

How do I enter guest reports later if the guest has already left?

- Instructions for accommodation providers -

Name	Date	Signature
Responsible for documentation	2021-11-08	Michail Sazonov
Delivering committed	2021-11-10	Matthew Liedtke
Update requested		
Update published and committed		

For questions about this documentation and the general handling of the software CM Studio .GRM-CLOUD for the digital registration system of the Jungfrau Region, please contact the MASCH Customer Service...

- by E-Mail via support@masch.com
- by telephone on the number: **+41(0)33 511 2135**
Monday to Friday from 10 a.m. to 1 p.m. and from 2 p.m. to 5 p.m.

Preface

Basically, the functionality of the digital reporting system is based on the legal reporting obligation for accommodation providers.

In fact, this means that accommodation providers in the Jungfrau Region are obliged to register their guests. In the past, these registrations via the so-called registration forms were paper-based.

With the introduction of the digital registration system in 2020 in the Jungfrau Region, this paper-based administration was converted to a digital process and at the same time linked to the introduction of the digital guest card.

It is therefore the case for every accommodation provider that he must register all his guests using the digital registration form and, in particular with international guests, must also query and check the associated passport data.

For this purpose, the Jungfrau Region Tourismus AG, with the support of the MASCH Customer Service, have created comprehensive documentation on the reporting obligation of the accommodation providers in the canton of Bern. Please take care, that this document will be only delivered in German language:

<https://customer-service.masch.com/de/faq-25/>

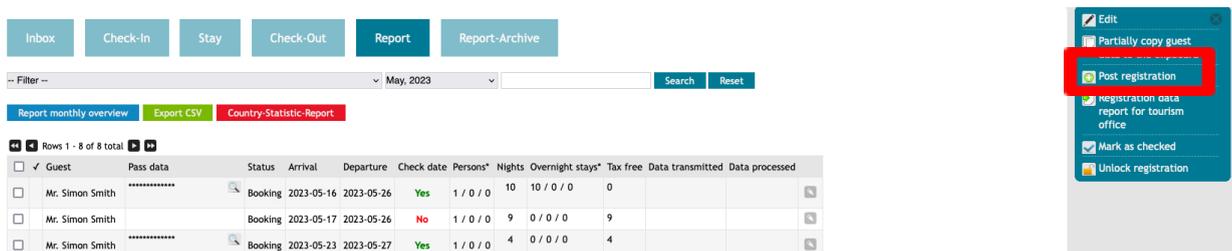
We would like to point out that this reporting obligation has nothing to do with the introduction of the digital reporting system, but has been a legal obligation of every accommodation provider for over 20 years.

In addition to carrying out these obligations, the digital reporting system also enables the automatic issue of guest cards and the automatic transfer of the number of overnight stays for the so-called tourist tax reporting to the respective tourism organization at your location.

In this document, we are now dealing with the special case that an accommodation provider has not recorded a guest registration promptly, but wants to do so after the guest's departure and, above all, also want to record the data for the visitor's tax reporting.

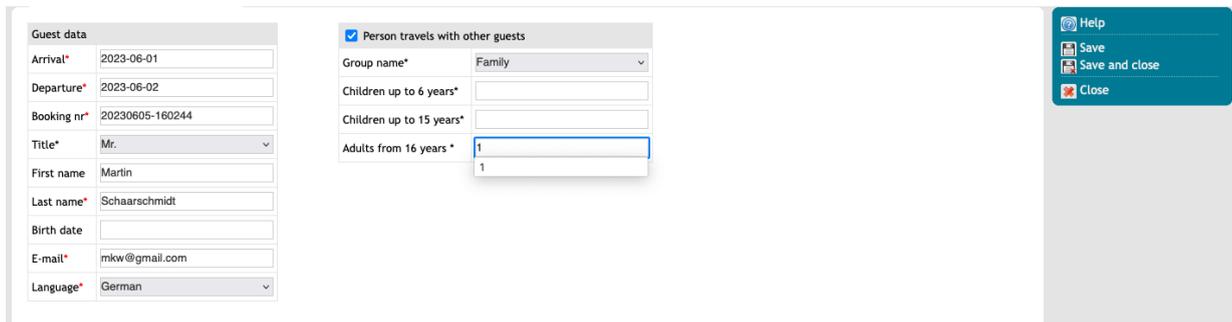
After the departure of a guest, how can the accommodation provider create a digital registration data record and at the same time add the guest's stay to the visitor's tax reporting?

