

Month-end and tourist tax reporting

- for the communities of Grindelwald, Wengen, Lauterbrunnen and Mürren -

The following work steps must be carried out monthly to close a month:

- Checking the registrations that have taken place in the Report section (e.g. using the monthly overview report) - It is important to make sure that all guest bookings are actually registered!
- Correct the recorded data if necessary (subsequent registration or cancellation) - This may require unlocking an existing booking!
- Print/save the monthly overview report (so the tourist tax bill can be checked at a later date)
- If everything is correct: Report data to the tourism office (only possible once and then binding!)

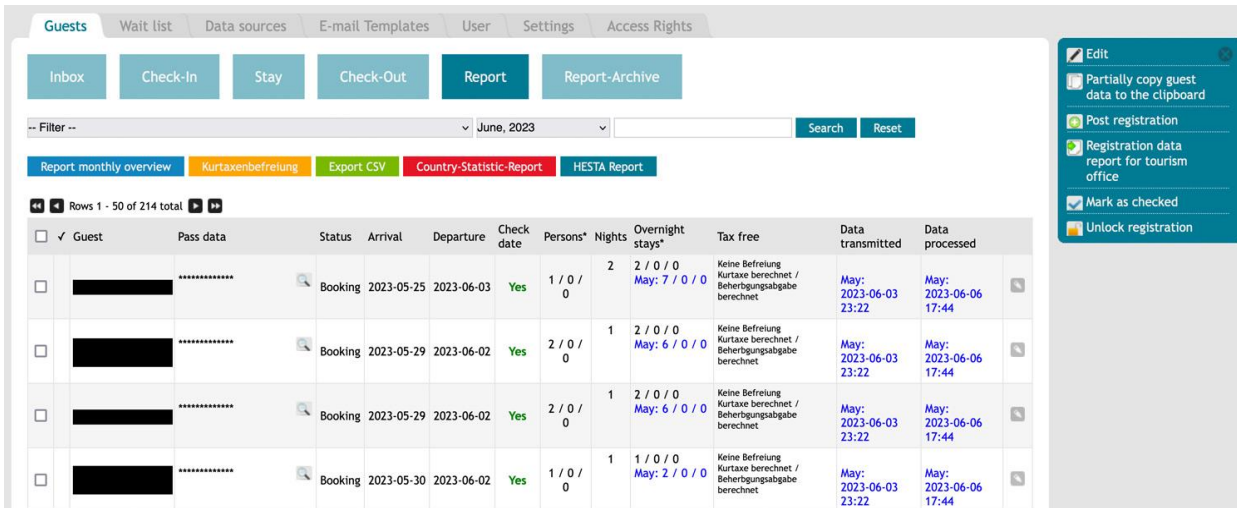
Please also note:

- Jungfrau Region Tourismus AG and the tourism office responsible for you ask you to check all reporting data for correctness and consistency before submitting the monthly statement to the tourism office in the form of a report. The reporting is the basis for the tourist tax invoice and thus your binding confirmation of your report.
- You can generally view the reports from the last 3 months and also report subsequently. But, once the reporting has been run for a month, it is no longer repeatable! Only registrations that are not recorded can be reported later.
- Please note that you can only create and access these reports 3 months backwards. That's why you should definitely save the respective monthly report locally or keep a printout. The comparison reference is always the "booking number" which is also shown on the invoice from the tourism office.

All further details are explained and described with screenshots on the following page.

