User manual

CM Studio .GRM-CLOUD

Digital reporting for tourism destinations
- Handbook for GRM Administrators and GRM Operators -

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Table of contents

Table of contents 2

Introduction 5

- Software requirements 5
- What is the path of guest data from booking to check-in? 7
- Conclusion on digital reporting 9

SETTINGS of your client 10

- Email notification to check-in guests online via the digital sign-in sheet: 15
- Setup for sending the digital guest cards to the registered guest: 15
- Setup for sending data to the reporting platform 16
- Settings for managing the passport data of your guests 16

Additional SETTINGS of your client if you use

CM Studio .GRM-CLOUD without a channel manager 20

- Scenario 1: WALK-IN guests 23
- Scenario 2: Guests Bookings received by the accommodation provider by telephone, e-mail, letter and fax. 25
- Scenario 3: Online bookings that are managed by a non-compatible channel manager and cannot be captured automatically by CM Studio .GRM-CLOUD. 25
- Scenario 4: In principle, the accommodation provider records registration slips only upon arrival at the reception of the accommodation. 26

User management for your client 28

- Change user password & update user profile 30

Communication E-mail Templates 31

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Data sources for the booking import **33**

Access rights management **40**

CM Studio .GRM-CLOUD: Extranet for the accommodation provider **42**
GUEST INBOX: Inbox section 42
The entire reporting workflow process 43
GUEST INBOX: Section Check-In 44
How does CM Studio .GRM-CLOUD support check-in? 45
CHECK-IN e-mail 47
GUEST INBOX: Section stay 49
GUEST INBOX: Section Check-Out 50
How does CM Studio .GRM-CLOUD support check-out to ensure that all reporting data is correct? 50
CHECK-OUT E-mail 50
GUEST INBOX: Report section 52
Monthly summary of registration forms and tourist tax report to the tourist office 52
How does the digital reporting of the tourist tax work? 54
Preliminary remarks on the "Report" 54
Pre-check of the tourist tax report via "Report monthly overview". 57

Reporting the tourist tax to the tourist office **59**
GUEST INBOX: Reporting Archive Section 62

Functions for editing a financial data record **63**
Add / Edit 64
Offline fast entry 67
Editing a reported financial data record 70
Reporting form 70
Send guest email 71
Print guest card 71

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Send digital guest card 72
Copy to clipboard 74

Registration of bookings without Channel Manager 75
Create new entry in the Wait list 76
Create a new entry in the guest inbox 83
Registration of WALK-IN guests via the QR code 87

Appendix A and B to this manual 92

Appendix C: Book guests with different travel periods 93

Introduction

Dear CM Studio .GRM-CLOUD users, digital reporting in the hotel and non-hotel industry is a diverse and controversial topic. During the development of CM Studio .GRM-CLOUD, we in the product management of MASCH Software Solutions asked ourselves a whole series of questions about how an optimal solution for hotel businesses, landlords of vacation homes, campsite operators and ultimately tourism organizations should look. Below we have listed some of the key requirements and principles for digital reporting with CM Studio .GRM-CLOUD.

Software requirements

- The "digitization" of the reporting data must take place with the active participation of the guest.

- The entire workflow from the point of booking must take place in one communication between guest and accommodation provider.

- The workflow is specified, controlled and managed by the accommodation provider.

- CM Studio .GRM-CLOUD allows the accommodation provider to control and share the data. The host is the "master of his data"!

- This control is stored in the setup and can be done automatically or by manual interaction.

- The online communication interface between the booking guest and the accommodation provider or the destination must correspond to the CI of the accommodation provider, so that it is clear to the guest that he is

communicating directly with the accommodation provider and not with a third party. The exception is for OTAs such as Booking.com and Expedia and can be differentiated for these exceptions.

- The booking contract is between the accommodation provider and the guest, but the hotel, the campsite operator or the vacation rental company has the legal obligation to pass on the registration data to the destination.

- All OFFLINE bookings must also flow into the digital workflow of guest registration as easily as possible.

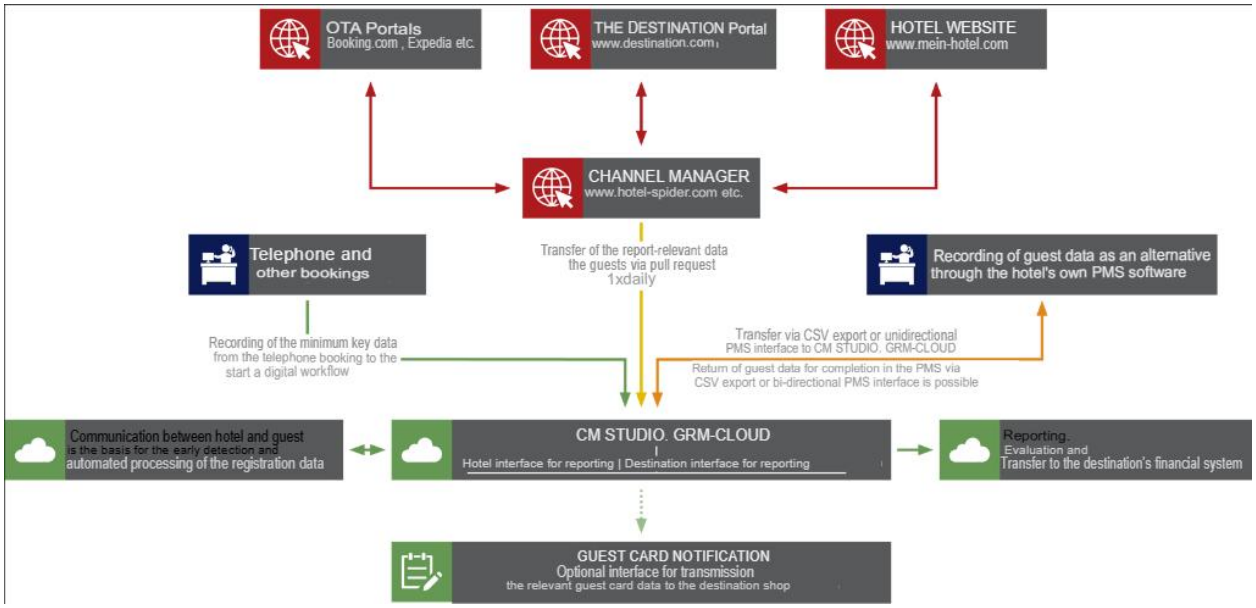
- The recording effort should be shifted as far as possible to the booking guest!

- The complete capture of guest data should ideally be done by the guest before arrival, as with airline flight check-in, to simplify the check-in process at the accommodation.

- Digital guest registration with the accommodation provider should be possible via a special landing page on an iPad or similar mobile device when the guest arrives. The guests' smartphones can also be used for this purpose.

What is the path of guest data from booking to check-in?

CM Studio .GRM-CLOUD offers two workflows. This graphic illustrates the process using a channel manager such as Hotel-Spider from Tourisoft AG:



Unfortunately, PMS and channel manager vendors are not very cooperative in developing appropriate interfaces. Either the software vendors do not offer appropriate interfaces at all, or the costs such as purchase price and annual maintenance are comparatively high compared to the regular costs of the Channel Manager or PMS software.

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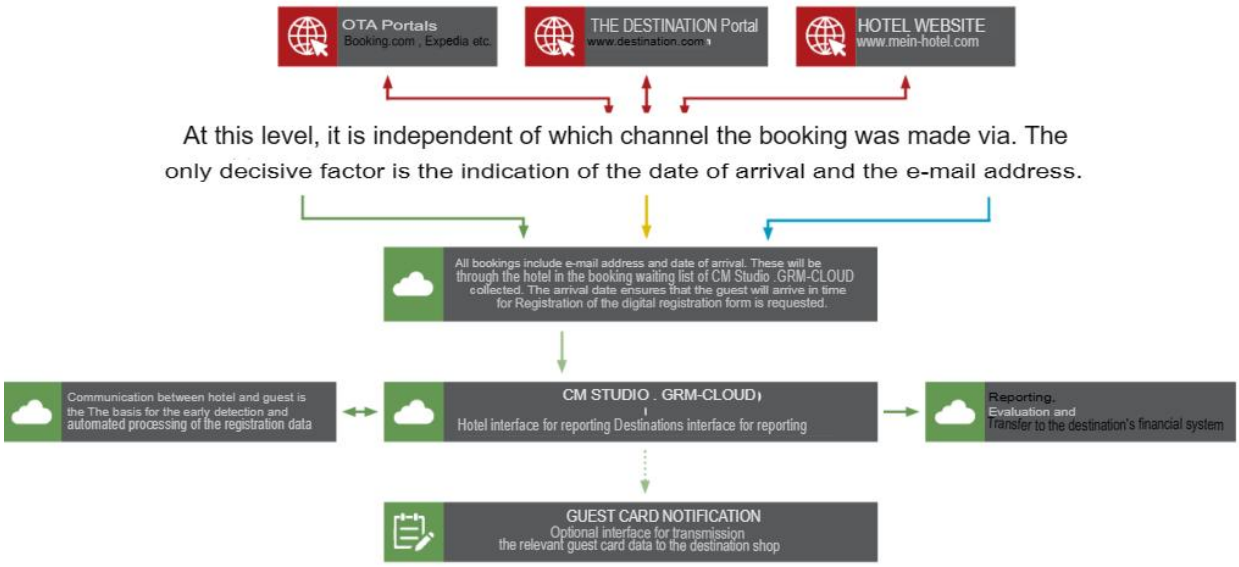
Therefore, we at MASCH Software Solutions have decided to integrate a second alternative or complementary process, through which you can implement the digital reporting completely without an interface to Channel Manager or PMS software and thus without additional third-party costs for your company or for you as a landlord.

The following graphic illustrates the process without using a Channel Manager or PMS software:



If you would like explicit advice to better decide which of the two alternative workflows is right for you, please contact our Customer Service at:

Germany: +49 (0)2203 8068 405 - Schweiz: +41 (0)33 511 2135 or by e-mail to support@masch.com

Conclusion on digital reporting

CM Studio .GRM-CLOUD focuses firstly on the automated processing of reported data. Secondly, the conceptual focus of CM Studio .GRM-CLOUD is clearly on the collection of the registration data (one can also say the digitization of the registration data) by the guest and not in the collection by the reception of the accommodation provider or the accommodation.

However, this does not preclude you as an employee in a hotel or as a vacation rental company from having to manually enter or edit data records from time to time. Especially if, for example, your guests, neither have a smartphone nor knowledge of the digital world, it is certainly a good guest service if you want to make your guest's stay in your house as pleasant as possible and take over the processing of the registration data.

CM Studio .GRM-CLOUD also offers a multi-layered selection of functions that cover these tasks and can still be completed with maximum efficiency.

Final note:
When we use the terms hotel team, hotel reception or similar terms in the following of this guide, these phrases do not exclude other accommodation providers such as vacation rental companies, apartment resorts or even campgrounds. In the following, the term "HOTEL" stands as a placeholder for any type of accommodation business and its employees that use the digital reporting system and implement it in your business.

SETTINGS of your client

This first section on your client's SETUP describes the account setup using a channel manager software such as Hotel-Spider from Tourisoft AG of Nyon, Switzerland. In a second chapter (starting on page 13), we also discuss the alternative workflow that eliminates the need to use Channel Manager or PMS software as a data source.

The accommodation provider has successfully completed the full registration process for the Jungfrau Region digital reporting system at the following links in advance of its client going live:

https://www.registration-destination.com/en/cloud-registration-company/

The manager/owner of the company has a valid user account including a personal password. He now uses this access data to log in to the extranet of the digital reporting system for the Jungfrau Region via the following link:

https://www.registration-destination.com/admin/login.php

Please put here the official domain address of your CM Studio .GRM-CLOUD instead of www.mydomain.com and this link will work then.

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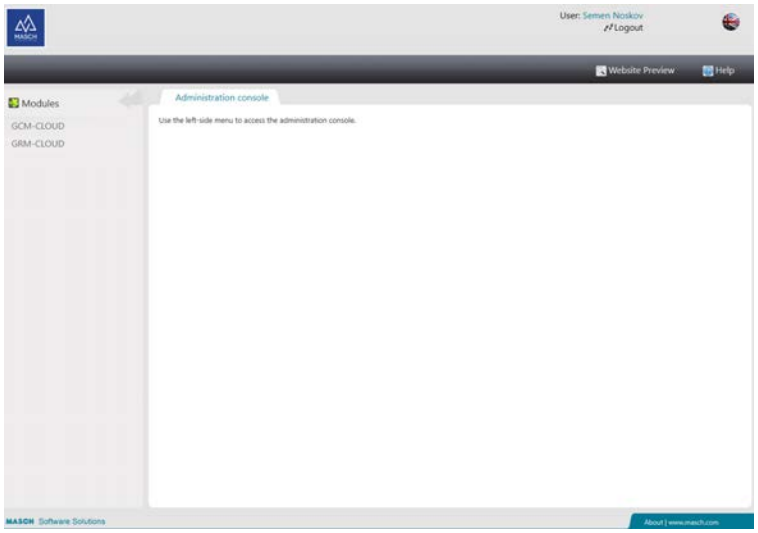
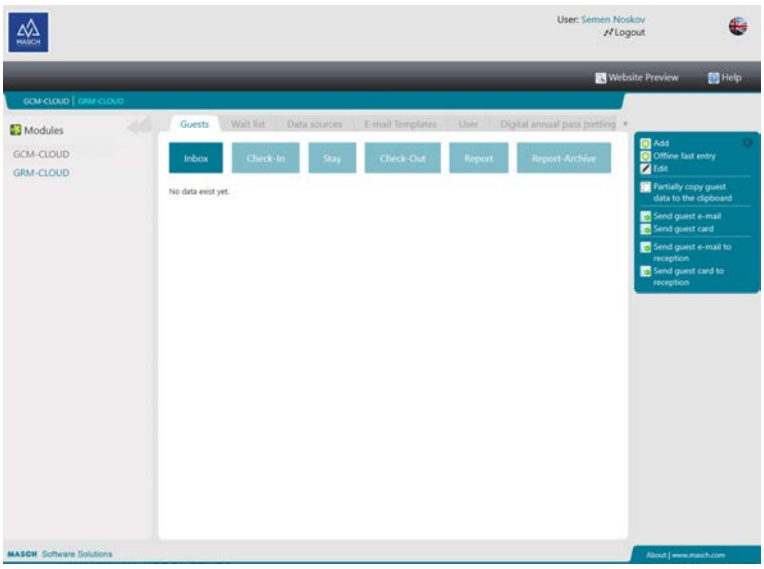
After successful login, the account manager will see the following screen:



Now click on "GRM-CLOUD" on the left side in the module bar and you will get to the following screen:



Please note that we have shortened the screenshot on the following page to show filtered information necessary for this chapter.

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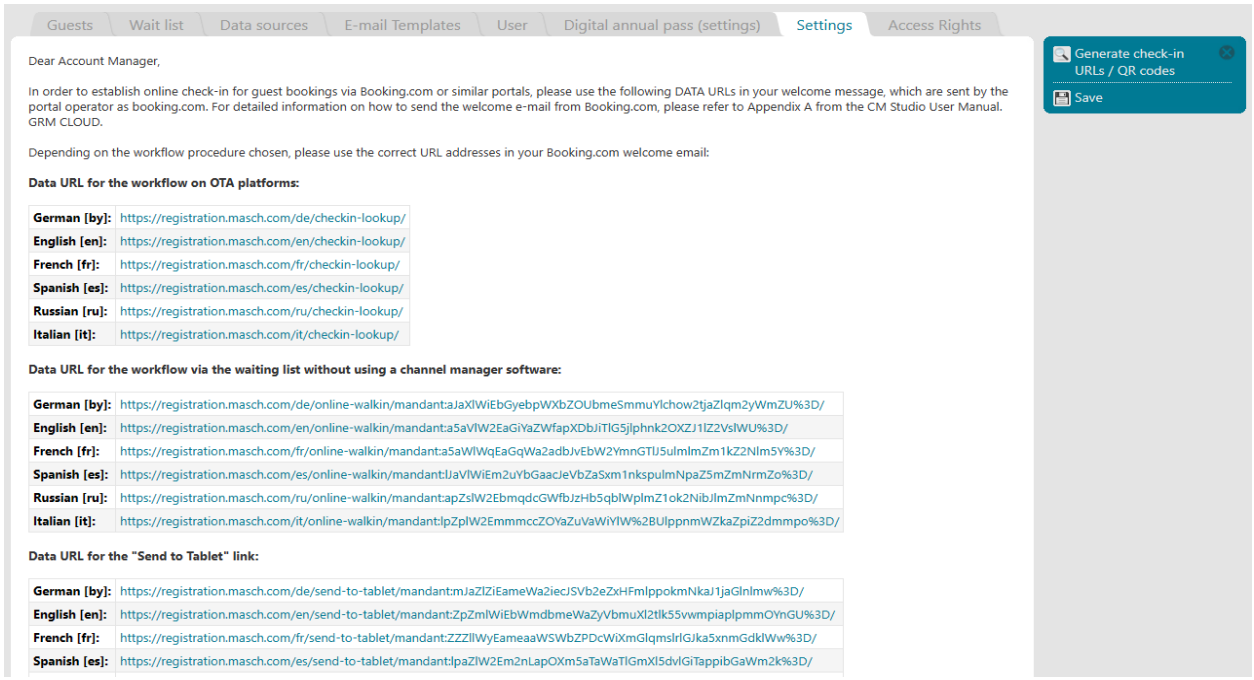
Now select the "Settings" tab:



In the first section of the screen, you will be offered various system links in all available languages of the GRM-CLOUD:

- **Data URL for the workflow on OTA platforms:**
  All further information on this link function can be found within the following service document (in German language only) at the URL link: https://customer-service.masch.com/en/grmcloud-booking-com/.

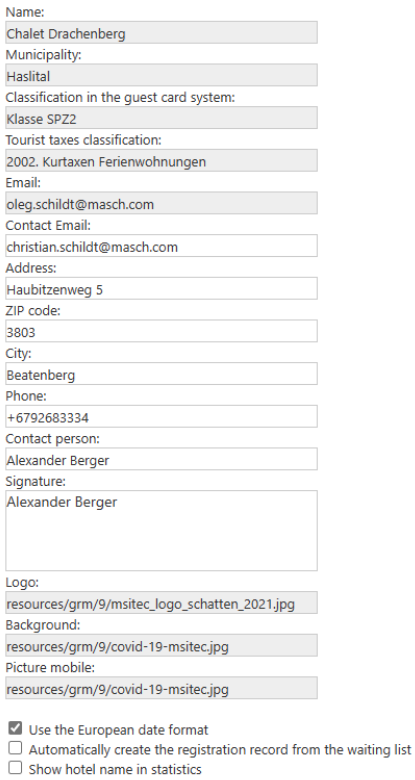
- **Data URL for the workflow via the Wait list without using a channel manager software:**
  For this link function please refer to the following chapter "*Additional SETTINGS of your client if you use CM Studio .GRM-CLOUD without a channel manager*" on page 20ff.

- **Data-URL for the link "Send to tablet":**
  All further information about this link function can be found in the following chapter on page 25 of this manual.

- **Data-URL for the link "Tablet Walkins":**
  This link function is related to the function "Sent to tablet" already noted above and you will find all necessary descriptions in the following chapter on page 25 of this manual.

Now scroll the **"Settings"** window further down:

Check and, if necessary, correct the preset information about your accommodation business in the two screens above and below:



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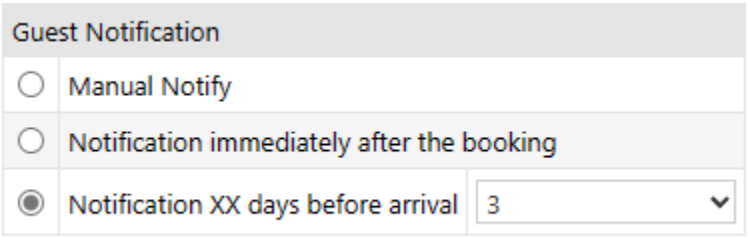
Above all, please check the email settings and preferably create a free G-mail account for check-in and check-out emails to enable on-site check-in by your guest at your front desk via an Android tablet or iPad.

Notify		E-Mail for notification
Guest Notification	GRM - Notification to the guest(s) (Chalet Drachenberg)	{guest_email}
Reminder mail to the host	GRM - Some electronic guest registration forms require your attention (Chalet Drachenberg)	{hotel_email}
Guest Notification (Wait list)	GRM - Notification to the guest(s) (waiting list) (Chalet Drachenberg)	{guest_email}
Notification for the host (Wait list)	GRM - Notification to the hotel (waiting list) (Chalet Drachenberg)	{hotel_email}
Checking-in guests	GRM - Notification to the guest(s) (Chalet Drachenberg)	simeon.noskov@masch.com
Checking-out guests	GRM - Template for the guest card (Chalet Drachenberg)	simeon.noskov@masch.com

The following steps will now define the setup settings for communicating with guests:

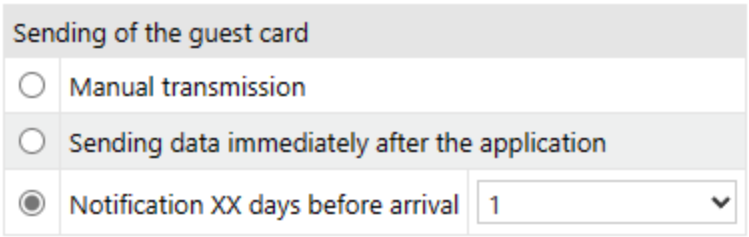
Email notification to check-in guests online via the digital sign-in sheet:



Guest notification settings control the invitation to online check-in and the completion of the associated digital registration form for your accommodation business. This process should basically be done according to our recommendation 2 - 3 days before arrival. The system then sends an e-mail on behalf of the accommodation provider inviting the guest (similar to air travel) to

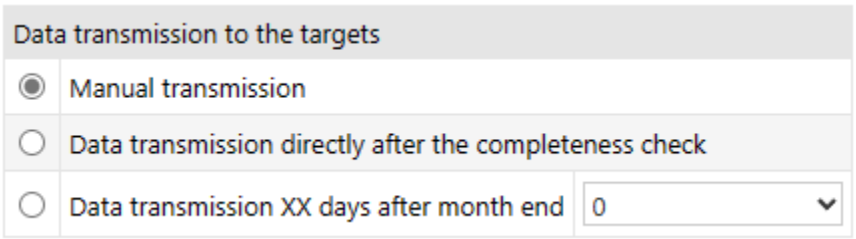
check in online in advance of their arrival and to fill out the legally required registration form digitally.

Setup for sending the digital guest cards to the registered guest:



In the event that the guest has registered for the digital guest card as part of his online check-in, you can send it to him automatically according to the definition stored here. **We recommend** here a deadline of one day before arrival. This then allows the guest to benefit from the digital guest card already on the day of arrival.

Setup for sending data to the reporting platform



CM Studio .GRM-CLOUD offers the possibility of direct digital reporting of overnight stays and all necessary data for the automated collection and calculation of visitor's tax and lodging tax by sending data to the reporting platform.

