



Guest Pilot

User Guide

Guest house, point of sale and restaurant management
Standard and Pro · Windows and Android · Portuguese and English

Customer support and licensing
+258 84 371 9711 · geral@samtics.com · guestpilot.samtics.com

Contents

1. Welcome to Guest Pilot
2. Getting started
3. Dashboard
4. Rooms
5. Guests
6. Reservations: plans, rules and check-out
7. Receipts
8. Cash shifts
9. Sales (Point of Sale)
10. Restaurant (Pro)
11. Kitchen
12. Stock and menu
13. Import and export data
14. Company and settings
15. Terminal and LAN sync
16. Users and permissions
17. Activity log
18. Activate Guest Pilot (license)
19. Tips and troubleshooting

1. Welcome to Guest Pilot

Guest Pilot is a complete system to run your guest house: reservations and rooms, guests, counter sales, restaurant, stock, cash shifts and receipts. It runs on Windows and Android and can be used in Portuguese or English, even with no internet connection.

Standard and Pro editions

- Standard (15 000 MZN lifetime, or 300 MZN/month): lodging (rooms, guests, reservations), counter sales, stock, shifts and receipts — no Restaurant.
- Pro (30 000 MZN lifetime, or 500 MZN/month): everything in Standard, plus the Restaurant module (floor and tables, open checks and kitchen display).
- Same application; the activation key sets the edition and the plan type.
- Every installation starts with a free 7-day Pro trial. When the trial ends without a paid key, the app locks until you activate a Standard or Pro key (there is no free Standard fallback).

Plans and pricing

- Monthly: Standard 300 MZN/month · Pro 500 MZN/month, per machine. Updates and support are included while the subscription is active.
- Yearly: Standard 3 000 MZN/year · Pro 5 000 MZN/year, per machine — the same as two months free compared with monthly.
- Lifetime: Standard 15 000 MZN · Pro 30 000 MZN, one-time per machine, with the 1st year of updates and support included. After that, the annual support renewal is optional (around 20%).
- Lifetime keys: GP-STD-... or GP-PRO-.... Subscription keys: GP-STDS-... or GP-PROS-..., carrying an expiry date.

Prices in MZN, per machine, subject to change with notice at renewal; running subscriptions are not changed. To purchase a license or get support, contact +258 84 371 9711 or geral@samtics.com.

2. Getting started

Signing in

- 1 Open Guest Pilot. The sign-in screen appears with the logo.
- 2 Choose your language (Portuguese or English) using the buttons at the top of the card.
- 3 Select your user account from the list.
- 4 Enter your password and tap Login.

During the trial, the sign-in screen shows demo credentials you can use to try the system.

Activate the license

To activate Standard or Pro, go to Settings → License, copy the machine code, request the key from Samtics (subscription or lifetime) and activate it. Full steps are in the «Activate Guest Pilot» section.

Getting around

- Menu (the three-line button in the top corner): opens the list of sections available to your role.

- Language: switch between Portuguese and English at any time.
- Theme: switch between light, dark and automatic (system).
- Refresh: reloads the data on the current screen.
- Logout: ends your session safely.
- Keyboard: on touch screens you can open the on-screen keyboard to type without a physical keyboard.

On phones, the main sections appear in a bottom bar and the rest under More. On desktop, use the side menu.

3. Dashboard

The Dashboard gives you a snapshot of the day: room occupancy, today's sales and orders, room charges and the status of the current shift.

- Occupancy: total rooms, available, occupied and the occupancy rate.
- Sales Today and Orders Today: totals for the current day.
- Current Shift: shows whether you have an open shift and its number.

4. Rooms

Manage the rooms in your property: number, type, prices and availability. Each room has two prices used by reservations:

- Price per night — used on the Night plan.
- Hourly price — used on the Hourly plan (price of one hourly block).

Add or edit a room

- 1 Open Rooms and tap Add Room (or select one and tap Edit).
- 2 Fill in the room number, type, price per night and hourly price.
- 3 Tick whether the room is available for booking and save.

