

Digital Guest Registration

FAQ List 3: Questions about the extranet interface for accommodation providers

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Delivering committed	2021-03-28	Martin Schaarschmidt
Update requested	2021-07-14	Martin Schaarschmidt
Update published and committed	2021-07-20	Matthias Liedtke

For a detailed description of the related features resulting from this FAQ list, see the GRM Administrator User Guide at the following link:

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

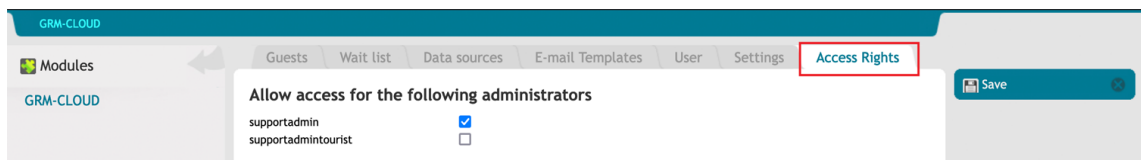
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What permissions do my employees need for processing?

- **GRM Operator** - when the user performs daily check-ins and check-outs.
- **GRM Administrator** - if the user also makes corrections to the reporting data and reports the data.

How can I grant support access and “lock it out” again?



Via the "**Access Rights**" tab in the GRM-CLOUD module, you can grant access to the "**supportadmin**", for example, as shown in the screenshot above, by setting the check mark and saving the setting.

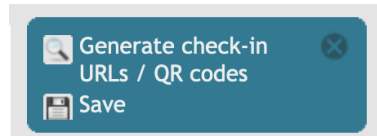
After the support session has been completed, you must then deactivate access by removing the check mark and saving.

Can additional administrators be created in your client account?

Yes, The manager of the client account can assign appropriate user rights by assigning the user group "**GRM Administrator**" for gives.

Where can I find the QR code for my company?

You can generate the QR codes in the settings of your hotel client and then print them out. Select the function “**Generate check-in URLs / QR codes**” in the function menu bar on the right:



Can I delete users when they leave the company?

No, A user cannot simply be deleted because the processing of messages that require archiving is tied to the logging of the users. Therefore, the users must also be kept informed of their affiliation with the accommodation provider's company, as the documentation requirement and thus also the logging is archived for 5 years.

To prevent an employee who has left the company from continuing to have access to the digital registration system, you can deactivate a user and thus disable their access. Open the account via the “**User**” tab” and remove the “**Account active**” checkmark in the properties.

Account active	<input type="checkbox"/>
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How often and when exactly is the data from online reservations transmitted to the digital reporting system via Hotel-Spider?

Twice a day, all updates and new online bookings at Hotel-Spider are queried. This takes place at 1 a.m. at night and at 1 p.m. in the afternoon.

Case scenario:

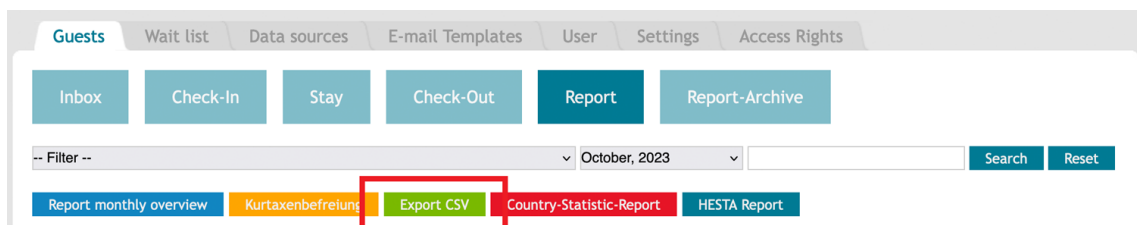
A guest reserves a room online at short notice at 3 p.m. and arrives at 5 p.m. The data is only transferred to the digital reporting system via Hotel Spider at 1 a.m. at night.

How does the registration process work because there is no link to the registration form at 5 p.m.?

The guest should check in using the QR code on a tablet at reception or on their smartphone. The check-in is then in the waiting list and can be synchronized with the online booking from Hotel-Spider the next morning and then automatically displayed as a complete data record in the tab "**Stay**" to be saved.

Is it possible to have the number of total overnight stays calculated when checking the tourist tax report in advance?

There is no function for summation in the reports. It is possible to generate a CSV export, edit the exported file in Excel and create a summation there.



You can export the data in the report using the green "**Export CSV**" button.

Is it correct that, despite a direct channel manager connection, we have to enter the guests who book with us directly by phone or email using “quick entry”. These are not automatically pulled from our PMS software?

