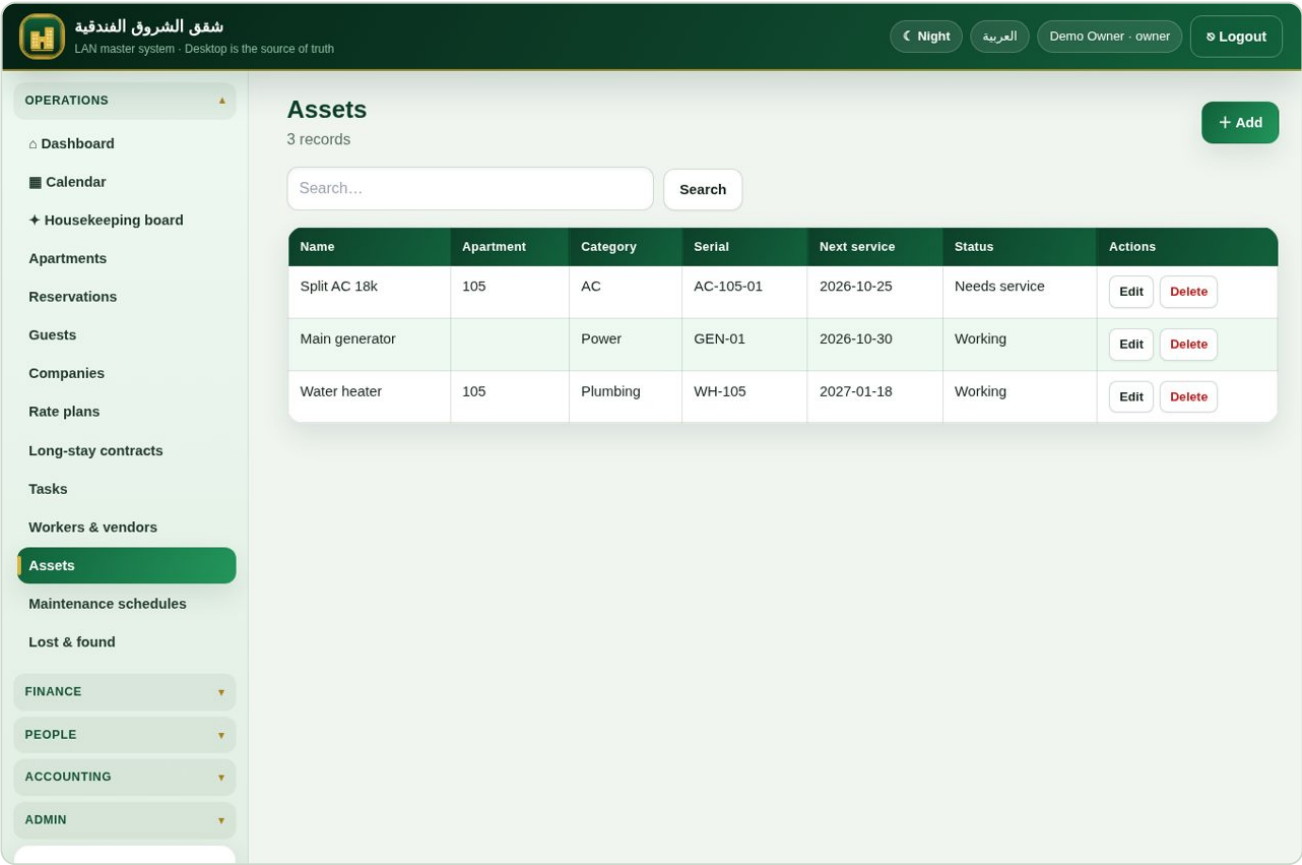


Figure 10.1 — Assets: the equipment inside and around your apartments, with next service dates.

Field	Notes
Name / Category	AC unit, water heater, TV, generator...
Apartment	Where it lives (blank for building-level equipment)
Serial	Manufacturer serial — gold at warranty time
Next service	Drives the "Maintenance due" dashboard counter
Status	In service / under repair / retired

10.2 Maintenance schedules

The screenshot shows the 'Maintenance schedules' page in the Apartment Hotel OS. The sidebar on the left lists various modules under 'OPERATIONS' and 'FINANCE'. The 'Maintenance schedules' module is selected. The main content area shows a table with one record. The table has columns: Title, Assets, Assignees, Due date, Status, and Actions. The record is 'Generator oil & filter check' for the 'Main generator' asset, assigned to 'Omar', due on '2026-10-30', with status 'Active'. The Actions column contains 'Edit' and 'Delete' buttons. A search bar and a '+ Add' button are also present.

Title	Assets	Assignees	Due date	Status	Actions
Generator oil & filter check	Main generator	Omar	2026-10-30	Active	Edit Delete

Figure 10.2 — Recurring maintenance: what, on which asset, who does it, when it is next due.

- Create a schedule per recurring job (AC filter cleaning quarterly, generator service, water-tank cleaning...).
- Assign a worker/vendor and a due date; when done, complete it and roll the next due date forward.
- Overdue schedules surface on the dashboard — treat that counter as a promise to your future self.
- For one-off repairs, use a **Task** plus the apartment's **Maintenance** status; return the unit via the board when fixed and cleaned.

11 Inventory and purchasing

11.1 Inventory items

SKU	Name	Category	Quantity	Unit	Reorder level	Average cost	Actions
AMN-020	Guest soap	Amenities	120.00	pcs	50.00	150.00 SDG	Edit Delete
CLN-010	Laundry detergent	Cleaning	4.00	kg	10.00	1,800.00 SDG	Edit Delete
LIN-001	Bath towels	Linen	48.00	pcs	20.00	2,500.00 SDG	Edit Delete
BEV-001	Drinking water 500ml	Minibar	36.00	bottle	24.00	300.00 SDG	Edit Delete

Figure 11.1 — Inventory: SKU, category, quantity on hand, unit, reorder level and average cost.

Field	Notes
SKU / Name / Category	Your code and grouping (cleaning, linen, kitchen, minibar...)
Quantity / Unit	On hand now, in its counting unit (pcs, kg, litre, box)
Reorder level	At/below this quantity the item counts as Low stock on the dashboard
Average cost	Moving average from purchases — used for stock valuation

11.2 Stock movements

Every change in quantity is a **stock movement**: purchases in, issues to apartments/housekeeping out, adjustments after counting. Record movements as they happen — the item quantity and the movement history then always agree, and shrinkage becomes visible early instead of at year-end.