GUEST INBOX: Section Report

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



Guest	Pass data	Status	Arrival	Departure	Check date	Persons*	Nights	Overnight stays*	Tax free	Data transmitted	Data processed
<input type="checkbox"/>	*****	Booking	2023-05-25	2023-06-03	Yes	1 / 0 / 0	2	2 / 0 / 0 May: 7 / 0 / 0	Keine Befreiung Kurtaxe berechnet / Beherrgungsabgabe berechnet	May: 2023-06-03 23:22	May: 2023-06-06 17:44
<input type="checkbox"/>	*****	Booking	2023-05-29	2023-06-02	Yes	2 / 0 / 0	1	2 / 0 / 0 May: 6 / 0 / 0	Keine Befreiung Kurtaxe berechnet / Beherrgungsabgabe berechnet	May: 2023-06-03 23:22	May: 2023-06-06 17:44
<input type="checkbox"/>	*****	Booking	2023-05-29	2023-06-02	Yes	2 / 0 / 0	1	2 / 0 / 0 May: 6 / 0 / 0	Keine Befreiung Kurtaxe berechnet / Beherrgungsabgabe berechnet	May: 2023-06-03 23:22	May: 2023-06-06 17:44
<input type="checkbox"/>	*****	Booking	2023-05-30	2023-06-02	Yes	1 / 0 / 0	1	1 / 0 / 0 May: 2 / 0 / 0	Keine Befreiung Kurtaxe berechnet / Beherrgungsabgabe berechnet	May: 2023-06-03 23:22	May: 2023-06-06 17:44

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

The section “**Report**” lists all reporting records for a current month to give your company the option of digital tourist tax reporting.

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

In the Report section, the individual statuses of when each guest registered or applied for a guest card are no longer relevant. Arrival, departure, completeness, number of guests, overnight stays and ultimately the number of overnight stays are now the decisive factors for the monthly financial statements and tourist tax reporting.

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

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

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

The overnight stays are calculated from the number of overnight stays multiplied by the number of people.

It will be in the section “**Report**” continues to show whether the completeness of the reporting data set is met. This is done with a green one **AND** or a red one **NO**.

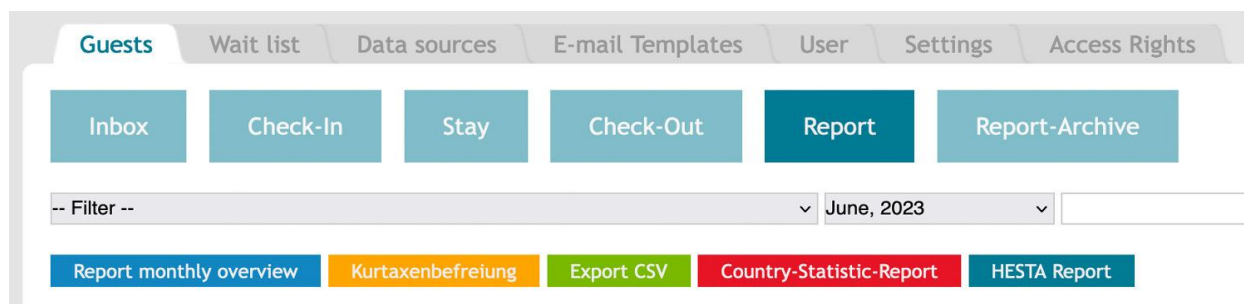
It should be noted that the YES/NO status regarding the completeness of the data set only refers to the regulations of the reporting laws. The reporting of the tourist tax and the passing on of overnight stays to the tourism organization remain unaffected, as it does not relate to the completeness of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

The fact that a registration data set may not be complete could only be relevant during a police check.

We at MASCH Software Solutions would like to point out once again that by using the digital reporting system, the police can and usually do receive one or more account access to CM Studio .GRM-CLOUD. The tourism organization as the CLOUD operator is responsible for this decision and the final allocation of these account accesses.

How does the digital reporting of the tourist tax work?

For this purpose, CM Studio .GRM-CLOUD provides various functions in the section “**Report**” available, as you can see in the screenshot:



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

Preliminary remarks on the “Report”

As you could see on the screen on the previous page, the section offers “**Report**” various filter options:



You can generally view the reports from the last 3 months and also report subsequently. **BUT, once the handover to the tourist office has been carried out for a month, this handover can no longer be repeated!**

Please note, that you have checked all reporting data for correctness and consistency before submitting the monthly statement to the tourism office in the form of a report.