You cannot delete a room that has an active reservation or booking history. In that case, mark it unavailable to deactivate it instead.

5. Guests

Keep your guest list. Only the name is required; phone, email, document, nationality, date of birth, city, country and notes are optional.

- 1 Tap Add Guest and fill in at least the name.
- 2 Complete contact, identity or location fields if you need them.
- 3 To find a guest, use search (name, phone, email or document) and tap search or press Enter.
- 4 To change details, select the guest and tap Edit.

A guest with active reservations cannot be deleted — check them out or cancel the reservation first. The POS Walk-in customer should not be deleted.

6. Reservations: plans, rules and check-out

Reservations cover immediate arrivals (walk-in) and advance bookings (phone, email, WhatsApp, other). On each booking you choose a rate plan: Hourly or Night. The plan is stored and used again at check-out.

You need an open shift to create an active reservation (check-in now). Open a shift under Shifts before you start. Advance bookings can be created without a shift; the shift is required at check-in.

Stay plans: Hourly and Night

Guest Pilot does not guess the price from elapsed time alone. Front desk chooses the product (plan) on the reservation.

- Hourly (default): charges whole hours. Block length (1 to 6 hours) is set in Settings → Booking rules. Even a few minutes bill as 1 block. Longer stays round up (e.g. 2 h block and 2 h 10 min = 4 hours). Price = blocks × the room's hourly price (shown as hours).
- Night: charges calendar nights × the room's night price. The stay includes occupancy until the standard check-out time (e.g. 12:00) on the morning after the last night. It does not use a simple "24 hours from check-in" clock to decide the night count.

Late check-out (Night plan only)

In Settings you configure the standard time, grace minutes, late fee, and how many hours after the standard time become an extra night:

- Until standard time + grace: no extra charge.
- After that, until standard time + N hours (default 6): applies the late check-out fee.
- After that threshold: charges 1 extra night (the room's night price) instead of the fee — not fee plus night together.

The Hourly plan does not use the standard check-out clock or late fee/extra night. It only counts hours until the actual departure time.

Create a reservation

- 1 Tap New Reservation.
- 2 Choose the status: Active (guest present) or Reserved (advance).
- 3 Choose the channel: Walk-in, Phone, Email, WhatsApp or Other.
- 4 Search and select the guest (type-ahead suggestions).
- 5 Set check-in and check-out date/times (use the date picker).
- 6 Choose the plan: Hourly or Night.
- 7 Search and select a free room for those dates (also type-ahead; the list shows night and hourly prices).
- 8 Confirm. The system calculates the estimated amount from the chosen plan.

Check in an advance booking

- 1 Select the Reserved booking in the list.
- 2 Tap Check-In and confirm arrival (an open shift is required).
- 3 The room becomes occupied. You can print a POS confirmation (optional).

Check-out

- 1 Select the active reservation and tap Check-Out.
- 2 Confirm the actual departure date/time. The dialog shows the plan, recalculated accommodation, late fee or extra night (if any), room charges and the total.
- 3 Confirm. The room is freed and the guest invoice can be generated.

The amount at booking is an estimate. At check-out, accommodation reflects the actual stay under the stored plan; room charges are added to the total.

Use the filters (status, room, guest, dates) to find reservations quickly.

Where to configure booking rules

In Settings → Booking rules (you need settings permission). Change the hourly block, standard check-out time, grace, late fee and hours until extra night, then tap Save in that section.

7. Receipts

Hosting receipts are under Sales, on the Receipts tab. They apply to reservations that are already completed (after check-out). You can generate a PDF (A4 or A5) or print to the POS printer.

- 1 Open Receipts and select a completed reservation.
- 2 Choose PDF format A4 or A5 and tap Generate PDF (saves via the system dialog and opens in the viewer).
- 3 Or tap Print POS to send the hosting receipt to the thermal printer.

Receipts can only be generated for completed reservations. At check-out you can also choose POS, A4 PDF, A5 PDF, or do not print.

Use the filters (client, number, dates) to find receipts and the Export button to save the list as Excel, CSV or PDF.

