

PROPERTY MANAGEMENT SYSTEM

HYDRA PMS

HOTEL SUITE

User Manual

A complete guide to the front desk, housekeeping, billing, compliance and the Hydra system integration.

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1 Introduction & key concepts

Hydra PMS runs the front desk: reservations, check-in and check-out, charging, invoicing, cash handling, housekeeping, and Hungary's mandatory data reporting (NTAK, NAV Online Invoice, VIZA). It installs on-premises and keeps every terminal in step over the local network — so the system stays usable even when the internet does not.

This chapter defines the handful of concepts that recur throughout the manual. Learn them once and the rest of the system reads naturally.

1.1 Core concepts

- **Business day** — the hotel's operating day. The **Daily closing** (*Napi zárás*) closes the current day and pre-charges the next day's room rate. All data is grouped by business day.
- **Reservation (resNum)** — every booking receives a unique reservation number. One booking can hold several rooms (linked rooms or a group).
- **Rate code** (*árkód*) — a pricing template: code, price, IFA handling, board, and night count. Examples: **ALAP** (accommodation), **FELP** (half board). See section 6.
- **Charge** (*terhelés*) — a line posted to the guest's folio: accommodation, IFA, minibar, POS, and so on.
- **Cash register / Safe** (*Kassza / Páncél*) — the HUF cash drawer and the safe (deposits, EUR cash).
- **Terminal mode** — *server* or *client*. Several machines work in sync on one network. See section 16.

NOTE

Because everything is keyed to the business day, the **Daily closing** is the heartbeat of the system — not just a financial step. Run it once per day, in order, and the calendar, the cash report, and the authority reports all stay aligned.

2 Getting started

This chapter covers signing in and finding your way around the main screen. Spend a minute here on your first day and you will navigate every later chapter without hunting.


2.1 Login

At startup the **Login** screen (*Bejelentkezés*) appears. Enter your username and password or PIN, then **Bejelentkezés** →. The administrator manages users and permissions (see Settings).

IMPORTANT

On first run the system requires a valid **licence** — an Admin URL plus a licence key — entered by the receptionist in the licence dialog. Without it the application will not open.

2.2 Screen layout

- **Top menu bar** — the *Front Office* main menu: Dashboard (*Irányítópult*), Room chart (*Szobatükör*), Reservations (*Foglalások*), Guests (*Vendégek*), Housekeeping (*Házvezetés*), Finance (*Pénzügy*), Authority & Channels (*Hatóság & Csatornák*), Master & System (*Törzs & Rendszer*).
- **Header (right)** — clock,  **Daily closing** (*Napi zárás*), display settings (dark/light, font size, density), about, and logout.
- **Sidebar** — collapsible to an icon rail with `Ctrl+B`.
- **Quick buttons** — customisable via *Eszköztár testreszabása*.

2.3 Display preferences

- **Dark / light mode** — toggle in the header.
- **Font size** — small (13px) / medium (14px) / large (15px).
- **Density** — comfortable / compact.

NOTE

Display preferences are saved **per terminal** and are not synced. Each receptionist can keep their own look without affecting other machines.

3 Room chart

The **Room chart** (*Szobatükör*) is the calendar at the heart of the front desk: rooms run down as rows, dates across as columns. Most daily work starts here.


3.1 Reading the chart

- **A cell is one room for one night.** A reservation runs as a coloured bar across the length of the stay.
- **Status colours** mark the reservation state — option, guaranteed, in-house, departing. Housekeeping state (clean / dirty / cleaning) carries its own marking.

3.2 Navigating

- ◀ steps back one week or one day; ▶ steps forward one day or one week.
- **Today** (*Ma*) jumps the view back to the current date.
- **Filters** — use the pills at the top of the chart to narrow what is shown.

3.3 Working from a cell

- **New reservation** — click a free cell, or press **F1**, or use  **New reservation** (*Új foglalás*).
- **Right-click a reservation** — opens the context menu: open, pay, room move, extend, mark optional, delete, and more.
- **Right-click an empty room** — set the housekeeping state (Clean / Dirty / Cleaning).

