

Activation of GAE Client Process for roll out 10.2.138

Procedure to activate the Guest Arrival Experience

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Author	Peter Szymanek			
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QA

Last update: 19/12/2016

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Cautions and Considerations!

Do not activate the Guest Arrival Experience without expressed permission from IHG!

IHG has to grant you access to the below web sites first!

It cannot be deactivated again and ALL workstation must have the Guest Arrival Experience Client installed and must have access to these web sites:

Endpoint=<http://adc.hgw-non-rev.hiw.com:81/>

UrlGuestProfile=<http://adc.hgw-non-rev.hiw.com:81/>

UrlReports=<http://www.reporting.ihg.com>

UrlUpgrade=<https://webgnr.ihg.com/>

UrlMemberLookup=<https://loyaltyconnect.ihg.com/Hotel.html>

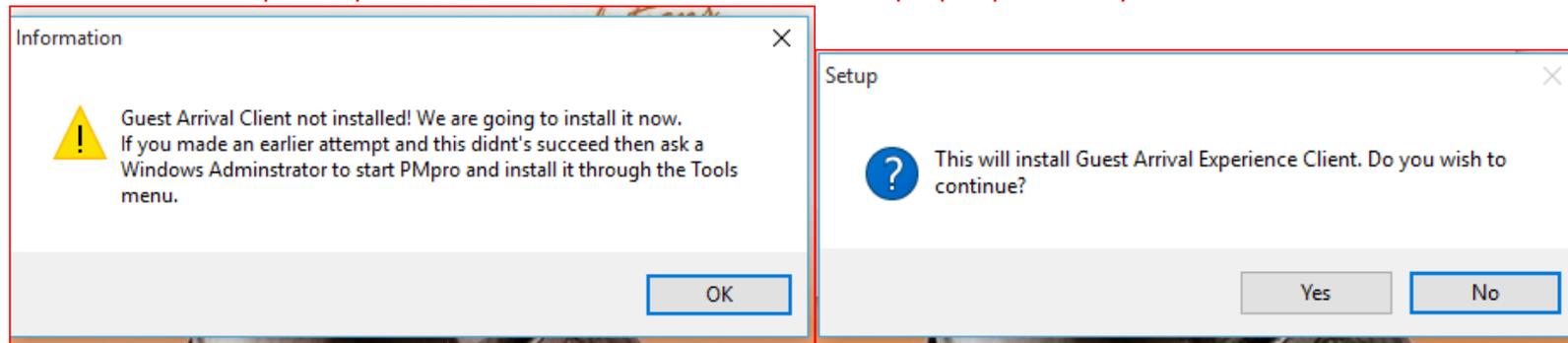
IHG will contact you and provide training documentation for the hotels in readiness for the activation.

amadeus

Guest Arrival Experience Client Installation

Do not activate the Guest Arrival Experience if the Guest Arrival Client has not been installed on ALL workstations!

Make sure the prompt to install the client does NOT pop up on any workstation!



If any of these messages pops up, DO NOT proceed with the next step!

Activate the Guest Arrival Experience

The Guest Arrival Experience will be activated by the property only in collaboration with IHG. IHG has to activate previously mentioned web pages beforehand for the customer to access.

For that all other users have to exit PMpro. In Setups, Preferences, License Tab the

Parameters

Security

Pay TV Key card Credit card Messages CRS Interface Leisure Other IFC Backup CRM Interface

License System Reservations Contacts Financial Ledgers Banqueting Point of sale Telephone

License hotel name Test Hotel - BRILF
Breda

License country NLD

System language English

Max. number of concurrent users 99

Max. nr of rooms per reservation 999

License number 45Z2Z-ZZV4Q-R3R4Z-OZXZ2-65VZ6-XZ2Z8

Expiration date / /

Support e-mail hospitality.pmssupport@amadeus.com

Installed options

Allotments Leisure

Receivables Mailing

Banqueting Travel agents

Budget Extended reports

Deposit Rate restrictions

Anywhere Check-in

Guest Arrival Experience

EndPoint http://adc.hgw-non-rev.hiw.com:81/

Guest Details http://adc.hgw-non-rev.hiw.com:81/

Reports http://www.reporting.ihg.com

Upgrade https://webgnr.ihg.com/

Member Lookup https://loyaltyconnect.ihg.com/Hotel.html

OK Cancel

tick box 'Guest Arrival Experience' has to be activated. The URL's were filled out automatically during the update to 10.2.138.xxxx.

Please note that once this is activated it CANNOT be deactivated again!

The Guest Arrival Experience Client must be installed on all workstations!

Reservation Search Screen

The Reservation Search screen now contains new buttons and search filters to allow quicker access to key functionality.