With the update 11-2021 from November 12, 2021, MASCH has an alias of **“Fast entry offline booking”** in the Report section under the function button **“Subsequent registration”** integrated:



The screenshot shows the MASCH software interface. At the top, there are navigation buttons: 'Inbox', 'Check-In', 'Stay', 'Check-Out', 'Report', and 'Report-Archive'. Below these, there is a filter section for 'May, 2023' with 'Search' and 'Reset' buttons. A menu bar includes 'Report monthly overview', 'Export CSV', and 'Country-Statistic-Report'. A table displays guest data with columns for Guest, Pass data, Status, Arrival, Departure, Check date, Persons, Nights, Overnight stays, Tax free, Data transmitted, and Data processed. A dropdown menu is open on the right, showing options: 'Edit', 'Partially copy guest', 'Post registration' (highlighted with a red box), 'Registration data report for tourism office', 'Mark as checked', and 'Unlock registration'.

If you click on this function button with your mouse, the following window opens:



The screenshot shows the 'Subsequent registration' form. It is divided into two main sections. The left section is 'Guest data' with fields for Arrival (2023-06-01), Departure (2023-06-02), Booking nr (20230605-160244), Title (Mr.), First name (Martin), Last name (Schaarschmidt), Birth date, E-mail (mkw@gmail.com), and Language (German). The right section is 'Person travels with other guests' with a checked checkbox, Group name (Family), and fields for Children up to 6 years, Children up to 15 years, and Adults from 16 years (both set to 1). A 'Help' menu is visible on the right with options: 'Save', 'Save and close', and 'Close'.

Here you can see which data you need for the subsequent registration of a guest in order to be able to successfully complete the visitor's tax reporting. If you do not have an e-mail address for your guest, use your own e-mail address or an invented e-mail address such as dummy@dummy.com.

If you use a dummy email address more than once, the system will suggest that you take over the previous guest data from the last use of this email address:

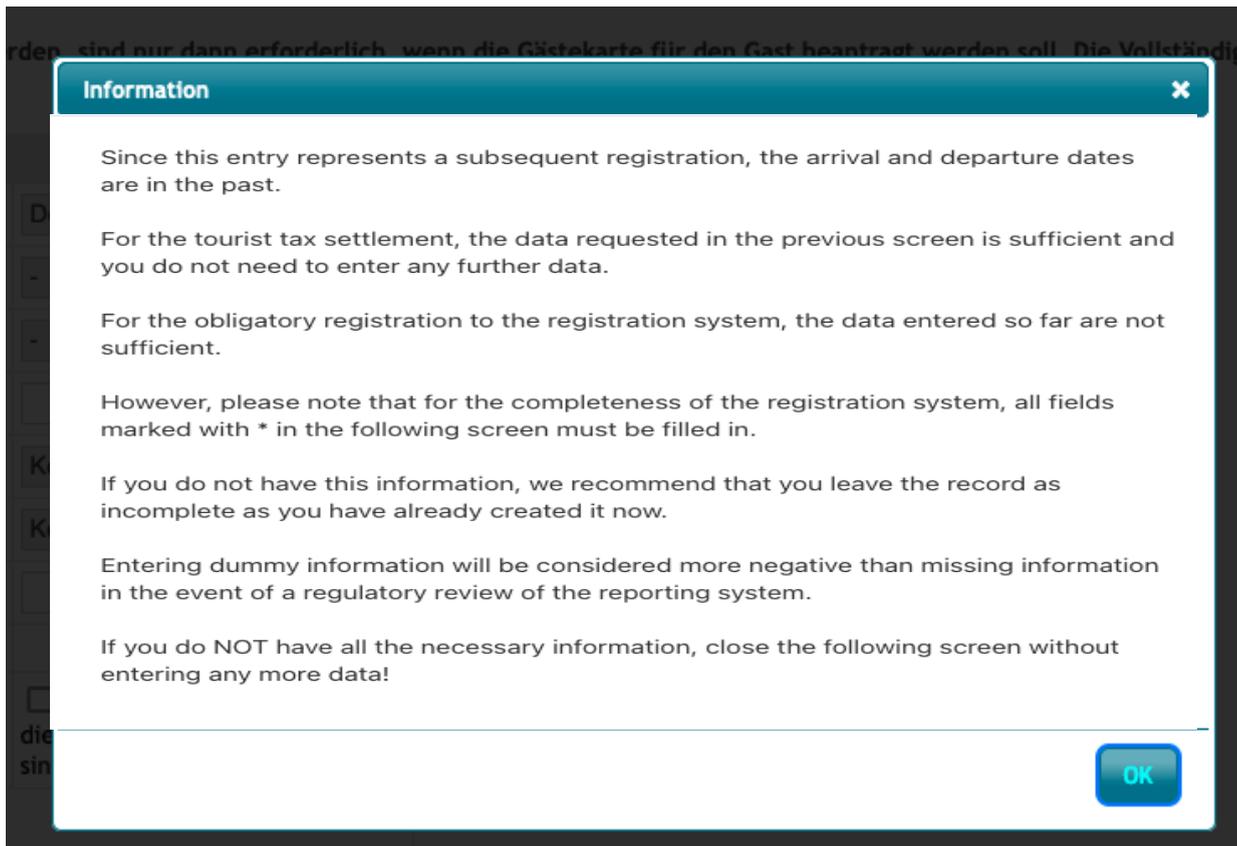
You already have a guest with the email 'martin.schaarschmidt@masch.com'. Do you want to take the data of this guest and create booking record?

Guest: Mr. Schaarschmidt
 Birth date:
 Address:
 Last booking: 2023-04-12
 Arrival: 2023-04-12
 Departure: 2023-04-13

Ignore this offer and click the button with your mouse **“Create a new registration form”**, since the dummy email address is not the same guest as the last time you registered.

Please note!

The recording shown above is sufficient for tourist tax reporting, but does not create a complete data record in the sense of digital reporting. That's why you get the “**Save and close**” the following message:



If you have the additional data required for the registration form, you can of course click on “**OK**” and the process via “**Save and close**” concludes.

However, if you do not have information such as passport number and date of birth, you should not process the entire registration form further, but instead process the incomplete data record using the function button "**Close**" end.

Please note our recommendations here, which are shown on the screenshot.

In the end, your post-reporting creates records as shown in the following screen:

<input type="checkbox"/>	Simon Smith		Booking	2023-05-24	2023-05-26	No	1 / 0 / 0	2	2 / 0 / 0	0			
<input type="checkbox"/>	Simon Smith		Booking	2023-05-24	2023-05-31	No	1 / 0 / 0	7	7 / 0 / 0	0			
<input type="checkbox"/>	Mr. Simon Smith		Booking	2023-05-24	2023-05-27	No	1 / 0 / 0	3	3 / 0 / 0	0			

The note that the completeness of the registration form could not be checked ("**No**"), classifies the data record as incomplete in the sense of your reporting obligation as an accommodation provider (see in German language only: <https://customer-service.masch.com/de/faq-25/>).

However, the tourist tax reporting is calculated correctly based on the recorded number of guests and the arrival and departure dates and can also be carried out later using the function button "**Reporting data to the tourist office**" be reported electronically.

All other details about the "**Notification of the tourist tax to the tourist office**" can be found in the Administrator's Guide for the software on page 58 and following. You can download the administrator manual for the software at any time as a searchable PDF document from the support page of MASCH Software Solutions via the following link:

<https://customer-service.masch.com/en/cmstudio-grmadmin-manual/>