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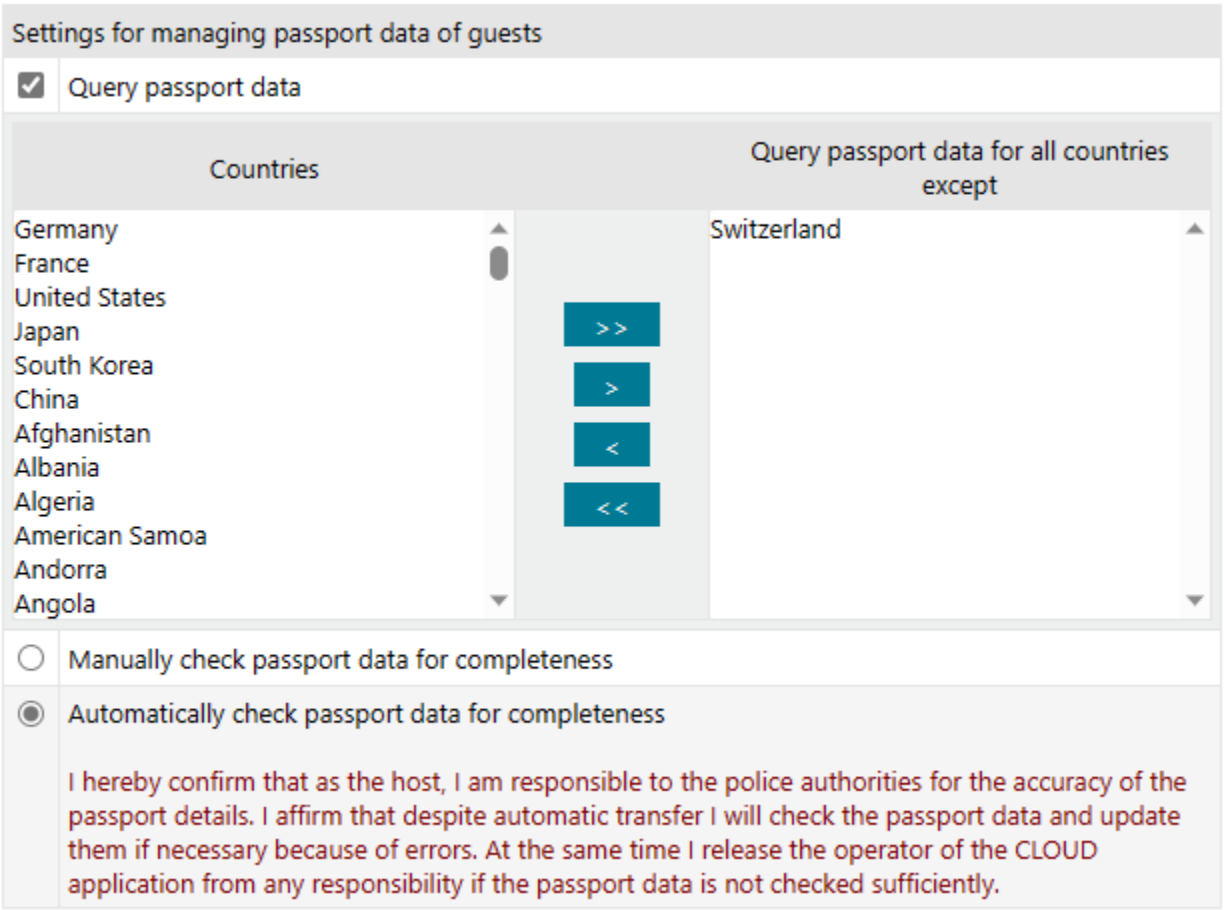
Here, you as the accommodation provider can decide whether you want to trigger this data transfer by manual interaction or whether the system should carry out the transfer of the data automatically and continuously.

We recommend sending data manually, especially in the introductory phase, as the reporting interface offers you several control options and you can thus compare the results with your previously conventional reporting extract from your PMS software, especially in the first few months, and correct them if necessary.

Settings for managing the passport data of your guests

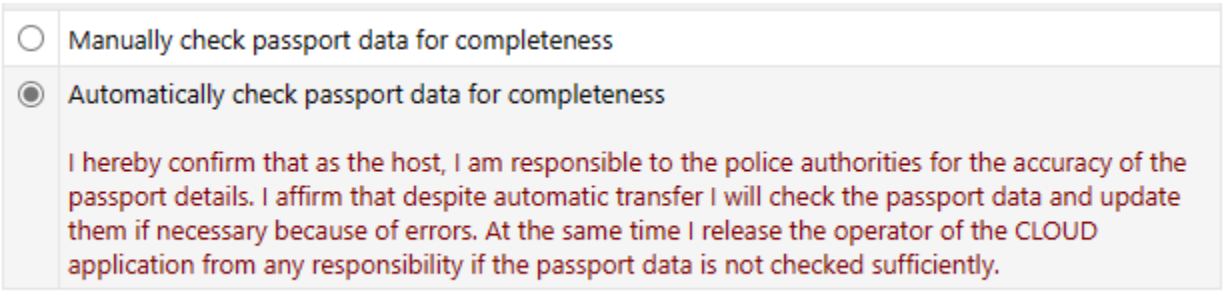


The Check-Mark checkbox "**Query passport data**" must be activated, as you are obliged to collect and check the passport data of your foreign guests based on the laws in most EU countries and Switzerland. In many countries it is not necessary to register the passport, but usually an identity card or other government-issued photo ID can also be registered. If you want to find out about the current legal situation, please contact your local tourism organization and ask for advice.

In our example, from the Jungfrau region in Switzerland, you can exempt the citizens of Switzerland and the Principality of Liechtenstein from the passport requirement. For this reason, the interface provides you with the options to exclude states from the passport query.

This means that although the fields will continue to be listed as voluntary input fields on the digital registration form, the input is not mandatory for determining whether the record is complete.

The next option, which we show here again as a screenshot, is decisive for the system-technical release of the completeness check:



If you interpret the law requirements 100% correctly, you actually have to confirm the completeness check manually after you check the passport data by visual inspection when the foreign guest arrives and confirm it in the system.

However, this variant is admittedly very cumbersome and time-consuming for any accommodation provider. For this reason, MASCH has integrated an additional variant in the development of the product CM Studio .GRM-CLOUD, which assumes that the information of the guests is stored correctly and is only checked randomly by the reception team of the accommodation.

By selecting this option, the manager of your operation automatically agrees to the consent form shown above and releases the CLOUD operator as well as MASCH Software Solutions as the software developer of the CM Studio .GRM-CLOUD from any liability issues from governmental bodies.

Additional SETTINGS of your client if you use CM Studio .GRM-CLOUD without a channel manager

In the preface of this user manual we have introduced you to the two basic procedures of CM Studio .GRM-CLOUD. You can either automate the digital workflow almost completely by including your Channel Manager software.

However, there are of course still guests who do not use an online booking platform and send their booking to the accommodation provider by e-mail or by phone and finally also still classically by letter or fax. We should also not forget the so-called walk-in guests, who, especially in summer, may book the last available rooms in your accommodation and thus ensure an optimization of your occupancy.

However, all these bookings must of course also be recorded and digitized in the digital reporting system. Of course, the principle should also apply here:

As little administrative effort as possible for the accommodation providers - maximum share in the recording of the digital registration form by the guest!

In this sense, MASCH Software Solutions provides with the so-called **WALK-IN Mask** an additional central acquisition component for the digital workflow. However, the WALK-IN mask is more than just an entry type for WALK-IN guests. It is basically used when guests that are not received via a channel manager or a CM Studio .GRM-CLOUD compatible booking system need to be recorded by your client for digital reporting.

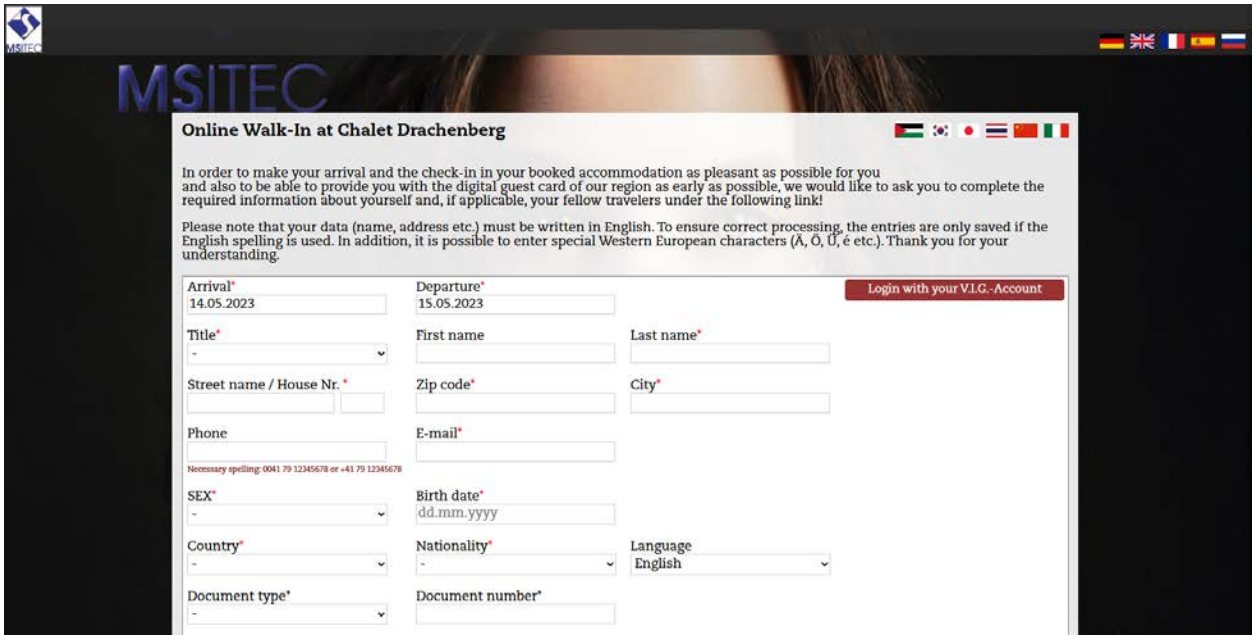
We distinguish here the additional cases that need to be captured besides the automated capture via Channel Manager and GRM-CLOUD compatible platforms:

1. **WALK-IN guests** to be admitted without any pre-registration at the reception.

2. **Guests bookings** received by telephone, e-mail, letter and fax in the accommodation.

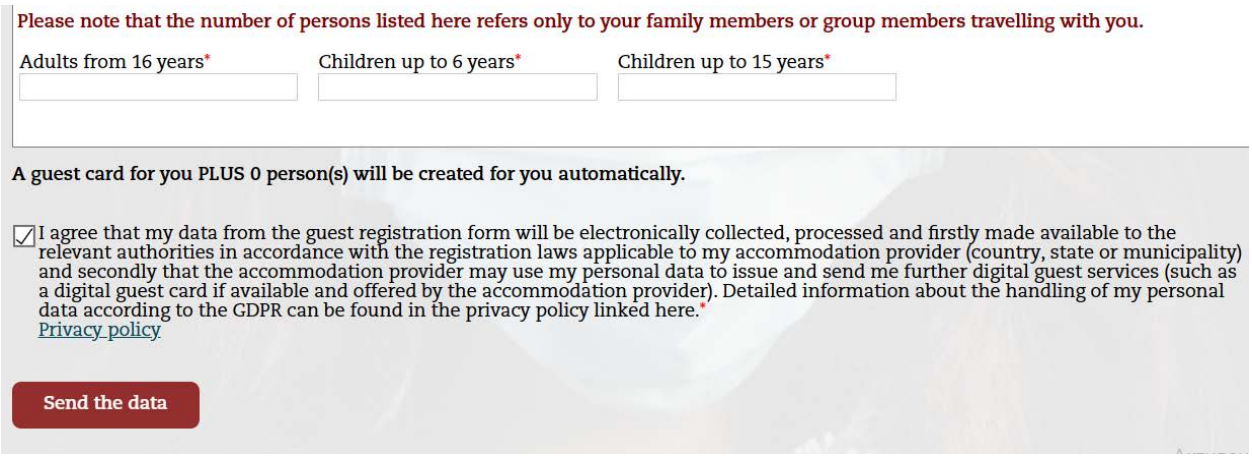
3. **Online bookings** that are digitally transferred from OTA portals and travel companies to the channel manager or PMS software, but cannot be automatically captured by CM Studio .GRM-CLOUD due to lack of interface.

Of central importance for all three case scenarios is the so-called WALK-IN mask for the digital reporting form:



The WALK-IN mask differs from the regular process in particular in that it does not contain personalized and pre-recorded data from the Channel Manager or any other booking platform. The guest must fill in the digital registration form completely including the travel dates and the number of persons booked. Thus, the acquisition is slightly more burdensome for the guest.

All other information, such as the application for the digital and, if necessary, personalized guest card(s) is identical in both procedures (WALK-IN registration and PERSONALIZED registration):



Below you will now find the instructions on how to implement the above three scenarios logically and effectively for your accommodation business, so that even without the support of your Channel Manager software, a complete and at the same time effective implementation of digital reporting in your accommodation business can take place. Here, too, the principle applies: **Digitalization should not significantly burden your employees, but make them more efficient.**

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Scenario 1: WALK-IN guests

In order to fully integrate WALK-IN guests, who are immediately at your reception without any prior information, into the digital registration system, CM Studio .GRM-CLOUD offers the possibility to create a QR code for the so-called WALK-IN mask. To do this, select the **"SETTINGS"** tab as the client's manager and use the "**Check-In URLs**" function in the menu bar at the top right.

After clicking on this menu function a second window will open and CM Studio .GRM-CLOUD will automatically generate the necessary QR codes in all languages for your client:

Deutsch	English
Français	**Español**

From this window, you can print out the QR codes via your connected printer (3 QR codes per DIN A4 page) and make them available for your guests to scan at your reception.

These QR codes are static and will not change. So it is advisable to store the QR codes as a PDF file in your reception office for reproduction purposes. However, this is not absolutely necessary, as you can also call them up again at any time using the function described above and print them out again. To illustrate it better, following the page with the pure QR codes, three pages with German, English and French QR codes have also been generated as self-explanatory displays that you can make available at your reception.

Attention!

Please note that the call of this function and the automatic generation of QR codes is generated by an external service and may take up to 60 seconds if the external QR code service is very busy at the moment of the function call. If in the worst case a time-out occurs and the QR code is not displayed properly, simply close the window and 30 seconds later start the function call again via the function button.

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Scenario 2: Guests Bookings received by the accommodation provider by telephone, e-mail, letter and fax.

Bookings that arrive at your accommodation business by e-mail, telephone or classically by letter or fax can very easily be transferred into the digital workflow of CM Studio .GRM-CLOUD.

Here, a preliminary remark is very important.
As a rule, the collection of data for digital reporting is not to be judged time-critical, in contrast to the synchronization of online bookings between the booking channels and the connected channel manager and, if necessary, a PMS software.

We recommend entering guests via the so-called "**Offline fast entry**" in the guest inbox of the digital registration system. All details about this function can be found in the section of the same name on page 66ff. of this manual.

Scenario 3: Online bookings that are managed by a non-compatible channel manager and cannot be captured automatically by CM Studio .GRM-CLOUD.

This scenario is very easy to describe.

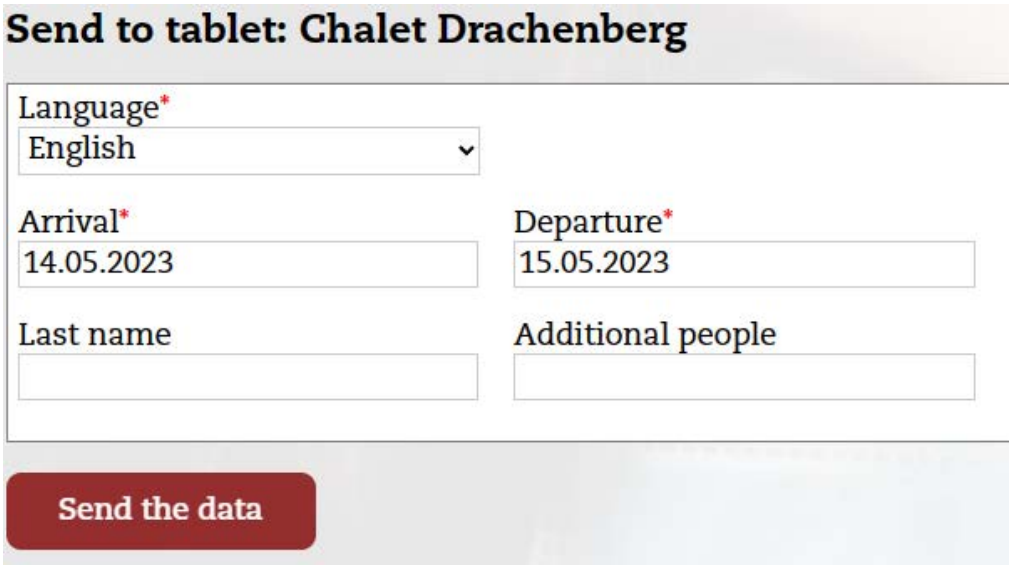
As in scenario 2, the necessary data entry takes place via the so-called "**Offline fast entry**" in the guest inbox of the digital registration system.

Therefore, we refer here to the description on pages 66ff. of this manual.

Scenario 4: In principle, the accommodation provider records registration slips only upon arrival at the reception of the accommodation.

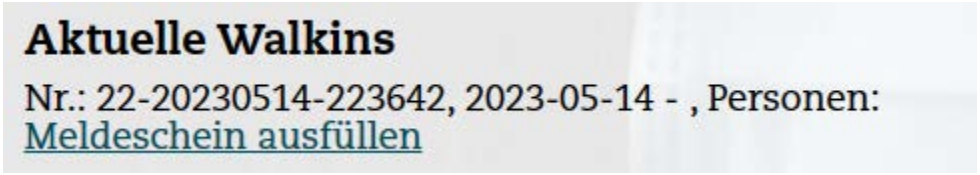
developed a separate procedure and, with the link functions "**Send to tablet**" and "**Tablet Walkins**", offers every accommodation provider the possibility to manage registration forms exclusively ad-hoc and at the reception desk.

Here, the link function "**Send to tablet**" is set up on the reception PCs as a desktop link and can be used to issue a guest registration slip:

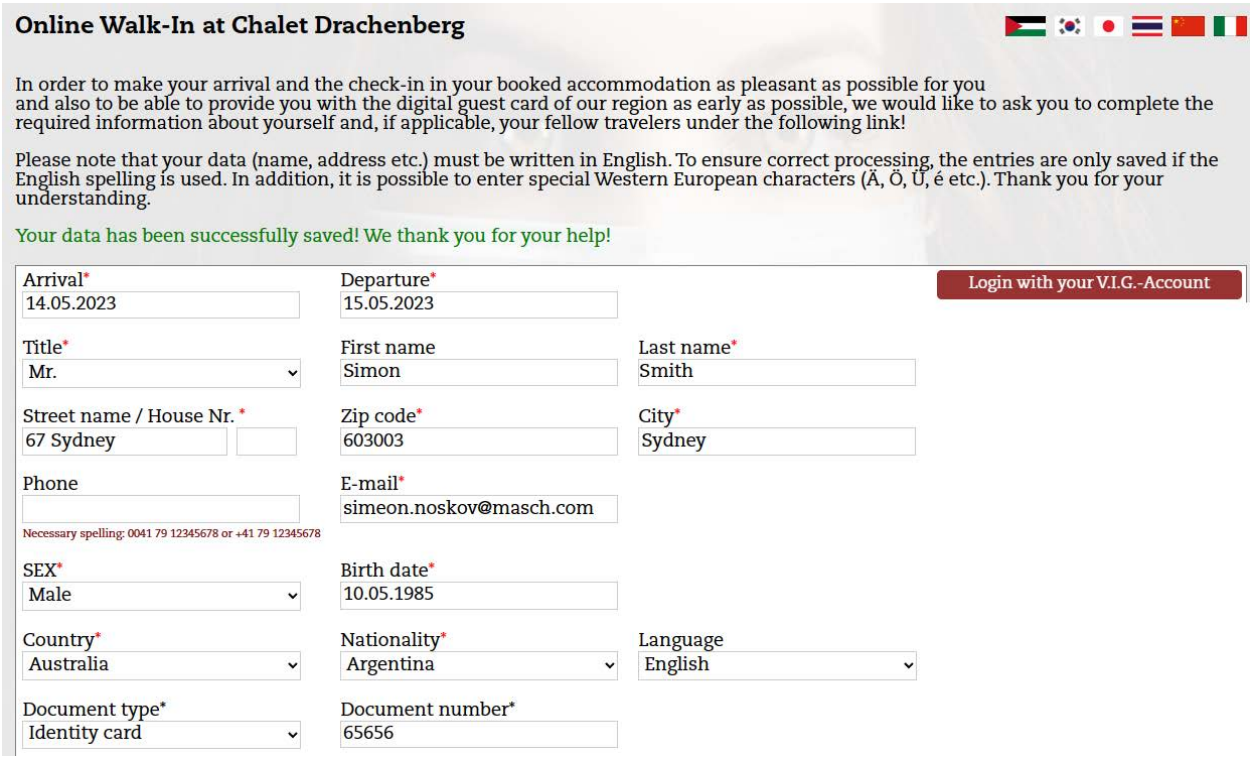


For the guest, the reception needs an adequate tablet (e.g. an Apple iPad 5. generation or newer).

After creating a registration form with the minimal information shown above on the part of the reception, the following screen appears on the corresponding tablet via the "**Tablet Walkins**" link set up there:

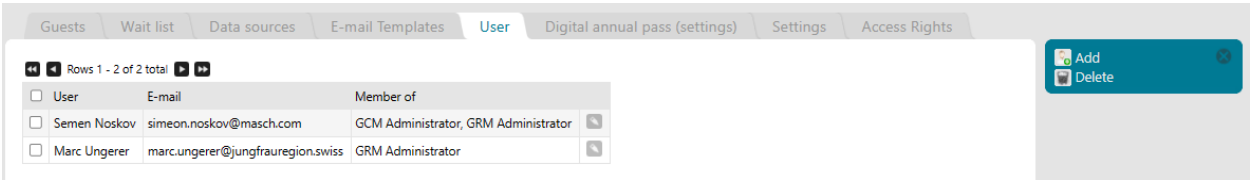


The guest can now click on "**Fill out registration form**" and the digital registration form will open for completion:



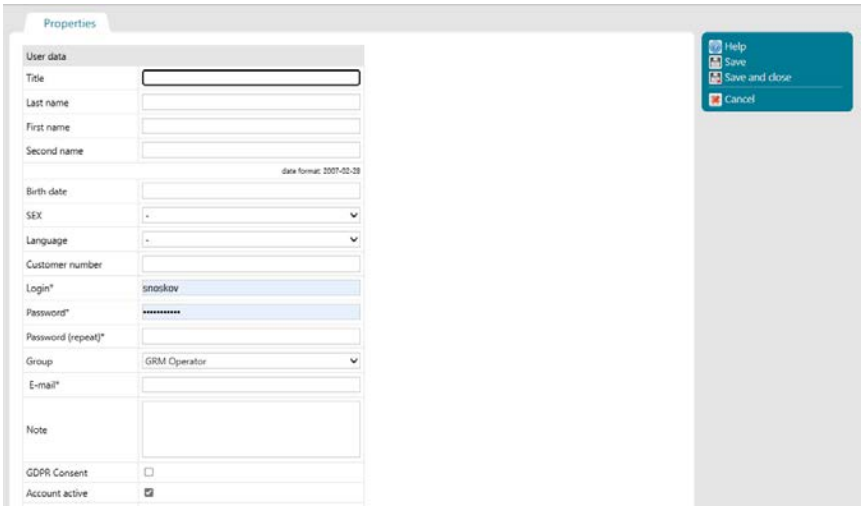
User management for your client

Via the user administration, the manager of the client can enter additional users and provide them with appropriate access rights. To do this, click on the "**User**" tab and you will be able to view the following screen:



The first time the "**User**" function is called, a user will already be entered here. This is the manager account of your client, classified as GRM administrator and registered by MASCH Support.