8. Cash shifts

Shifts control the cash drawer and group the sales and reservations of each work period.

Open and close a shift

- 1 In Shifts, tap Open Shift and enter the opening cash float.
- 2 Work normally — sales and reservations are linked to the shift.
- 3 At the end, tap Close Shift and count the cash in the drawer.
- 4 If there are open restaurant checks or active in-house guests, the system shows a handover checklist — confirm before closing. That work continues for the next shift.

- 5 The system shows the expected cash and the variance, and can print the report.

Use the date filters (Today, 7 days, 30 days, This month, All) to review past shifts, view details, print or export the sales.

If you log out with an open shift or items in the sales cart, the system warns you. Close your shift and clear the cart before leaving whenever possible.

9. Sales (Point of Sale)

The Sales screen is for fast counter sales: bar, shop or services. It requires an open shift.

Make a sale

- 1 Add items to the cart by tapping them, or scan the barcode / QR, or type the SKU and press Enter.
- 2 Adjust quantities and, if allowed, apply item or sale discounts.
- 3 Choose the type: Walk-in, Room Charge (for an occupied room) or Guest Charge.
- 4 Search for the customer by name, phone or email (auto-suggestions); walk-in is the default.
- 5 Tap Complete Sale and record the payment.

Payments

- Quick cash: record a cash payment and see the change.
- Split payment: add several methods until the total is covered.
- Room Charge: the amounts appear on the guest invoice at check-out.

Depending on the settings, the receipt is printed automatically and the drawer opens on cash sales.

Customer display

You can show the cart to the customer on a second monitor or on a COM display (price pole or two-line VFD). The total updates as you add items.

- 1 In Settings → Customer display, enable the display and choose the mode: Window, COM or both.
- 2 Tap Test display to open the test window or send a sample amount to the COM pole.
- 3 In Sales, tap Open display and drag the window to the customer monitor.
- 4 When you complete the sale, the display briefly shows a thank-you message and then clears.

10. Restaurant (Pro)

The Restaurant module — available in the Pro edition — manages the floor with areas and tables, open checks per table and firing orders to the kitchen.

Set up the floor

- 1 Tap Floor setup, create areas (e.g. Terrace, Indoor) and add tables with their number of seats.
- 2 Tap Done when you are finished.

Open and serve a table

- 1 Tap a free table. You can Open check (enter covers) or Mark as reserved (guest note/name; by default covers are not asked).
- 2 On a reserved table, tap and confirm Use this reserved table? to open the check when the guest arrives. In Settings you can require a supervisor and/or ask for covers.
- 3 Add menu items to the check. They stay Held until fired.
- 4 Tap Fire all to send the orders to the kitchen, bar and pastry.
- 5 Print the guest bill when requested.

Settle the table

- Pay now: take the payment and close the check.
- Charge to room / Charge to guest: move the amount to the room or guest invoice.
- After payment, the table becomes Dirty; mark it clean to free it.

You can also move a check to another table, merge two checks, split a check onto another table and apply a service charge. In Floor setup a manager can still change table status (free, dirty, reserved).

Several terminals (LAN sync)

- Set up the floor (areas and tables) on the host PC. Terminals receive the floor plan on sync — they do not create a starter empty floor.
- Use unique table names within each area (e.g. T1, T2). Duplicate names in the same area may be merged when syncing.
- If two terminals open the same table offline, sync keeps the newer check and cancels the duplicate.

Pairing steps are in the «Terminal and LAN sync» section.

11. Kitchen

The Kitchen screen (Pro) shows the fired orders, organised by station (kitchen, bar, pastry). The team advances each ticket's status as they prepare it.

- Statuses: Fired → Preparing → Ready → Served.
- Filter by station to see only the relevant tickets.

12. Stock and menu

The Stock area has three tabs: Products (menu), Categories and Inventory. Manage the items you sell and their stock levels.

Products

- 1 Add an item with a name, category and price.
- 2 Optionally set a SKU and barcode for fast scanning at the point of sale.
- 3 Enable stock tracking and set the opening stock and the low-stock alert.
- 4 To stop selling an item without deleting history, use Deactivate product.
- 5 Clear unused: removes products with no sales, restaurant orders or stock movements, and categories left empty. Confirm first — this cannot be undone.

