Digitales Registration CLOUD

FAQ List 2: Common questions and answers

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What do I do if I forget my password?

1. You can reset your password using the following link: https://www.www.registration-jungfrauregion.swiss/de/remind-password/

2. The following link allows the user to open their user profile at any time with their existing password and change their personal password. This is a procedure we recommend to every user in the TOURIST interface: https://www.registration-jungfrauregion.swiss/de/user-profile

3. The following link will provide you with detailed documentation on how to renew your password: https://customer-service.masch.com/de/faq-password-renewal

Which channel managers and PMS software are supported?

1. Direct support for digital reporting has so far provided by the channel manager and PMS-Software:

    a. Hotel-Spider from Tourisoft AG in Nyon.
    b. Loftbird PMS software for vacation home rentals
    c. CLOCK PMS via CSV-Import
    d. CM Studio .iBooking and CM Studio .Booking-Center from MASCH
    e. Protel I/O Interface expected to be certified from February 2022
    f. Kognitive Channel Manager expected to be certified from End Q1/2022

    As of 04/15/2021, there is a documented developer interface that PMS and Channel Manager software vendors can use to develop automated data transfers for digital reporting.

    This requires developer registration with MASCH Software Solutions partner service:

    https://customer-service.masch.com/en/partnerweb-registration/

    Please send questions to Matthias Liedtke at MASCH Customer Service at Matthias.Liedtke@masch.com.

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Is a channel manager or PMS system necessary for digital reporting?

No, the entire registration of guests can also be done without a channel manager or PMS system, or carried out by the guest on site via a QR code in the accommodation facility.

The focus of digitization is the goal that the guests carry out the registration and not the reception of the accommodation provider.

Is it correct that despite Channelmanager Hotel-Spider we have to record the guests who book directly with us by phone or e-mail via "fast entry" at waiting list? These are not automatically drawn from our hotel system HS/3?

This is correct, as unfortunately almost all PMS systems HS/3 does not have an interface to the digital reporting system and does not return any bookings to the channel manager.

MASCH has been providing a server interface since circa 15.04.2021, which should make it easier for PMS software manufacturers and their providers to access the digital reporting system.

Unfortunately, we have repeatedly found that we nevertheless do not meet with great approval on the part of PMS providers and, above all, very high costs for the hotels. As soon as the programming interface is ready, we will inform you and you can then contact HS/3 to see if they are willing to create an appropriate connection for you. However, please let us inform you in advance of any costs that may arise.

Nevertheless there are various software vendors, who are currently working on their interfaces to CM Studio .GRM-CLOUD.

Basically, we have implemented the fast entry for such cases, because most hotels have so far refrained from interfaces to their PMS applications due to the costs on the part of the PMS application.

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What happens if a guest has not completed the online check-in prior to arrival?

1. On the day of arrival, the accommodation provider receives a reminder e-mail with the guests who have not fully registered.

2. On a tablet, the link to the corresponding registration form can be opened from this email, so that the guest can then carry out the registration directly on the tablet.

3. Alternatively, the accommodation provider can offer the guest registration via his own smartphone. This requires only the scanning of a QR code, which the accommodation provider can provide for such purposes. MASCH Software Solutions is working here on a display (DIN A4 format), which at the same time explains the functionality of the QR code and integrates the QR code of the accommodation provider.

Does a guest who has already been registered have to enter his or her data again when arriving?

No, the pre-registration on the part of the accommodation provider automatically determines all available data based on the email address. This only applies in the event that the guest has already been registered once as a guest with the same accommodation provider.

Why does every accommodation provider need an e-mail address via the domain @guest-registration.com?

To enable the registration database server to send authenticated and signed emails on behalf of the host, a unique email domain has been defined for all digital registration clients. This procedure reduces the risk of a guest's spam filter blocking the messages.

Are email messages forwarded to the guest via booking.com or Expedia?

1. booking.com - No, messages are not forwarded to the guest.
   To still send an automated message to guests who have booked via Booking.com, Booking.com offers a corresponding message dispatch via the extranet of Booking.com. Here you can find all necessary information starting on page 85ff. in the CM Studio .GRM-CLOUD user manual.

2. Expedia - Yes, depending on the settings that the Berherberger has defined in the client setup and the Expedia Extranet.

For more information, please refer to the manual pages 13 and 85 and Appendix A.

Link to the user manual (currently in German language only) :
https://customer-service.masch.com/de/cmstudio-grmadmin-manual/

Can the guest still apply for the digital guest card on site?

Yes, the accommodation provider can activate, automatically send and/or print a guest card at any time.

Why is the passport number not a mandatory field and must it be entered later?

In the case of citizens of Switzerland and Liechtenstein, there is no obligation to record passport data in Germany (Switzerland).

In the case of an upstream online check-in, the entry of passport data is not set as a mandatory field in order to support the pre-entry of the registration forms as far as possible. From our experience in the airline industry, we can confirm that early registration leads to high abort rates due to the forced entry of passport data. For this reason, this is not set as a mandatory field in the advance check-in registration system, but must then be made up for on arrival.

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Can Jungfrau Region Tourismus AG (JRT) view the reporting data?

No, the JRT does not have access to any data from the reporting system.

