

Quick setup for digital guest registration for vacation home rental companies and vacation home owners

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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.

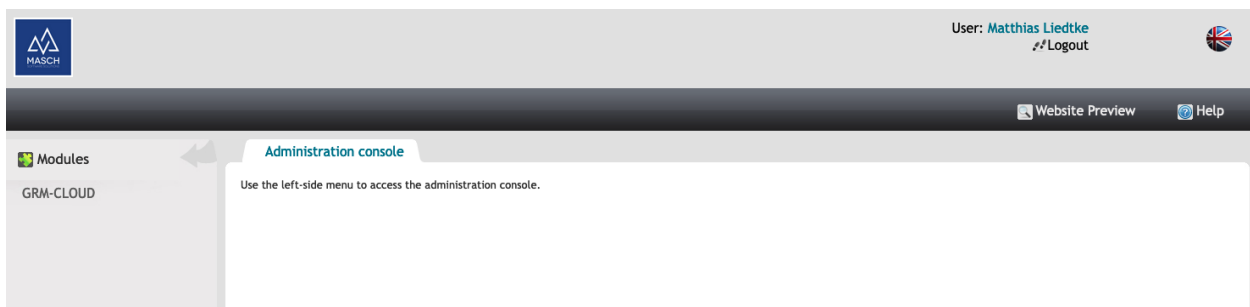
Since the setup settings for vacation home owners and vacation rental companies are almost identical, we have summarized our recommended settings for you here.

Even if you are a vacation home owner 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:

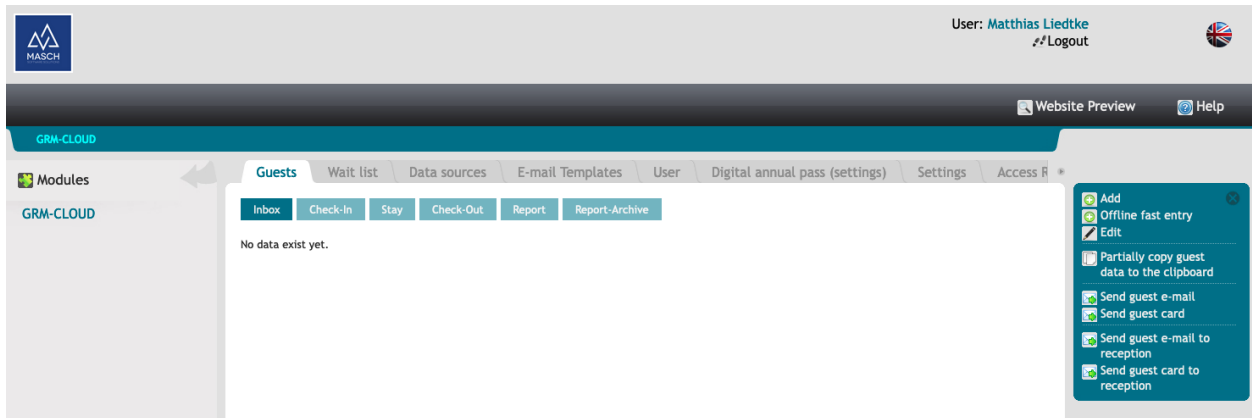
<https://www.registration-jungfrauregion.swiss/admin/>

After successful login you will start on the following screen:

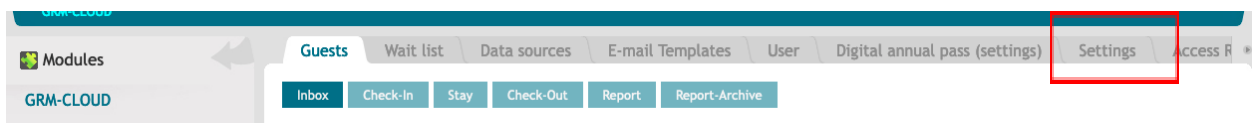


If your login is set to German language, you can switch your user setting to English language by pressing the FLAG button at the right top corner of your screen.