Categories

Create and edit categories to organise the menu. You cannot delete a category that still has products (except via Clear unused when no products remain).

Inventory

Stock movements

- Receive: record goods received.
- Adjust: correct the quantity (+/-) with a note.
- Set level: set the stock level directly.
- Waste: record losses or breakage.

Use the Low / out only filter to focus on what needs restocking, and the Movements tab to see the history.

Guest menu (PDF)

If allowed, you can generate a PDF menu (A4 or A5) with your active items, organised by category and price, ready to print or share.

13. Import and export data

The Import / Export section lets you load lists from Excel (.xlsx) or CSV files and export system data to Excel, CSV or PDF.

By default, only Admin can bulk-import data. The User role can export lists they have permission to view.

Import

- 1 Open Import / Export from the side menu.
- 2 Next to each import button, use Open Template to open the sample file (or generate it automatically if it does not exist yet).
- 3 Fill in the template with your data, keeping the column headers.
- 4 Tap Import Guests, Rooms, Products or Stock and select your file.
- 5 The system shows how many records were created and how many were skipped.

Export

In the same section, or on each list (guests, rooms, reservations, receipts, products, categories, stock, users, activity log), use Export and choose the format in the save dialog (.xlsx, .csv or .pdf).

Import templates are stored in the templates folder next to the application.

14. Company and settings

Company profile

In Settings → Company, enter the name, tagline, address, phone, email, website and tax ID. These details appear on receipts and documents.

General settings

- Booking rules: Hourly plan block length (1–6 h), Night plan standard check-out time, grace minutes, late fee and hours until extra night; currency; allow selling out of stock. Use Save in this section.
- Printer hardware: POS, kitchen, bar and pastry printers; drawer test; print tickets when firing orders.
- Customer display: enable, mode (window / COM / both), COM display type, port and baud rate; Test display button.
- Payment methods: create the methods that appear when settling sales.
- Appearance: light/dark/system mode and colour palette.
- Language: interface language and document language (they can differ).
- License: see the next section — machine code and activation (Standard or Pro).
- Terminal / Sync: host PC and terminals on the same LAN (see the dedicated section).

15. Terminal and LAN sync

You can use one main PC (host) and secondary tablets or PCs (terminals) on the same local network. Terminals sync sales, reservations, stock and restaurant data with the host — no internet required.

On the host PC

- 1 Open Settings → Terminal / Sync.
- 2 Enable «Enable sync server on this PC» and choose the port (default 8765).
- 3 Tap Save. Status should show that the sync server is running.
- 4 Note this PC's LAN IP address (e.g. 192.168.1.10). Terminals use http://IP:port.

On the terminal (client)

- 1 Install Guest Pilot on the secondary tablet or PC and activate the license for that machine (each device has its own code).
- 2 In Settings → Terminal / Sync, enter the server URL (e.g. http://192.168.1.10:8765) and a name for this device.
- 3 Enter a host Admin username and password and tap Pair Terminal.
- 4 Mode switches to Terminal. Use Sync now when needed; sync also runs in the background.

Host and terminals must be on the same Wi-Fi/LAN. On Windows, allow the sync port in the firewall if terminals cannot connect.

Restaurant on several terminals

- Set up areas and tables only on the host; terminals receive the floor on the first sync (they do not create their own starter map).
- Keep unique table names per area to avoid merges.
- In shifts, reports can show sales by terminal.

16. Users and permissions

Each person has their own account with a role: Admin or User (Clerk). The Users area includes Users, Permissions and Logs tabs (depending on your role).

Manage users

- 1 In Users → Users, tap Add User to create an account (name, username, password and role).
- 2 Use Change Role to promote or demote, and Languages to set each person's interface and document language.
- 3 You can deactivate an account without deleting it; history is kept.

Permissions

In Permissions, define exactly what the User role can do, grouped by area (access, front desk, sales and restaurant, stock and menu, administration). Admin always has full access.