Who has access to my guests' data?

Only the host itself.

In addition, the police can access the guest's data in the justified case of verification of travel data.

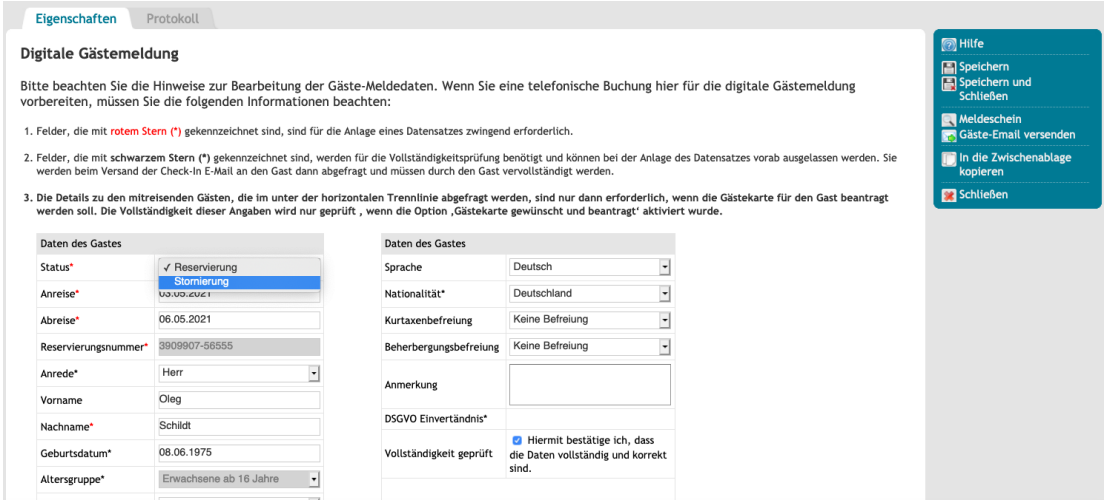
How long will the data be stored?

The legal retention period in the reporting archive is 5 years.

Is it possible to delete a registered guest in the digital reporting system if the reservation was cancelled by the guest or if there is a no-show?

As long as the data is only in the waiting list, the data can still be deleted.

Once the data of the guest has been transferred to the INBOX, they can no longer be deleted. However, it is still possible to cancel the booking. With cancellation, this booking is then taken out of the workflow and immediately moved to the message archive. The booking is not taken into account for visitor tax reporting.



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Once the month is closed, is it possible to correct a reporting record?

After the check-out, the data of the guests are transferred to the reporting. Here the data can still be completed, but this is only possible for the manager account of the operation.

To edit the data, it must be unlocked beforehand.

It is also possible to make a correction in this way after the end of a month and send it as a correction entry.

Is it possible to personalize automatic e-mails (e.g. an automatically sent invitation to the online check-in)?

Yes, the company has the possibility to edit the various e-mail templates that are used to communicate with the guest via the "**E-mail templates"** tab.

Important: Please make sure that you do not remove any placeholders (e.g. {name}) from the templates.

How can the guest forward the guest card to the whole family?

The booking guest, can request personalized guest cards for family members or fellow travelers when booking.

If an e-mail address is provided for the additional guest cards, the guest cards will be delivered to the corresponding e-mail addresses.

If the booking guest does not provide e-mail addresses because they are unknown or their children do not have e-mail accounts, the guest data will be sent to the booking main guest, who can then forward or print the guest cards.

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How can the guest use them if they don't have a smartphone?

If it is not possible for the guest to carry the guest card with them in digital form, for example because they do not have a smartphone, the guest card can also be printed out.

The analog version of the guest card can be printed out and handed over by the accommodation provider from the extranet.

Can the phone number be changed to a required field for the mobile number?

No, you cannot rename any of the fields, nor can you convert the status of a field to a forced field. Since we have to rely on the official requirements in the digital reporting, e.g. the field "**Phone**" is an optional field, because such a forced query would be too strong intrusion into the privacy rights of the guests.

Is the system adapted to the latest reporting laws / regulations in each case?

Yes,
Adjustments to the general registration procedure are of course transferred to the digital registration system as soon as these changes are communicated by the tourism organization to the MASCH Customer Service and are fully part of the upgrade maintenance.

Ideally, the login for registered users would be a bit easier to access.

The link to the login is the easiest link to define, because it only includes the extension /admin/ in addition to the domain name:

https://www.registration-jungfrauregion.swiss/admin/

Please note,
that the domain of your CM Studio .GRM-CLOUD (digital reporting solution) is an "internal" domain, which should not and does not want to attract public traffic.

For this reason and to protect against SPAM, no integration with the regular portal of your tourism organization is recommended.

If you call the page without .../admin/... the page in general will automatically redirect to the regular page of your tourism organization. This is necessary on the part of the Internet registration authorities, however, again if no own public page is provided for this domain. Otherwise, all e-mails sent by the digital registration server for the issuance of guest cards would be black-listed and would not reach the appropriate recipients.

We recommend you to use the link:

https://www.registration-jungfrauregion.swiss/admin/

and to add it to your bookmark list, then it will be easy to access it in your browser.

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