The screenshot shows the Amadeus Reservation Search interface. At the top, there are search filters for Guest, Company, Travel agent, and Alotment. On the right, there are search buttons: Search, Advanced, Clear entries, and Close. Below the filters, there are checkboxes for 'Include CG/HLT reserv.', 'Include OUT reserv.', 'Arrivals only', 'Hotel points deposit', 'Arrival alerts', and 'Pre checkin requests only'. The main area contains a table with columns for Arrival, De..., F..., R..., T..., R..., F..., S..., R..., R..., Guest, Company, Travel agent, Group, Alotment/..., and CRS... The table lists several reservations with details like room types (KNGN, CSTN, XLN, KEN), rates (109.00, 259.00, 139.00), and guest names (Ocampo, Cecilia..., Parker, Peter..., Valdez, Ramon..., Easy, Edgar, D...).

Callouts point to the following features:

- Hotel Point Deposit Filter:** Displays in-house reservations that still require welcome amenity to be processed.
- Arrival Alerts Filter:** Displays only reservations for IHG Rewards Club Elite members or those with Heartbeat feedback.
- Amenity Button:** Opens window allowing automated welcome amenity processing from the PMS.
- Deposit Points Button:** Opens window allowing automated IHG Rewards Club point deposits for promotions or service recovery.
- Arrival Alert Button:** Opens window displaying detailed guest info from IHG Guest Arrivals Reports.
- Arrivals Report Button:** Opens browser to IHG Reporting for quick access to the Guest Arrivals Reports.
- Guest Details Button:** Opens browser to detailed Enhanced Member Profile view of the guest.

Source: IHG Loyalty Arrivals Release Enhancements Overview PM PRO V1.0.pptx

Reservation Screen

The Reservation screen now contains new buttons to allow quicker access to key functionality directly in the PMS.

The screenshot shows the Amadeus Reservation screen with the following details:

- Guest Information:** EDGAR EASY, 555 ELM ST, EVANSTON IL 60201.
- Reservation Table:**

Arrival	Nts.	Departure	From	To	Rms.	Type	Room	Adt.	Chd.	Rate code	Rate	Stat.	Conf. stat.
11/11/2016	1	11/12/2016	:	:	1	XEYN	422	1	0	0	139,00	IN	
- Form Fields:**
 - Market: Corporate
 - Source: Central Reservations
 - Channel: Holdex
 - Member nr.: 124870799
 - Reserv. / Event nr.: 13652 / 12703
 - CRS Conf. nr. / CRS CXL nr.: 65165999 / 0
 - Note: KING LEISURE ADA - ROLL IN SHOWER
- Summary Panel:**
 - Rooms: 1
 - Nights: 1
 - Total: 139,00
 - Extras: 0,00
 - Stay: 139,00
 - 11/11 IGCOR: 139,00
- Buttons:**
 - Guest Details Button:** Opens browser to detailed Enhanced Member Profile view of the guest.
 - Arrival Alert Button:** Opens window displaying detailed guest info from IHG Guest Arrivals Reports.
 - Deposit Points Button:** Opens window allowing automated IHG Rewards Club point deposits for promotions or service recovery.

Source: IHG Loyalty Arrivals Release Enhancements Overview PM PRO V1.0.pptx

Member Check-In Alert

A new alert will display key guest information for **members** during check-in.

Where in the PMS is it?

The new alert is accessed after selecting check-in for any guest with a Rewards Club Member ID on their reservation

What new actions can I take?

In addition to referencing arrivals info for the guest, you can now deposit Welcome Amenity points (if offered at your hotel) or mark that the guest has selected another Welcome Amenity option. If you would like to process the guest's amenity later, you can select the "Reminder" button.

Member Check In Details

Name: Easy, Edgar Current Balance: 151826

Member level: SPIRE

Actions/Key Information

- Important Guest Note - See Guest Details
- Birthday
- Early Arrival (before 3pm)
- Business Rewards Members
- Asia Partner Card Program
- Long Stay
- Ambassador Enrollment

Stay Preferences

- EC: Early Arrival (before 3pm)
- NE: Near Elevator
- PX: Request Extra Pillows
- pet_type: Pug

Heartbeat Feedback (12 months)

Heartbeat / Guest Love RED - average score of 60-79
2016-05-22
HB Comments (BRILA): Desayuno muy completo. Hacen falta más toallas en la habitación para la piscina.
HB Problems (BRILA): El baño no estaba muy limpio y también la regadera goteaba, pero fue resuelto inmediatamente.
HB Problem Resolution Rating: 8
2016-03-23
Recognized as an IHGR member: Yes
HB Comments (BRILA): N/A
HB Problems (BRILA): N/A
HB Problem Resolution Rating: N/A

Buttons: Deposit Points, Amenity, **Reminder**

Welcome. Acknowledge Status, Thank for Loyalty and offer Welcome Amenity
500 points

Deposit Points Button
Automatically processes a welcome amenity point deposit in Loyalty Connect (if offered at your hotel)

Amenity Button
Automatically logs in Loyalty Connect that guest selected an alternate welcome amenity than points (if offered at your hotel)

Reminder Button
Sets a reminder flag on the reservation noting that a welcome amenity still must be processed for the guest (if offered at your hotel)

Source: IHG Loyalty Arrivals Release Enhancements Overview PM PRO V1.0.pptx

Non-Member Check-In Alert

A new alert will display key guest information for **non-members** during check-in.