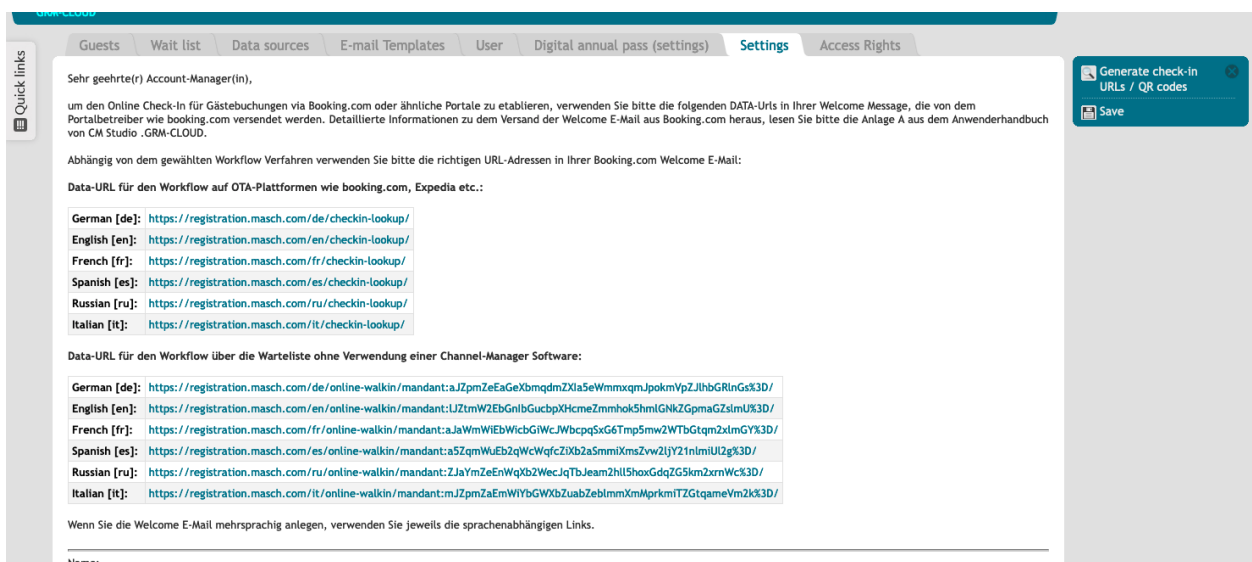
Click on "GRM-CLOUD" on the left side in the module bar and you will get to the **INBOX** under the "Guests" tab:



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 vacation home renters and second home owners.

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.

51149	
City: Köln	
Phone: +49 02203 8068 405	
Contact person: Matthias Liedtke	
Signature: MASCH Software Solutions - Customer Service Group - Paulinenweg 3 - 51149 Köln Tel.: +49 (0)2203 8068 405	
Logotype: resources/grm/26/logo-home.png	...
Background: resources/grm/26/background.jpg	...
Picture mobile:	...
<input checked="" type="checkbox"/> Use the European date format	
<input checked="" type="checkbox"/> Automatically create the registration record from the waiting list	
<input type="checkbox"/> Show hotel name in statistics	

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.

Notify		E-Mail for notification
Guest Notification	GRM - Benachrichtigung an den/die Gast/Gäste (Feriendomizil - Liedtke)	{guest_email}
Email for the guest card	GRM - Vorlage für die Gästekarte (Feriendomizil - Liedtke)	{guest_email}
Reminder mail to the host	Do not notify	{hotel_email}
Guest Notification (Wait list)	GRM - Benachrichtigung an den/die Gast/Gäste (Warteliste) (Feriendomizil - Liedtke)	{guest_email}
Notification for the host (Wait list)	GRM - Benachrichtigung an das Hotel (Warteliste) (Feriendomizil - Liedtke)	{hotel_email}
Checking-in guests	Do not notify	{hotel_email}
Checking-out guests	Do not notify	{hotel_email}

Since you, as a vacation rental and second home owner, 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.

Notify		E-Mail for notification
Guest Notification	GRM - Benachrichtigung an den/die Gast/Gäste (Feriendomizil - Liedtke)	{guest_email}
Email for the guest card	GRM - Vorlage für die Gästekarte (Feriendomizil - Liedtke)	{guest_email}
Reminder mail to the host	<input checked="" type="checkbox"/> Do not notify GRM - Benachrichtigung an das Hotel (Warteliste) (Feriendomizil - Liedtke) GRM - Benachrichtigung an das Hotel (Warteliste) (Test - Liedtke) GRM - Benachrichtigung an den/die Gast/Gäste (Feriendomizil - Liedtke) GRM - Benachrichtigung an den/die Gast/Gäste (Test - Liedtke)	{hotel_email}
Guest Notification (Wait list)	GRM - Benachrichtigung an den/die Gast/Gäste (Feriendomizil - Liedtke)	{guest_email}
Notification for the host (Wait list)	GRM - Benachrichtigung an das Hotel (Warteliste) (Feriendomizil - Liedtke)	{hotel_email}
Checking-in guests	<input type="checkbox"/> Do not notify GRM - Benachrichtigung an den/die Gast/Gäste (Warteliste) (Feriendomizil - Liedtke) GRM - Benachrichtigung an den/die Gast/Gäste (Warteliste) (Test - Liedtke) GRM - CHECKIN GÄSTE LISTE AKTUELLER TAG (Feriendomizil - Liedtke) GRM - CHECKIN GÄSTE LISTE AKTUELLER TAG (Test - Liedtke) GRM - CHECKOUT GÄSTE LISTE AKTUELLER TAG (Feriendomizil - Liedtke) GRM - CHECKOUT GÄSTE LISTE AKTUELLER TAG (Test - Liedtke) GRM - Einige elektronische Gästemeldescheine erfordern Ihre Aufmerksamkeit (Feriendomizil - Liedtke) GRM - Einige elektronische Gästemeldescheine erfordern Ihre Aufmerksamkeit (Test - Liedtke)	{hotel_email}
Checking-out guests	<input type="checkbox"/> Do not notify GRM - Vorlage für die Gästekarte (Feriendomizil - Liedtke) GRM - Vorlage für die Gästekarte (Test - Liedtke)	{hotel_email}

Notification to the guest(s)

Guest Notification	
<input type="radio"/>	Manual Notify
<input type="radio"/>	Notification immediately after the booking
<input checked="" type="radio"/>	Notification XX days before arrival <input type="text" value="3"/>

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.