11.3 Suppliers and purchase orders

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Suppliers
2 records

Search... Search

Name	Phone	Email	Address	Active	Actions
City Cleaning Supplies				✓	Edit Delete
Nile AC Services				✓	Edit Delete

OPERATIONS

- FINANCE
- Payments
- Folio charges
- Service items
- Expenses
- Suppliers**
- Expense categories
- Cash shifts
- Reports
- Inventory
- Stock movements
- Purchase orders
- Purchase order items

PEOPLE

ACCOUNTING

ADMIN

Operating rule
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+ Add

Figure 11.2 — Suppliers with contact details, used by expenses and purchase orders.

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OPERATIONS
FINANCE
Payments
Folio charges
Service items
Expenses
Suppliers
Expense categories
Cash shifts
Reports
Inventory
Stock movements
Purchase orders
Purchase order items
PEOPLE
ACCOUNTING
ADMIN
Operating rule
Editing happens only while connected to the hotel LAN database. Outside the LAN:

Purchase orders

1 records

Search... Search

#	Order date	Supplier	Total	Paid	Status	Actions
1	2026-10-19	City Cleaning Supplies	36,000.00 SDG	0.00 SDG	Ordered	Edit Delete

+ Add

Figure 11.3 — Purchase orders: supplier, date, total, paid so far and status; line items live under Purchase order items.

1. Create the **purchase order** for a supplier, then add its **items** (what, how many, at what price).
2. When goods arrive, receive them as stock movements and update quantities.
3. Record what you **Paid** against the order; the balance shows what you still owe the supplier.
4. Keep supplier records for anyone you pay regularly — expenses also reference suppliers (Chapter 12).

12 Finance: expenses, cash shifts and reports

12.1 Expenses

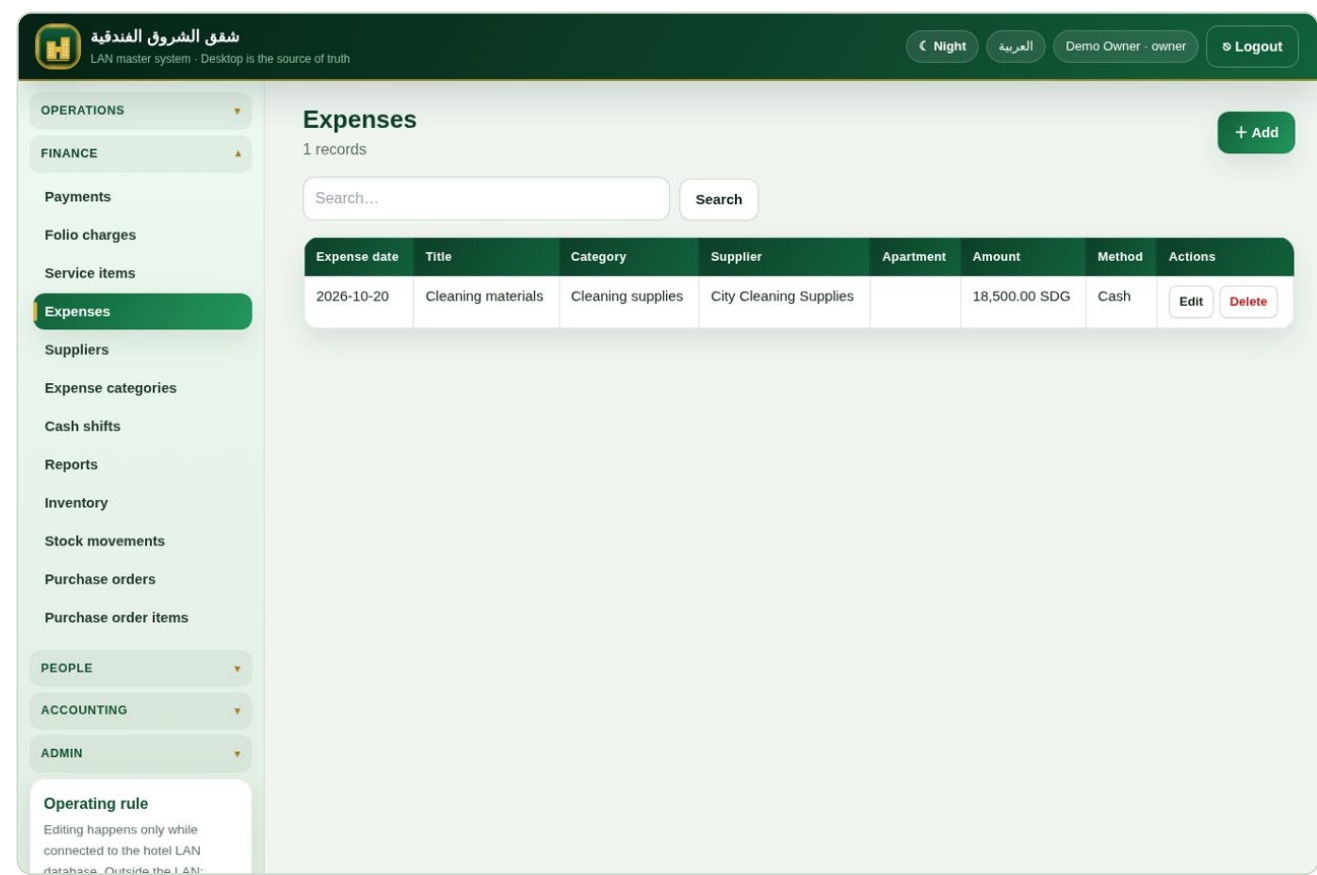


Figure 12.1 — Expenses register: date, title, category, supplier, related apartment, amount and method.

Field	Notes
Expense date / Title	When it happened and what it was ("Diesel for generator")
Category	From Expense categories — keep the list short and stable so reports stay meaningful
Supplier	Who was paid (optional but useful)
Apartment	Charge the cost to a unit when it belongs to one (repairs, deep clean) — per-apartment profitability depends on it
Amount / Method	Cash or bank — cash expenses leave the drawer and the open shift

12.2 Cash shifts (drawer control)

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OPERATIONS

FINANCE

Payments

Folio charges

Service items

Expenses

Suppliers

Expense categories

Cash shifts

Reports

Inventory

Stock movements

Purchase orders

Purchase order items

PEOPLE

ACCOUNTING

ADMIN

Operating rule
Editing happens only while connected to the hotel LAN database. Outside the LAN.