You can now create additional users.



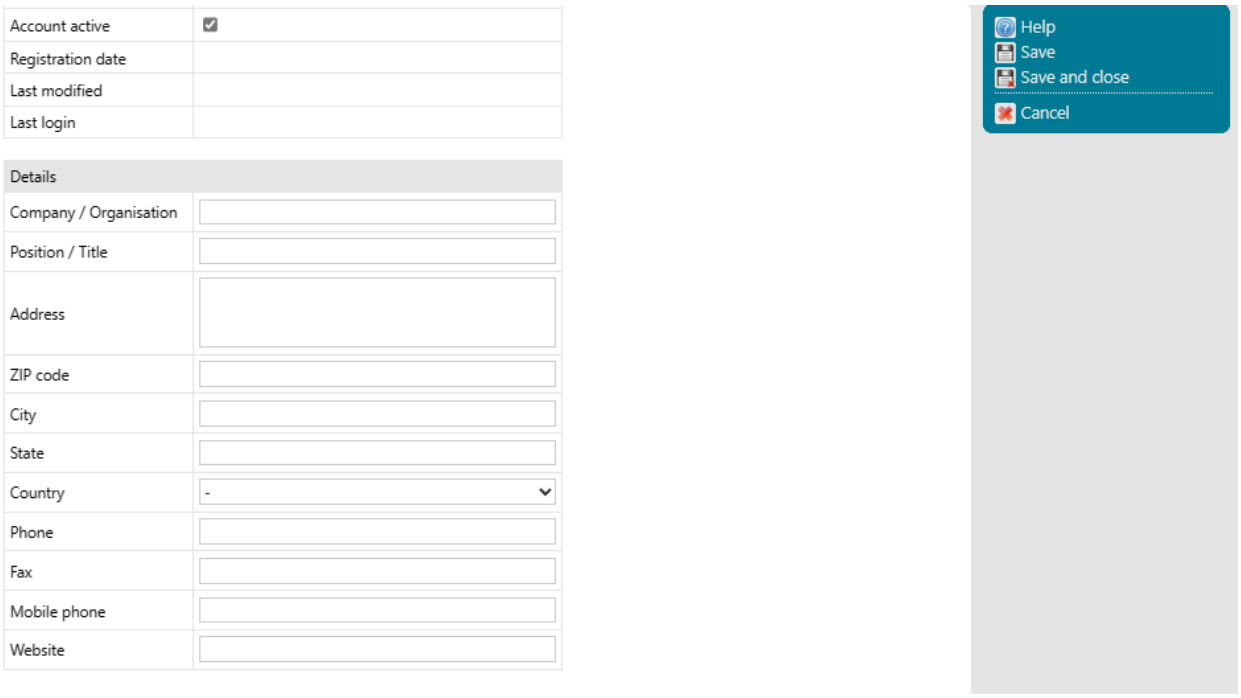
Fill in the adjacent user mask and choose between the options **GRM Administrator** or **GRM Operator** in the "**Group**" field.

We recommend to assign the group "**GRM Administrator**" only to selected employees from the management of your company. We have already described the rationale elsewhere in this manual.

In particular, the receptionists who perform the daily check-in and check-out tasks should not be given administrator rights, but should only be classified as GRM

operators, so that exceptional functions such as the subsequent modification of booking data due to data entry errors are reserved for management only.

The second screen now shows the second part of the user mask:



These fields are not necessarily mandatory, but especially in hotels with multiple teams and business units, it is recommended to fill in these fields as much as possible.

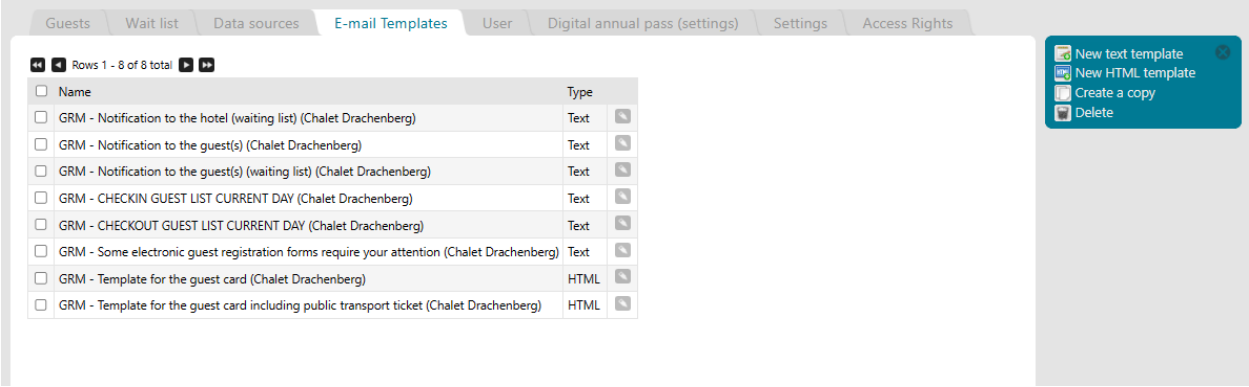
Change user password & update user profile

Via the following link, the user can open his user profile at any time with his existing password and change his personal password. This is a procedure we recommend to every user in the TOURIST interface:

https://www.mydomain.com/en/user-profile/

Please put here the official domain address of your CM Studio .GRM-CLOUD instead of www.mydomain.com and this link will work then.

Communication E-mail Templates



Communication between your staff team and the guest is key to a successful booking and a satisfied guest who will become a friend of your property.

The most important step for digital reporting, but also for your marketing as a modern accommodation business, is early communication with the guest. CM Studio .GRM-CLOUD as you have already learned in the previous chapter, can write to your guest, depending on your setup preferences, before he arrives and invite him to check-in online. Many guests, especially international guests, are already familiar with this procedure from air and rail travel and have a positive attitude towards online check-in, as it makes the actual arrival at your hotel easier and thus contributes to the success of the trip. In addition, CM Studio .GRM-CLOUD provides you with a wide variety of reporting compliance control mechanisms that make it easy for your reception team and guests to register guests via the digital reporting form.

Basically, CM Studio .GRM-CLOUD already provides you with standardized e-mail templates in five languages.

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However, you are free to customize these email templates and adapt the wording to the style of your business.

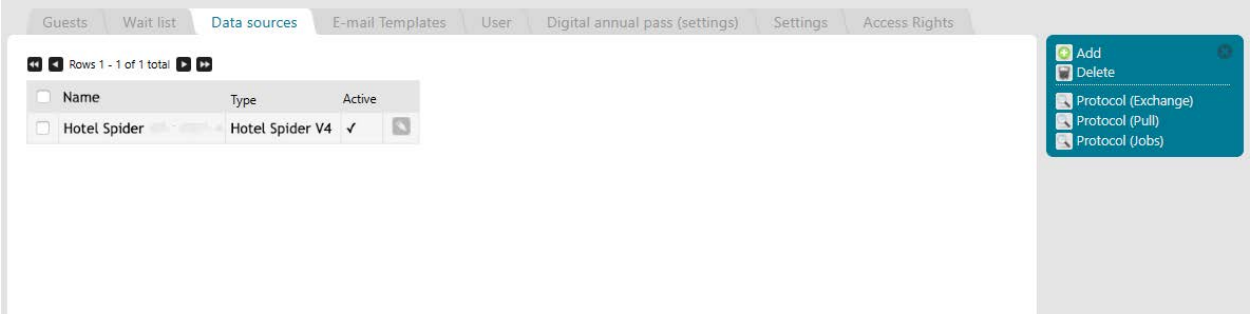
However, we would like to point out that these e-mail templates are also the legal basis for communication with guests. For this reason, **we recommend** that you coordinate any templates that need to be adapted with MASCH Software Solutions support.

The e-mail templates used are always coordinated with the CLOUD operator, i.e. your tourism organization, in advance of the commissioning of CM Studio .GRM-CLOUD in compliance with the law and made available.

You can open the respective e-mail template via the "**Edit**" button and customize it via the associated "**Languages**" tabs. Basically, almost all templates are plain text templates to reduce the risk of a SPAM filter rejecting the email in some circumstances.

Only the mail for sending the digital guest card is HTML-based and this should not be modified under any circumstances in order not to jeopardize the correct display and transmission of the digital guest card.

Data sources for the booking import



With this tab you can set one or more data sources, through which CM Studio .GRM-CLOUD automatically collects your bookings and extends the **GUEST-INBOX** with the relevant reporting data.

The goal must be to automatically capture every online guest booking in advance of your guest's arrival and to transfer it into the digital process flow, so that CM Studio .GRM-CLOUD is able to invite the guest to the online check-in.

In addition, CM Studio .GRM-CLOUD offers various functions, such as transferring non-digital bookings or walk-in guests into the digital process with a minimum of effort for your staff team.

Basically, if you decide to connect your channel manager to CM Studio .GRM-CLOUD, the manufacturer of your software must offer a corresponding complementary interface to MASCH CM Studio .GRM-CLOUD.

We will show you here below, using Hotel-Spider from Tourisoft AG in Switzerland as an example, that this technical connection should generally only be made by their support staff.

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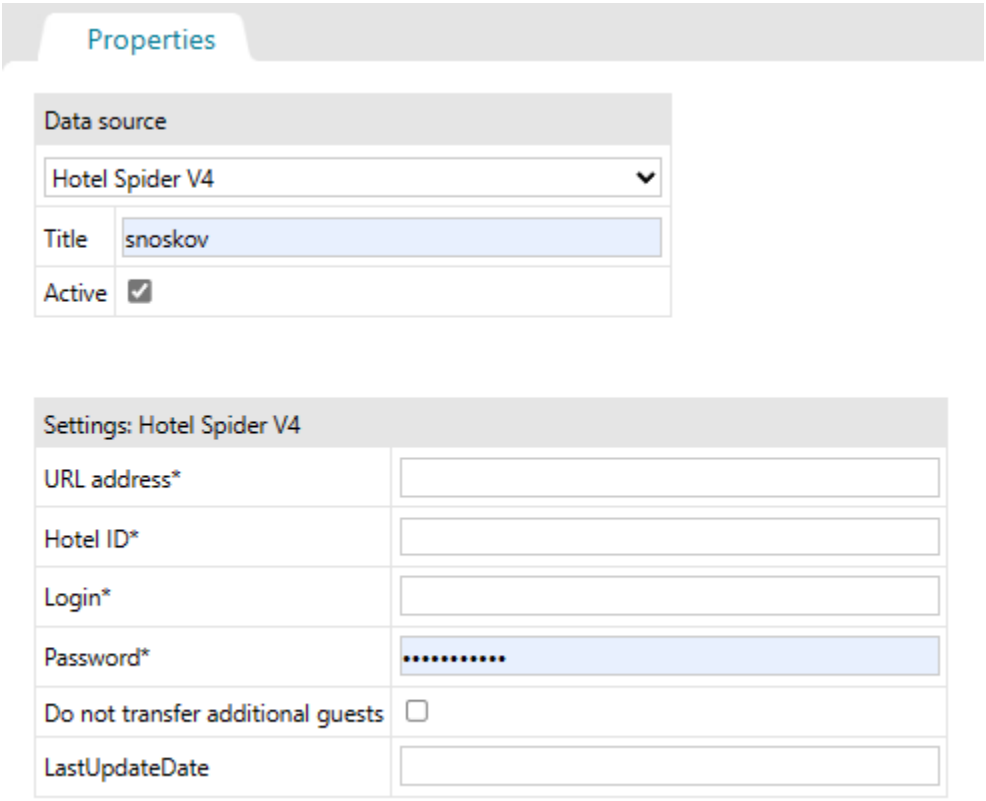
So if you decide to connect a channel manager, the first principle is that you should use only one data source to avoid duplication of records.

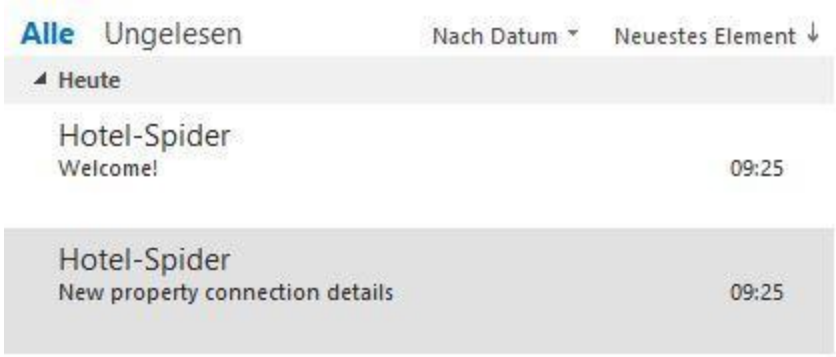
If you have a channel manager that does not support CM Studio .GRM-CLOUD, you may be able to connect individual online portals, such as your own website (if it uses CM Studio .iBooking from MASCH Software Solutions, or a destination platform using CM Studio .Booking-Center), to take bookings from these portals electronically and automatically.

Here we show you the setup screen for the Hotel Spider:



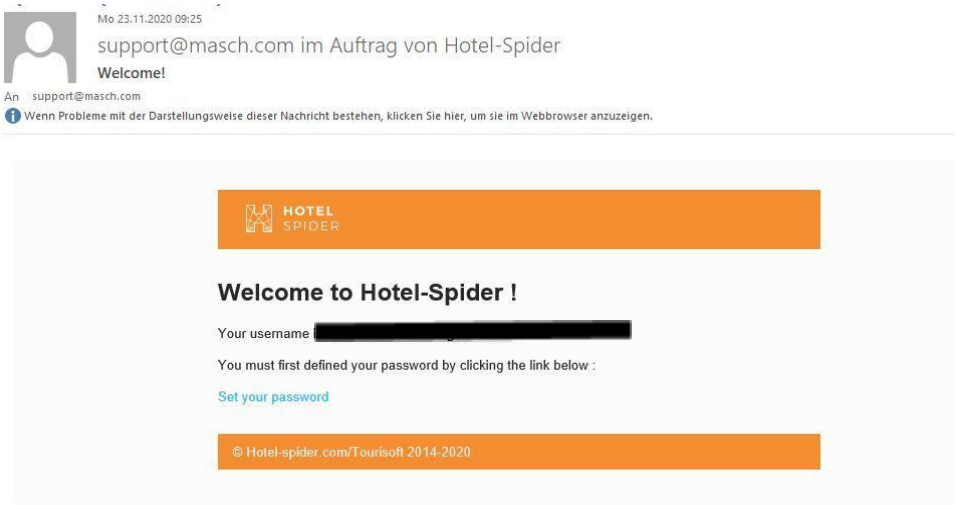
The associated URL address, the necessary hotel ID, as well as the LOGIN and the associated password are usually created and specified by the support of Tourisoft AG in the Hotel-Spider software. Request this information from Hotel-Spider support and share it with the "**supportadmin**".

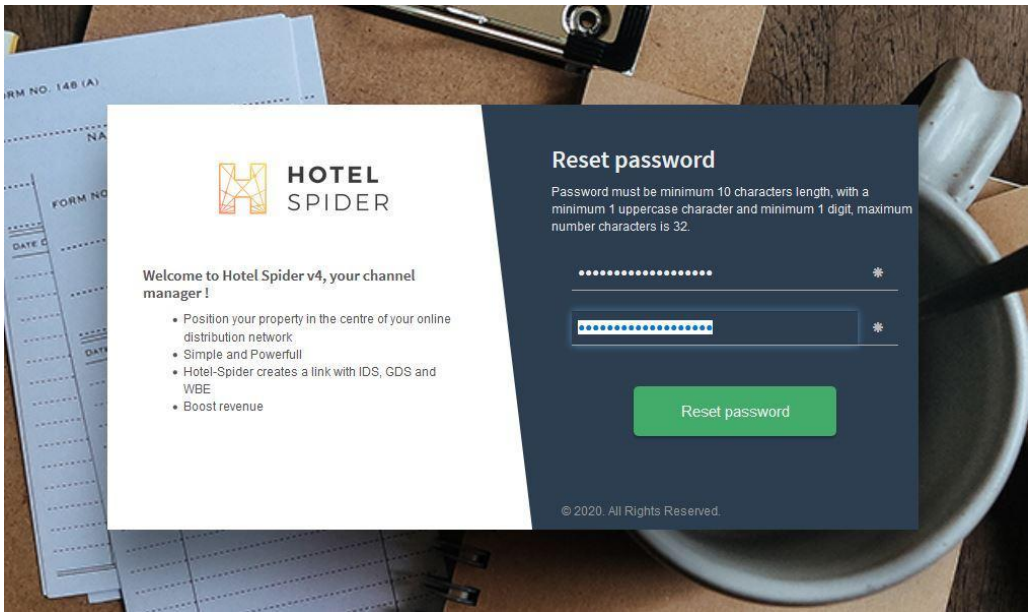
If the "**supportadmin**" is the customer service of MASCH Software Solutions, the process for setup is automated on the part of Hotel-Spider. In case of new PMS channel setup for CM Studio .GRM-CLOUD, Hotel-Spider will automatically send two email notifications to MASCH Support.



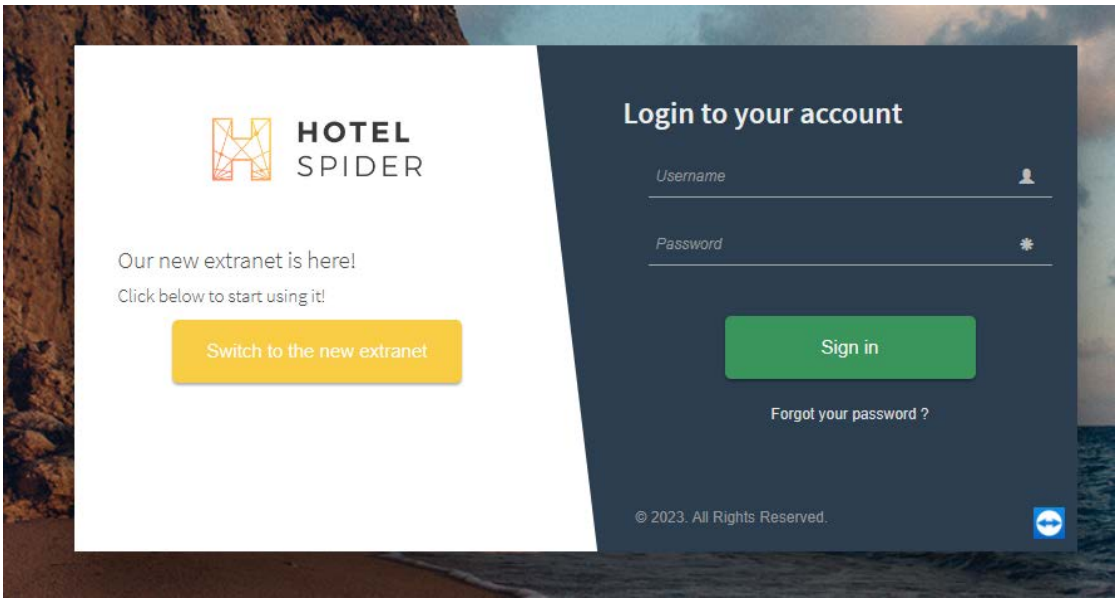
In the first e-mail with the subject "**Welcome!**" the support of MASCH is asked to define the necessary password:

This is then done in the hotel spider CLOUD:

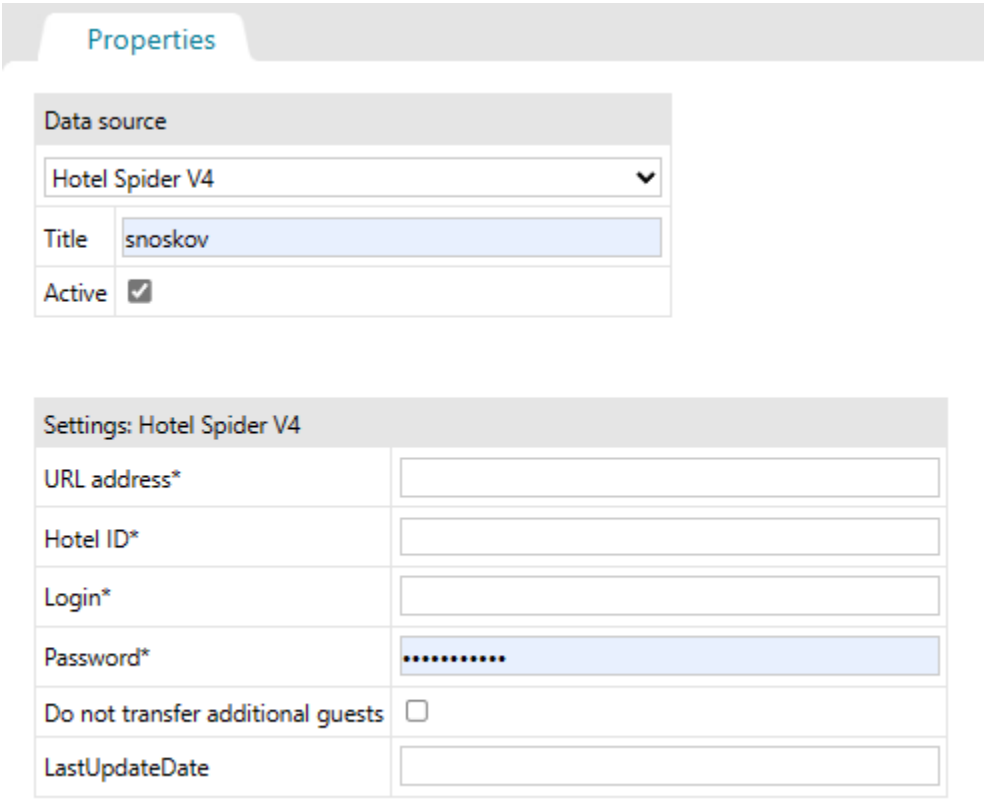




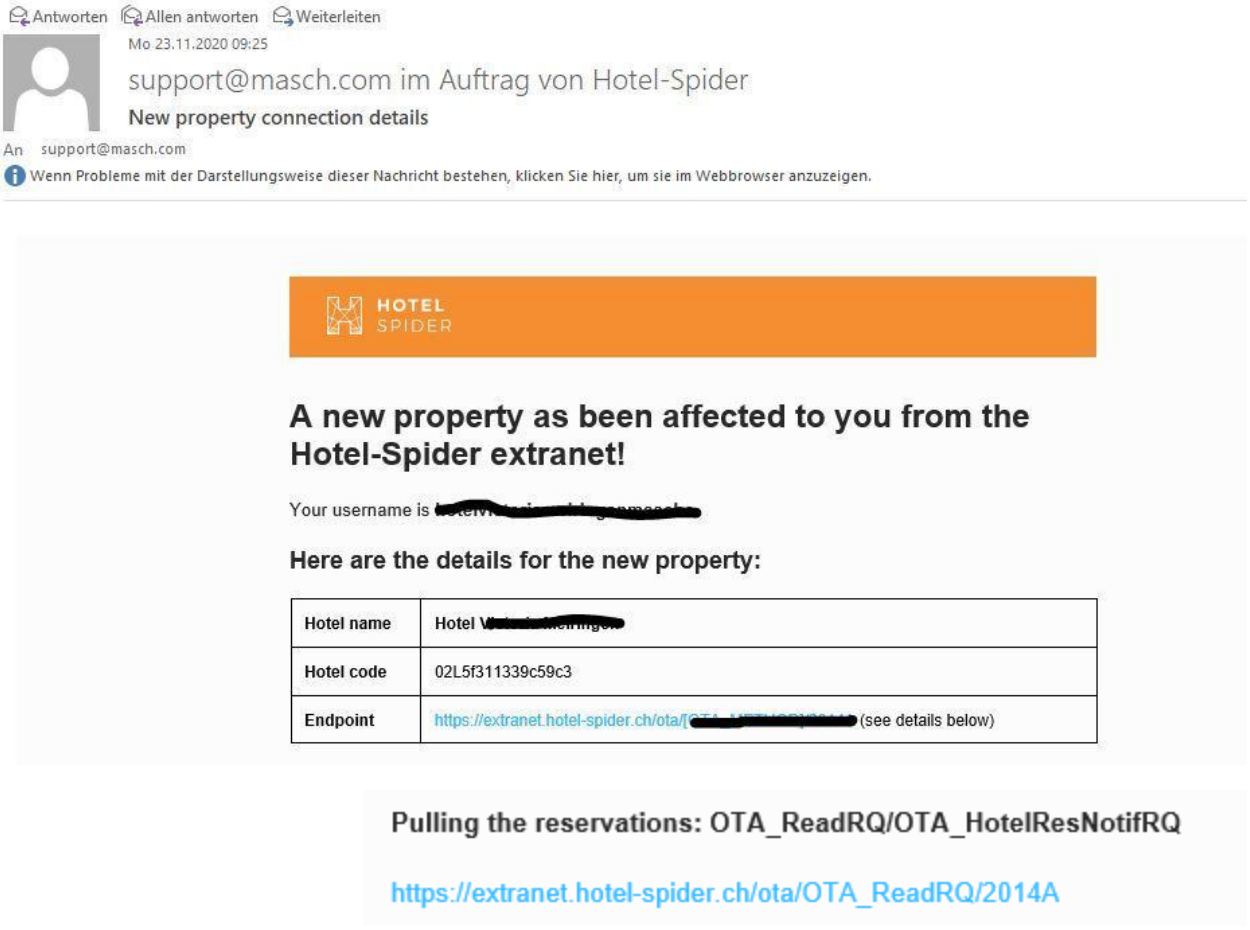
After the password is set via the "**Reset password**" button, this screen follows:



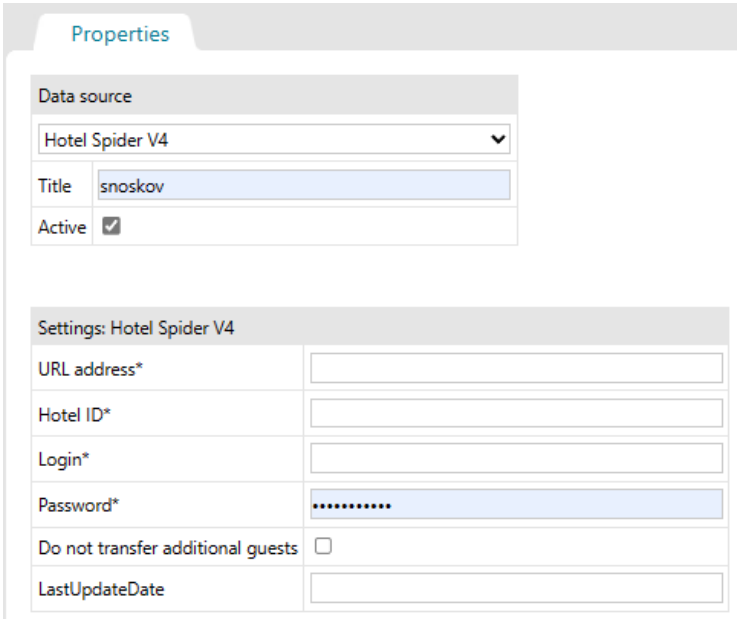
You can now close the browser window or browser tab of Hotel-Spider and switch to the setup of CM Studio .GRM-CLOUD:



In addition to the password you entered at Hotel-Spider, you will need other information to access the PMS channel at Hotel-Spider. This can be found in the second notification e-mail with the subject "**New property connection details**", as shown in the next screen shot on the following page:



When the setup is finished using this data and you have closed the setup window with "**Save & Close**", it takes at least 24 hours until you can see the import of the first booking data.

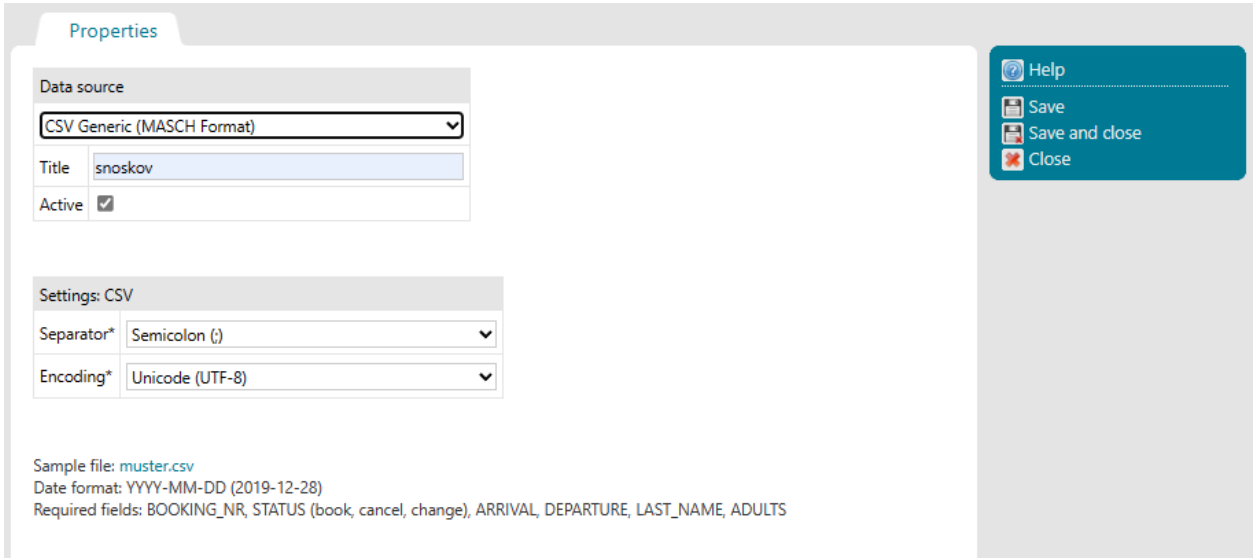


Please note that here only future bookings, from activation of the setup, will be synchronized between Hotel-Spider and the GRM-CLOUD. Previous bookings, even if they relate to

future arrivals, must be entered manually via the so-called "Wait list", among other things!

In other channel managers, the setup process follows similar steps, but may differ in some information from the interface shown here.

Basically, a CSV-TEXT IMPORT interface is also available, which allows you to manually transfer data records of a booking from your PMS software. This interface on the part of the PMS software must in this case comply with the data format specified by CM Studio .GRM-CLOUD. You can retrieve this data format by calling the CSV-TEXT IMPORT option and provide it to your PMS software provider as a sample file:



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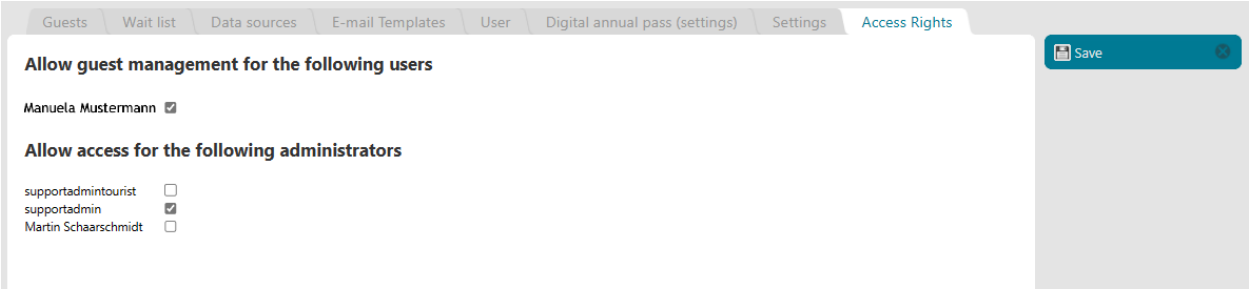
Access rights management



Access rights management is reserved only for the manager account of your client. Access rights management is reserved only for the manager account of your client.

By managing access rights, you, as the manager of the establishment, can give your employees access to the guest management and thus to the **GUESTS INBOX**. If one of your employees leaves, you can deactivate the account, but you must not delete it, as all further edits to a guest record by your employee will be logged to give the police a complete editing and tracking profile if necessary. It is essential that no collective accounts are used, but that a separate user account is created for each employee.

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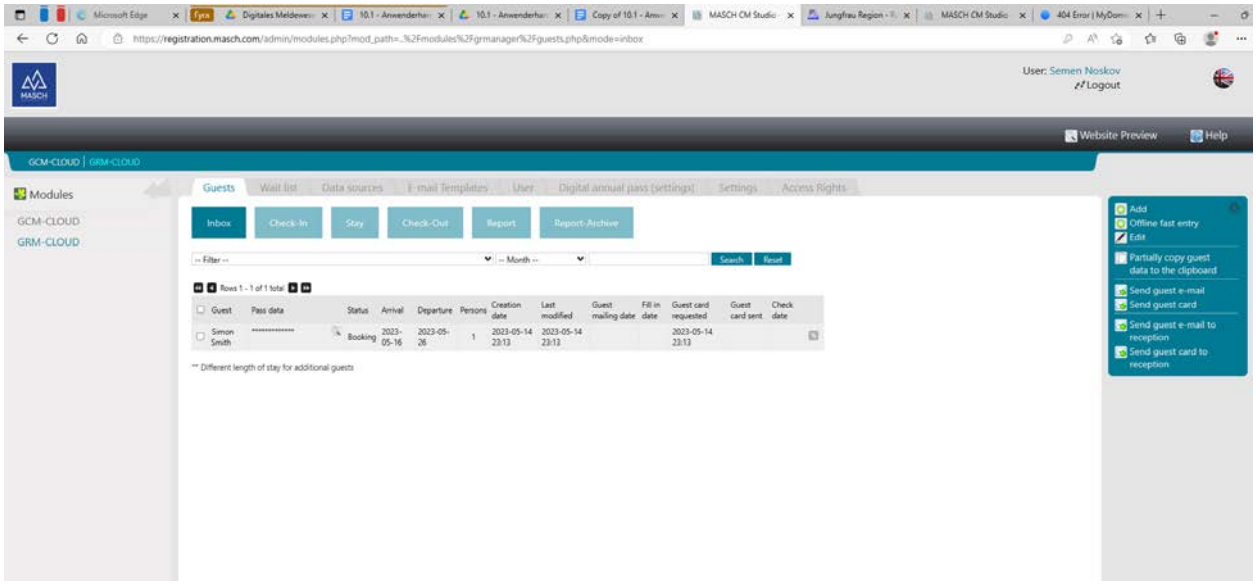
The user with the manager account is also able, on the one hand, to set transaction-important approvals, to set the automatic completeness check and also to create the reporting of the tourist taxes. In particular, any necessary and temporary releases for the support of MASCH or the support-authorized employees of the tourism organization (Tourist-Admins) can only be authorized by the manager of the client.

CM Studio .GRM-CLOUD: Extranet for the accommodation provider

GUEST INBOX: Inbox section



The screen shown above is the start screen when you click on "**GRM-CLOUD**" in the "**Modules**" bar after login.

The **Inbox** shows you in a clear table form all incoming bookings that CM Studio .GRM-CLOUD has in the administration. This table shows all current and future bookings, sorted by arrival date. Here, the next arrivals, measured from the current date, are at the top of the table.

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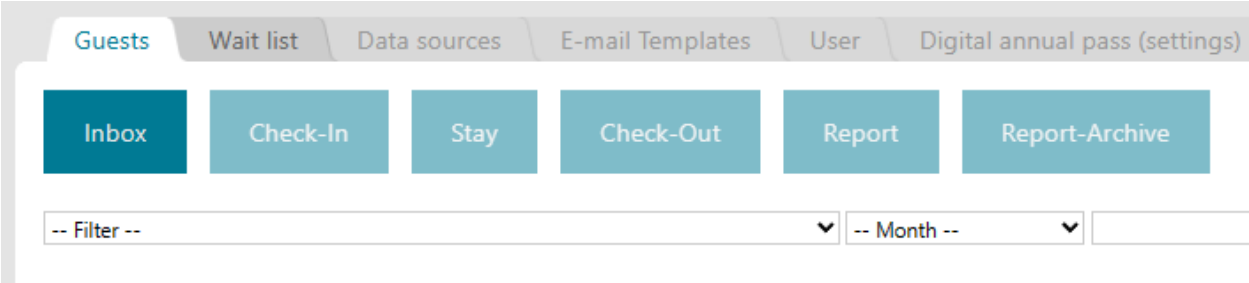
The entire reporting workflow process

aligns with the button bar shown in blue-green:



Simply stated, the following rule applies:

The **INBOX** includes all incoming Online bookings and Offline entries with arrival date in the future

Check-In: All reporting data records automatically change from **INBOX** to **Check-In** on the day of arrival.

Stay: For multi-day stays, the reporting records automatically change to **Stay** the day after **Check-in**. If it is a one-day stay, this step is skipped and the record immediately changes to **Check-Out**.

Check-Out: All reporting data records automatically change to **Check-Out** on the day of departure

Report: One day after **Check-out**, the financial data records automatically switch to **Report**.

Report collects all reporting records by the end of the month. With the visitor tax report, the data records are then transferred to the destination's **reporting archive**.

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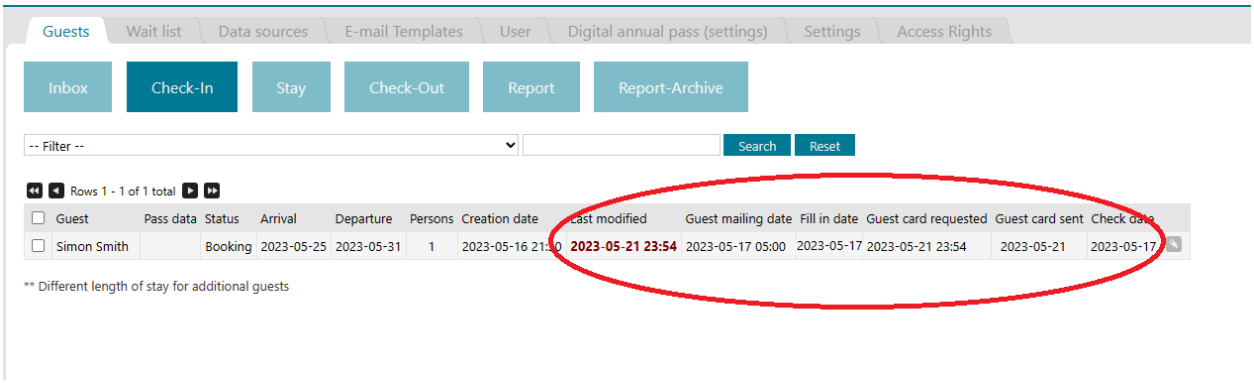
GUEST INBOX: Section Check-In

Ideally, the status overview on check-in day looks as shown in the following graphic:



From **INBOX** to **Check-Out**, the status tables always show the information about the reporting data records as shown here above.

Your reception team members can identify at a glance...

- ...when the invitation to the online check-in (guest e-mail) was sent.
- ...whether and when the guest has already filled out the digital registration form.
- ...whether and when the guest has applied for a digital guest card.
- ...when the digital guest card was sent to the guest. This requires the guest to apply for the guest card.
- ...whether the reporting data record is complete and has been classified as complete by the system. This means in particular that the required passport data of foreign guests is also already available.

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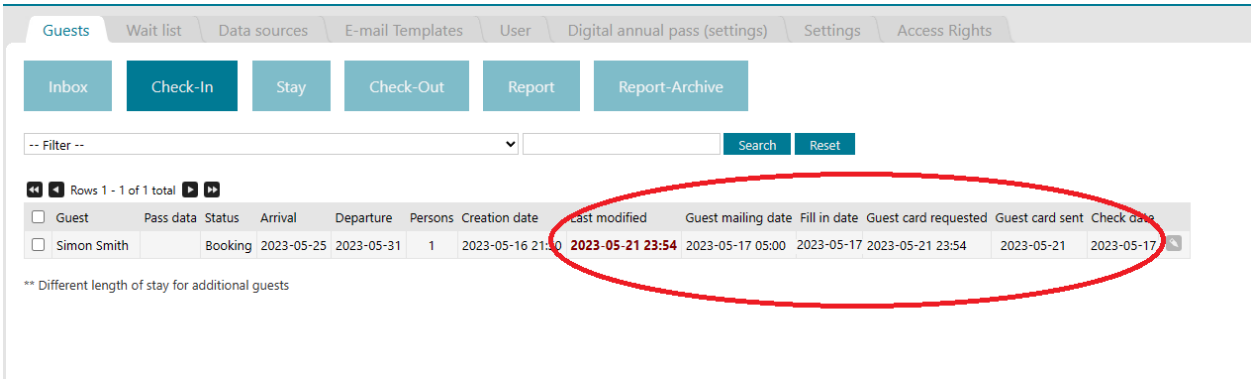
How does CM Studio .GRM-CLOUD support check-in?

In order to facilitate the check-in control and especially the digital check-in procedure of the guests for the reception team, especially if guests have not used the online check-in option in advance of their arrival, CM Studio .GRM-CLOUD offers several options to control the registration status:



The screen shown here has already been explained on the previous page and it requires logging into the CM Studio .GRM-CLOUD extranet to view this overview.

MASCH has therefore designed the dispatch of the CHECK-IN e-mail and the CHECK-OUT e-mail especially for the daily check-in and check-out. **We recommend** that every lodging establishment have a tablet available at the front desk for handling emails and on-site guest check-in or check-out, which your guests can then use to complete the check-in or check-out process. The tablet, in conjunction with the digital registration form, replaces the classic paper registration forms.

The CM Studio .GRM system sends these two e-mails once or twice a day, at 03:00 at night and at about 14:00 in the afternoon:

Dear Reservation Team,

The following guests are arriving today 09.08.2020:

Mrs. Martine Yes." :, 09.08.2020 - 11.08.2020, 4 persons
http: //www.registration-jista cistss/fr/online-checkin/ref:aJXJaZOWapptVZhpkmTKnGZnmZJpmpZobGhuZXBplmiYmpxmY5to/

Mrs. Mau ...e D..., 09.08.2020 - 10.08.2020, 2 persons
http: //www.registration-ju w/fr/online-checkin/ref:IpaYbJKaZZJtVZhoYmWblplumJOXnsVonmqcZmxsl2drmcxpZZVo/

Mr. Oliver ! 09.08.2020 - 11.08.2020, 2 persons
http: //www.registration-} s/en/online-checkin/ref:Z5ecb2OXJdoVWRrYGaalpVsxpNqnZVnbmuaZZxpl2NjmJttY5iV/

Mrs. Angela 09.08.2020 - 13.08.2020, 2 persons
http://www .registration: r/en/online-checkin/ref:ZZiWZpOXZZhuVWJukmbMnJdul5Vnl8lja2xsamtmmGRrl5hmYpuU/

Mr Werner ., 09.08.2020 - 09.09.2020, 2 persons
http: //www.registration-} s/en/online-checkin/ref:Z5ecb2OXJdoVWRrYGaalpVsxpNqnZVnbmuaZZxpl2NjmJttY5iV/

Matthias Vale, 09.08.2020 - 10.08.2020, 1 persons
http: //www.registratio... z/en/online-checkin/ref:ZpiZZmaVlpibVZZnaGubm2hoyJWXnpZramdoZZtkmmiliZlnYppq/

Mrs. Claudian, 09.08.2020 - 11.08.2020, 2 persons
http://www .registration: r/en/online-checkin/ref:ZZiWZpOXZZhuVWJukmbMnJdul5Vnl8lja2xsamtmmGRrl5hmYpuU/

The email shown above is the so-called CHECK-IN email. This lists to the front desk of your lodging establishment all guests who will be checking in on the same day based on your booking information AND who, at the same time, have not yet completed the online check-in in advance of their trip. To enable your reception team to use the tablet as efficiently as possible and WITHOUT LOGIN to the extranet, we recommend that you create a free CHECK-IN email address at Gmail (GMAIL) in addition to your regular reception email account.

You use this GMAIL address as recipient of the CHECK-IN and CHECK-OUT e-mails in the setup of the e-mail communication under "SETTINGS":

Notify		E-Mail for notification
Guest Notification	GRM - Notification to the guest(s) (Chalet Drachenberg)	{guest_email}
Reminder mail to the host	GRM - Some electronic guest registration forms require your attention (Chalet Drachenberg)	{hotel_email}
Guest Notification (Wait list)	GRM - Notification to the guest(s) (waiting list) (Chalet Drachenberg)	{guest_email}
Notification for the host (Wait list)	GRM - Notification to the hotel (waiting list) (Chalet Drachenberg)	{hotel_email}
Checking-in guests	GRM - Notification to the guest(s) (Chalet Drachenberg)	simeon.noskov@masch.com
Checking-out guests	GRM - Template for the guest card (Chalet Drachenberg)	simeon.noskov@masch.com

CHECK-IN e-mail

Now you can install the GMAIL app on the tablet you are using, regardless of whether it is an Android-based tablet or an iPad from Apple, and receive the e-mails sent by CM Studio .GRM-CLOUD System there comfortably and without having to enter another password:

Dear Reservation Team,

The following guests are arriving today 09.08.2020:

Mrs. Martine Yes." :, 09.08.2020 - 11.08.2020, 4 persons
http: //www.registration-jista cistss/fr/online-checkin/ref:aJXJaZOWapptVZhpkmTKnGZnmZJpmpZobGhuZXBplmiYmpxmY5to/

Mrs. Mau ...e D..., 09.08.2020 - 10.08.2020, 2 persons
http: //www.registration-ju w/fr/online-checkin/ref:IpaYbJKaZZJtVZhoYmWblplumJOXnsVonmqcZmxsl2drmcxpZZVo/

Mr. Oliver ! 09.08.2020 - 11.08.2020, 2 persons
http: //www.registration-} s/en/online-checkin/ref:Z5ecb2OXJdoVWRrYGaalpVsxpNqnZVnbmuaZZxpl2NjmJttY5iV/

Mrs. Angela 09.08.2020 - 13.08.2020, 2 persons
http://www .registration: r/en/online-checkin/ref:ZZiWZpOXZZhuVWJukmbMnJdul5Vnl8lja2xsamtmmGRrl5hmYpuU/

Mr Werner ., 09.08.2020 - 09.09.2020, 2 persons
http: //www.registration-} s/en/online-checkin/ref:Z5ecb2OXJdoVWRrYGaalpVsxpNqnZVnbmuaZZxpl2NjmJttY5iV/

Matthias Vale, 09.08.2020 - 10.08.2020, 1 persons
http: //www.registratio... z/en/online-checkin/ref:ZpiZZmaVlpibVZZnaGubm2hoyJWXnpZramdoZZtkmmiliZlnYppq/

Mrs. Claudian, 09.08.2020 - 11.08.2020, 2 persons
http://www .registration: r/en/online-checkin/ref:ZZiWZpOXZZhuVWJukmbMnJdul5Vnl8lja2xsamtmmGRrl5hmYpuU/

As you can see here on the screen, this control e-mail for CHECK-IN contains, in addition to the guest's name and length of stay, above all the link to their personalized digital registration form, so that your employees at the reception only have to call up this link and the digital registration form appears on the tablet screen, ready for input.