You can check either via “**Monthly overview report**” for the currently selected month or via the “**CSV-Export**” using Microsoft Excel or similar software systems. In addition, CM Studio .GRM-CLOUD also offers the option of “**Country Statistics Report**” to print out. With a mouse click on the button “**Monthly overview report**” or “**Country Statistics Report**” generate a print-ready report as a PDF document.

You can either print out the PDF document or save it to your local hard drive for further cross-checking upon receipt of the invoice from your tourism office.

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


If you would also like to search for individual data sets in the reporting phase, the filter function or the search for the guest name or booking number is available to you at any time.

If guest registrations have been completely forgotten, please enter them later using the function button **“Post registration”**, [those in the one linked here](#) FAQ document is described in detail.

If you notice an incorrect entry during the check, e.g. If a guest has extended one or two days during their stay and the reception has forgotten to add this, then you can do this in the section **“Report”** correct later.

In principle, all reporting data records according to **“Check-Out”** within the section **“Report”** are blocked 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 reporting data record, it is necessary for the GRM administrator to mark the reporting data record, as can be seen here:

<input checked="" type="checkbox"/>		Booking	2023-09-02	2023-09-08	No	2 / 0 / 0	6	12 / 0 / 0	Keine Befreiung Kurtaxe berechnet / Beherbergungsabgabe berechnet			
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and then use the function: **“Unlock booking”**
opens again. Afterwards you can use the
“Edit”-Button  the reporting data record is
reopened and the manual corrections are made.



It should be noted that such changes are compliant with the rules, as every change or correction to the reporting data records is fully logged. These loggins are available in each data record via the tab **“Protocol”** visible and verifiable:

Properties		Protocol			
Time	Hotel name	User	Guest	Action	Event
2023-04-06 18:17	Chalet	Gast	Yev	Guest Communication	Gästekarte versandt
2023-04-01 14:39	Chalet	The	Yev	Guest Communication	ÖV-Ticket versandt
2023-04-01 14:38	Chalet	The	Yev	Guest Communication	Gästekarte versandt
2023-03-29 13:48	Chalet	Gast	Yev	Modification	Online Check-In
					Hiermit bestätige ich, dass die Daten vollständig und korrekt sind.: Nein > Ja
					Geburtsdatum: >
					Telefon: >
					Straße: >
2023-03-28 14:44	Chalet	The	Yev	Modification	house: >
					PLZ: >
					Ort: >
					Nationalität: >
					Ausweistyp: > Personalausweis
2023-03-28 14:42	Chalet	The	Yev	Creation	Ausweisnummer: >
					Gäste-Email versandt
					Manuell geändert
					Land: >
					guest_card_desired: 0 > 1
2023-03-28 14:42	Chalet	The	Yev	Creation	Manuell angelegt

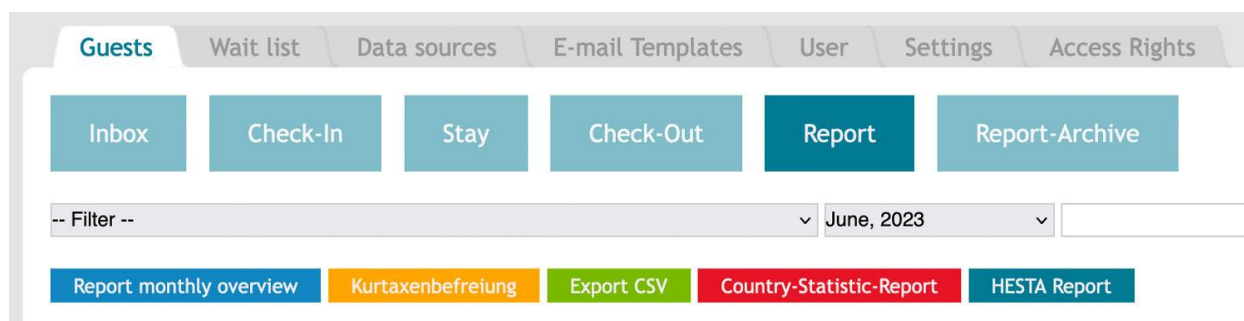
The changes are recorded not only with the date but also with the name of the editor.