Cash shifts

Open shift

Opening cash

0

Open shift

#	Status	Opening cash	Expected cash	Counted cash	Difference	Paid at
---	--------	--------------	---------------	--------------	------------	---------

Figure 12.2 — Cash shifts: who held the drawer, opening float, payments in, counted cash and difference at close.

1. **Open shift** at the start of a receptionist's duty with the opening float counted.
2. During the shift, cash payments and cash expenses are attributed to the open shift automatically by time.
3. **Close shift** at handover: count the physical cash, enter **Counted cash**; the system shows the **Difference** against expected (float + cash in – cash out).
4. Investigate any difference while memories are fresh; the closed shift becomes a permanent record the accountant can re-open for review on screen.

Note: One open shift at a time is the healthy pattern: money is always attributable to a named person.

12.3 Reports

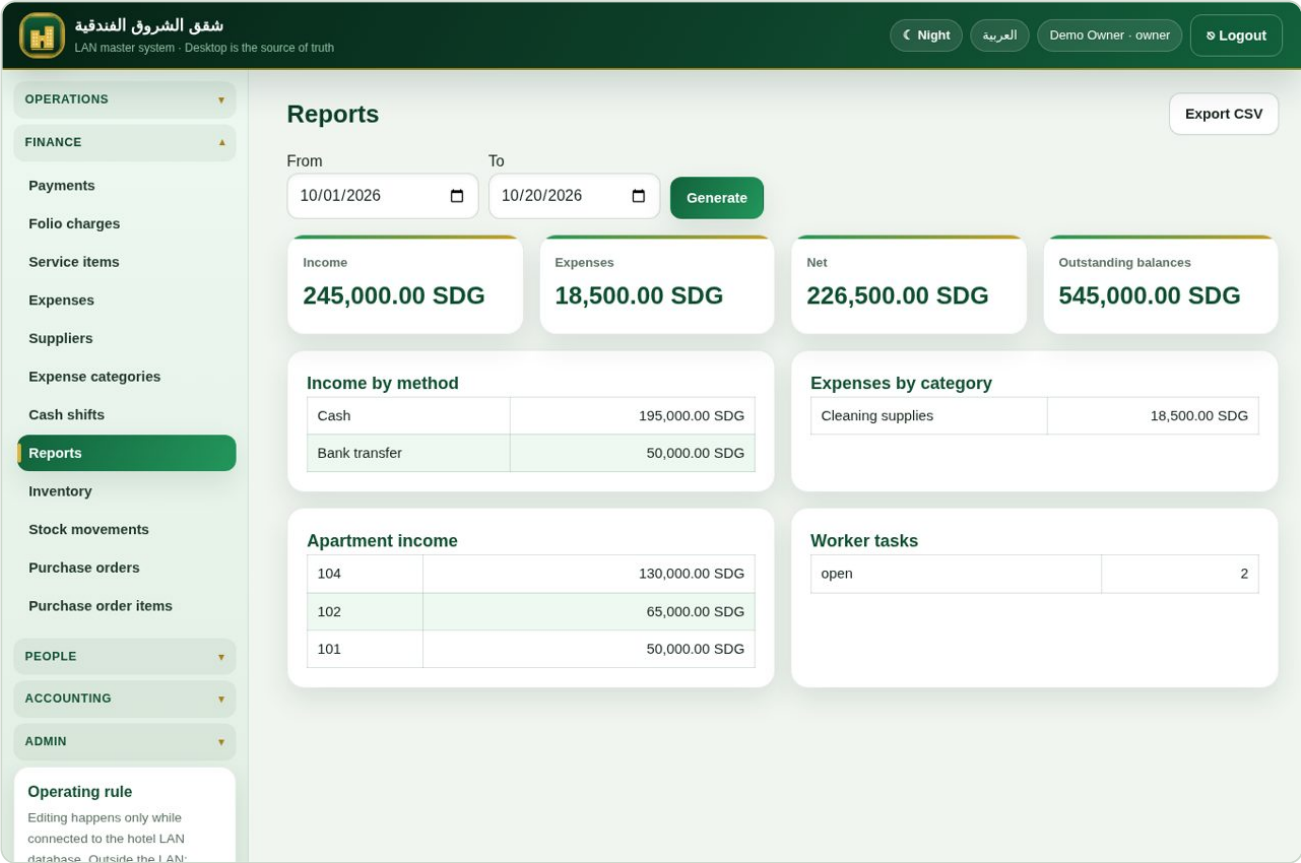


Figure 12.3 — Reports for a date range: totals, outstanding balances, income by method, expenses by category, income per apartment.

Block	Question it answers
Totals (income, expenses, net)	Did we make money in this period?
Outstanding balances	How much do in-house and departed-but-unsettled guests still owe?
Income by method	How much arrived as cash vs bank transfer vs card? (Reconcile with the bank statement.)
Expenses by category	Where does the money go? (Cleaning supplies, utilities, salaries...)
Apartment income	Which units earn their keep — and which sit empty or under-priced?
Worker tasks open	Operational backlog at period end

- Set **From/To** dates and press generate; typical reviews: yesterday (with night audit), this week, this month, month vs month.
- Use **Export** to download the figures as a CSV file for Excel (Arabic-safe) for your own analysis or your external accountant.
- Reports read from payments and expenses — if a number looks wrong, the fix is almost always a missing or mis-dated payment/expense, not the report.

13 Accounting

Day to day, the system runs on payments and expenses. The Accounting area adds the formal books for owners and accountants who want them: a chart of accounts, manual journals for adjustments, bank accounts, and a trial balance. You can run the hotel perfectly well on Chapters 8 and 12 alone and let your accountant live here.

The screenshot displays the Accounting home page. On the left is a sidebar with navigation options: OPERATIONS, FINANCE, PEOPLE, ACCOUNTING (selected), Night audit, Chart of accounts, Journal entries, Bank accounts, Bank transactions, and ADMIN. The main content area is titled 'Accounting' and features two tabs: 'Journal entries' and 'Bank transactions'. The 'Trial balance' table is shown, listing various accounts with their debit and credit balances in SDG. The 'Bank accounts' section shows the 'Operating account' with a balance of 1,000,000.00 SDG and a note about unreconciled counts.