TIP

The chart is the fastest place to set housekeeping state during a quiet moment at the desk — right-click any empty room and pick the state, no need to open the Housekeeping module.

4 Reservations

Menu: **Reservations** (*Foglalások*). This chapter covers creating bookings, grouping them, and handling reservations that arrive from online travel agents.

4.1 New reservation

Open with **Foglalások** → **Új foglalás**, press **F1**, or click a free cell on the room chart.

- 1 Enter the guest name, the booker, the room, and the arrival and departure dates.
- 2 Pick a **rate code** (*árkód*) and set the price.
- 3 Enter the headcount — adults, teens, children, infants. **IFA** is charged only for adults **18 and over**.
- 4 ✓ **Save** (*Foglalás mentése*). The system issues a server-side, collision-proof **reservation number**.

NOTE

The reservation number is handed out by the server terminal atomically, so two receptionists saving at the same instant can never receive the same number.

4.2 Linked rooms & groups

- **Linked rooms** — one reservation can hold several rooms that share a `groupId`.
- **Groups** — several separate reservations can be collected into a group via *Törzs & Rendszer* → *Csoportok* (for example a corporate event or a camp). The group is marked on the room chart.

4.3 Reservation database & forecast

- **Reservation database** (*Foglalás adatbázis*) — a searchable list of every booking.
- **Forecast** (*Előrejelzés*) — projected future occupancy and expected revenue.

4.4 Incoming bookings (OTA)

Foglalások → **Beérkező foglalások** is the inbox for OTA bookings (Booking.com and others) arriving through the Channex channel manager. Import them into the PMS from here. The system averages the OTA nightly prices into the rate-code price. On a genuine sold-out it flags the booking as *optional* for manual handling rather than silently taking a room, so availability stays correct.

4.5 Reservation actions (context menu)

- **Room move** (*Szobacsere*).
- **Extend** (*Hosszabbítás*) — push the departure date out.
- **Mark optional** (*Opció jelölés*) — flag the booking as non-guaranteed.
- **Delete** (*Törlés*) — the booking moves to the archive, it is not lost.

NOTE

Deleting a reservation archives it rather than erasing it, so a booking removed in error can still be traced.

5 Check-in & guests

This chapter covers checking guests in, capturing the data the law requires, reading travel documents, writing key cards, and the daily guest lists. Menu: **Guests** (*Vendégek*).

5.1 Guest data & VIZA

Open **Guests** → **Guest data list** (*Vendégek* → *Vendég adatlista*). For each guest you record the data required by the VIZA law (Guest Information Closed Database). Check-in and check-out can be toggled per guest.

At check-in the system — depending on configuration — reports to **NTAK PMS** and **VIZA**. See section 12.

5.2 Document scanning (MRZ)

With a connected document scanner the system reads the machine-readable zone of a passport or ID card (ICAO 9303, formats TD1 and TD3) and auto-fills the name, nationality, document number, date of birth, and expiry date.

TIP

Scanning the MRZ is both faster and more accurate than typing — it removes transcription errors in exactly the fields the authorities check.

5.3 Key-card writing

With a compatible encoder the room key can be written at the desk. Supported encoders: Onity, Vingcard, and Dormakaba (OSDP serial); and SALTO (TCP). Configure the device in **Settings** → **Hardware** — see section 17.

5.4 Guest lists

- **Arrivals** (*Érkezők listája*) — guests expected to arrive today.
 - **In-house** (*Bentlakók listája*) — guests currently in the house.
 - **Departures** (*Utazók listája*) — guests due to leave.
-

6 Charges & rate codes

Charges are the lines that build up a guest's folio. Most come from a **rate code** — the pricing template behind a reservation — but minibar and POS items land here too. This chapter explains how rate codes break down on the invoice and how IFA is applied.

