Quick setup for digital reporting for camping hosts

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Introduction

We are pleased to welcome you as a user of the digital registration system based on CM Studio .GRM-CLOUD. With this documentation we want to enable you an uncomplicated and fast setup of your account (client) for the digital registration of your guests right at the beginning.
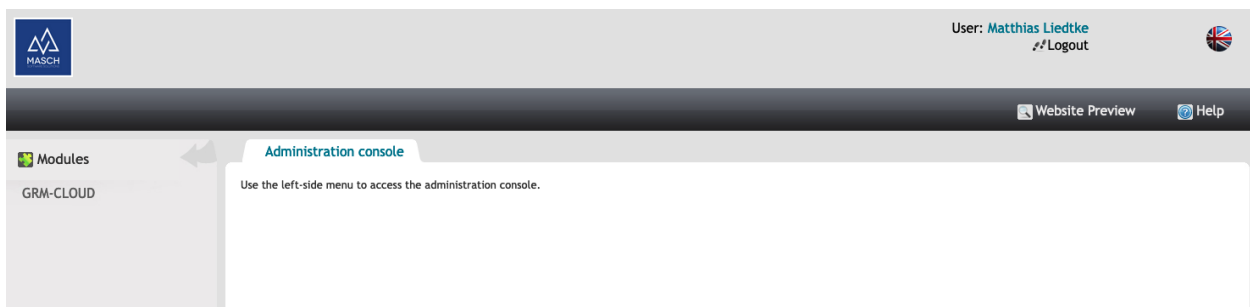
Since the setup settings for camping hosts and permanent residents on a camping yard are almost identical, we have summarized our recommended settings for you here.

Even if you are a permanent resident of a camping yard, paying the flat fee of the local tax and do not plan to rent your accommodation to other guests, you should adopt the following settings for a proper functionality of your account (client).

To make the necessary settings, first log in to the extranet of your account (client) for the digital registration system with your personal access data:

<p style="text-align:center">https://www.registration-jungfrauregion.swiss/admin/</p>
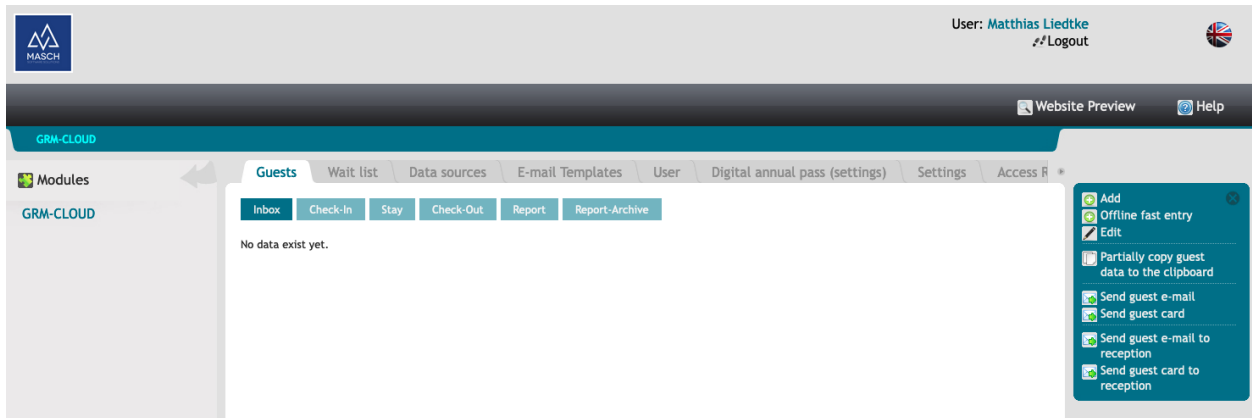
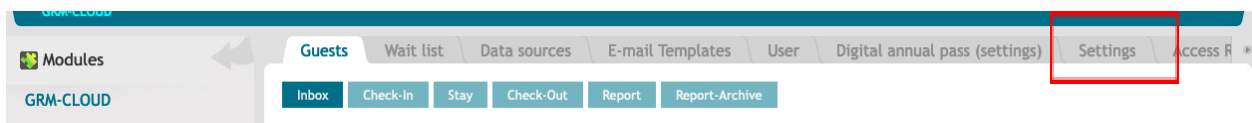After successful login you will start on the following screen:

If your login is set to German language, you can switch your user setting to English language by pressing the FLAG button at the right top corner of your screen.
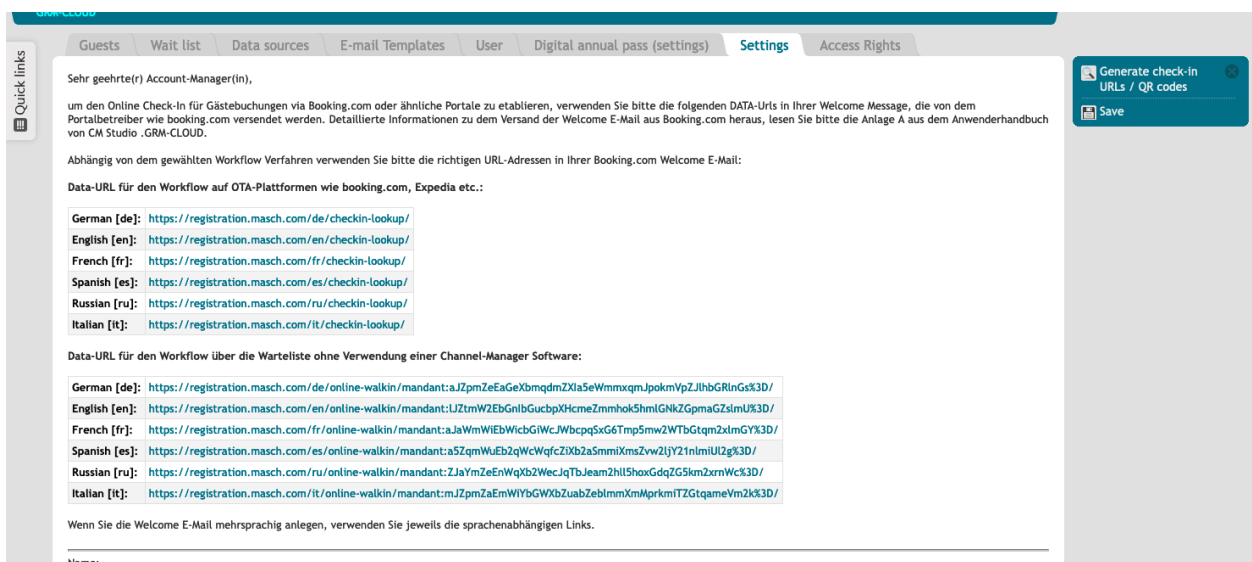
Click on "GRM-CLOUD" on the left side in the module bar and you will get to the **INBOX** under the "**Guests**" tab:

Please note that we have shortened the screenshots on the following page to display the filtered information, which are necessary for this documentation. Now select the "**Settings**" tab:
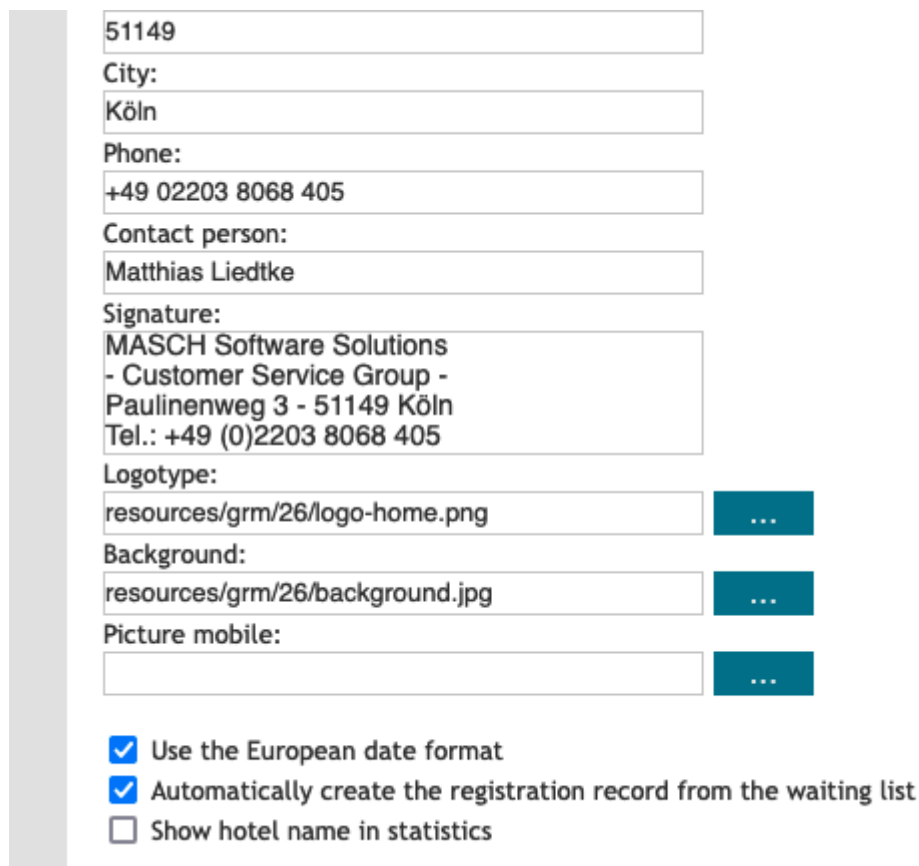

Under this tab you will see the different settings of your account (client).

We will list these features here with our recommended settings for camping hosts and permanent residents on a camping yard.

Automatically transfer the registration form from the **Wait List** to the **INBOX**

Skip the links and scroll to the end of the information about your accommodation until you reach the three checkboxes.

Activate the function "**Automatically create the registration record from the waiting list**".

This means that guests who register via QR code are no longer placed on the waiting list, but the registration will be accepted automatically as full guest record.