Code	Name	Debit account	Credit account
1000	Cash · Asset	1,000,000.00 SDG	0.00 SDG
1100	Bank · Asset	0.00 SDG	0.00 SDG
1200	Guest receivables · Asset	0.00 SDG	0.00 SDG
2000	Supplier payables · Liability	0.00 SDG	0.00 SDG
2100	Tax payable · Liability	0.00 SDG	0.00 SDG
3000	Owner capital · Equity	0.00 SDG	1,000,000.00 SDG
4000	Room income · Income	0.00 SDG	0.00 SDG
4100	Service income · Income	0.00 SDG	0.00 SDG
5000	Salaries expense · Expense	0.00 SDG	0.00 SDG
5100	Utilities expense · Expense	0.00 SDG	0.00 SDG
5200	Maintenance expense · Expense	0.00 SDG	0.00 SDG
5300	Cleaning supplies expense · Expense	0.00 SDG	0.00 SDG

Bank accounts

Operating account	1,000,000.00 SDG
Bank of Khartoum · 0 unreconciled	

Manual journals are for adjustments; daily operating reports still come from payments and expenses.

Operating rule
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Figure 13.1 — Accounting home: trial balance (debit/credit per account) and bank accounts with unreconciled counts.

13.1 Chart of accounts

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Chart of accounts
13 records

Search... Search

Code	Name	Type	Active	Actions
1000	Cash	Asset	✓	Edit Delete
1100	Bank	Asset	✓	Edit Delete
1200	Guest receivables	Asset	✓	Edit Delete
2000	Supplier payables	Liability	✓	Edit Delete
2100	Tax payable	Liability	✓	Edit Delete
3000	Owner capital	Equity	✓	Edit Delete
4000	Room income	Income	✓	Edit Delete
4100	Service income	Income	✓	Edit Delete
5000	Salaries expense	Expense	✓	Edit Delete
5100	Utilities expense	Expense	✓	Edit Delete
5200	Maintenance expense	Expense	✓	Edit Delete
5300	Cleaning supplies expense	Expense	✓	Edit Delete

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Figure 13.2 — Chart of accounts. The system seeds a sensible hotel chart; extend it with your accountant.

Code band	Type	Examples from the seeded chart
1000–1999	Asset	1000 Cash · 1100 Bank · 1200 Guest receivables
2000–2999	Liability	2000 Supplier payables · 2100 Tax payable
3000–3999	Equity	3000 Owner capital
4000–4999	Income	4000 Room income · 4100 Service income
5000–5999	Expense	5000 Salaries · 5100 Utilities · 5200 Maintenance · 5300 Cleaning supplies · 5900 Other

13.2 Journal entries

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OPERATIONS
FINANCE
PEOPLE
ACCOUNTING
Night audit
Chart of accounts
Journal entries
Bank accounts
Bank transactions
Accounting
ADMIN

Journal entries
1 records

Search... Search

Entry date	Description	Debit account	Credit account	Amount	Actions
2026-09-20	Opening cash balance	Cash	Owner capital	1,000,000.00 SDG	Edit Delete

Operating rule
Editing happens only while connected to the hotel LAN database. Outside the LAN: view/reminders only.

Figure 13.3 — Manual journals: date, description, debit account, credit account, amount.

- Use journals for **adjustments**: opening balances, owner drawings, accruals, corrections agreed with your accountant.
- Every entry is balanced by construction — one debit account, one credit account, one amount.
- As the on-screen note says: *manual journals are for adjustments; daily operating reports still come from payments and expenses*. Do not duplicate daily takings as journals.

13.3 Bank accounts and transactions

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OPERATIONS
FINANCE
PEOPLE
ACCOUNTING
Night audit
Chart of accounts
Journal entries
Bank accounts
Bank transactions
Accounting
ADMIN

Bank accounts
1 records

Search... Search

Name	Bank	Account	Opening balance	Actions
Operating account	Bank of Khartoum	****7788	1,000,000.00 SDG	Edit Delete

Operating rule
Editing happens only while connected to the hotel LAN database. Outside the LAN: view/reminders only.

Figure 13.4 — Bank accounts with opening balances; transactions are reconciled against statements under Bank transactions.

1. Register each real bank account once with its opening balance.
2. Record bank transactions (deposits of cash takings, transfers in from guests, supplier payments out, charges).
3. Tick transactions off against the bank statement; the Accounting home shows how many remain **unreconciled** per account.
4. Reconcile monthly at minimum — unreconciled counts above zero at month-end mean the books and the bank disagree somewhere.

14 People: employees, attendance and payroll

14.1 Employees

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< Night

العربية

Demo Owner - owner

Logout

OPERATIONS

FINANCE

PEOPLE

Employees

Attendance

Payroll runs

Payroll items

ACCOUNTING

ADMIN

Employees

3 records

Search... Search

Full name	Job title	Department	Salary	Status	Actions
Elena	Housekeeper	Housekeeping	250,000.00 SDG	Active	Edit Delete
Omar	Maintenance technician	Maintenance	350,000.00 SDG	Active	Edit Delete
Reception Supervisor	Supervisor	Front office	400,000.00 SDG	Active	Edit Delete

Operating rule
Editing happens only while connected to the hotel LAN database. Outside the LAN: view/reminders only.

Figure 14.1 — Employees: name, job title, department, salary and status.

Field	Notes
Full name / Job title / Department	Reception, Housekeeping, Maintenance, Management, Accounts...
Salary	Monthly salary — the base payroll works from (visible to owner/manager/ accountant roles only)
Status	Active / on leave / ended — only active staff are picked up by payroll generation

14.2 Attendance

The screenshot shows the 'Attendance' module interface. At the top, there's a dark green header with the system logo, name in Arabic ('شقق الشروق الفندقية'), and a tagline 'LAN master system - Desktop is the source of truth'. On the right of the header are buttons for 'Night', 'العربية', 'Demo Owner - owner', and 'Logout'. A left sidebar contains a menu with categories: OPERATIONS, FINANCE, PEOPLE, ACCOUNTING, and ADMIN. Under 'PEOPLE', there are sub-items: Employees, Attendance (highlighted), Payroll runs, and Payroll items. The main content area is titled 'Attendance' and shows '0 records'. It includes a search bar with a 'Search' button. Below the search bar is a table with columns: Work date, Employees, Check-in, Check-out, Status, Overtime, and Actions. The table is currently empty. At the bottom left of the sidebar, there is an 'Operating rule' box with text about editing permissions.

Figure 14.2 — Attendance: work date, employee, check-in/out times, status and overtime.

- Record attendance daily (or import the habit of same-day entry — back-filling a month from memory invents data).
- Status captures present/absent/leave; **Overtime** hours feed payroll.
- Supervisors should review their department's week before payroll is generated.

14.3 Payroll runs

Payroll runs
1 records

Search... Search

Period	Gross	Deductions	Net	Status	Actions
2026-10	0.00 SDG	0.00 SDG	0.00 SDG	Draft	Generate payroll Edit Delete

Operating rule
Editing happens only while connected to the hotel LAN database. Outside the LAN: view/reminders only.