6.1 Rate codes

A **rate code** (*árkód*) is a pricing template: code, price, IFA handling (added on or included), board (the components), and night count. Examples: **ALAP** (accommodation), **FELP** (half board — breakfast plus dinner). For a package rate code the per-night price is the total split evenly across the nights, with the rounding remainder landing on the last night.

The **invoice line breakdown** follows NAV requirements:

- **Accommodation** (*Szállásdíj*) — 5% VAT, NAV code **9001**.
- **Board** (breakfast, half board, full board) — its own VAT rate, with the quantity counted per guest type. In a package the accommodation amount equals the total minus the board.

6.2 Nightly charge & IFA

The daily room rate is posted per business day — the Daily closing pre-charges the next day. **IFA** (the tourism tax) is charged **only for adults 18 and over**; teens, children, and infants are not charged (the minor exemption).

IMPORTANT

Non-age IFA exemptions — for example student, healthcare, or work stays — are not automatic. You must apply them manually on the guest's folio.

6.3 Minibar & POS

- **Minibar** — charge from the housekeeping (HK) app or from the front desk.
 - **POS** (restaurant or bar) — Hydra POS charges to the room through the **:3000** API using a unique receipt number. The call is idempotent, so a network glitch never produces a double charge.
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7 Payment & invoicing

This chapter covers taking payment, applying deposits, forwarding invoices to NAV, issuing service invoices, and voiding (storno). Menu: **Finance → Invoicing** (*Pénzügy → Számlázás*).

7.1 Payment

When you pay off a reservation or an invoice:

- **Payment method** — cash (HUF or EUR), bank card, **SZÉP card**, or transfer.
- **Split payment** — settle one invoice across several methods; the cash register books each leg by its method.
- **EUR** — converted at the locked rate. EUR cash is held separately from the HUF drawer.

7.2 Deposit (*előleg*)

A deposit is recorded as an **E**-prefixed deposit invoice and can be applied to the guest's later invoice. The system **prevents over-allocation** — a deposit cannot be spent twice. At payment finalisation it re-checks the amount actually still available before applying it.

7.3 NAV Online Invoice

An issued invoice can be forwarded to the **NAV Online Invoice** system (see section 12). The **invoice number** is automatic, sequential, and gap-free per decree 169/2000 (GKM): the system skips any number already used and its **-SZ** storno twin, so a reissue never collides. Deposit invoices run on their own **E** number series.

7.4 Service invoice

Use **Pénzügy → Számlázás → Szerviz számla** to invoice a service that is not tied to a reservation — an ad-hoc sale, for example. Service invoices run on a separate **S** number series.

7.5 Storno (void)

An invoice can be **stornoed**: the system creates a negative **-SZ** line and marks the original as stornoed. When a cash invoice is stornoed, the cash cover held in the safe is reconciled at the same time.

WARNING

A storno is a permanent accounting record, not an undo. It leaves the original invoice and its negative twin on the books for good — issue a correct invoice afterwards rather than expecting the figures to disappear.

7.6 Invoice template & language

The **invoice template** is editable in *Beállítások* → *Számla sablon*. The invoice language is selectable — Hungarian or English.

8 Cash register, safe & revenue

Hydra keeps the HUF cash drawer and the safe as two distinct balances, which is what keeps the daily cash count honest. Menu: **Finance** → **Cash register & Revenue** (*Pénzügy* → *Kassa & Bevétele*).

8.1 Drawer & safe

- **Quick balance** (*Gyorsmérleg*) — the current balance of both the HUF drawer and the safe.
- The **safe** (*Páncél*) holds EUR cash and deposits, separate from the HUF drawer, so the daily cash balance stays accurate.

8.2 Handover & reports

- **Cash handover** (*Kassa átadás*) — hand the drawer to another receptionist at shift change. A **Cash handover list** records past handovers.
- **Revenue summary** (*Bevétele összesítő*) — daily or period revenue broken down by payment method and category.
- **Cash report** (*Pénztárjelentés*) — the cash-closing report.