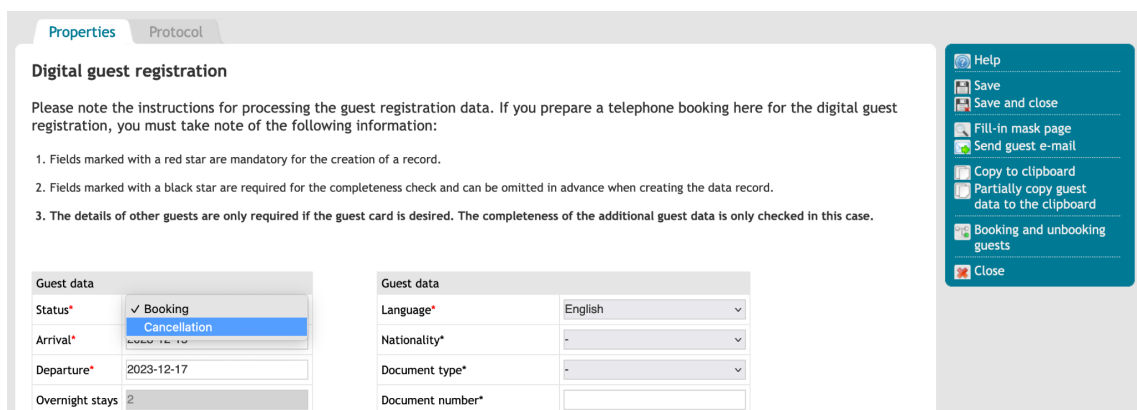
That is correct, unfortunately, like almost all PMS systems, HS/3 does not have an interface to the digital reporting system and does not return any bookings to the channel manager. We provide a server interface for this option to the manufacturers of PMS software to make it easier for providers to access the digital reporting system.

Unfortunately, we have repeatedly found that we have not met with much acceptance on the part of the PMS providers and, above all, with very high costs for the hotels. That is why we have implemented the “**New entry Fast**” function for such cases, as most hotels have so far refrained from using interfaces to their PMS applications due to the costs of the PMS application.

Can you delete a registered guest in the digital registration system if the reservation has been canceled by the guest or there is a no-show?

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

Once the guest's data has been transferred to the INBOX, it can no longer be deleted. It is still possible to cancel the booking. When canceled, this booking is then removed from the workflow and immediately moved to the reporting archive. The booking is not taken into account for tourist tax reporting.



Digital guest registration

Please note the instructions for processing the guest registration data. If you prepare a telephone booking here for the digital guest registration, you must take note of the following information:

1. Fields marked with a red star are mandatory for the creation of a record.
2. Fields marked with a black star are required for the completeness check and can be omitted in advance when creating the data record.
3. The details of other guests are only required if the guest card is desired. The completeness of the additional guest data is only checked in this case.

Guest data		Guest data	
Status*	✓ Booking Cancellation	Language*	English
Arrival*		Nationality*	-
Departure*	2023-12-17	Document type*	-
Overnight stays	2	Document number*	

Is it possible for the reception to create individual guest cards if the guest has overlooked this function?

YES,

to do this, the booking record only needs to be opened in the extranet for editing. There you can enter details of the other guests in the lower part of the mask.

Is there an automatic notification to reception if a guest has not yet checked in online?

Yes,

this will be in [User manual](#) explained on pages 11 and 12 and from page 44ff. Here's another screenshot of what your settings should look like:

Notify		E-Mail for notification
Guest Notification	GRM - Benachrichtigung an den/die Gast/Gäste	{guest_email}
Reminder mail to the host	Do not notify	{hotel_email}
Guest Notification (Wait list)	GRM - Benachrichtigung an den/die Gast/Gäste (Warteliste)	{guest_email}
Notification for the host (Wait list)	GRM - Benachrichtigung an das Hotel (Warteliste)	{hotel_email}
Checking-in guests	GRM - CHECKIN GÄSTE LISTE AKTUELLER TAG	mustermann@gmail.com
Checking-out guests	GRM - CHECKOUT GÄSTE LISTE AKTUELLER TAG	mustermann@gmail.com

We recommend creating a free e-mail address with GMAIL or a similar service and installing the corresponding mail program on the tablet so that you can have the guest check in digitally at reception on arrival.

How can I resend the guest email with the invitation to online check-in?

You can find out which options are available to you for sending the guest email in this [FAQ document](#) linked here.

If someone has not received the guest card by e-mail - how can we send it again or print it?

You can see which options are available to you for sending the guest card or how to print it out in this [FAQ document](#) linked here.