Figure 14.3 — Payroll runs by period with gross, deductions and net; line items per employee under Payroll items.

1. At month-end create a **Payroll run** for the period (e.g. 2026-10). It starts as **Draft**.
2. Press **Generate payroll**: the system builds a **payroll item** per active employee from salary and the month's attendance/overtime.
3. Review items under **Payroll items**; adjust individual deductions/allowances where your policy requires, checking Gross / Deductions / Net.
4. Pay staff, then mark the run as paid/closed so it stops changing; record the total as a bank/cash expense for the operating reports.

Note: Payroll visibility follows roles strictly: reception and housekeeping roles never see salaries.

15 Night audit: closing the business day

The night audit is the daily closing ritual that turns "today" into history: it checks that arrivals, departures and money agree, processes no-shows, and records the close. Run it every night (or early morning) — it takes two minutes when the day was kept clean.

The screenshot shows the 'Night audit' interface for the date 10/20/2026. The interface is divided into several sections:

- Header:** Includes the hotel logo, name 'شقق الشروق الفندقية', and navigation links like 'Night', 'العربية', 'Demo Owner - owner', and 'Logout'.
- Left Sidebar:** Contains navigation menus for 'OPERATIONS', 'FINANCE', 'PEOPLE', 'ACCOUNTING', and 'ADMIN'. The 'Night audit' option is highlighted under 'ACCOUNTING'.
- Main Content Area:**
 - Night audit header:** Shows the date '10/20/2026' and a 'Generate' button.
 - Summary Cards:**
 - In-house:** 1
 - Expected arrivals:** 1
 - Room revenue:** 65,000.00 SDG
 - Cash today:** 65,000.00 SDG
 - Bank/card today:** 50,000.00 SDG
 - Departure balances:** 65,000.00 SDG
 - Close checklist:**
 - ! Review expected arrivals / no-shows (1)
 - ! Departures have no open balance
 - ✓ Reconcile cash/bank to payments
 - ✓ Review apartment statuses and open tasks
 - ☐ Mark past expected arrivals as no-show
 - Notes:** A text area for additional information.
 - Complete audit:** A green button to finalize the audit.
 - Close history:** A section for recording past audit results.

Figure 15.1 — Night audit for a chosen date: cash vs bank/card totals, departure balances, and the close checklist.

15.1 Running the audit

1. Open **Night audit**, keep the suggested date (or pick the day to close) and press **Generate**.
2. Read the headline figures: cash today, bank/card today, and **departure balances** (guests who left owing money — should normally be zero).
3. Work the **Close checklist**:
 - Review expected arrivals / no-shows
 - Departures have no open balance
 - Reconcile cash/bank to payments
 - Review apartment statuses and open tasks
 Items already satisfied show a tick; warnings show what to fix first (and where).
4. Tick **Mark past expected arrivals as no-show** if today's missing arrivals should be closed as no-shows now.
5. Add **Notes** for anything the morning shift or owner should know ("guest in 104 promised transfer tomorrow").

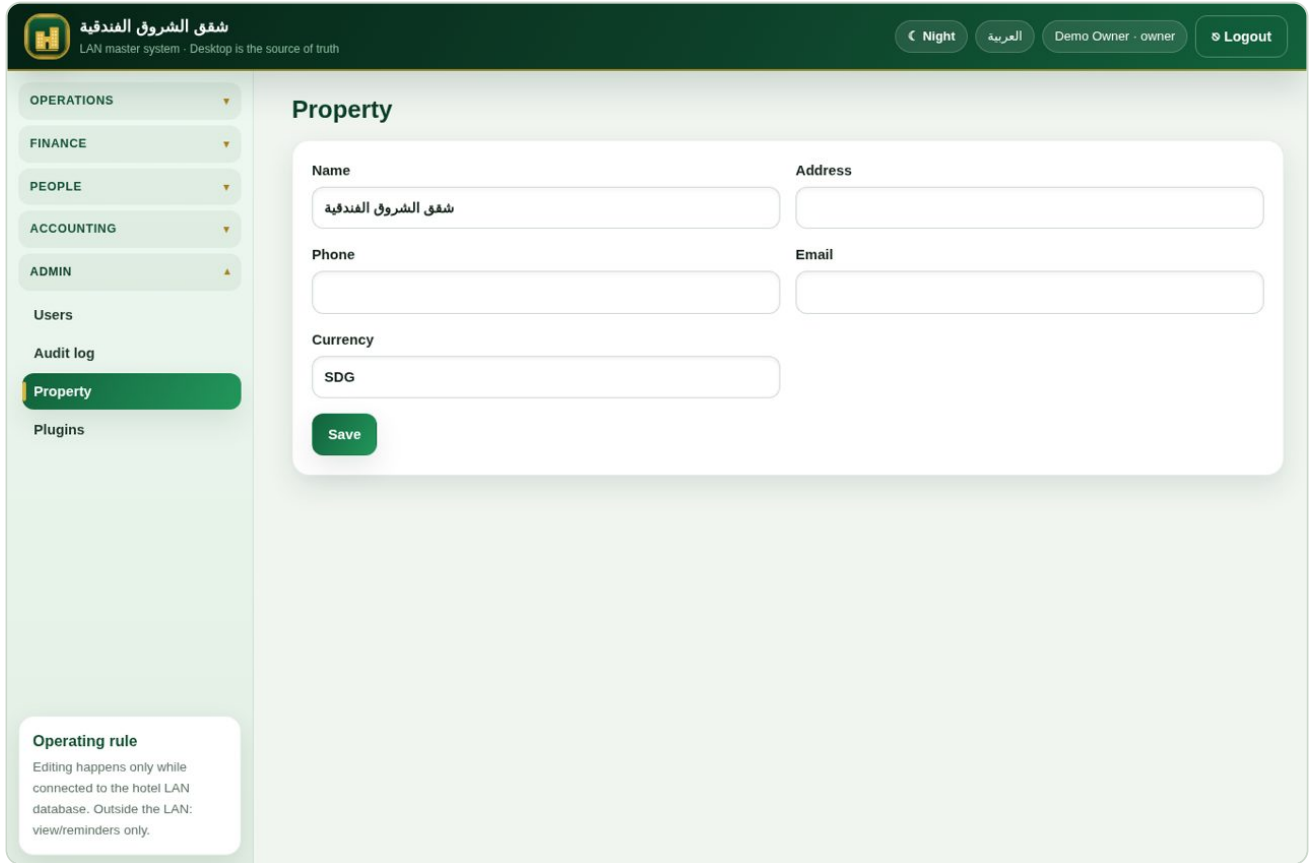
6. Press **Complete audit**. The close is recorded in **Close history** and written to the audit log with your name.