TIP

Perform a **Cash handover** at every shift change. It draws a clean line in the record so each receptionist is accountable only for their own drawer.

9 Housekeeping

Housekeeping ties the cleaning floor to the front desk: room states, board headcounts, and a mobile app the cleaners carry. Menu: **Housekeeping** (*Házvezetés*).

9.1 Room states & board lists

- **Housekeeping view** — the cleaning state of each room (clean / dirty / cleaning). You can also set this from the front desk by right-clicking on the room chart.
- **Breakfast / Dinner list** (*Reggelilista / Vacsoralista*) — the expected board headcounts for the day.

9.2 HK mobile app

The cleaners' phone interface connects to the PMS through the `:7789` HTTP server. Pairing uses a one-time 8-digit code generated in *Settings* → *HK devices*, valid for 10 minutes. From the app, cleaners send minibar charges and cleaning-status updates back to the PMS.

NOTE

The pairing code expires 10 minutes after it is generated. If a device fails to pair in time, generate a fresh code rather than reusing the old one.

10 Daily closing

The **Daily closing** (*Napi zárás*) closes the business day. It is the single most important daily routine in the system — reach it from the  button in the header or from the Finance menu.

10.1 What it does

- Pre-charges the **next day's room rate** for in-house reservations.
- Finalises the day's financials.
- May trigger an Admin-server **check-in** (a licence check) and download any pending **updates**.

10.2 Multi-terminal closing

With several terminals, the closing locks the other machines for its duration (a coordinated close), then every terminal adopts the new business day together.

WARNING

The Daily closing is **irreversible**. Run it at the very end of the day, after every charge and payment has been recorded — there is no way to reopen a closed business day.

11 Reports & statistics

Hydra turns the day's activity into the reports the hotel and the authorities need — from tourism tax to occupancy KPIs. Menu: **Finance** → **Reports / Statistics** (*Pénzügy* → *Kimutatások / Statisztika*).

11.1 Operational reports

- **IFA report** (*IFA Riport*) — the tourism-tax report, separating liable from exempt guest nights.
- **Licence plates list** (*Rendszámok listája*) — the parking / plate register.
- **Reservations log / Permissions log** (*Foglalások / Jogosultságok naplója*) — audit logs recording who did what, and when.

11.2 Performance & targets

- **Statistics** (*Statisztika*) — occupancy (%), ADR, RevPAR, and guest nights.
 - **Yield targets** (*Célok*) — set ADR and RevPAR targets to measure against.
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12 Compliance

Hungary requires three separate data feeds to the authorities, and Hydra handles all three.

Menu: **Authority & Channels** → **NTAK · NAV · VIZA** (*Hatóság & Csatornák*).

12.1 NTAK (National Tourism Data Supply Centre)

- **NTAK settings** — the certificate (CSR generation or PFX import), accommodation data, and IFA type.
- The system forwards events — check-in, daily closing, and others — to the NTAK PMS interface, signed with WS-Security.
- **NTAK message log** — a log of sent messages and their responses.
- The guest ID is derived with BCrypt per the standard. Guests under 18 carry IFA status `im1` (exempt).

12.2 NAV Online Invoice

- **NAV Online Invoice** (*NAV Online Számla*) — forwards issued invoices to NAV. The token is decoded locally and the request travels over HTTPS to `nav.gov.hu`.

12.3 VIZA (Guest Information Closed Database)

- **VIZA settings** and **VIZA message log** — configure the mandatory guest-data reporting and review what has been sent.

WARNING

Certificates and keys are stored **locally, per device**, and are never synced or broadcast. If you replace or rebuild a terminal you must reinstall its certificates before NTAK, NAV, and VIZA reporting will work again.

13 Channels & website

This chapter covers the two-way link to online travel agents and the hotel's own website and guest chat. Menu: **Authority & Channels** (*Hatóság & Csatornák*).

13.1 Channex (channel manager)

Channex is the OTA channel manager and runs two-way. Incoming bookings arrive by webhook **and** by a 60-second poll running in parallel, so none is ever lost. Availability and rates (ARI) are pushed out to the OTAs. Incoming bookings land in **Reservations → Incoming bookings**.