The general basic rules of audit security in processing by the accommodation provider apply to digital reporting. No data record may be deleted; it can be changed or canceled by the accommodation provider, but every change as well as every cancellation is logged so that it can be traced by an external auditor.

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

Preliminary check of the tourist tax report via "Monthly Overview Report"

We recommend a procedure that you can of course also practice differently.



Print out the monthly overview.

The printout creates a PDF document that lists all registrations and also shows a monthly summation of your overnight stays to be paid:

Reporting

May, 2023

Nr.	Municipality	City	Host	Guest	Booking nr	Arrival	Departure	Persons	Adults from 16 years	Children up to 11 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	Tax free	Logiernächte / Ankünfte	Data transmitted	Data processed
1	Grindelwald	Grindelwald			20230518-182712	2023-05-18	2023-05-20	2	2	0	0	2	4	0	0	Keine Befreiung Kurtaxe berechnet / Beherbergungsabgabe berechnet	4 / 2	2023-06-03 23:22	2023-06-06 17:44
2	Grindelwald	Grindelwald			20230402-142018	2023-05-18	2023-05-20	2	2	0	0	2	4	0	0	Keine Befreiung Kurtaxe berechnet / Beherbergungsabgabe berechnet	4 / 2	2023-06-03 23:22	2023-06-06 17:44
3	Grindelwald	Grindelwald			HS-01q578ccab13fbb6-01q642bd934584bd	2023-05-18	2023-05-21	2	2	0	0	3	6	0	0	Keine Befreiung Kurtaxe berechnet / Beherbergungsabgabe berechnet	6 / 2	2023-06-03 23:22	2023-06-06 17:44
4	Grindelwald	Grindelwald			HS-01q578ccab13fbb6-01q644e74260833a	2023-05-18	2023-05-19	2	2	0	0	1	2	0	0	Keine Befreiung Kurtaxe berechnet / Beherbergungsabgabe berechnet	2 / 2	2023-06-03 23:22	2023-06-06 17:44

We also recommend that you save these PDF documents locally on your PC so that you can compare them with the invoice you receive from the tourist office. Please note that you can only create and access these reports 3 months backwards. That's why you should definitely save the respective monthly report locally or keep a printout. The comparison reference is always the "**Booking nr**" which is also shown on the invoice from the tourist office.

For comparison you can see a sample printout [here](#) from an invoice to a holiday apartment landlord:

MwSt.-Nummer
Zahlungskondition
Unsere Referenz

CHE-105.793.035 MWST
30 Tage netto
[REDACTED]

Kurtaxen

Veranlagungsverfügung

Kurtaxen und kantonale Beherbergungsabgabe

Gestützt auf Art. 263 des Steuergesetzes des Kantons Bern (BSG 661.11), das Tourismusentwicklungsgesetz des Kantons Bern (BSG 935.211), das Kurtaxenreglement der Gemeinde Grindelwald sowie die von Ihnen eingereichte(n) Abrechnung(en)/Deklaration(en) veranlagen wir Sie hiermit für folgende Kurtaxen und Beherbergungsabgaben:

Bezeichnung	MC	Anzahl	Ansatz	Betrag
Kurtaxen Ferienwohnungen				
KT Ferienwohnung Kinder < 12 Jahre Winter	381	14	0.00	0.00
KT Ferienwohnung Erwachsene Winter	381	14	3.70	51.80
KT Ferienwohnung Beherbergungsabgabe	400	14	1.00	14.00
Inkasso: im Auftrag und auf Rechnung, Jungfrau Region Tourismus AG, 3800 Interlaken / (mehrwertsteuerfrei)				
Pauschalkurtaxen (PKT)				
PKT Rückerstattung (gem. KT-Reglement)	381	1	-25.90	-25.90
Total inkl. MwSt.	CHF			39.90

MwSt. 0.00 381 0.00
MwSt. 0.00 400 0.00

Auslandszahlungen: IBAN C [REDACTED] 2XXX

Please note that for invoices to holiday apartment landlords, the number of invoice items may differ from your monthly report. This happens because you do not receive an individual list of the individual bookings, but rather the respective age groups are added up over the entire billing period. Please add up the number of overnight stays from the individual monthly reports and then compare the result with the information in your billing.