Please be informed that the users manual for GRM administrator currently exists only in German language. We are working on an English translation, which is expected to be launched in spring 2022.

Guest card shipping

Sending of the guest card	
<input type="radio"/>	Manual transmission
<input type="radio"/>	Sending data immediately after the application
<input checked="" type="radio"/>	Notification XX days before arrival <input type="text" value="1"/>
Visibility of the guest card data (Touristiker)	
<input checked="" type="checkbox"/>	Invisible

Please note that when the guest card is sent automatically, it will only be sent if the data is complete!

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	
<input checked="" type="radio"/>	Manual transmission
<input type="radio"/>	Data transmission directly after the completeness check
<input type="radio"/>	Data transmission XX days after month end <input type="text" value="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

Settings for managing passport data of guests

Query passport data

Countries		Query passport data for all countries except
Germany France Japan South Korea China Afghanistan Albania Algeria American Samoa Andorra Angola Anguilla	<div style="margin-bottom: 5px;"><input type="button" value=">>"/></div> <div style="margin-bottom: 5px;"><input type="button" value=">"/></div> <div style="margin-bottom: 5px;"><input type="button" value="<"/></div> <div style="margin-bottom: 5px;"><input type="button" value="<<"/></div>	Switzerland Liechtenstein

Manually check passport data for completeness

Automatically check passport data for completeness

I hereby confirm that as the host, I am responsible to the police authorities for the accuracy of the passport details. I affirm that despite automatic transfer I will check the passport data and update them if necessary because of errors. At the same time I release the operator of the CLOUD application from any responsibility if the passport data is not checked sufficiently.

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:

I hereby confirm that as the host, I am responsible to the police authorities for the accuracy of the passport details. I affirm that despite automatic transfer I will check the passport data and update them if necessary because of errors. At the same time I release the operator of the CLOUD application from any responsibility if the passport data is not checked sufficiently.

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.

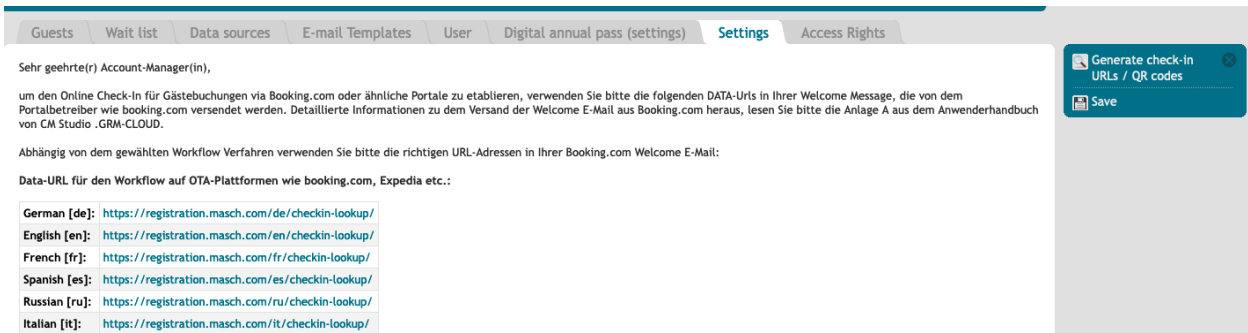
By selecting this option, the manager of your establishment automatically agrees to the above declaration of consent and releases the CLOUD operator as well as MASCH Software Solutions as software developer of the CM Studio .GRM-CLOUD from any liability issues on the part of governmental bodies.

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.



Sehr geehrte(r) Account-Manager(in),

um den Online Check-In für Gästebuchungen via Booking.com oder ähnliche Portale zu etablieren, verwenden Sie bitte die folgenden DATA-Urls in Ihrer Welcome Message, die von dem Portalbetreiber wie booking.com versendet werden. Detaillierte Informationen zu dem Versand der Welcome E-Mail aus Booking.com heraus, lesen Sie bitte die Anlage A aus dem Anwenderhandbuch von CM Studio .GRM-CLOUD.

Abhängig von dem gewählten Workflow Verfahren verwenden Sie bitte die richtigen URL-Adressen in Ihrer Booking.com Welcome E-Mail:

Data-URL für den Workflow auf OTA-Plattformen wie booking.com, Expedia etc.:

German [de]:	https://registration.masch.com/de/checkin-lookup/
English [en]:	https://registration.masch.com/en/checkin-lookup/
French [fr]:	https://registration.masch.com/fr/checkin-lookup/
Spanish [es]:	https://registration.masch.com/es/checkin-lookup/
Russian [ru]:	https://registration.masch.com/ru/checkin-lookup/
Italian [it]:	https://registration.masch.com/it/checkin-lookup/

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.