01 - A guest moves rooms

Demonstrate: Issue access for the new room and complete the room-change process.

Record: Which credential opens the new room; what happens to the previous credential at the old room; and whether shared-area access needs another update.

Use agreed test doors and credentials. Coordinate any unavailable-connection test with the hotel team and system providers.

DOOR / AREA

CREDENTIAL TYPE

LOCK / SOFTWARE / INTERFACE VERSION

EXPECTED BEHAVIOR

OBSERVED RESULT AND TIMING

FOLLOW-UP ACTION

RESPONSIBLE PROVIDER

RETEST DATE

02 - A key is reported lost

Staff can cancel a lost card or mobile key and issue a replacement. They also need to know when the old key stops working at each door. Have the installer explain the steps and timing for the cards, mobile keys and locks your hotel uses.

Demonstrate: Follow the documented cancellation or replacement procedure for the test credential.

Use agreed test doors and credentials. Coordinate any unavailable-connection test with the hotel team and system providers.

DOOR / AREA

CREDENTIAL TYPE

LOCK / SOFTWARE / INTERFACE VERSION

EXPECTED BEHAVIOR

OBSERVED RESULT AND TIMING

FOLLOW-UP ACTION

RESPONSIBLE PROVIDER

RETEST DATE

03 - A guest leaves early or extends a stay

Demonstrate: Run both an early checkout and an extension with the test reservation.

Record: How the departure change reaches each system, which permissions expire or continue, and any manual step. Record the early-checkout and extension results separately.

Use agreed test doors and credentials. Coordinate any unavailable-connection test with the hotel team and system providers.

DOOR / AREA

CREDENTIAL TYPE

LOCK / SOFTWARE / INTERFACE VERSION

EXPECTED BEHAVIOR

OBSERVED RESULT AND TIMING

FOLLOW-UP ACTION

RESPONSIBLE PROVIDER

RETEST DATE

04 - A connection is unavailable

Demonstrate: Review the documented condition and use the provider's agreed test method.

Record: What continues to work, which changes wait, how staff issue or cancel access, and how they confirm the systems have caught up when the connection returns.

Use agreed test doors and credentials. Coordinate any unavailable-connection test with the hotel team and system providers.

DOOR / AREA

CREDENTIAL TYPE

LOCK / SOFTWARE / INTERFACE VERSION

EXPECTED BEHAVIOR

OBSERVED RESULT AND TIMING

FOLLOW-UP ACTION

RESPONSIBLE PROVIDER

RETEST DATE

05 - The system is handed over

Demonstrate: Have the designated hotel administrator carry out the agreed operating tasks and locate the support instructions.

Record: Administrator responsibility, configuration/version record, operating instructions, unresolved items and the contact responsible for each system.

Use agreed test doors and credentials. Coordinate any unavailable-connection test with the hotel team and system providers.

DOOR / AREA

CREDENTIAL TYPE

LOCK / SOFTWARE / INTERFACE VERSION

EXPECTED BEHAVIOR

OBSERVED RESULT AND TIMING

FOLLOW-UP ACTION

RESPONSIBLE PROVIDER

RETEST DATE