Where in the PMS is it?

The new alert is accessed after selecting check-in for any guest without a Rewards Club Member ID on their reservation

What new actions can I take?

On the alert, you can quickly launch the PMS enrollment form to enroll the guest in IHG rewards Club or quickly access Loyalty Connect to look up and validate the guest's member information if a Rewards Club ID is not on their reservation.

Non-Member Check In Details

Name: Valdez, Ramon Current Balance: 0

Member level: [Empty field]

Actions/Key Information

Heartbeat Score: N/A

Target for Enrollment: Business/Corporate Travel

Heartbeat Feedback (12 months): N/A

Stay preferences: N/A

Buttons: Enroll, Member lookup, Close

Enroll Button

Opens PMS Enrollment screen to enroll the guest in IHG Rewards Club

Member Lookup Button

Opens internet browser to Loyalty Connect to validate member's IHG Rewards Club information

Close Button

Closes the alert and allows you to continue with check-in

Source: IHG Loyalty Arrivals Release Enhancements Overview PM PRO V1.0.pptx

Arrivals Planning Alert

A new screen is available that will display detailed data about members to aid in arrivals planning.

Where in the PMS is it?

The new alert is accessed by selecting a “Arrival Alert” button on the Reservation Search screen (for elite members and guests with Heartbeat feedback) or directly from any reservations (for all guests).

What new actions can I take?

On the alert, you can review information previously only available in the IHG Guest Arrivals Reports as well as trigger room upgrade confirmations for Spire members (if available at your hotel)

Arrivals Planning Guest Details

Name: Stark, Tony Current Balance: 2,580

Member level: CLUB

Actions/Key Information

- Send Upgrade Email
- Upgrade Room
- Welcome Back
- Amb Expiration
- Business/Corporate Travel
- Review Guest Interests

Heartbeat Feedback (12 months)

Heartbeat / Guest Love RED* - average score of 59 or less
Do not contact regarding Heartbeat issues
2016-05-23
Recognized as an IHGRC member: No
HB Comments (BRILA): ??? ? ? ? ? ?
HB Problems (BRILA): ? ? ? ? ? 2???? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ?
??? ? ? ? ? ? ? ? ? ?
HB Problem Resolution Rating: 7
All IHG Hotels N/A

Stay Preferences

GF: Ground Floor (if available)
pet_name: Fiona
pet_type: Pug

Guest Engagement

Email on File: Yes, *****@CRM@IHG.COM
Email Opt In: Some
SMS Opt In: Some
IHG App: No
Previously Used Amenities: N/A
Avg FRB: \$\$ (High \$25.00-\$49.99/stay)
Brand Most Visited: EVEN Hotel(53%)
IHG Co-Branded CC: No

Stay History

Stays in my hotel / IHG hotels: 0/2
Last 3 Stays:
FILFF (CITY,GA on 9/23/16)
FILFF (CITY,GA on 9/13/16)

Corporate Rate Amenities

Company Name: CORPEL SA DE CV
Amenities List:
High Speed Internet Access,Wireless Included,Parking Included,Breakfast Included,On-site Fitness Included

Reservations (2 weeks out)

FILFF (Atlanta,GA on 2016-11-17)
FILFF (Atlanta,GA on 2016-11-17)
FILFF (null on 2016-11-17)

Buttons: Confirm upgrade, OK

Confirm Upgrade Button
Opens internet browser allowing you to send a Pre-Arrival Upgrade notification to Spire Elite members prior to the member's arrival

Ok Button
Closes the window

Source: IHG Loyalty Arrivals Release Enhancements Overview PM PRO V1.0.pptx

Spire Elite Pre-Arrival Upgrade Notification

A new e-mail that allows hotels to notify Spire Elite members that they have received a complimentary room upgrade. An error will be shown on this screen for non-Spire members.

Where in the PMS is it?

The e-mail can be triggered by selecting the "Confirm Upgrade" button on the Arrivals Planning Guest Details Alert.

What new actions can I take?

You can review the e-mail template for Spire Elite guests and trigger notifications 24 hours before the guest's arrival.