15.2 Good closing habits

- Close the **cash shift** (counted cash) before or as part of the same handover — the audit's cash figure and the drawer must agree.
- Never force the audit past a checklist warning you do not understand; the warning is the system doing its job.
- If a departure balance is genuine (company billing), note it in the audit notes so tomorrow does not re-investigate it.
- Missed a night? Close the missed date first, then today — history stays in order.

16 Administration, security and backups

16.1 Property settings — make it yours



The screenshot displays the 'Property' settings page. The sidebar on the left lists various system modules, with 'Property' highlighted. The main form contains the following fields:

- Name:** شقق الشروق الفندقية
- Address:** (empty)
- Phone:** (empty)
- Email:** (empty)
- Currency:** SDG

A green 'Save' button is located below the form. An 'Operating rule' box at the bottom left provides context: 'Editing happens only while connected to the hotel LAN database. Outside the LAN: view/reminders only.'

Figure 16.1 — Property settings: hotel name, address, phone, email and currency. The name appears in the top bar, on folios and receipts.

- Set your real **hotel name** — it replaces the demo name everywhere, including printed documents.
- **Currency** (e.g. SDG, EGP, SAR, USD) labels every amount. Set it once, before real data, and do not change it casually afterwards.
- Replace the logo by putting your own image at `public/assets/logo.png` on the server (square PNG works best).

16.2 Users and roles

Shaqi Al-Sharq
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Night العربية Demo Owner · owner Logout

Users
4 records

Search... Search

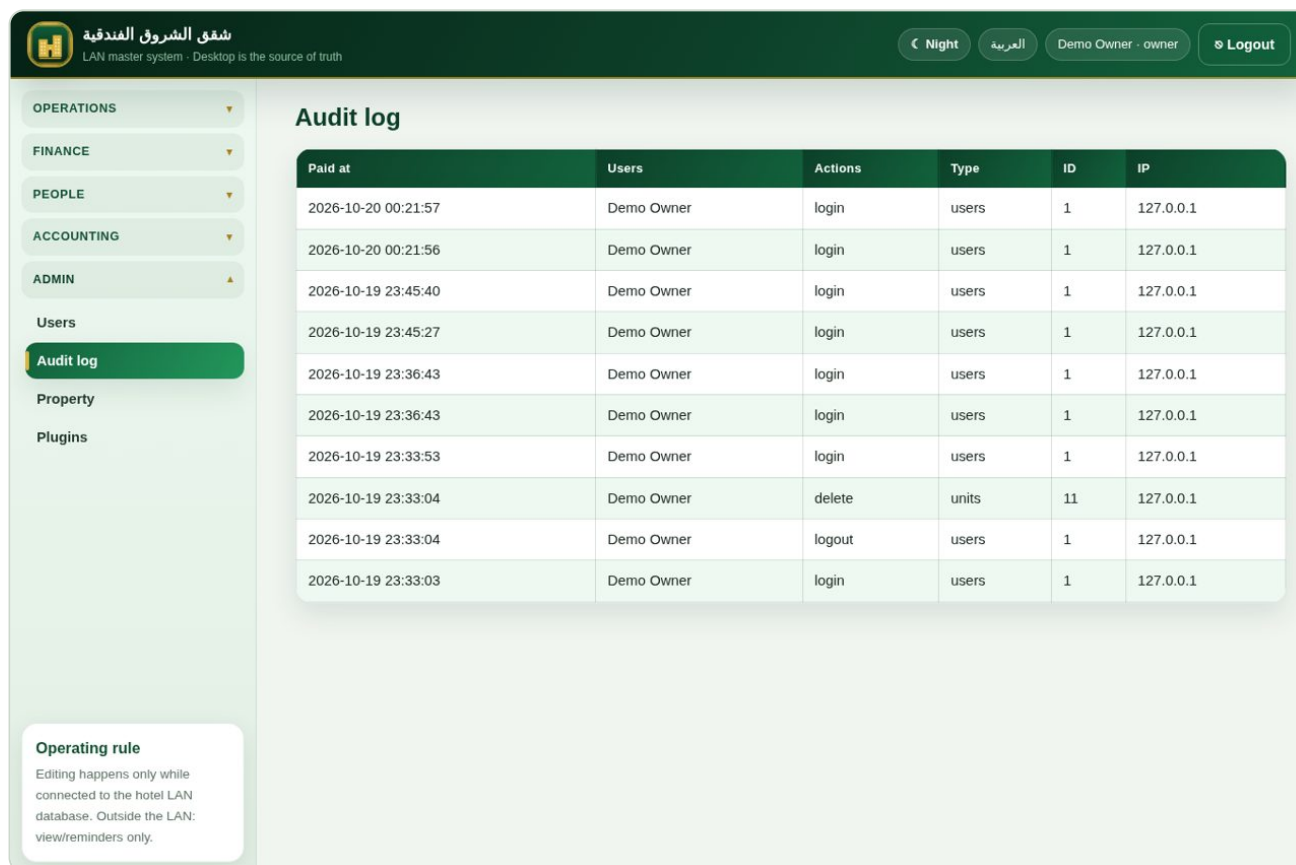
Name	Username	Role	Phone	Active	Last login	Actions
Accountant	accountant	accountant		✓		Edit Delete
Demo Owner	owner	owner		✓	2026-10-20 00:21:57	Edit Delete
Housekeeping	house	housekeeping		✓		Edit Delete
Reception	reception	reception		✓		Edit Delete

Operating rule
Editing happens only while connected to the hotel LAN database. Outside the LAN: view/reminders only.

Figure 16.2 — Users: name, username, role, phone, active flag and last login. Only the owner role manages users.

1. **Add** a user per human being — name, a username they will type daily, a strong password, phone, and their **role** (Chapter 17).
2. Staff change? Edit the role when duties change; set **Active** off when someone leaves — their history stays attributable, their access stops immediately. Deleting users is deliberately not the pattern.
3. Forgotten password: an owner edits the user and sets a new password. There is no email reset — by design, the system works offline.
4. **Last login** shows who is actually using the system; review it monthly and deactivate stale accounts.