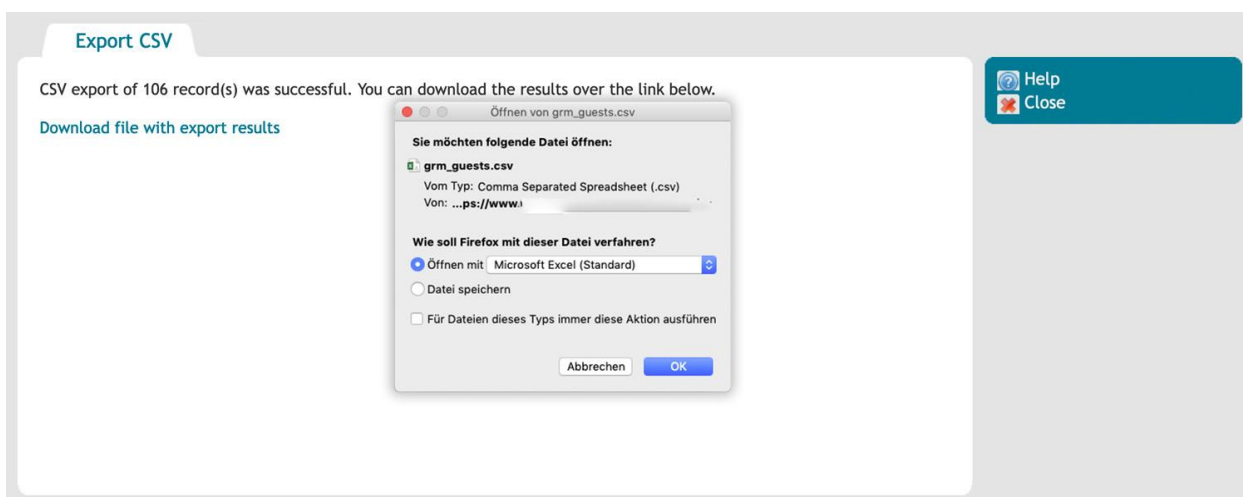
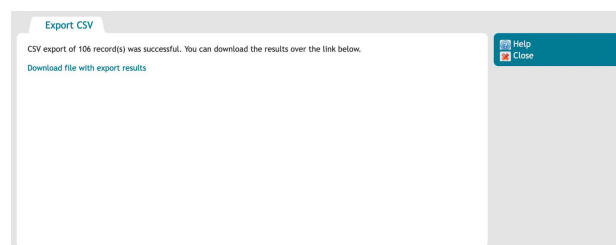
Report analysis via Microsoft Excel via CSV report

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



Then click on “**Further**” and carry out the export.

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



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 option if you want to create individual evaluations and analyzes because you can group the overnight stays in a spreadsheet program such as Microsoft Excel with just a few mouse clicks and add them up individually and compare them with the values from your PMS program if necessary.

As I said, this procedure for checking the results is not mandatory and is simply a recommendation that we strongly recommend to every accommodation provider, especially in the first few months of use and conversion to digital reporting, in order to prevent errors in operation and thus incorrect results. To discover the submission of the tourist tax reports and, if necessary, to correct them if necessary.

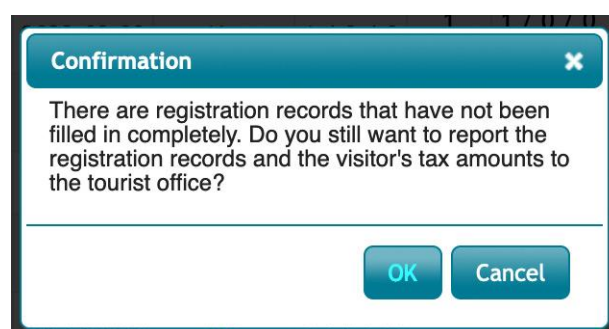
Report the tourist tax to the tourism office

In order to trigger the final completion of the tourist tax report, it actually only takes two mouse clicks. In the first step, click on the function button on the right. **“Registration data report for tourism office”**.