The screenshot shows a confirmation screen for sending a room upgrade email. At the top left is the IHG Rewards Club logo. Below it is a red header bar with the text "Spire Elite Room Upgrade Email". The main content area contains the instruction: "Please confirm that you would like to send a room upgrade email to CHRIS OAKES." Below this is a section titled "Room Upgrade Email Content Preview" which lists the following details: Guest Name: CHRIS OAKES, Hotel: InterContinental Buckhead Atlanta, Confirmation Number: 65433957, Stay Dates: Sep 29, 2016 - Oct 02, 2016. A sample email message is also provided: "You'll be with us again soon, and we couldn't be happier. We wanted to let you know we've upgraded your room to make sure you have a wonderful stay. Let us know if we can do anything for you when you arrive. As always, thanks so much for choosing us. Thank you for your Loyalty! See you soon, IHG® Rewards Club". A "SUBMIT" button is located at the bottom right of the preview area.

Source: IHG Loyalty Arrivals Release Enhancements Overview PM PRO V1.0.pptx

Hotel Point Deposit

You can now more efficiently reward IHG Rewards Club points to guests directly from the PMS without having to access Loyalty Connect.

Where in the PMS is it?

A new “Deposit Points” button exists on both the Reservation Search screen and directly on Reservations that will launch the new Hotel Point Deposit screen.

What new actions can I take?

Use the new functionality to deposit points for Welcome Amenity after check-in, service recovery, or any other in-hotel promotions. Note that any deposit over 1000 points still requires manager approval in Loyalty Connect.

The screenshot shows a window titled "Deposit Points" for member "132603040 | De Heer Tony Stark | CLUB". The form contains the following fields:

- Award Type: Service Recovery
- Description: 250 points
- Reason: F & B Experience
- Comment: A dropdown menu with the following options: F & B Experience, Meetings and Events Issue, Noise Complaint, Room Condition/Cleanliness, Room Location, Reservation Issue, Staff Complaint.

Buttons for "Submit" and "Close" are located at the bottom right of the form.

Source: IHG Loyalty Arrivals Release Enhancements Overview PM PRO V1.0.pptx

Enhanced Member Profile Hotel Comments

A new profile view for members will display detailed information for members as well as allow hotels to capture guest insights that can be shared with other hotels.

Where in the PMS is it?

A new “Guest Details” button exists on both the Reservation Search screen and directly on Reservations that will launch the a browser to the new Enhanced Member Profile.

What new actions can I take?

You can now view preferences saved to the guest’s loyalty profile and capture hotel comments that can be shared with other hotels.

Mr. Tim Hathaway Spine 100%
 Member Since: 7/23/2011 | IHG Rewards Club #: 135657 | IHG Rewards Points: 60,200

Guest Information

Key Guest Indications Heartbeat: GSAT Indicator New Arrivals Upgrade Noon	Guest Preferences Extra Towels: 10/10 Room View: Garden Pain Point: None Roomed in Tourist	Previous Amenities Breaker in the Hotel Restaurant Business Centre Concierge Services
Personal Info Gender: Male Birthday: 01/11 Home Country: US Preferred Language: English	Company Info Company: SunTrust Bank Company Role: L100 Company Role: American Express (used internal Access, Wireless included) Business Included: Mobile / Files Included, Office Transportation included	Communication Preferences Email: xxxxxxxx40@gig.com Email Opt-in: Yes SMS Opt-in: No
Guest Engagement Avg FAE: 160 \$15 - \$20/day IHG Co-Branded CC: Yes Brand Most Visited: IHG	Stay History (Last 12 months) Days in My Hotel: 210 Last 3 Stays: ATM Atlanta, GA on 12/15/16 ATM Atlanta, GA on 12/12/16	Reservations (2 wks out) ATM Atlanta, GA on 12/25/16 ATM Atlanta, GA on 1/1/17

Guest Notes/ Feedback

42 Guest Notes | 30 Heartbeat Feedback

Filter By: My Note | All Notes | Categories: Select Category

Note	Hotel	Posted Date	Height	Flagged
My Note Mr. Seavan is a frequent guest who enjoys working out in the hotel gym	InterContinental - Atlanta, GA	7/15/12 8:58AM	2	0
INDIGO Mr. Seavan is a frequent guest who enjoys working out in the hotel gym	Hotel Indigo - London, UK	7/15/12 8:58AM	12	0
CRUISE PLAZA Mr. Seavan is a frequent guest who enjoys working out in the hotel gym	Crown Plaza - Abu Dhabi, UAE	7/15/12 8:58AM	5	0
Holiday Inn Mr. Seavan is a frequent guest who enjoys working out in the hotel gym	Holiday Inn - Atlanta, GA	7/15/12 8:58AM	8	0
CRUISE PLAZA Mr. Seavan is a frequent guest who enjoys working out in the hotel gym	Crown Plaza - Abu Dhabi, UAE	7/15/12 8:58AM	2	0
Holiday Inn Mr. Seavan is a frequent guest who enjoys working out in the hotel gym	Holiday Inn - Atlanta, GA	7/15/12 8:58AM	5	0

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