You no longer have to manually transfer the guests from the **Wait List** to the **INBOX** and can thus automate the dispatch of the guest card. However, we still recommend you to check the incoming registrations by regular spot checks, because we know from support experience that guests sometimes might fill in the registration form not very carefully.

Email notifications

Below that follow the settings for the email templates about the various notifications.

Since you, as a camping yard owner or a permanent resident on a camping yard, usually do not have the high guest turnover of a hotel, you can disable a few of the notifications.

We recommend that you set the following notifications to "Do not notify"":

- Reminder Mail to the host
- Checking in guests
- Checking out guests

To change the setting, simply click on the corresponding drop-down menu.

Notification to the guest(s)

With this setting you control the sending of the invitation for online check-in to your guests. This process should take place at least 2 - 3 days before arrival. The system will then send an email on behalf of the accommodation provider inviting the guest to fill out their legally required registration form via an online form.

Until fall 2022, it was not possible to set up a direct communication with a Booking.com or Expedia guest. Both OTA providers have extended their communication network here for CM Studio .GRM-CLOUD. Since the software update 12/2022 it is now possible to communicate directly with these OTA providers from CM Studio .GRM-CLOUD until further notice.

Therefore the former functions "**do not send the notifications to booking.com emails**" or "**do not send the notifications to booking.com emails**" have been deactivated.

Guest card shipping

Like the dispatch of the guest email, the dispatch of the guest card can also be controlled. We recommend a deadline of one day before arrival. The guest receives his guest card by e-mail and can thus already benefit from the guest card on the day of arrival.

Sending data to the reporting platform

Data transmission to the targets	
⦿ Manual transmission	
○ Data transmission directly after the completeness check	
○ Data transmission XX days after month end	0 ⌄

Here you control the data dispatch to the reporting platform. You have the option of direct digital reporting of overnight stays and all necessary data for the automated recording and calculation of visitor's tax and lodging tax.

Decide whether you want to trigger the data transfer by manually or whether the system should carry out the transfer of the data automatically and continuously.

We recommend manual data transfer, especially in the initial phase, as the reporting interface offers you several control options and you can thus compare the results with your previous conventional reporting statement 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 "Query passport data" function must be activated, since in most EU countries and Switzerland you are legally obligated to collect and check the passport data of your foreign guests.

In the case of Switzerland, you can exempt the citizens of Switzerland and the Principality of Liechtenstein from the obligation to provide passport data. For this reason, here you have the options to exempt states from the passport query.

The following sub-option is decisive for the system-technical release of the completeness check:

If you interpret the legal requirements 100% correctly, you actually have to confirm the completeness check manually, after you check the passport data by visual inspection upon arrival and confirm it in the system.

However, this variant is admittedly very cumbersome and time-consuming for every accommodation provider. For this reason, an additional variant is integrated, which assumes that the information of the guests is stored correctly and is only checked randomly by the reception team of the accommodation.
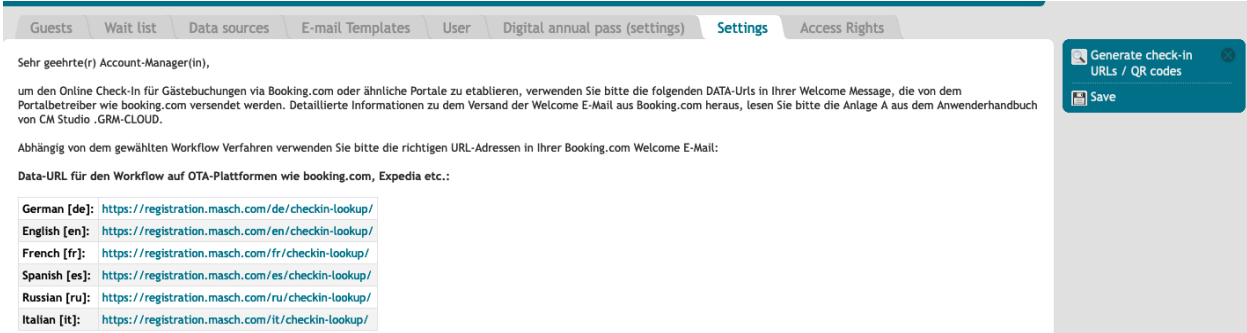
By selecting this option, the manager of your establishment automatically agrees to the above declaration of consent and releases the CLOUD operator as well as MASCH Software Solutions as software developer of the CM Studio .GRM-CLOUD from any liability issues on the part of governmental bodies.

If you want to inform yourself about the respective valid legal situation, please contact your responsible tourism organization and ask for advice.

Save the settings

When you have made your desired setup settings, you still have to save them. Otherwise, your settings will not be applied.

You will find the "Save" function on the right-hand side of the screen in the blue box. This completes the setup of your client settings.

If you have any further questions regarding the content of the registration system, you can contact your local tourist center or, if you have any questions regarding the technical process, you can contact our support team at 033 511 2135 or support@masch.com.
We wish you a successful start with CM Studio .GRM-CLOUD.