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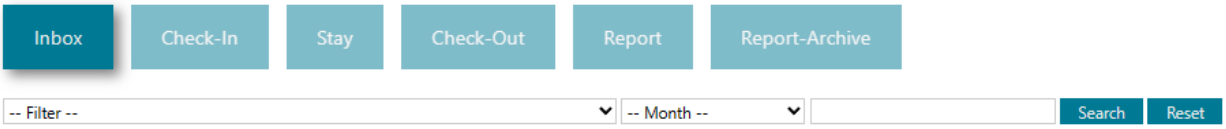
GUEST INBOX: Section stay



As empty as the screen shown here is, the Stay section naturally only shows up in a mid-season phase, when your accommodation business is closed. But crucially, you don't actually need to do any further editing during your guests' stay in your home.

Only if a guest subsequently requests the issuance of a digital guest card will you have to call up the guest's registration data record. These functions are described in the section "**MESSAGE DATA**" in one of the following chapters of this manual.

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GUEST INBOX: Section Check-Out

Also for the Check-Out section applies what has already been said for the Stay section, that in this phase of your guest's stay, as a rule, no more edits of the reporting data record should be necessary.

There is only one exception to this rule, and that is if your guest has not completed the digital registration form by the date of departure.

For this reason, we have once again explained the steps that are then necessary:

How does CM Studio .GRM-CLOUD support check-out to ensure that all reporting data is correct?

CHECK-OUT E-mail

If a guest does not want to fill in the entry during arrival or check-in at your reception, but agrees to enter it via his own smartphone, this is of course possible during the entire stay. However, in order to ensure for you as an accommodation provider that each guest has really filled in the digital registration form, CM Studio .GRM-CLOUD checks each registration record again on the day of departure. So, if again guests have not yet filled in the digital registration form completely, CM Studio .GRM-CLOUD will send another control e-mail, the so-called CHECK-OUT e-mail, in which all guests will be listed on the day of your departure, if you have not filled in the registration form by then:

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Tel.: +49 (0)2203 8068 405 - support@masch.com - Duplication and distribution only after approval

Dear Reservation Team,

The following guests are arriving today 09.08.2020:

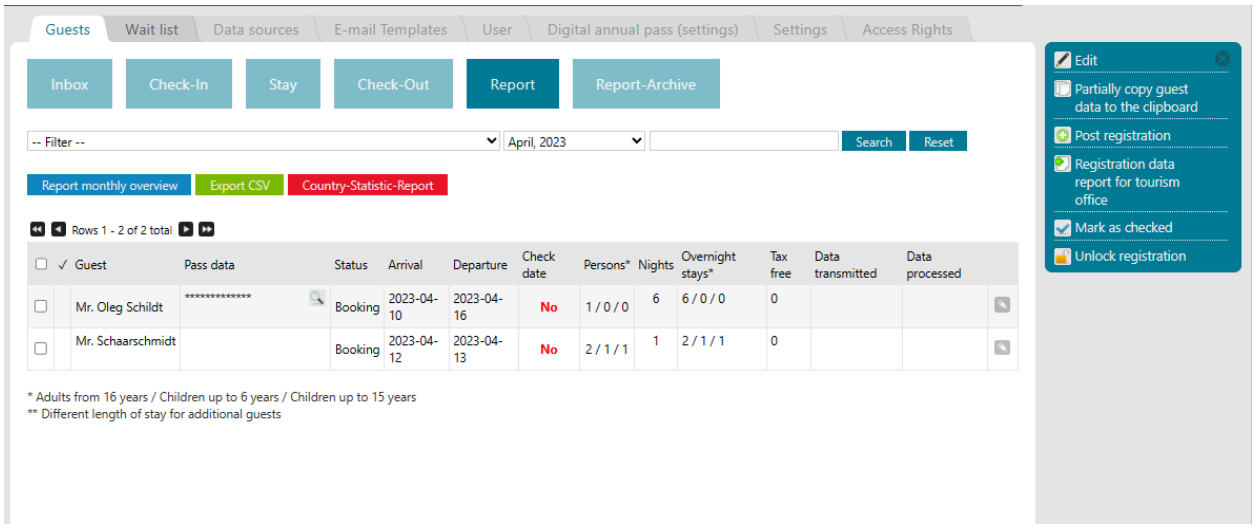
Mrs. Martine Yes." :, 09.08.2020 - 11.08.2020, 4 persons
http: //www.registration-jista [redacted] cistss/fr/online-checkin/ref:aJXJaZOWapptVZhpkmTKnGZnmZJpmpZobGhuZXBplmiYmpxmY5to/

Mrs. Mau ...e D..., 09.08.2020 - 10.08.2020, 2 persons
http: //www.registration-ju [redacted] w/fr/online-checkin/ref:lpaYbJKaZZJtVZhoYmWblplumJOXnsVonmqcZmxsl2drmcxpZZVo/

CM Studio .GRM-CLOUD is therefore also a helpful tool for your reception to fully comply with the legal reporting obligation without any major effort. The CHECK-OUT email will be generated once in the early morning of the day of departure and we recommend using the same free GMAIL address as for the CHECK-IN email.

GUEST INBOX: Report section

Monthly summary of registration forms and tourist tax report to the tourist office



* Overnight stays breakdown: Adults from 16 years / Children up to 11 years / Children up to 15 years

The "**Report**" section lists all the reporting records of a current month to provide your business with the possibility of digital tourist tax reporting.

As you can already see on the screen shown here, the display of the reporting data records in the "**Report**" section differs from the previous display in the other sections of the **GUEST INBOX**.

In the Report section, the individual statuses of when which guest registered or applied for a guest card are no longer relevant. Arrival, departure, completeness, number of guests, overnight stays and ultimately resulting from this the number of overnight stays are now the decisive factors for the monthly closing and the visitor tax reporting.

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Here, the compressed numerical representation of the overnight stays, e.g. 4 / 2 / 2, is to be interpreted as follows:

Adults from 16 years / Children up to 11 years / Children up to 15 years

In our example, 4 overnight stays for adults were accounted for, plus 2 overnight stays for children and 2 overnight stays for young fellow travelers.

The number of overnight stays is calculated by multiplying the number of overnight stays by the number of persons.

It is still shown in the "**Report**" section whether the completeness of the reporting data set is fulfilled. This is done with a green YES or a red NO.

It should be noted that the YES/NO status for the completeness of the data set refers only to the regulations of the reporting laws. The reporting of the tourist tax and the transfer of the overnight stays to the tourism organization remain unaffected by this, as it does not refer to the completeness of the reporting data. In the end, only the date of arrival, the date of departure and the number of persons traveling are decisive for the tourist tax reporting, because the system calculates the overnight stays based on this information.

The fact that a reporting data set may not be complete could only become relevant in the event of a police check.

In this context, MASCH Software Solutions once again points out that with the use of the digital reporting system, the police can and usually will receive one or more account accesses to CM Studio .GRM-CLOUD. The tourism organization as CLOUD operator is responsible for this decision and the definitive allocation of these account accesses.

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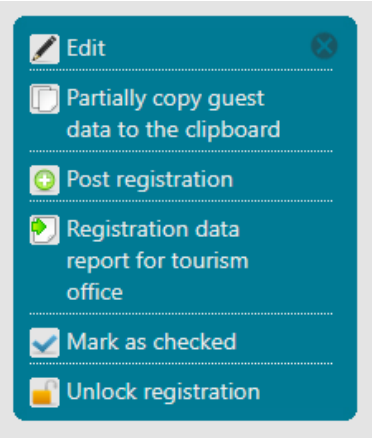
How does the digital reporting of the tourist tax work?

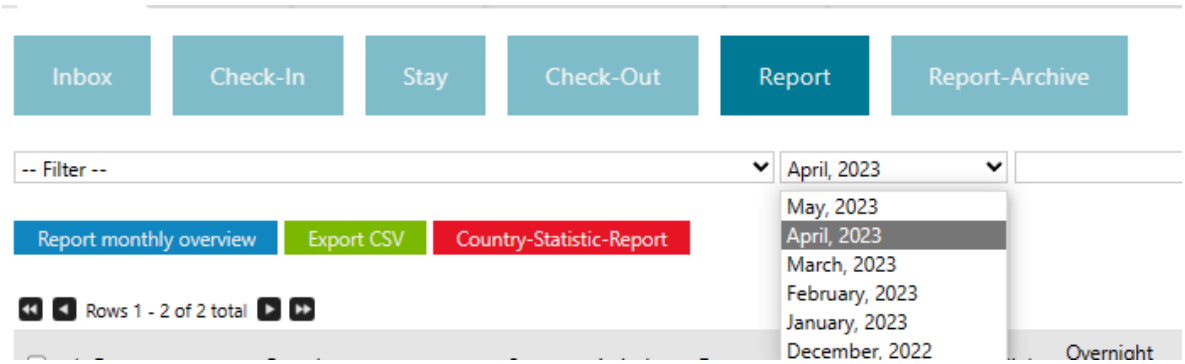
For this purpose CM Studio .GRM-CLOUD provides various functions in the "**Report**" section, as you can see on the graphic here on the right.

We will now go into detail about these functions on the following two pages.



Preliminary remarks on the "Report"

As you could see on the screen on the previous page, the "**Report**" section offers various filtering options:



You can basically view the reports of the last 3 months and also report afterwards. **BUT, once the reporting has been run for a month, it is not repeatable!**

Please make sure that you have checked all reporting data for correctness and consistency before submitting the monthly financial statement in the form of the report to the Tourism Office.

You can perform the check either via "**Report Monthly Overview**" for the currently selected month or via "**CSV Export**" to Microsoft Excel or similar software systems.

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In addition, CM Studio .GRM-CLOUD also offers the possibility to print the "**Country Statistics Report**". With a mouse click on the button "**Report monthly overview**" or "**Country statistics report**" you generate a printable report as PDF document. You can either print the PDF document or save it to your local hard drive for further cross-checking after your tourism office receives the invoice.

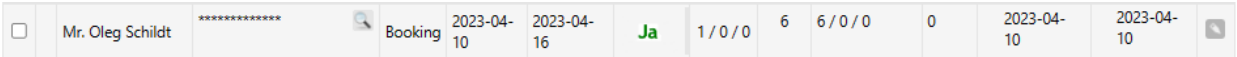
These report options do not lead to the final month-end closing and can be repeated as often as required.

If you also want to search for individual records in the reporting phase, the filter function or the search by guest name is always available.

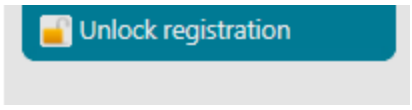
If guest registrations have been completely forgotten, please enter them subsequently using the "Subsequent registration" function button, which is described in detail in the FAQ document linked here.

If you notice an incorrect entry during the check, e.g. because a guest has extended one or two days during his stay and this was forgotten by the reception, you can also correct this later in the "**Report**" section.

Basically, however, all message records are locked after "**Check-Out**" within the "**Report**" section and can no longer be processed by the regular GRM operator, i.e. usually your reception staff. For this purpose, if subsequent corrections have to be made to the reported financial data record, the GRM administrator has to mark the reported financial data record, as can be seen here:



and then about the function: "**Unblock booking**" opens again. After that, the "**Edit**" button can be



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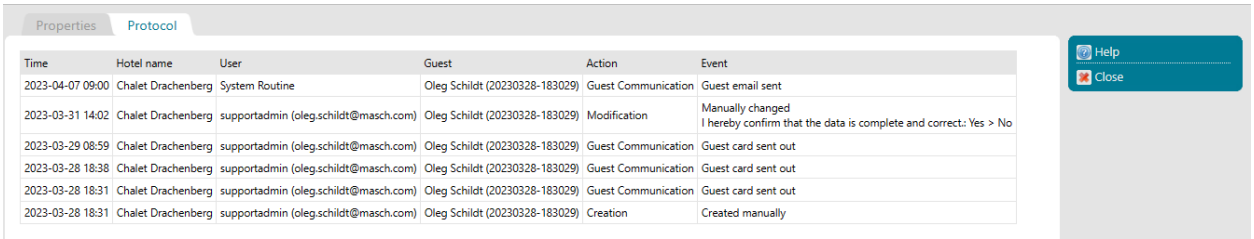
used to open the message record again and make the manual corrections.

It should be noted that such changes are compliant with the rules, as any changes or corrections to the reported data records are fully logged. These logs can be viewed and reviewed in each record via the "**Log**" tab:



Time	Hotel name	User	Guest	Action	Event
2023-04-07 09:00	Chalet Drachenberg	System Routine	Oleg Schildt (20230328-183029)	Guest Communication	Guest email sent
2023-03-31 14:02	Chalet Drachenberg	supportadmin (oleg.schildt@masch.com)	Oleg Schildt (20230328-183029)	Modification	Manually changed I hereby confirm that the data is complete and correct.: Yes > No
2023-03-29 08:59	Chalet Drachenberg	supportadmin (oleg.schildt@masch.com)	Oleg Schildt (20230328-183029)	Guest Communication	Guest card sent out
2023-03-28 18:38	Chalet Drachenberg	supportadmin (oleg.schildt@masch.com)	Oleg Schildt (20230328-183029)	Guest Communication	Guest card sent out
2023-03-28 18:31	Chalet Drachenberg	supportadmin (oleg.schildt@masch.com)	Oleg Schildt (20230328-183029)	Guest Communication	Guest card sent out
2023-03-28 18:31	Chalet Drachenberg	supportadmin (oleg.schildt@masch.com)	Oleg Schildt (20230328-183029)	Creation	Created manually

Here not only the changes are recorded with date but also with the name of the editor.

For the digital reporting system, the general basic rules of audit security in processing apply here, as they are also used in accounting, for example. No record may be deleted, it may be changed, but any change must be traceable to an external auditor.

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So now let's get to the actual functional description of the "Report" section:

Pre-check of the tourist tax report via "Report monthly overview".

We recommend a procedure here, which you can of course also practice differently.

Print the monthly overview.

The printout generates a PDF document that lists all registrations and also shows a monthly summation of your payable overnight stays:

Reporting
April, 2023

Nr.	Municipality	City	Host	Guest	Booking nr	Arrival	Departure	Persons	Adults from 16 years	Children up to 6 years	Children up to 15 years	Nights	Overnight stays Adults from 16 years	Overnight stays Children up to 6 years	Overnight stays Children up to 15 years	Tax free	Logiernächte / Ankünfte	Data transmitted	Data processed
1	Haslital	Beatenberg	Chalet Drachenberg	Mr. Oleg Schildt	20230328-183029	2023-04-10	2023-04-16	1	1	0	0	6	6	0	0	0	6 / 1	2023-05-14 23:39	
2	Haslital	Beatenberg	Chalet Drachenberg	Mr. Schaarschmidt	20230412-104448	2023-04-12	2023-04-13	4	2	1	1	1	2	1	1	0	4 / 4	2023-05-14 23:39	
Total													**8**	**1**	**1**	**0**	**10 / 5**		

We also recommend that you save these PDF documents locally on your PC for comparison with the invoice you receive from the Tourist Office. Please note that you can only create and retrieve these reports 3 months backwards. Therefore, the respective monthly report should be stored locally or a printout should be kept available. The comparison reference is always the "**Booking number**" which is also shown on the invoice of the tourist office.

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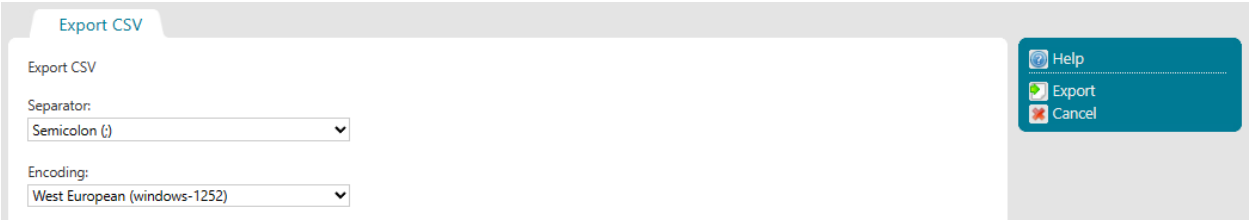
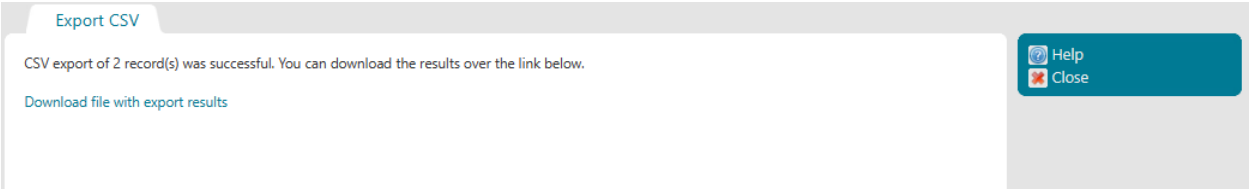
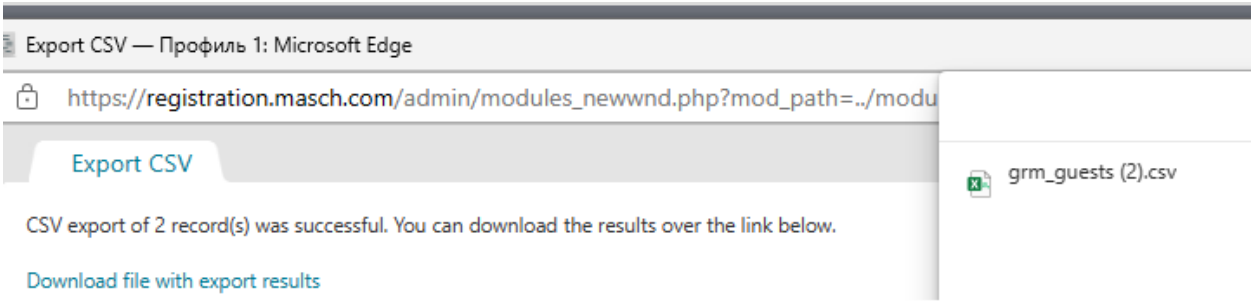


As an alternative to PDF printing, CSV export to a spreadsheet program can be used. To do this, click with the mouse on the function button "**Export CSV**" and the screen shown here will open.

Then click "**Next**" and perform the export.



Once the export is executed, this screen will show you the number of exported records and suggest downloading the export to your local workstation (PC). When you click on the download link, the following screen will appear after a few seconds:



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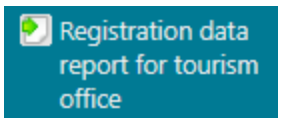
As a rule, CM Studio .GRM-CLOUD already suggests an editing program that can further process the transfer of the so-called CSV file. In our example shown here, we use Microsoft Excel on our workstation PC.

The "**Export CSV**" is certainly the more efficient variant if you want to create individual evaluations and analyses, because you can group and individually sum up the overnight stays in a spreadsheet program such as Microsoft Excel with a few mouse clicks and compare them with the values from your PMS program if necessary.

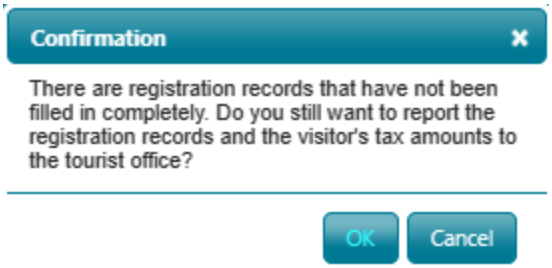
As mentioned, this procedure for checking the results is not obligatory and is merely a recommendation that we strongly recommend to every accommodation business, especially in the first few months of use and conversion to the digital reporting system, in order to detect errors in operation and thus incorrect results before submitting the visitor tax reports and, if necessary, to correct them naturally.

Reporting the tourist tax to the tourist office



In order to trigger the final completion of the tourist tax report, you only need two mouse clicks. In the first step, click on the function button "**Report registration data to tourism office**" on the right.

The following control message will then appear, as you can see it here on the right.



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If you are sure that you can send the message, then just click "**OK**".

The data will now be transferred to the tourism organization and all data of the report will automatically be moved to your "**Reporting archive**".

We would like to clear up a misconception about data handling at this point.

We are repeatedly criticized that the tourism organization has unrestricted access to all guest data. This is de facto not the case, as shown here in a screenshot from the tourist tax statement of the tourism organization:

Reporting
April, 2023

Municipality	City	Hotel-Name	Guest	Booking nr	Arrival	Departure	Persons	Adults from 16 years	Children up to 6 years	Children up to 15 years	Nights	Overnight stays Adults from 16 years	Overnight stays Children up to 11 years	Overnight stays Children up to 15 years
Gr		Hotel	Frau Mar*** Bar***	HS-0285f43be356ee82	01.10.2020	03.10.2020	2	2	0	0	2	4	0	0
G		Hotel	Frau Lis*** Sch***	021020201553	02.10.2020	03.10.2020	1	1	0	0	1	1	0	0
G ind	G	Hotel	Frau Tri*** Cha***	HS-0285f76fb265ef15	03.10.2020	06.10.2020	1	1	0	0	3	3	0	0
Gr		Hotel	Herr Gri*** Gri***	0110201	03.10.2020	04.10.2020	5	5	0	0	1	5	0	0
Gr		Hotel	Herr Mic*** Win***	HS-0285f1dcd81dc94d	03.10.2020	05.10.2020	6	6	0	0	2	12	0	0
Gr	G	Hotel	Frau Tab*** Win***	HS-0285f61f9f87f328	03.10.2020	04.10.2020	1	1	0	0	1	1	0	0
Gr	G	Hotel	Frau Nad*** Kes***	HS-0285f6b6682af47c	06.10.2020	07.10.2020	2	2	0	0	1	2	0	0

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Here it is clearly evident that the tourist offices cannot see any personal data of the guests. Only the "**Booking number**" is transferred as a control reference and is also shown in the invoices of the tourist offices.

GUEST INBOX: Reporting Archive Section

The "**Reporting archive**" section is ultimately only required in the event of a police inquiry or verification. The filter functions already described in the previous sections are also available here. In the end, all that remains to be noted is that the data, including cancellations, are stored in the reporting archive for several years in accordance with the legal requirements and are then automatically deleted by the system when the retention period has expired.