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

If you are sure that you can send the message, then simply click on **“OK”**.



The data is now handed over to the tourism organization and all data in the report is automatically moved to your “report archive”.

At this point we would like to dispel any misconceptions about data handling.

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

Raportierung

Drucken

Schließen

Oktober, 2020

Gemeinde	Ort	Hotel-Name	Hotelgast	Reservierung Nr.	Anreise	Abreise	Personen	Erwachsene ab 16 Jahre	Kinder bis zu 11 Jahren	Kinder bis zu 15 Jahren	Nächte	Logiernächte Erwachsene ab 16 Jahre	Logiernächte Kinder bis zu 11 Jahren	Logiernächte Kinder bis zu 15 Jahren
Grindelwald	Grindelwald	Hotel Mar***	Bar***	HS-0285f43be356ee82	01.10.2020	03.10.2020	2	2	0	0	2	4	0	0
Glenne	Glenne	Hotel Lis***	Sch***	021020201553	02.10.2020	03.10.2020	1	1	0	0	1	1	0	0
Glenne	Glenne	Hotel Tri***	Cha***	HS-0285f76fb265ef15	03.10.2020	06.10.2020	1	1	0	0	3	3	0	0
Grindelwald	Grindelwald	Hotel Herr Gr***	Gr***	0110201	03.10.2020	04.10.2020	5	5	0	0	1	5	0	0
Grindelwald	Grindelwald	Hotel Herr Mic***	Win***	HS-0285f1dcd81dc94d	03.10.2020	05.10.2020	6	6	0	0	2	12	0	0
Grindelwald	Grindelwald	Hotel Frau Tab***	Win***	HS-0285f61f9f87f328	03.10.2020	04.10.2020	1	1	0	0	1	1	0	0
Grindelwald	Grindelwald	Hotel Frau Nad***	Kes***	HS-0285f6b6682af47c	06.10.2020	07.10.2020	2	2	0	0	1	2	0	0

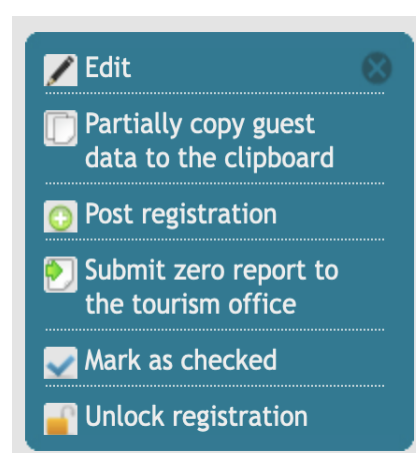
It is clear here that the tourism offices cannot view any of the guests' personal data. Only the “**Booking number**” is handed over as a control reference and is also shown in the invoices of the tourist offices.

Creating a “ZERO” report

In some, but not all, municipalities, there is a requirement for accommodation providers to submit so-called “ZERO” reports for non-existent overnight stays.

What is a “Zero” report?

“ZERO” reports are used in some communities in the Jungfrau Region to ensure that accommodation providers who rent regularly cannot show any overnight stays in a billing period, because, for example, their accommodation was completely closed. In order to avoid unnecessary warning letters in such a case, the accommodation providers are then asked to submit a “ZERO” report.



The option “Submit zero report to the tourist office”

If you are an accommodation provider who rents regularly, you can alternatively replacing to normal function “**Registration data report for tourism office**” the button «**Submit zero report to the tourism office**” available.

This function belongs to the accommodation provider ONLY available if there is a complete month for reporting without a registration form, i.e. if no overnight stays have been generated and you as the accommodation provider are consequently unable to create regular tourist tax reporting.

This means that the responsible tourism office is informed about this and does not have to bother you with a query/reminder. Please also report the “ZERO” report by the 10th of the following month.