13.2 Website & AI chatbot

Website & AI chatbot (*Weboldal & AI chatbot*) integrates the booking widget and the guest chat — Chat-inbox and Chat-archive.

NOTE

The webhook and the 60-second poll are deliberately redundant. If a webhook is missed (a brief outage, say), the next poll still pulls the booking in, so availability never drifts out of sync.

14 Master data

Master data is the reference layer the rest of the system draws on — rooms, partners, pricing, and dictionaries. Menu: **Master & System** (*Törzs & Rendszer*).

- **Rooms** — the room-management module: add rooms, import from CSV, and define room types.
 - **Partners** (*Partnerek*) — corporate and agent partners, plus the partner dictionary.
 - **Groups** (*Csoportok*) — reservation groups such as events or camps.
 - **Seasons & Yield** (*Szezonok & Yield*) — seasonal pricing and yield rules.
 - **Partner & other dictionaries** (*Partner & Egyéb szótára*) — master lists: countries, languages, allergens, and more.
 - **Rate codes** (*Árkódok*) — the pricing templates (see section 6).
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15 Settings

Settings is where the administrator shapes the system: hotel identity, users, hardware, templates, and backups. Menu: **Master & System** (*Törzs & Rendszer*), plus the header settings.

15.1 Hotel & users

- **Hotel settings** — name, address, logo, invoice prefix, IFA amount, ports, and more.
- **Users & permissions** — the user-roles module: add users and assign roles.

15.2 Templates & tools

- **Hardware** — the key encoder and document scanner (see section 17).
- **Invoice template** — the look of the printed and electronic invoice.
- **Email templates** — automatic email text and SMTP setup.
- **Toolbar customisation** (*Eszköztár testreszabása*) — choose the quick buttons.
- **Backup & Google Drive** — backup configuration (see section 18).
- **Updates** (*Frissítések*) — view and install pending updates.

IMPORTANT

Passwords are stored with PBKDF2. Privileged operations — saving a secret, applying a patch, sending email, writing a card — require an **authenticated session**, and the password check locks out for 60 seconds after 8 failed attempts.

16 Multi-terminal

Hydra runs in sync across several machines on one LAN, with one terminal acting as the server. This chapter explains the roles and how data flows between them.

16.1 Roles

- **Server terminal** — the main machine. It runs the `:7788` WebSocket sync server and hands out reservation and invoice numbers atomically.
- **Client terminal** — connects to the server and requests numbers from it.

16.2 How data flows

- Changes propagate by **delta sync** — only the changed data — with a per-row merge.
- Counters take the highest value and never regress.
- Terminal mode and the server IP are set **per device** and are not synced.

NOTE

On a network outage, every terminal keeps working from its local database and merges the changes back on reconnect — so the front desk never stops.

17 Hardware

Hydra drives two kinds of front-desk hardware: room-key encoders and document scanners. Menu: **Settings** → **Hardware** (*Beállítások* → *Hardver*).

17.1 Devices

- **Key encoder (room key)** — supported: Onity, Vingcard, and Dormakaba (OSDP serial, on a COM port); and SALTO (TCP, addressed as `IP:port`). The **Test** button checks that the device is reachable.
- **Document scanner** — reads passport and ID MRZ data for check-in.
- **COM ports** — the system lists the available COM ports for selection.

NOTE

Full key encoding may require the manufacturer's own encoder utility. Hydra confirms the device is reachable and prepares the key data; the final write may pass through the vendor tool.

18 Backup & updates

Your data and your software both need to stay current and recoverable. This chapter covers backups and the signed-update mechanism.

18.1 Backup

- **Full database export / restore** — manual backup and restore via *Beállítások* → *Backup*.
- **Google Drive / cloud backup** — automatic, scheduled cloud backup.
- The system also makes an **automatic daily backup** for disaster recovery.