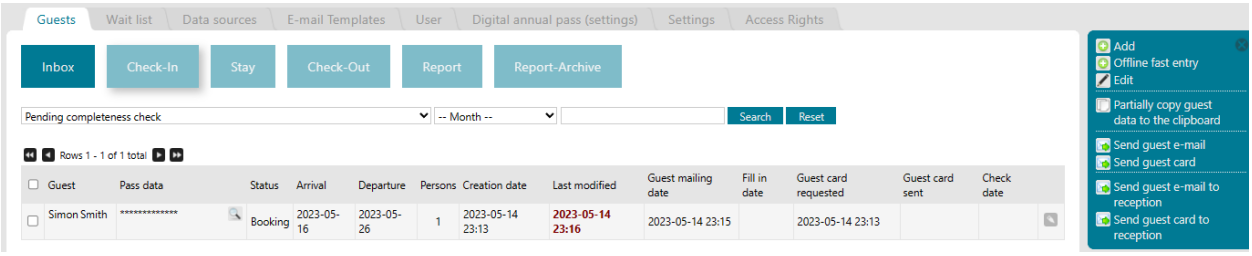
Functions for editing a financial data record

CM Studio .GRM-CLOUD offers a wide range of helpful functions for editing, correcting, and entering reporting data records.

While MASCH, as explained in the preface, has focused on automated processing of data in CM Studio .GRM-CLOUD, as well as the collection of reporting data by the guest.

However, this does not exclude the fact that you, as a team of employees, can and occasionally must enter data records manually if, for example, your guests have neither a smartphone nor any knowledge of the digital world. Certainly, a good guest service is also to be understood in the sense that you want to make the stay in your house as pleasant as possible for your guest and provide the necessary coverage as a service for the guest.

So now let's take another look at the "**GUEST INBOX**", which ultimately represents the headquarters of your client and the associated processing of the reporting data:



In particular, the function bar on the right screen, as we zoom in on it here, is explained on the following pages.

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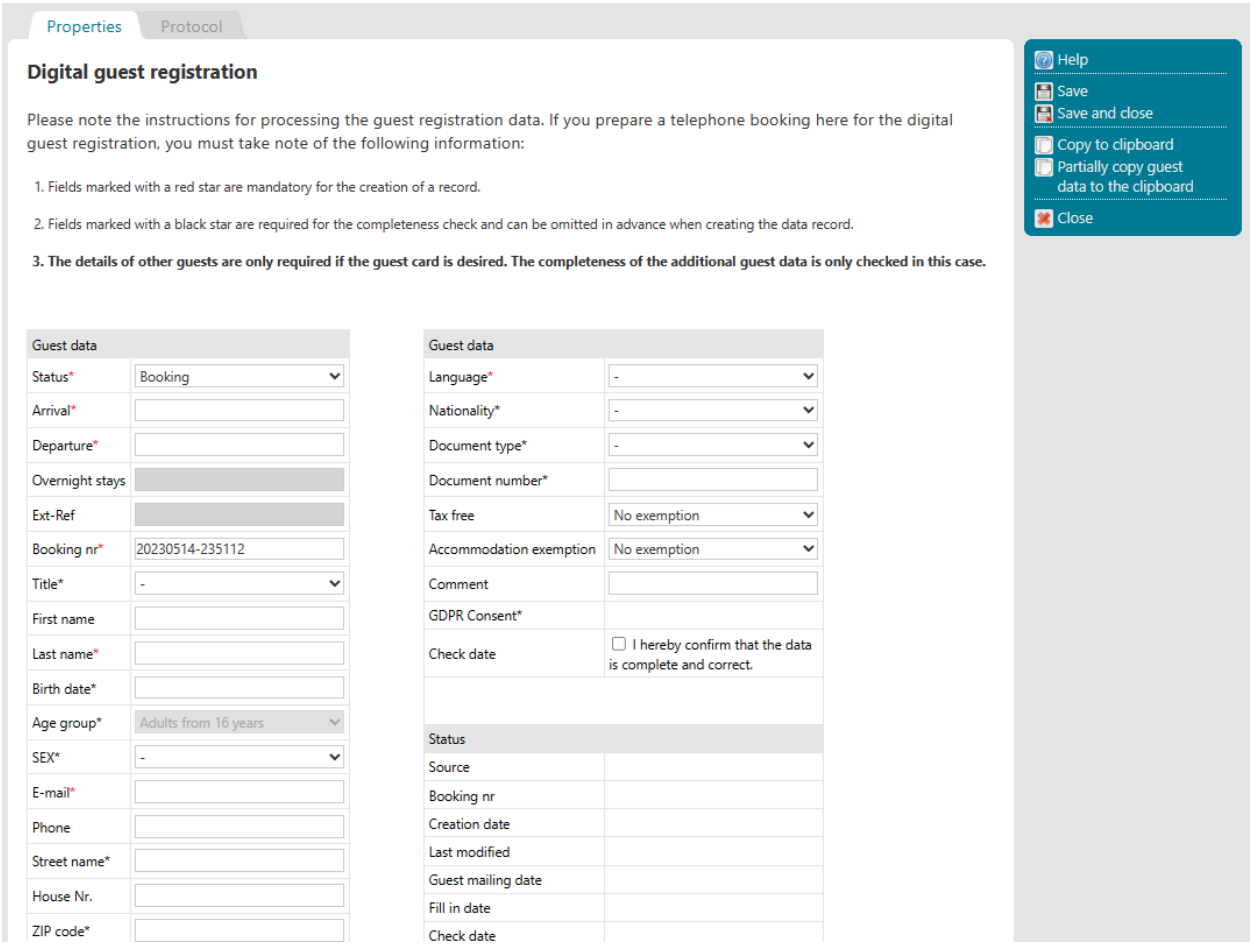
Add / Edit

With "**Add**" you create an empty message record as you see it in the following or with "**Edit**" you can edit an existing message record:



Please follow the instructions for processing the guest registration data. If you want to enter or prepare a telephone booking for the digital guest message, you must observe the following entry rules of CM Studio .GRM-CLOUD:

1. Fields marked with a red asterisk (*) are mandatory for creating a record.

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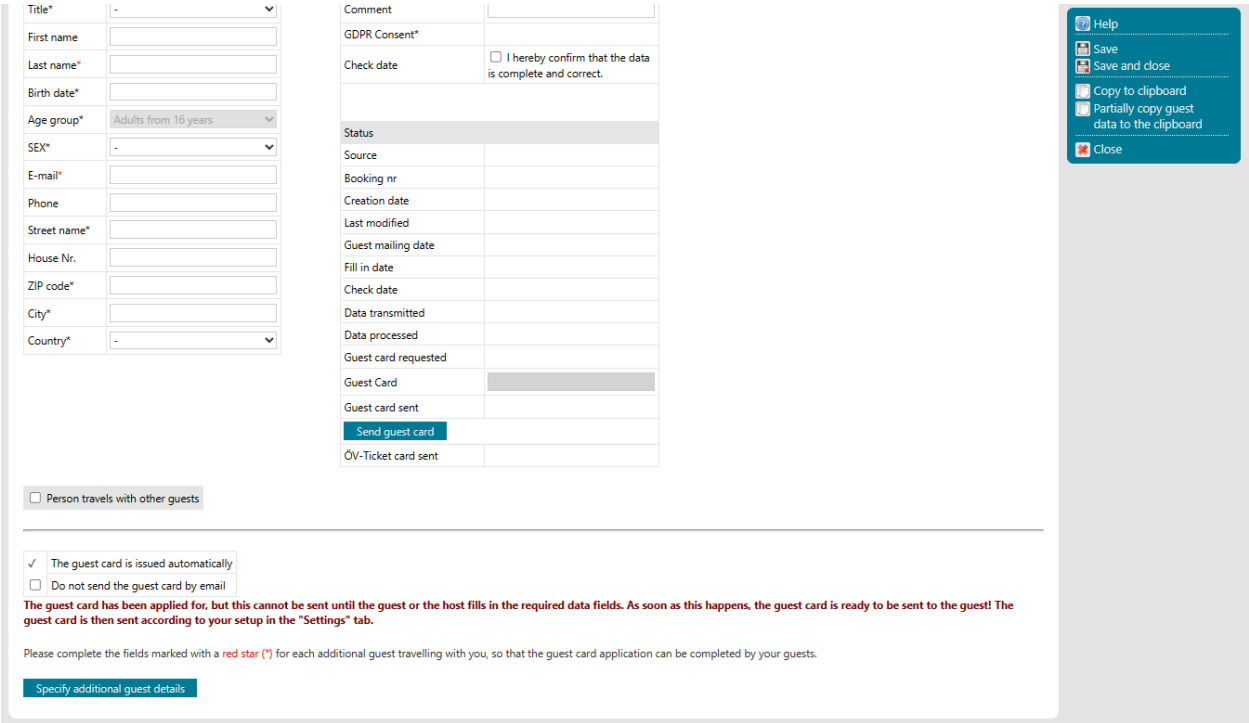
2. Fields marked with a black asterisk (*) are required for the completeness check and can be omitted in advance when creating the record. They are then requested when the check-in email is sent to the guest and must be completed by the guest.

3. The details of the accompanying guests, which are requested under the horizontal separator line, are only required if the guest card is to be requested for the guest. The completeness of this information will be checked only if the option 'Guest card requested and applied for' has been activated.



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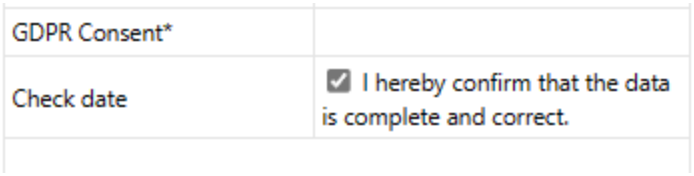
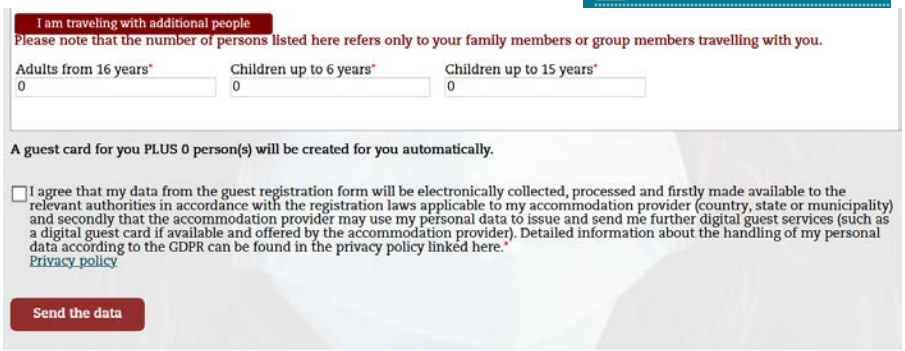
The variant of complete entry via "**Add**" is of course the most time-consuming variant for your reception team. Above all, however, you will then also be missing the digital DSGVO declaration of consent from your guest. **We therefore generally recommend** that you let your guest carry out the last step, such as entering the passport data at the reception desk, on a tablet provided. This automatically implies that the guest has to give the DSGVO compliant consent and this is logged accordingly by CM Studio .GRM-CLOUD.



To trigger this last step manually, you can open the message record on a tablet using the "**Edit**" function....

...and call up the digital registration form in the right-hand function bar via the "**Registration form**" function in order to have it filled out and confirmed by the guest via the tablet or to send the digital registration form to the guest via e-mail notification via the "**Guest e-mail**" function and to ask him to complete it via smartphone.



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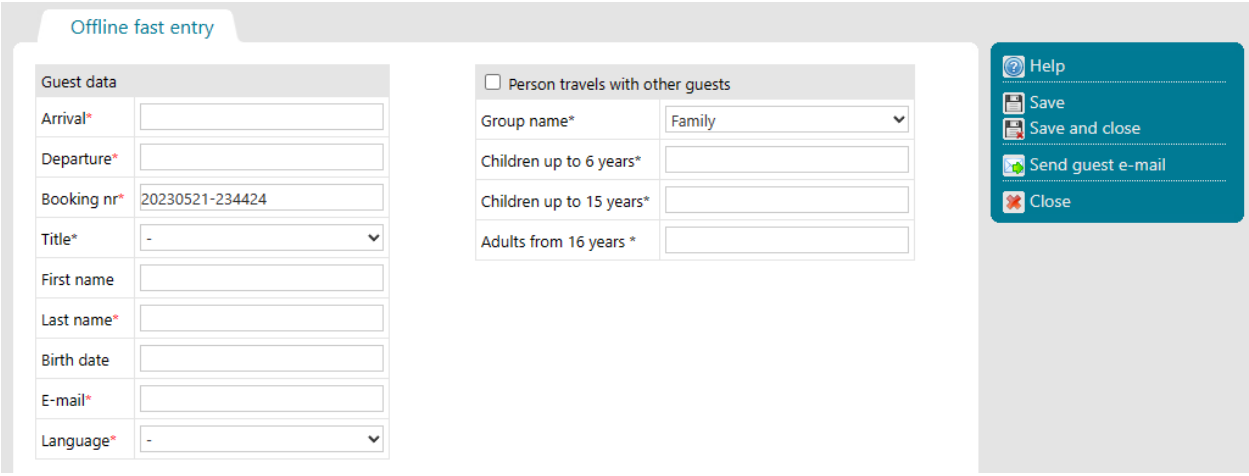
Offline fast entry

As an alternative to the time-consuming "**Add**" function, you can use the "**Offline fast entry**" function, especially if you have a telephone or other NON-digital booking and your reception team would like to include this booking in the digital workflow of the registration system with a minimum of time expenditure. To do this, click on the "**Offline fast entry**" button and the following window will open:



The rules we have already explained under "**Add**" apply here as well:

1. Fields marked with a red asterisk (*) are mandatory for creating a record.

2. Fields marked with a **black asterisk** (*) are required for the completeness check and can be omitted in advance when creating the record. They are then requested when the check-in email is sent to the guest and must be completed by the guest.

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3. The details of the accompanying guests, which are requested under the horizontal separator line, are only required if the guest card is to be requested for the guest. The completeness of this information will be checked only if the option 'Guest card requested and applied for' has been activated.

Complete this capture process with "**Save and Close**" via the right-hand function bar. These offline bookings recorded in this way are automatically transferred to the digital workflow and the automated invitation to **online check-in** as well as the dispatch of the electronic guest card (provided that the guest also registers for this) take place according to the rules stored in your setup (SETTINGS).

Attention - Please note!

These procedures require mandatory that you have a valid e-mail address of your guest, because without an e-mail address a notification for **online check-in** is not possible. If you do not have this e-mail address, a "**Offline fast entry**" as well as a regular entry via "**Add**" does not make sense.

Then, finally, registration of the guest is possible only on the spot at the reception. For this purpose, CM Studio .GRM-CLOUD provides the recording via a QR code and via the tablet of your reception or via the smartphone of the guest then. This process is described elsewhere in the chapter “Registration of WALK-IN guests via the QR code" in this manual.

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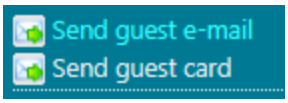
To manually trigger the "**Send guest email**" function or even the "**Send guest card**" function, you don't even have to open the message record:



Within the "**GUESTS-INBOX**", mark the record on the left with the check mark and then click on the corresponding function in the right-hand function bar. In particular, the "Send guest card" function can thus be used immediately by your reception team if the guest decides to use the guest card only after arriving at your hotel.

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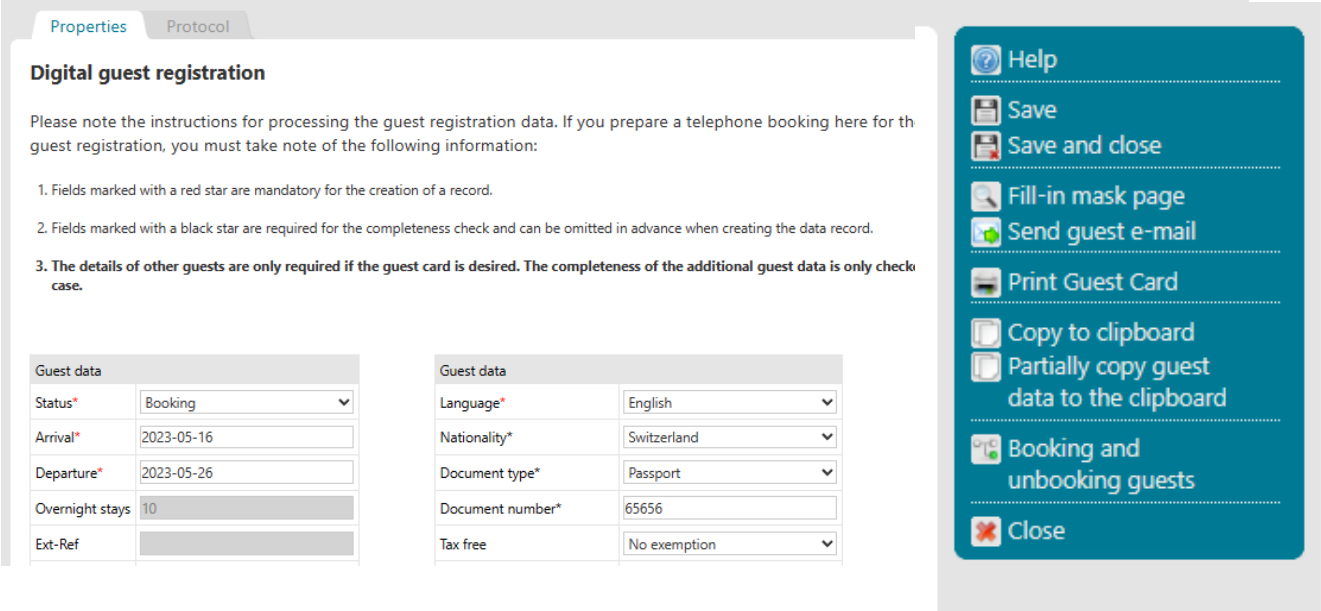
Editing a reported financial data record



The section of a financial data record shown above shows the entire toolbar for editing a financial data record. These editing functions include more advanced functions for the operational business of your reception team beyond just editing the data fields, as you can see here in the zoomed view.

Reporting form

This function is to be used if you want to let the guest fill in or complete the digital registration form online at the reception. At the same time, however, this function requires that you have previously logged into the extranet on the recording device and then call up the registration form. This relatively cumbersome process is not necessary if you send pending registrations to your front desk via the "**CHECK-IN EMAIL**" updated daily. Because the link to the personalized registration form is listed in the "**CHECK-IN EMAIL**" and opens the digital registration form without further authentication.

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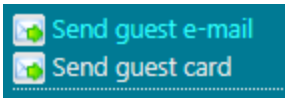
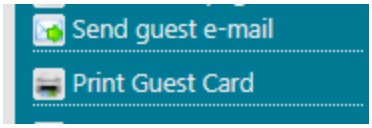
Send guest email



If the guest asks you upon arrival to send him the invitation to the online check-in again, so that he can complete the digital registration form via his smartphone, then you can trigger this via the function "**Send guest e-mail**".

Print guest card

If you click on the function button "**Print guest card**", the following window will open:



You can now print the guest card via your workplace printer in DIN-A4 format.

After that please use the "**Close**" button to close the window again and exit the function.

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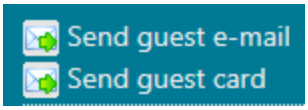
Send digital guest card



If the guest prefers the guest card in electronic form, please click on the function button "**Send guest card**" and trigger the e-mail dispatch of the digital guest card to your guest. The digital version of the guest card looks like this:

In principle, in the case of a family trip, the booking guest receives only one guest card for his entire family. Here, depending on the number of persons, a corresponding number of persons is shown. At many acceptance points, this "family variant" of the guest card is sufficient. However, if your guest wishes a personalized guest card for each family member, he/she must apply for this via the digital registration form, if necessary also subsequently.

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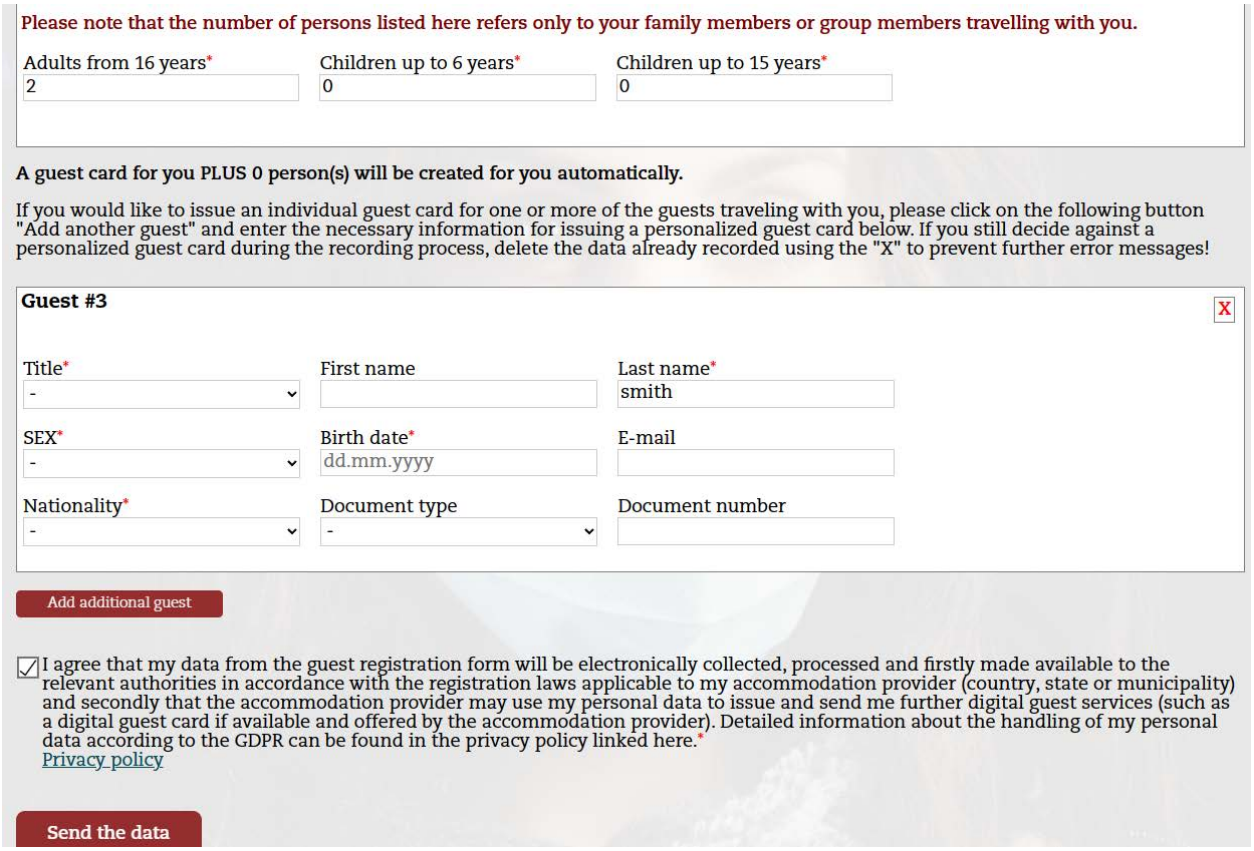
To do this, please send him the link to his personal digital registration form again via "**Send guest email**". When he opens this link, he can apply here for the personalized digital guest cards for his accompanying family members:



Here, the specification of an e-mail address for each accompanying person is not mandatory. If the guest does not provide another e-mail address, the personalized guest cards will be delivered via the e-mail address of the main guest.