16.3 Audit log — who did what, when



شقق الشروق الفندقية
LAN master system - Desktop is the source of truth

◀ Night العربية Demo Owner - owner Logout

OPERATIONS ▼
FINANCE ▼
PEOPLE ▼
ACCOUNTING ▼
ADMIN ▲
Users
Audit log
Property
Plugins

Audit log

Paid at	Users	Actions	Type	ID	IP
2026-10-20 00:21:57	Demo Owner	login	users	1	127.0.0.1
2026-10-20 00:21:56	Demo Owner	login	users	1	127.0.0.1
2026-10-19 23:45:40	Demo Owner	login	users	1	127.0.0.1
2026-10-19 23:45:27	Demo Owner	login	users	1	127.0.0.1
2026-10-19 23:36:43	Demo Owner	login	users	1	127.0.0.1
2026-10-19 23:36:43	Demo Owner	login	users	1	127.0.0.1
2026-10-19 23:33:53	Demo Owner	login	users	1	127.0.0.1
2026-10-19 23:33:04	Demo Owner	delete	units	11	127.0.0.1
2026-10-19 23:33:04	Demo Owner	logout	users	1	127.0.0.1
2026-10-19 23:33:03	Demo Owner	login	users	1	127.0.0.1

Operating rule
Editing happens only while connected to the hotel LAN database. Outside the LAN: view/reminders only.

Figure 16.3 — Audit log: sign-ins and significant actions with user, time and IP address.

Security-relevant events — sign-ins, night-audit closes, and record changes through the modules — are written to the audit log. When money or a reservation "changed by itself", start here: filter by date/user and you will find the action, the actor and the time. The log is read-only.

16.4 Plugins

Plugin	Modules (tables)	Permissions
dashboard Plugins\Dashboard\DashboardPlugin	—	dashboard.view
frontdesk Plugins\FrontDesk\FrontDeskPlugin	units, reservations	units.view, units.manage, reservations.view, reservations.manage, units.status
guests Plugins\Guests\GuestsPlugin	guests, companies, rate_plans, long_stay_contracts	guests.view, guests.manage
finance Plugins\Finance\FinancePlugin	payments, expenses, suppliers, expense_categories, service_items, folio_charges	payments.view, payments.manage, finance.view, finance.manage, reports.view, payments.create
housekeeping Plugins\Housekeeping\HousekeepingPlugin	tasks, workers, lost_found_items	tasks.view, tasks.manage, workers.view, workers.manage, housekeeping.view, tasks.update
maintenance Plugins\Maintenance\MaintenancePlugin	assets, maintenance_schedules	assets.view, assets.manage
inventory Plugins\Inventory\InventoryPlugin	inventory_items, stock_movements, purchase_orders, purchase_order_items	inventory.view, inventory.manage
people Plugins\People\PeoplePlugin	employees, attendance_records, payroll_runs, payroll_items	people.view, people.manage
accounting Plugins\Accounting\AccountingPlugin	chart_of_accounts, journal_entries, bank_accounts, bank_transactions	accounting.view, accounting.manage
nightaudit Plugins\NightAudit\NightAuditPlugin	—	nightaudit.view, nightaudit.manage

Operating rule
Editing happens only while connected to the hotel LAN database. Outside the LAN: view/reminders only.

Figure 16.4 — Installed functional modules. The system is modular: an area can be disabled without touching others (advanced, via server config).

The Plugins screen lists the functional areas loaded on this installation. Advanced setups can disable an area entirely (for example Payroll) with the `DISABLED_PLUGINS` setting in server configuration — the rest of the system, bookings included, keeps working untouched.

16.5 Password hygiene

- One person, one account — shared accounts destroy accountability (and make the audit log useless).
- Owner/manager passwords should be long passphrases, changed when staff with knowledge of them leave.
- The seeded demo passwords (`Owner@2026` etc.) must never survive into production or a public demo.
- Keep one owner account's password sealed offline (envelope in the safe) for emergencies.

16.6 Backups — the five-minute insurance

Your entire business history is one database plus one small settings file. Back both up:

What	How	How often
Database	XAMPP: phpMyAdmin → Export (SQL), or mysqldump . cPanel: Backup → Download a MySQL Database Backup	Daily (after night audit); keep at least the last 14 days
Settings file	Copy app/config.local.php	Whenever it changes
Whole app folder	Zip the apartment-hotel-os folder	Monthly, and before applying any update

- Keep a copy **off the server PC** (USB drive in the safe + optionally cloud storage). A backup on the same disk is not a backup against disk failure or theft.
- **Restore:** install XAMPP fresh, import the SQL into an empty database of the same name, put back config.local.php, open the app. Test a restore once before you ever need it for real.

16.7 Applying updates (patch zips)

1. Back up database + app folder (Section 16.6).
2. Copy the patch's apartment-hotel-os folder over your installation, merging and replacing files. In cPanel, uploading the zip and extracting it in place is safest — hidden .htaccess files are then included automatically.
3. Your config.local.php, database and data are never inside patches and are not touched.
4. Open the system and hard-refresh (Ctrl+F5) once so browsers pick up new styling.

17 Roles and permissions reference

Permissions are assigned per **role**; a user has exactly one role. The matrix below summarises the shipped configuration (each module declares its own rules, so the system stays consistent as it grows). **Manage** = add/edit/delete and actions; **View** = open and read; **Status** = change operational status only.

Area	Owner	Manager	Reception	Accountant	Housekeeping
Dashboard	Full	View	View	View	View
Apartments (master data)	Full	Manage	View + Status	View	View + Status
Reservations & calendar & folio	Full	Manage	Manage	View	View
Guests & companies	Full	Manage	Manage	View	—
Payments & receipts	Full	Manage	View + Record	Manage	—
Expenses & cash shifts	Full	Manage	— *	Manage	—
Reports	Full	View	—	View	—
Accounting (books, banks)	Full	View	—	Manage	—
Employees, attendance, payroll	Full	Manage	—	View	—
Housekeeping board & tasks	Full	Manage	Manage	View	View + Update
Assets & maintenance	Full	Manage	View	—	View
Inventory & purchasing	Full	Manage	—	Manage	—
Night audit	Full	Manage	—	Manage	—
Property settings	Full	Manage	—	—	—
Audit log	Full	View	—	—	—
User management	Full	—	—	—	—

Note: * Reception records guest payments on folios and works within the open cash shift; the expenses register itself is a finance function.

Choosing who gets what

- Give the **smallest role that lets someone do their job**. A second owner account for a trusted deputy is reasonable; five is not.
- Cleaners only need **Housekeeping** — they can run the whole cleaning pipeline from a phone without ever seeing money.