TIP

The automatic daily backup is your safety net, but a manual export before any large change — a bulk room import, a settings overhaul — gives you a clean point to roll back to.

18.2 Updates

Updates arrive through the **Admin server**, digitally signed with Ed25519. The PMS applies only a validly signed package. A package can be bound to the target hotel, given an expiry, and stamped with a one-time id (a nonce). The **Updates** panel lists pending updates; the application restarts after installing.

WARNING

The application restarts to finish installing an update. Make sure no charge or payment is mid-entry before you confirm — finish the transaction first.

19 Keyboard shortcuts

The shortcuts below work globally from the main screen (except while typing in a field). Individual modules may add their own; the quick buttons are also customisable.

Key	Action
F1	New reservation
F2	New service invoice (asks for password first)
F7	Daily closing
F12	Logout
Ctrl+B / ⌘+B	Collapse / expand the sidebar
Esc	Close the context menu

NOTE

The global shortcuts are suspended while the cursor is in a text field, a text area, or a dropdown — so typing a guest name never fires **F1** or **F7** by accident.

20 Troubleshooting

Most front-desk problems have a quick, known fix. Find the symptom below, then follow the action.

Symptom	Cause	What to do
"Too many failed attempts — wait a minute."	60-second lockout after 8 bad password attempts on a privileged action.	Wait out the lockout, then retry with the correct password.
A client won't sync	Wrong server IP, blocked port, or wrong terminal mode.	Check the server IP and that port <code>:7788</code> is reachable; verify the terminal mode.
Encoder test says "SILENT"	The device is not responding.	Check the cable, power, and port settings (COM, baud).
NTAK / NAV / VIZA error	Certificate or settings problem.	Open the relevant message log ; check the certificate and the settings.
Incoming OTA booking shows "overbooking"	Every room of that type is taken.	Resolve it manually in Incoming bookings or on the room chart.
Licence expired or invalid	The licence is no longer valid.	Re-enter the Admin URL and the licence key in the licence dialog.
App won't start, or data looks missing	Local database damaged or empty.	Restore the latest backup, or sync from another terminal.

21 Glossary

The domain acronyms and terms used throughout this manual.

ADR

Average Daily Rate — total room revenue divided by the number of rooms sold.

ARI

Availability, Rates, and Inventory — the data Hydra pushes out to the OTAs through Channex.

Business day

The hotel's operating day. The Daily closing (*Napi zárás*) closes it and pre-charges the next day's room rate; all data is grouped by business day.

Channex

The channel manager that connects Hydra to the OTAs, two-way, by webhook and a 60-second poll.

IFA

Idegenforgalmi adó — the tourism tax, charged only for adults aged 18 and over.

MRZ

Machine-Readable Zone — the coded lines on a passport or ID card (ICAO 9303, formats TD1 and TD3) that the document scanner reads at check-in.

NAV Online Invoice

The Hungarian tax authority's online invoice system, to which issued invoices are forwarded over HTTPS to nav.gov.hu.

NTAK

National Tourism Data Supply Centre — the authority that receives hotel events (check-in, daily closing, and others) through the NTAK PMS interface.

OSDP

Open Supervised Device Protocol — the serial protocol used by Onity, Vingcard, and Dormakaba key encoders over a COM port.

OTA

Online Travel Agent — booking sites such as Booking.com whose reservations arrive through Channex.

Rate code (*árkód*)

A pricing template: code, price, IFA handling, board, and night count. Examples: [ALAP](#), [FELP](#).

RevPAR

Revenue Per Available Room — room revenue divided by the number of available rooms.

Storno

The void of an invoice: a negative [-SZ](#) line is created and the original is marked as stornoed.

SZÉP card

A Hungarian employee-benefit payment card accepted as a payment method.

VIZA

Guest Information Closed Database (*Vendég Információs Zárt Adatbázis*) — the mandatory guest-data reporting system.

Hydra PMS — © Hydra Suite. This manual describes the system's current features; some panels may differ depending on configuration and licence.



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