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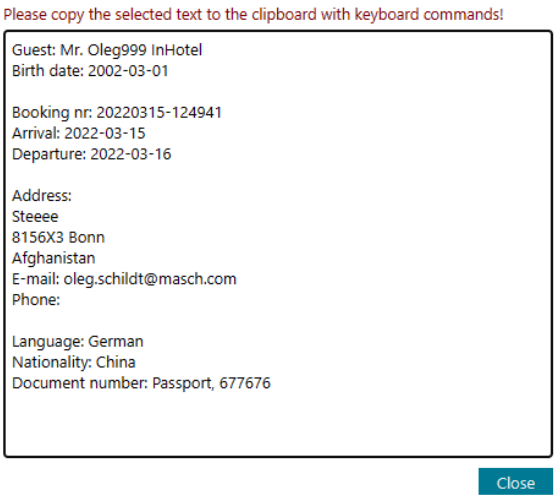
Copy to clipboard

Many lodging companies want to transfer the information from the digital reporting system into their PMS software. Corresponding data interfaces are usually associated with high maintenance costs on the part of the PMS software providers. To provide a cost-effective alternative here, CM Studio .GRM-CLOUD offers the "**Copy to clipboard**" function.

The screenshot shown here is blacked out for data protection reasons and does not display the personal data.

Using the clipboard, your reception team can simply cut, copy & paste (CTRL+C and CTRL+V) the data into your PMS software and save themselves the hassle of typing it out.



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Registration of bookings without Channel Manager

In this last section of the user manual we describe the operational work with CM Studio .GRM-CLOUD without the use and connection of a Channel Manager or PMS software.

The key functions here are the "Entry of bookings via the Wait list" on page 76 and also the "Registration of WALK-IN guests via the QR code" on page 88. These are explained in detail on the following pages in these two sections.

Both functions take over the central recording function in the workflow variant without Channel Manager or PMS software. At the same time, however, they also supplement conceptual gaps in the workflow variant with Channel Manager or PMS software. Therefore, we, the authors of this user manual, would like to emphasize that the following pages are extremely important for every user, regardless of the chosen workflow variant. If you want to learn more about the concept of the different workflow variants, please read the **preface** to this user manual.

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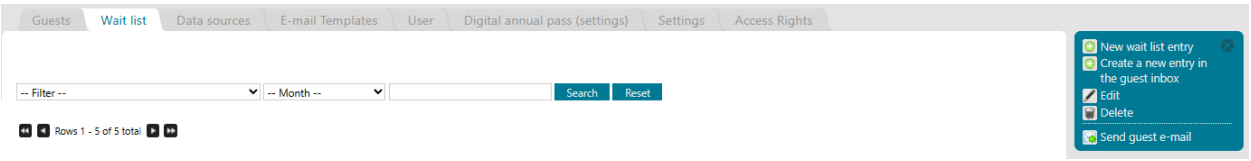
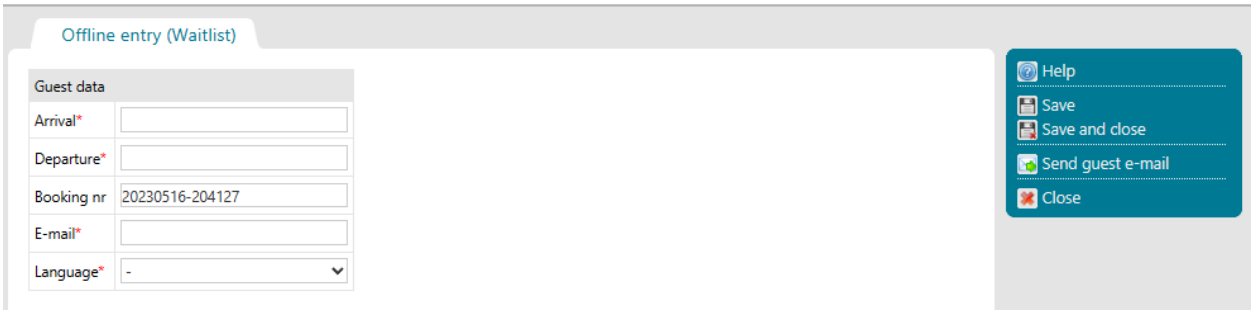
Create new entry in the Wait list

The so called "**Wait list**" is the central tool for recording guest bookings if you will work with CM Studio .GRM-CLOUD without Channel Manager. The "**Wait list**" is a separate tab,



in which you will not find any entries for the time being.

Via the function button "**Add**" you can now enter the first guest:



As you can see here, only 4 inputs are mandatory:

- Arrival date
- Departure date
- E-mail address and
- Language

Entering a booking number is only optional, not mandatory.

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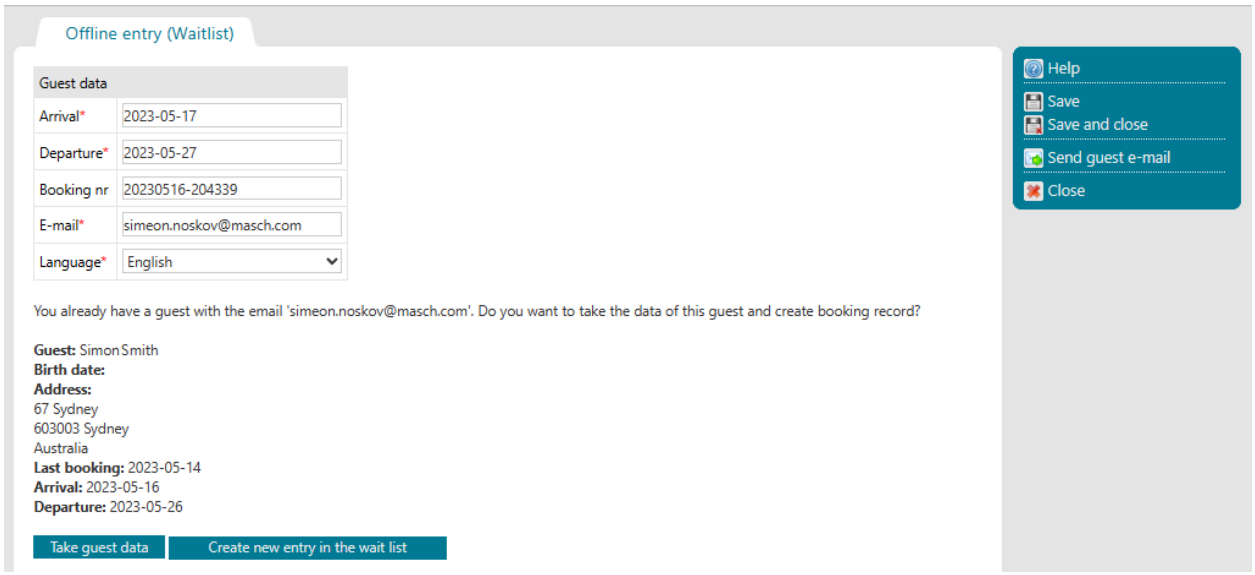
The system needs these fields to be able to communicate with your guest and to transfer the guest booking into the digital workflow. The digital workflow then begins with the guest's invitation to the "**Online check-in**".

So now click on the function button "**Save**" to add further guest bookings to the Wait list afterwards or "**Save and close**" if you want to finish editing.

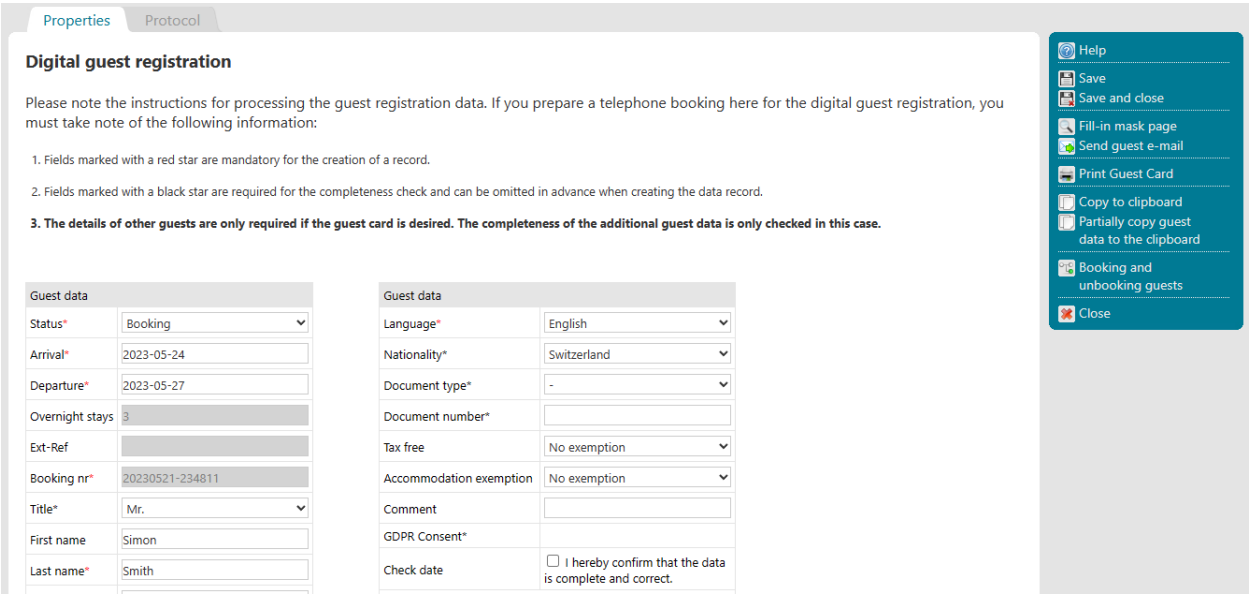
Attention:
At the moment when you save your entries, the system checks whether there is already a registration form with the identical e-mail address from the past, because the guest to be registered (regular guest) has already registered once in your accommodation via the digital registration system. If this is the case, the following screen appears:



You can now choose between two options:

1. You want to transfer the guest with his existing data and immediately create a complete registration form or
2. You ignore this suggestion and create a new entry in the Wait list.

If you follow the option (1) and select the "**Accept guest and create registration form"** button, the following window will appear:



Basically, the transfer of the guest data has led to the fact that the mask is completely filled out and only the possibly necessary information on the ID data is missing. These are generally not accepted, as a passport or ID card may have already expired and must be replaced with new documents.

You are now already able to send the guest the invitation to the "**Online Check-In**" manually. However, we do not recommend this. We recommend here to finish the creation of the notification data set with "**Save and close**" and to perform the further procedure by the automatisms of CM Studio .GRM-CLOUD.

But let's stay briefly with option (2) - "**Create new entry in the Wait list**", which you should of course always use if, for example, the registration is for a tourism operator where you only have a group email address. In this case, it makes no sense to transfer the guest data, but then create a new "**Empty**" notification data record.

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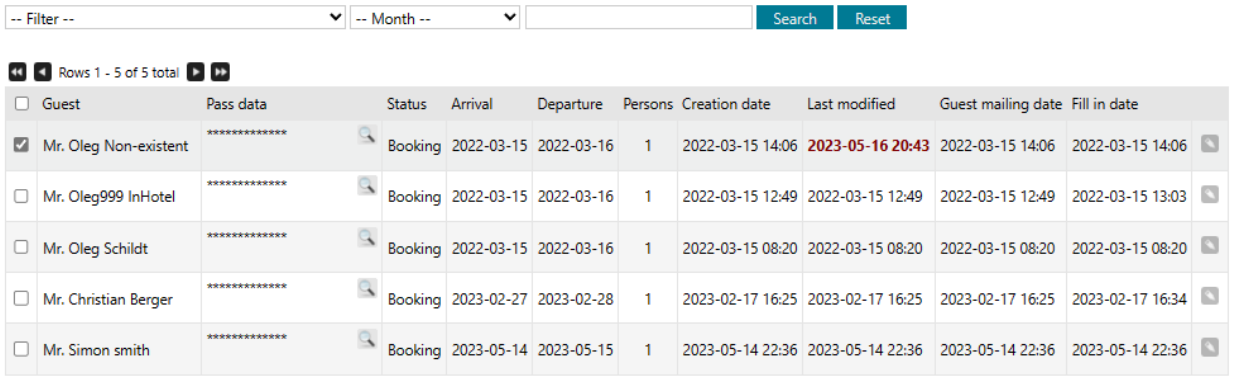
If you click the "**Create new entry in the Wait list**" button, the window closes and you are back in the "**Wait list**" tab:



Guest	Pass data	Status	Arrival	Departure	Persons	Creation date	Last modified	Guest mailing date	Fill in date
Mr. Oleg Non-existent	**********	Booking	2022-03-15	2022-03-16	1	2022-03-15 14:06	2023-05-16 20:43	2022-03-15 14:06	2022-03-15 14:06
Mr. Oleg999 InHotel	**********	Booking	2022-03-15	2022-03-16	1	2022-03-15 12:49	2022-03-15 12:49	2022-03-15 12:49	2022-03-15 13:03
Mr. Oleg Schildt	**********	Booking	2022-03-15	2022-03-16	1	2022-03-15 08:20	2022-03-15 08:20	2022-03-15 08:20	2022-03-15 08:20
Mr. Christian Berger	**********	Booking	2023-02-27	2023-02-28	1	2023-02-17 16:25	2023-02-17 16:25	2023-02-17 16:25	2023-02-17 16:34
Mr. Simon smith	**********	Booking	2023-05-14	2023-05-15	1	2023-05-14 22:36	2023-05-14 22:36	2023-05-14 22:36	2023-05-14 22:36

By now, you have already accumulated a number of financial data records on hold as a result of your data entry work.

This Wait list will not change until the guest checks in online. On the day when the guest has completed the online check-in, your reception team will receive a notification from CM Studio .GRM-CLOUD per registration about the completion of the registration form. This notification contains a direct link to the processing of the received message record, with which you can transfer the message record from the "**Wait list**" to the "**GUESTS - INBOX**" of the message archive. Only from this step on, the reported financial data record is revision-proof (i.e. cannot be deleted).

On the following page we will now show you the screen with the transfer of a record from the "**Wait list**" to the "**GUESTS - INBOX**" of the reporting archive:

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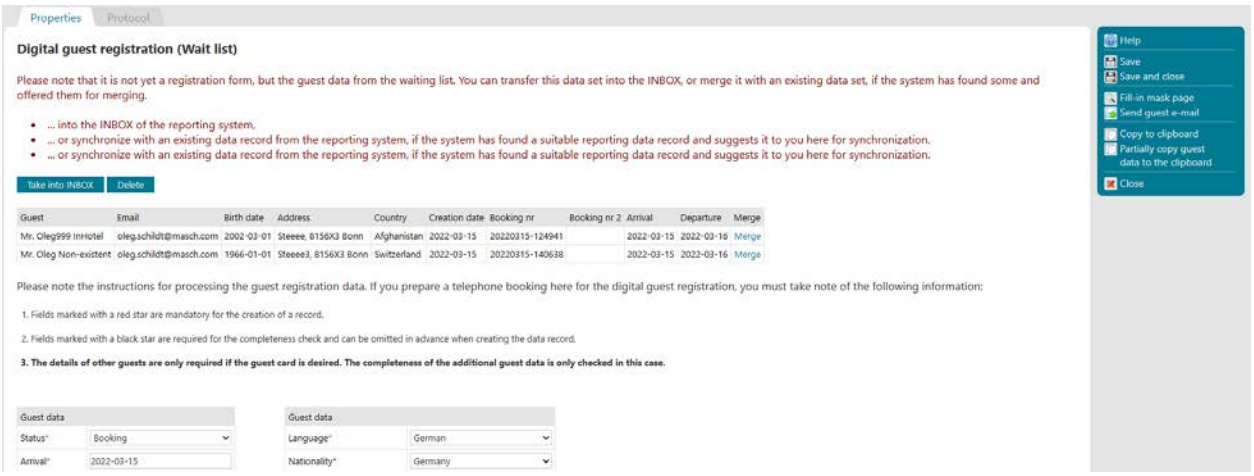
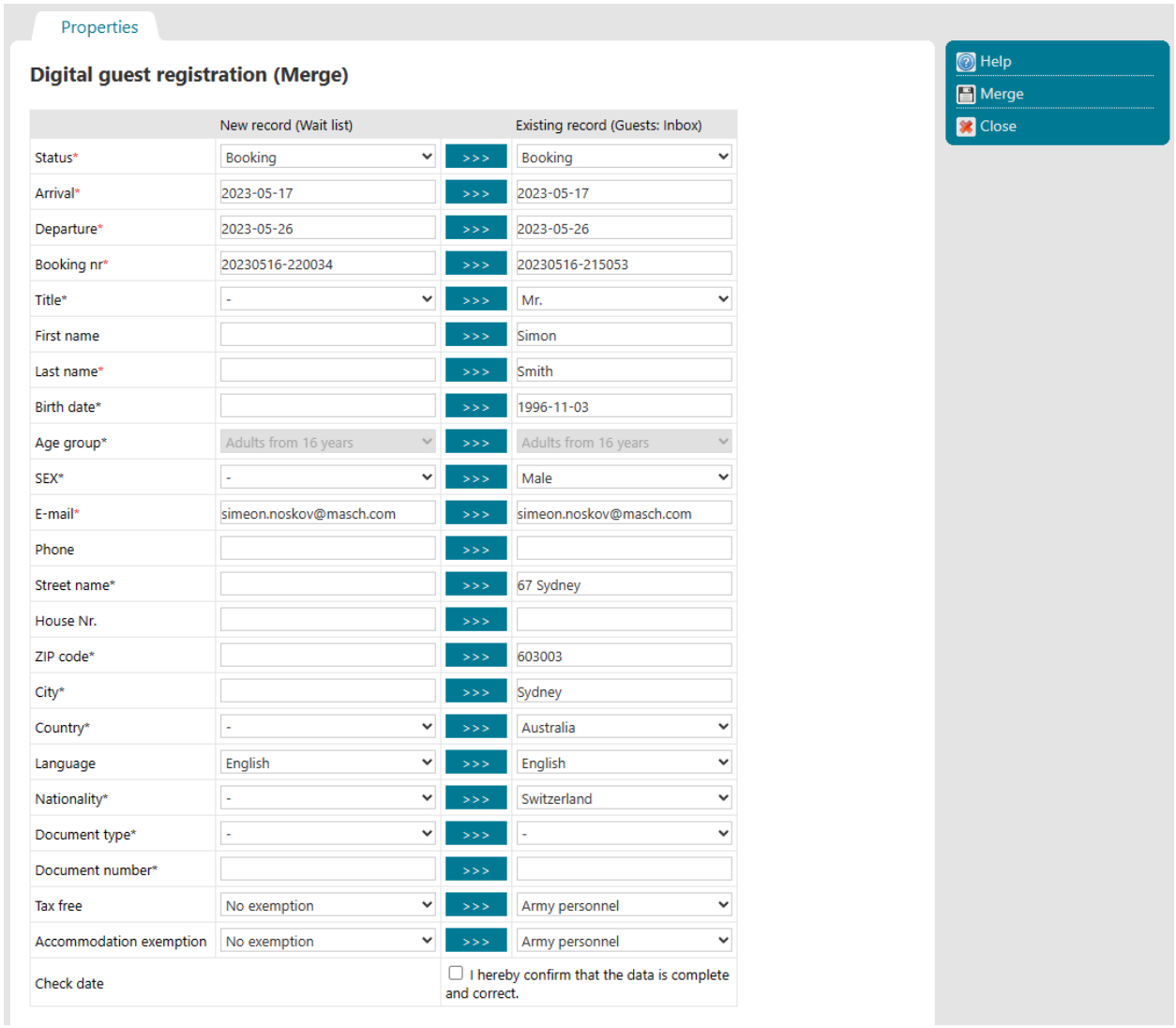


Here, different variants of the takeover are possible:

1. There is no posting data for the reporting record in the INBOX. This will be the predominantly used variant and you simply click the "**Transfer to INBOX**" button.

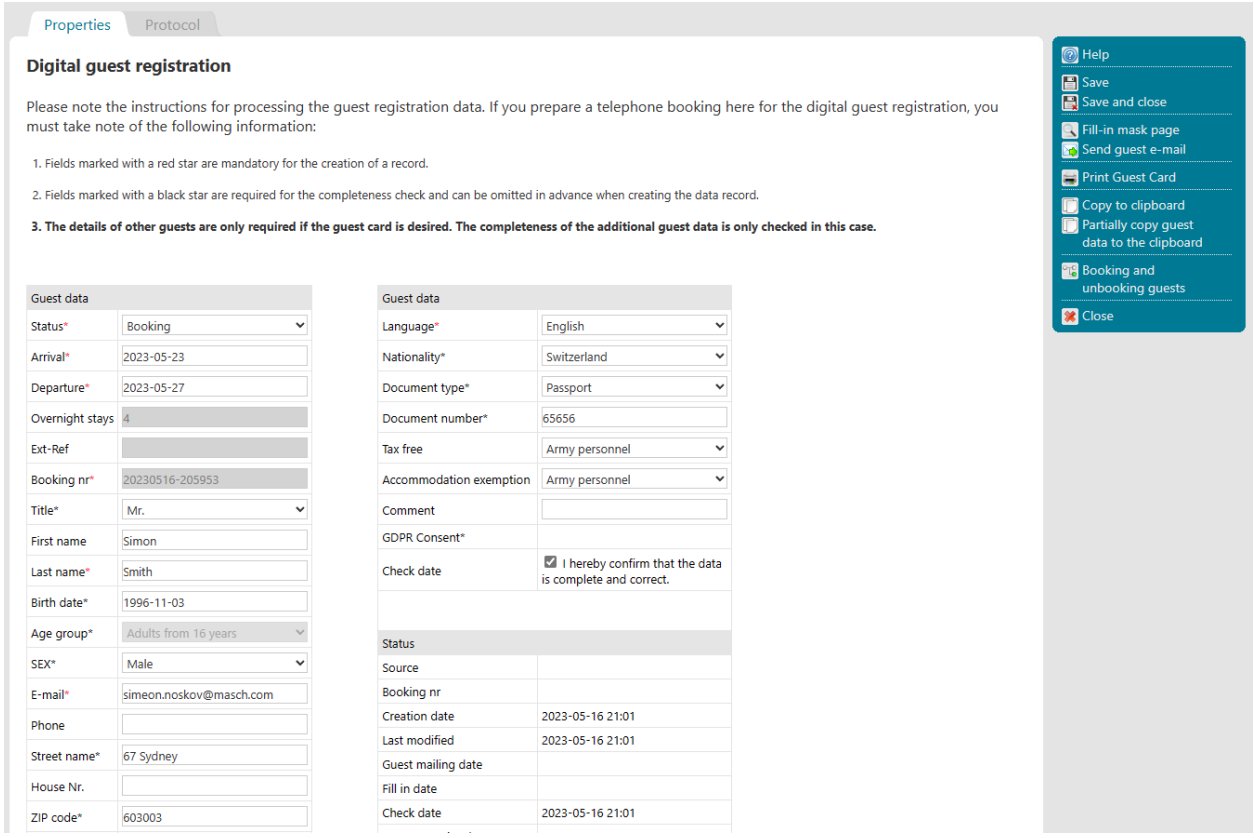
2. You have received a SPAM record. This variant is extremely unlikely due to the various security measures that CM Studio .GRM-CLOUD provides, but still we have provided a delete option for it. If a SPAM entry occurs, please inform MASCH Customer Service so that we can investigate the case and activate further security measures if necessary.