- A night receptionist who also closes the day needs **Manager** or **Accountant** rights for the night audit — decide consciously.
- Review the Users list monthly: deactivate leavers the day they leave.

18 Troubleshooting, FAQ and daily checklists

18.1 Troubleshooting

Symptom	Likely cause & fix
Page opens but has no styling; clean links give 404	The two hidden <code>.htaccess</code> files are missing (upload skipped hidden files) or the server ignores them. The app recreates missing files itself — open the <code>/public/</code> address once, then reload. On your own Apache, set <code>AllowOverride All</code> for the app folder and restart Apache. Last resort: <code>'clean_urls' => false</code> in <code>app/config/local.php</code> and use the <code>/public/</code> address.
"Unable to connect" / site not reachable	Apache or MySQL not started (XAMPP Control Panel → Start both), the server PC is off/asleep, wrong IP, or Windows firewall blocked Apache on the LAN.
Installer: "Access denied for user root"	Your XAMPP MariaDB root has a password — type it into Admin password . On cPanel you should be in Shared mode instead (no admin exists there).
Installer: "Connection refused"	MySQL/MariaDB is not running, or host/port wrong (shared hosting: host <code>localhost</code> , port 3306).
Installer says "Already installed"	A lock file exists from a previous install. To reinstall deliberately, delete <code>app/installed.lock</code> (and restore <code>public/install.php</code> from the zip if deleted). Choose a NEW database name for a fresh start, or the same one to resume.
Shared-mode installer refuses the database	The database is not empty and is not this system's — by design. Create a new dedicated empty database in cPanel; never point the installer at your website's database.
Cannot sign in ("Invalid username or password")	Check caps/typing, then ask an owner to reset your password in Users and confirm your account is Active. If the owner password itself is lost, see Section 18.2.
Numbers on a report look wrong	Almost always a missing/mis-dated payment or expense. Filter Payments/Expenses by the same dates and compare line by line; check the audit log for edits.
Guest paid but folio still shows balance	The payment was recorded as a deposit kind, or on the wrong folio, or after you printed. Open Finance → Payments, find it, and correct the folio/kind.
Apartment missing from the calendar/board	It was deleted (archived) or your role lacks units permission. Owner: check Apartments list.
Everything suddenly in the wrong language/direction	The language button in the top bar — one tap switches back. It is per-device and harmless.

18.2 Recovering a lost owner password (server access required)

1. On the server, generate a new password hash:

```
php -r "echo password_hash('NewStrong@2026', PASSWORD_DEFAULT);"
```
2. In phpMyAdmin, run on the system database: `UPDATE users SET password_hash = 'PASTE_HASH', active = 1 WHERE username = 'owner';`
3. Sign in with the new password, then change it again from Users and store it in the safe.

18.3 Daily checklists

Reception — morning

- ☐ Sign in; dashboard: arrivals/departures today, occupancy, cleaning needed
- ☐ Open your cash shift with counted float
- ☐ Housekeeping board: are enough units Ready/Available for today's arrivals?
- ☐ Read last night's audit notes (promised payments, late arrivals)

Reception — evening / handover

- ☐ All arrivals checked in or noted; departures settled or company-billed
- ☐ Deposits for tomorrow's arrivals confirmed where policy requires
- ☐ Counted cash entered; shift closed with zero unexplained difference
- ☐ Night audit completed (or ready for the night role) with clear notes

Accountant — weekly

- ☐ Reports for the week vs. bank deposits and statements (income by method)
- ☐ Outstanding balances reviewed; company credit limits respected
- ☐ Expenses have categories, suppliers and apartment charges where relevant
- ☐ Backups taken and one copy stored off the server PC

19 Appendix A — Menu map (every screen)

Menu group	Screen	What it is for
Operations	Dashboard	Today's briefing: occupancy, money, attention counters
Operations	Calendar	Occupancy by apartment × date
Operations	Housekeeping board	Cleaning pipeline by status + open tasks
Operations	Apartments	Unit master data, rates, live status
Operations	Reservations	Bookings register; check-in/out, folio entry point
Operations	Guests / Companies	People and payers
Operations	Rate plans	Reusable prices
Operations	Long-stay contracts	Monthly residents and recurring billing
Operations	Tasks	Work orders for any department
Operations	Workers & vendors	Assignable people/companies
Operations	Assets / Maintenance schedules	Equipment and recurring servicing
Operations	Lost & found	Found-items register
Finance	Payments	All money received; receipts
Finance	Folio charges	All extras charged to guests
Finance	Service items	Extras price list
Finance	Expenses / Expense categories	Money out, classified
Finance	Cash shifts	Drawer open/close and differences
Finance	Reports	Period totals, methods, categories, per-apartment income, CSV export
Finance	Inventory / Stock movements	Stock on hand and its history
Finance	Suppliers / Purchase orders (+ items)	Buying and supplier balances
People	Employees / Attendance	Staff records and daily presence/overtime
People	Payroll runs / Payroll items	Monthly payroll generation and lines
Accounting	Night audit	Business-day close (also Chapter 15)
Accounting	Accounting	Trial balance + bank reconciliation status

Menu group	Screen	What it is for
Accounting	Chart of accounts / Journal entries	The books and adjustment journals
Accounting	Bank accounts / Bank transactions	Bank registers and reconciliation
Admin	Users	Accounts and roles
Admin	Audit log	Who did what, when
Admin	Property	Hotel name and currency
Admin	Plugins	Installed functional areas

20 Appendix B — Glossary

Term	Meaning in this system
Apartment / unit	Any rentable space (apartment, suite, studio, room)
Folio	The running bill of one reservation: room + charges – payments = balance
Charge	An extra added to a folio (breakfast, laundry, damage...)
Deposit	Refundable security money held — tracked separately from revenue
Rate plan	A named reusable price (nightly/weekly/monthly) with optional deposit
Occupancy	Occupied apartments ÷ total apartments
No-show	A confirmed guest who never arrived
Cash shift	One person's accountable period holding the cash drawer
Night audit	The daily closing process that seals a business day
Source of truth	The single master database on the hotel server — all devices share it
Soft delete	Archiving a record so it leaves lists but history stays consistent
Clean URL	Readable addresses like <code>/dashboard</code> instead of <code>index.php?page=...</code>
<code>.htaccess</code>	Small web-server rule files that make clean URLs work (self-healing if lost)
LAN	Your in-hotel local network (Wi-Fi/cables) — no internet needed
Role	A permission bundle assigned to a user (Owner, Reception, Accountant...)

— End of manual —