By default, the User cannot bulk-import data, manage stock, menu or other users, but can use the restaurant, sales, and manage guests and reservations. After changing permissions, the affected user should sign in again.

Manager approval

Some sensitive actions ask for a manager's password (or someone with the right permission): applying discounts, voiding items already fired to the kitchen, merging, splitting or moving tables with fired items, cancelling checks, and opening another user's table.

17. Activity log

The Activity log shows the history of actions in the system (sign-in, sales, changes). Depending on your role, you see your own records or those of all users.

18. Activate Guest Pilot (license)

Every installation starts with a free 7-day Pro trial (including Restaurant). When the trial ends without a paid key, the app locks until you activate Standard or Pro: monthly (300 MZN / 500 MZN), yearly (3 000 MZN / 5 000 MZN), or lifetime (15 000 MZN / 30 000 MZN).

How to activate

- 1 Sign in as Admin (or with settings permission).
- 2 Open Settings and go to the License section.
- 3 Copy This machine's code (12 characters). It is unique to this computer.
- 4 Send that code to +258 84 371 9711 or geral@samtics.com (or use guestpilot.samtics.com) and say whether you want Standard or Pro.
- 5 When you receive the key, paste it into the Activation key field. Lifetime keys: GP-STD-... or GP-PRO-.... Subscription keys (monthly or yearly): GP-STDS-... or GP-PROS-....

- 6 Tap Activate license. If the key is valid for this machine code, the plan becomes Licensed (lifetime) or Subscription active, showing the date it is valid until.

Renewing a subscription

- From 14 days before the end, Guest Pilot shows a renewal warning on the sign-in screen and at the top of the app.
- After the expiry date there is a 7-day grace period: everything keeps working normally, with the warning visible.
- Once the grace period ends, the app locks until you activate a new key. No data is lost — you only need to renew.
- To renew, request a new key with the same machine code and activate it on the unlock screen or under Settings → License.
- Changing the computer's date does not extend the subscription: Guest Pilot remembers the most recent date it has seen.

The key is valid only for the machine whose code you sent. If you change computers or install on another device, request a new key with the new code. Do not share the key publicly.

During and after the trial

- During the 7 days: Restaurant and Pro features are available.
- When the trial ends without a key: the app locks until you activate Standard or Pro (there is no free Standard fallback).
- With a Standard key: lodging and POS without Restaurant. With a Pro key: includes Restaurant.
- You can clear the key in Settings if allowed — confirm the warning first.

Support and licenses: +258 84 371 9711 · geral@samtics.com · guestpilot.samtics.com.

19. Tips and troubleshooting

- Can't sell or create active reservations: check that you have an open shift.
- You don't see Restaurant: it needs the Pro edition (active trial or GP-PRO-... key).
- Key rejected: confirm you copied this machine's code and the full key (GP-STD-..., GP-PRO-..., GP-STDS-... or GP-PROS-...) without extra spaces.
- You see "Subscription expired" or the lock screen: the subscription ended and the 7-day grace period is over (or the trial ended without a key). Request the key and activate it on the unlock screen.
- Terminal does not sync: confirm the sync server is running on the host, the URL (IP:port) is correct, and host and terminal are on the same network. Pair again if needed.
- Duplicate restaurant tables after sync: set up the floor on the host and use unique names; avoid creating areas/tables on the terminal before the first sync.
- Check-out amount looks high: confirm the plan (hourly/night), the actual departure time and late rules in Settings.
- Can't generate a receipt: the reservation must be completed (checked out).
- Can't print: select the POS printer in Settings.
- Customer display won't open: enable it in Settings → Customer display, use Test display and, in Window mode, Open display in Sales.
- You don't see Import / Export: your role may lack bulk-import permission (Admin only by default).

- COM pole does not show the total: confirm the port and display type (numeric or text) in Settings.
- An action asks for a manager password: it is a protected operation; ask a supervisor.
- A menu option is missing: your role may not have that permission.

Need help? Contact +258 84 371 9711 or geral@samtics.com.