3. Among other things, you have a registration form filled out via QR code in the Wait list and you want to merge it with an existing booking record, as shown on the screen on the previous page, then you can select the appropriate booking record and perform the synchronization of the "**Wait list**" with the "**GUESTS-INBOX**" in two steps. To do this, click on "**Synchronize**" on the right side of the displayed message record from the "**INBOX**" and the following work window will open:



If necessary, you can transfer necessary data from the "**Wait list**" (left column) to the right column with the message data record of the "**GUESTS-INBOX**".

Complete this step by clicking on the "**Synchronize**" function button and you will be taken to the classic processing window for a message data record:



You can now end the entire process with "**Save and close**" and complete the transfer from the "**Wait list**" to the "**GUEST INBOX**" of the message archive.

You will find an analogous processing method of reporting records via QR code capture again in the next section.

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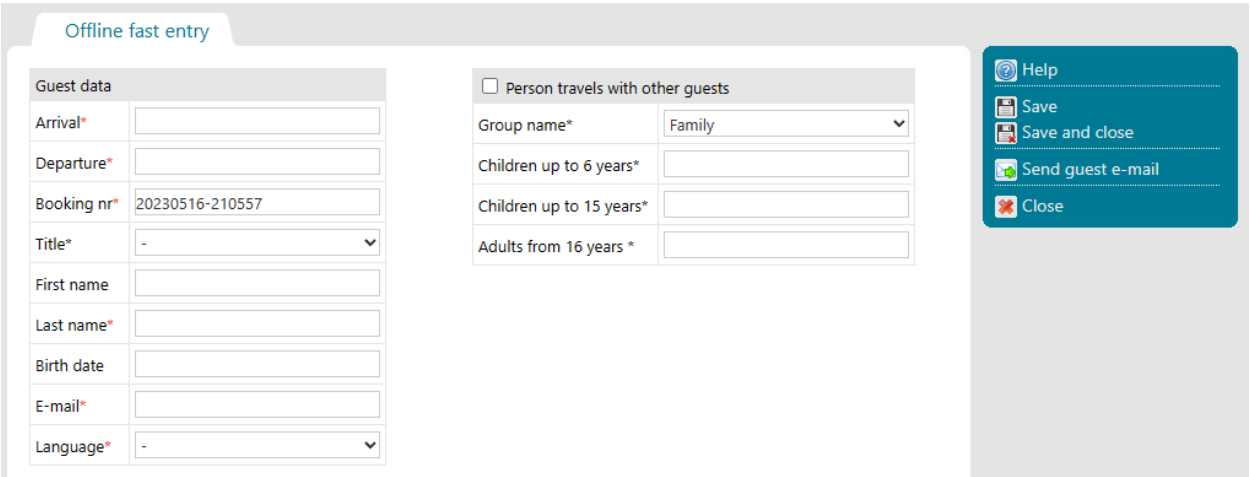
Create a new entry in the guest inbox

As an alternative to the time-consuming function "**Create new entry in Wait list**", you can use the function "**Create new entry in guest inbox**". In principle, this function is identical to the "**Offline fast entry**" function in the "**Guests**" tab. When you click on the function button, the following window opens with the heading: "**Offline fast entry**":



The rules we have already explained under "**Add**" in the "**GUEST INBOX**" section also apply here:

1. Fields marked with a red asterisk (*) are mandatory for creating a record.

2. Fields marked with a **black asterisk** (*) are required for the completeness check and can be omitted in advance when creating the record. They are then requested when the check-in email is sent to the guest and must be

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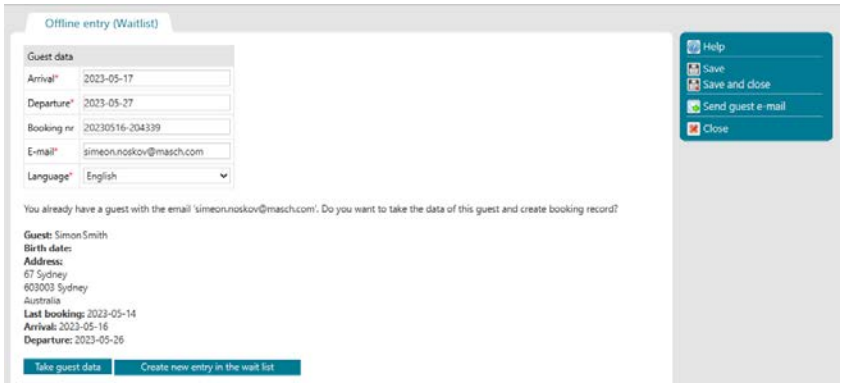
completed by the guest.

3. The details of the accompanying guests, which are requested under the horizontal separator line, are only required if the guest card is to be requested for the guest. The completeness of this information will be checked only if the option 'Guest card requested and applied for' has been activated.

Complete this capture process with "**Save and Close**" via the right-hand function bar. These offline bookings recorded in this way are not transferred to the Wait list, but directly into the digital workflow of the "**GUEST-INBOX**" and the automated invitation for **online check-in** as well as the dispatch of the electronic guest card (under the condition that the guest also registers for this) are carried out according to the rules stored in your setup (SETTINGS).

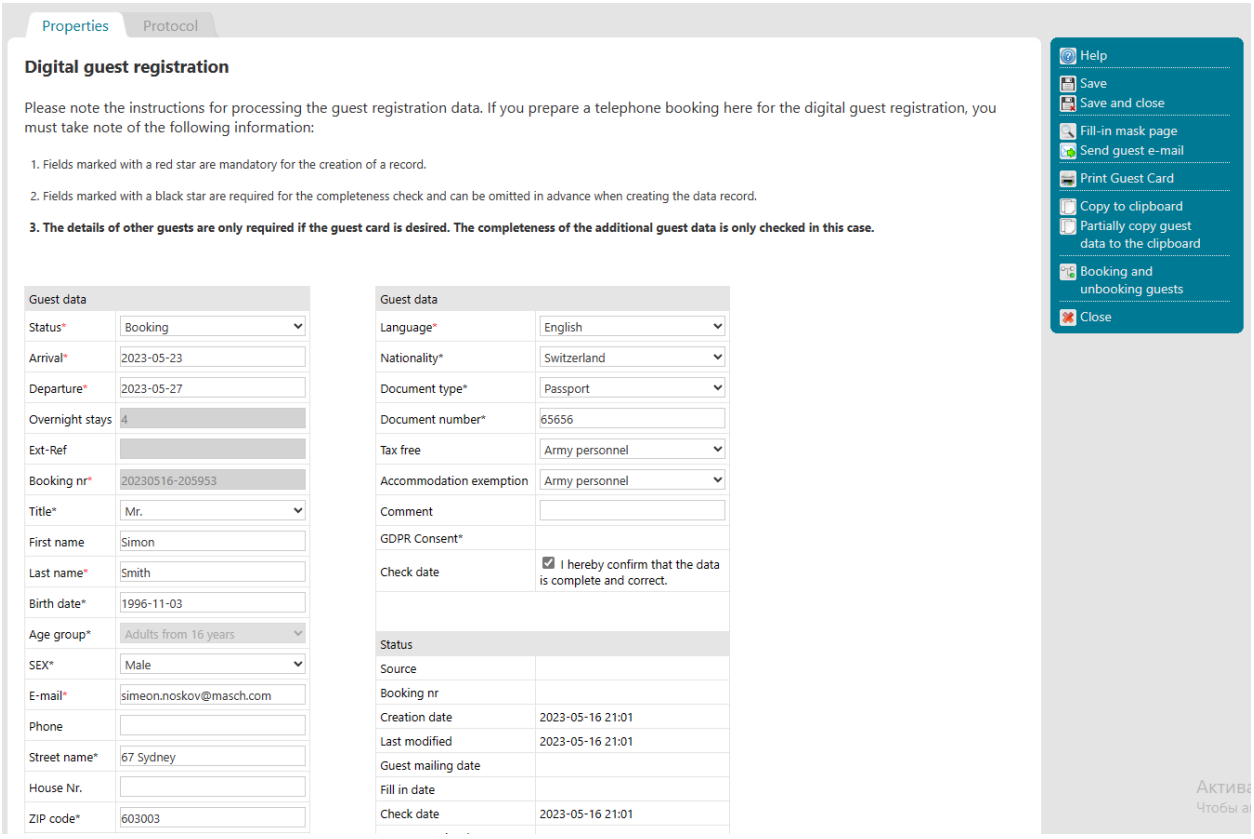
Attention:
At the moment when you save your entries, the system checks whether there is already a registration form with the identical e-mail address from the past, because the guest to be registered (regular guest) has already registered once in your accommodation via the digital registration system. If this is the case, the following screen appears:



You can now choose between two options:

1. You want to transfer the guest with his existing data and immediately create a complete registration form or
2. You ignore this suggestion and create a new entry in the "**GUEST INBOX**".

If you follow the option (1) and select the "**Accept guest and create registration form**" button, the following window will appear:



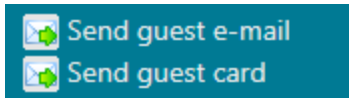
Basically, the transfer of the guest data has led to the fact that the mask is completely filled out and only the possibly necessary information on the ID data is missing. These are generally not accepted, as a passport or ID card may have already expired and must be replaced with new documents.

You are now already able to send the guest the invitation to the "**Online Check-In**" manually. However, we do not recommend this. We recommend here to finish the creation of the notification data set with "**Save and close**" and to perform the further procedure by the automatisms of CM Studio .GRM-CLOUD.

Please note:

These procedures require that you have a valid e-mail address for your guest, because without an e-mail address it is not possible to send a notification for **online check-in**. If you do not have this e-mail address, a "**Offline fast entry**" as well as a regular entry via "**Create new entry in the Wait list**" does not make sense. Then, finally, registration of the guest is possible only on the spot at the reception. For this purpose, CM Studio .GRM-CLOUD provides the recording via a QR code and via the tablet of your reception or via the smartphone of the guest then. This process is described elsewhere in the chapter "Registration of WALK-IN guests via the QR code" in this manual.

To manually trigger the "**Send guest email**" function or even the "**Send guest card**" function, you don't even have to open the message record:



Within the "**GUESTS-INBOX**", mark the record on the left with the check mark and then click on the corresponding function in the right-hand function bar. In particular, the "**Send guest card**" function can thus be used immediately by your reception team if the guest decides to use the guest card only after arriving at your hotel.

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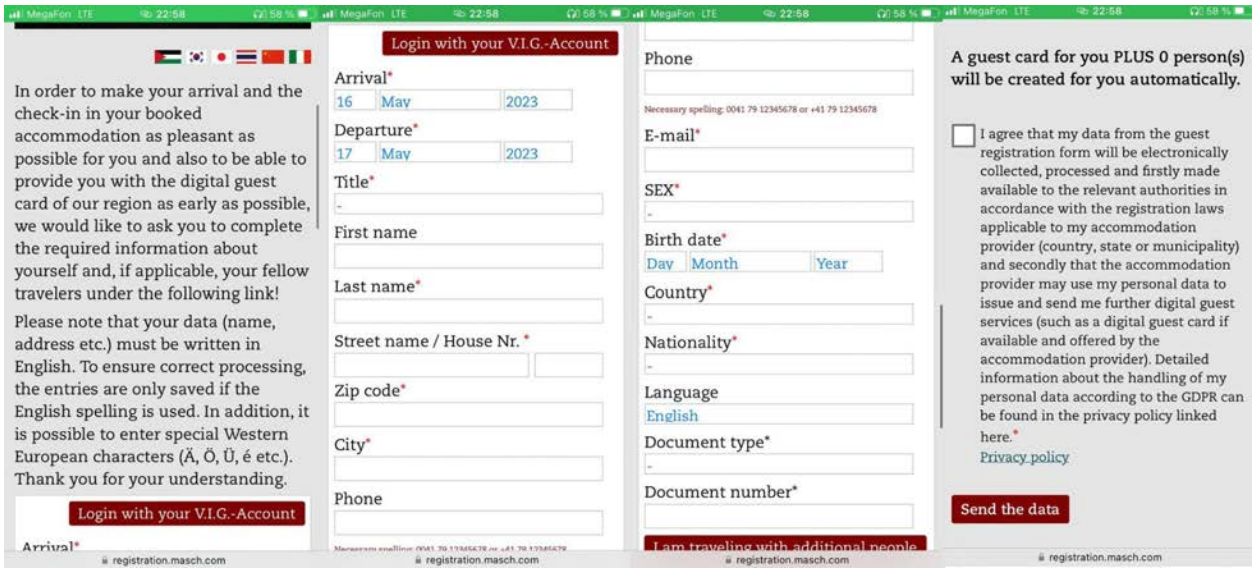
Registration of WALK-IN guests via the QR code

On page 21 in section "1. Scenario: WALK-IN Guests" section of this guide, we have described how to create the necessary QR codes for your reception. Print them out and post the QR codes (depending on the number of supported languages in your CLOUD, there may be more than one QR code) prominently at your reception desk or lay out appropriately laminated sheets for scanning.

When the guest scans the QR code, the digital registration form of your accommodation facility opens on his smartphone:



*The illustration shown here shows the individual sections of the registration form side by side instead of one below the other.

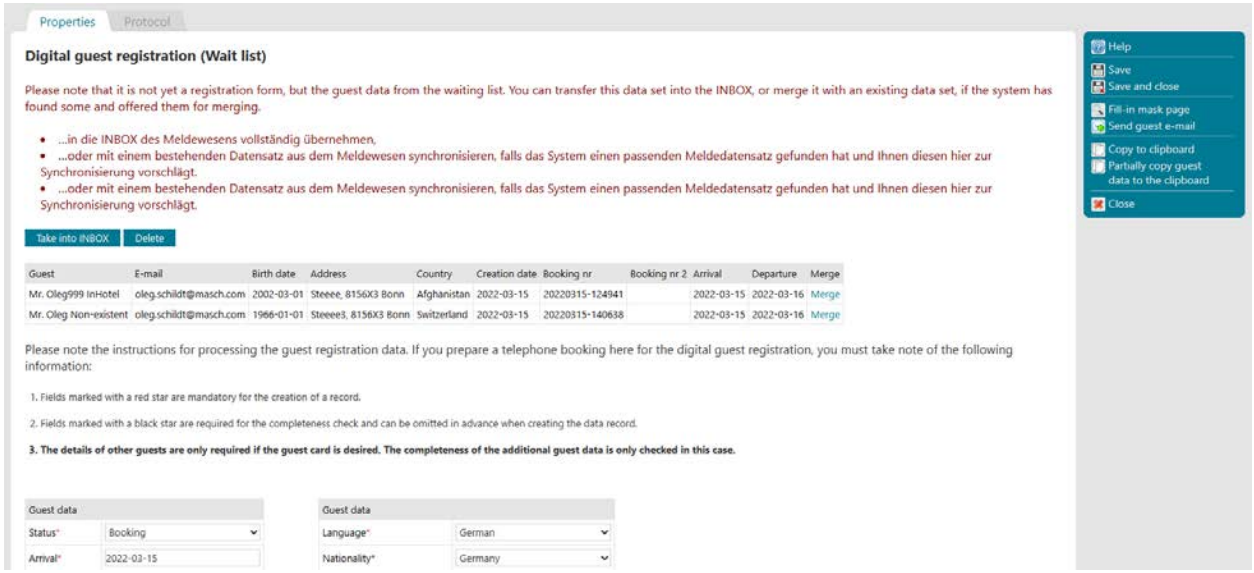
In this case, since no pre-registration has taken place, the guest must fill in all the necessary information including the dates of arrival and departure and the number of people traveling with them.

The digital registration form entered in this way will be listed in the so-called "**Wait list**" after it has been sent and can be transferred by your reception team to the

"**GUESTS INBOX - Check-In**" section with just a few mouse clicks. From here, further processing such as "**Print guest card**" etc. is done by your reception team.

Please note that a message record entered via the QR code function is always first in the so-called "**Wait list**" and does not automatically move to the "**GUESTS-INBOX - Check-In**" section. This requires the transfer of a reporting data record from the "**Wait list**" as follows:

Your **WALK-IN guest** has registered by scanning the QR code at your reception and saved the registration form. This is now in the so-called "**Wait list**" and you can transfer this message record completely into the section "**GUESTS-INBOX - Check-In**":

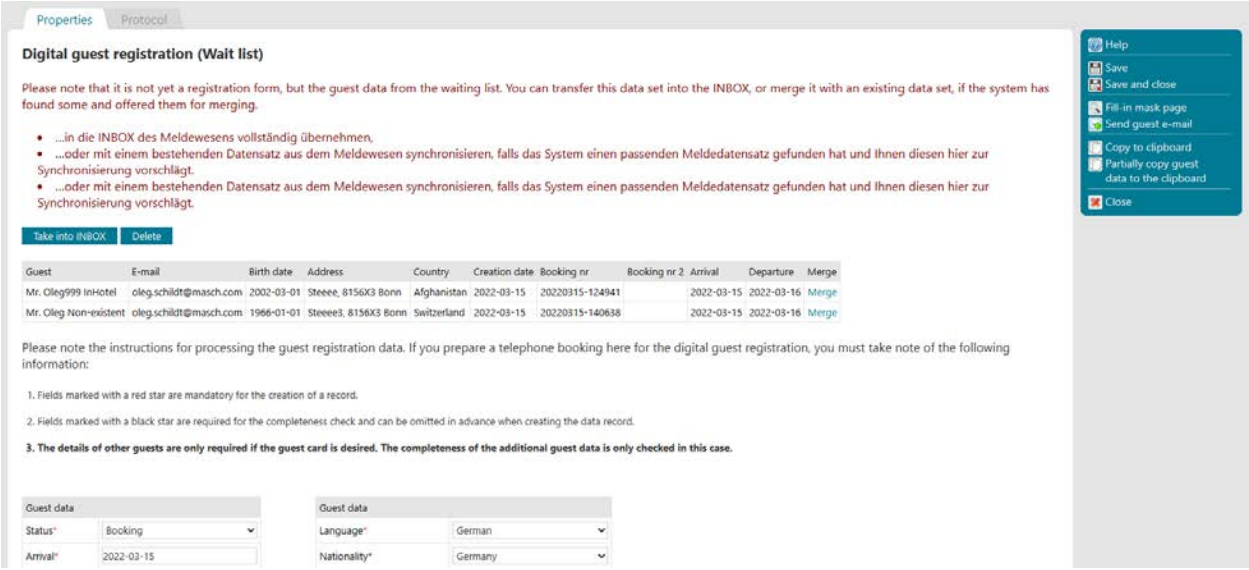


To do this, please click on the "**Transfer to INBOX**" button. Due to the condition that the arrival date corresponds to the current date, the record automatically moves to the "**GUESTS INBOX - Check-In**" section.

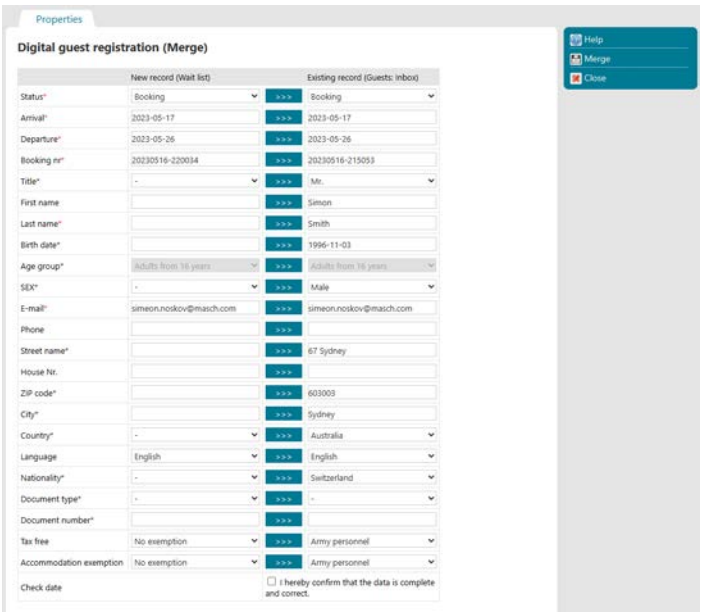
Alternatively, however, the QR code-based entry can also be a guest who is already entered in the GUEST INBOX of the reporting system with his booking

data (albeit incomplete) via a booking record from the Channel Manager. He just did not fill out the "**Online check-in**" before arriving.

In this case you can merge an existing reporting record from the "**Wait list**" with a posting record from the "**INBOX** "as this is shown on the screen here with red font:

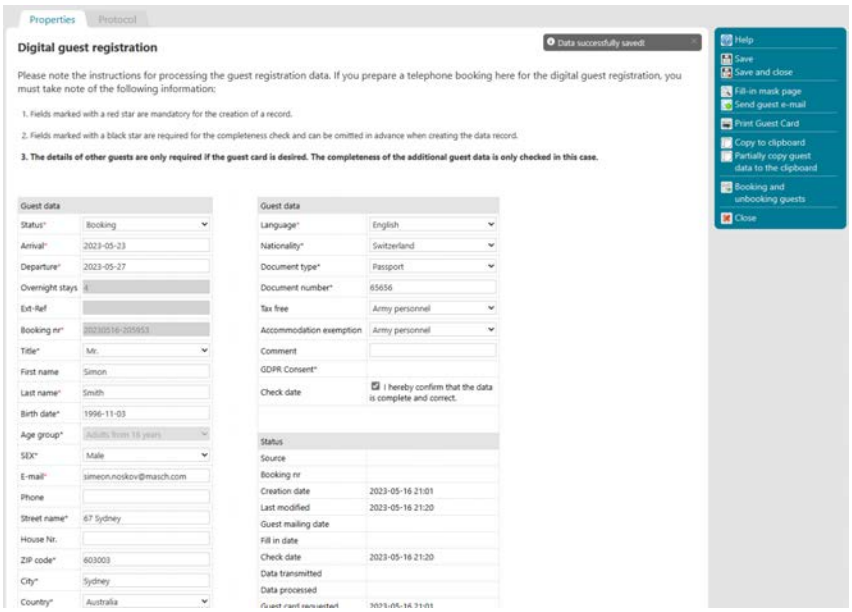


You can now select the appropriate message record and synchronize the "**Wait list**" with the "**INBOX**" in two steps. To do this, click on "**Synchronize**" on the right side of the displayed message record from the INBOX and the following work window opens:



If necessary, you can transfer necessary data from the "**Wait list**" (left column) to the right column with the message data record of the "**GUESTS-INBOX**".

Complete this step by clicking on the "**Synchronize**" function button and you will be taken to the classic processing window for a financial data record:



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You can now end the entire process with "**Save and close**" and complete the transfer from the "**Wait list**" to the "**INBOX**" of the message archive.

Appendix A and B to this manual

The two attachments were used in an earlier version of the software to link the digital reporting system with guest bookings from the OTA portals "Booking.com" and "Expedia.com". After the digital reporting system has been activated by the above-mentioned OTA providers, this documentation is obsolete and has been removed from the manual.

Appendix C:
Book guests with different travel periods

This appendix uses an example to cover the calculation of overnight stays, the issuing of the correct digital guest card for additional guests with a different travel period, and the posting of the resulting visitor's tax.

The appendix provides a brief description including graphical scheme and it is supplemented by the following support video tutorial in German language only:

https://customer-service.masch.com/de/appendix-c-grmadmin-video/