

Guest Arrival Experience

Procedure to install the Guest Arrival Experience on all workstations and new features

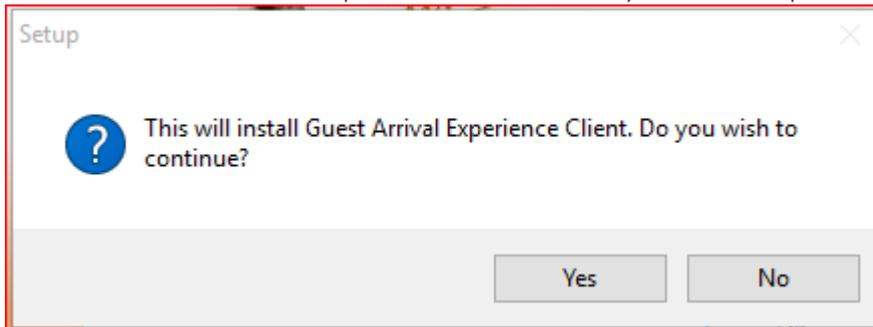
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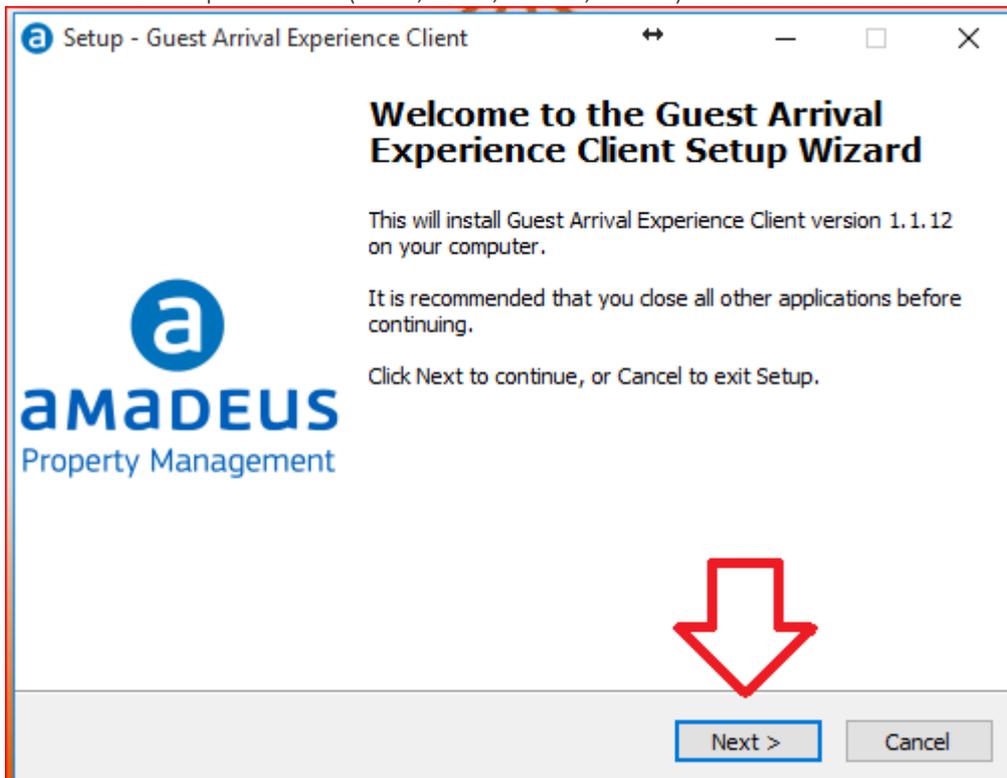
Document control				
Security level	Public			
Company	Amadeus IT Group SA			
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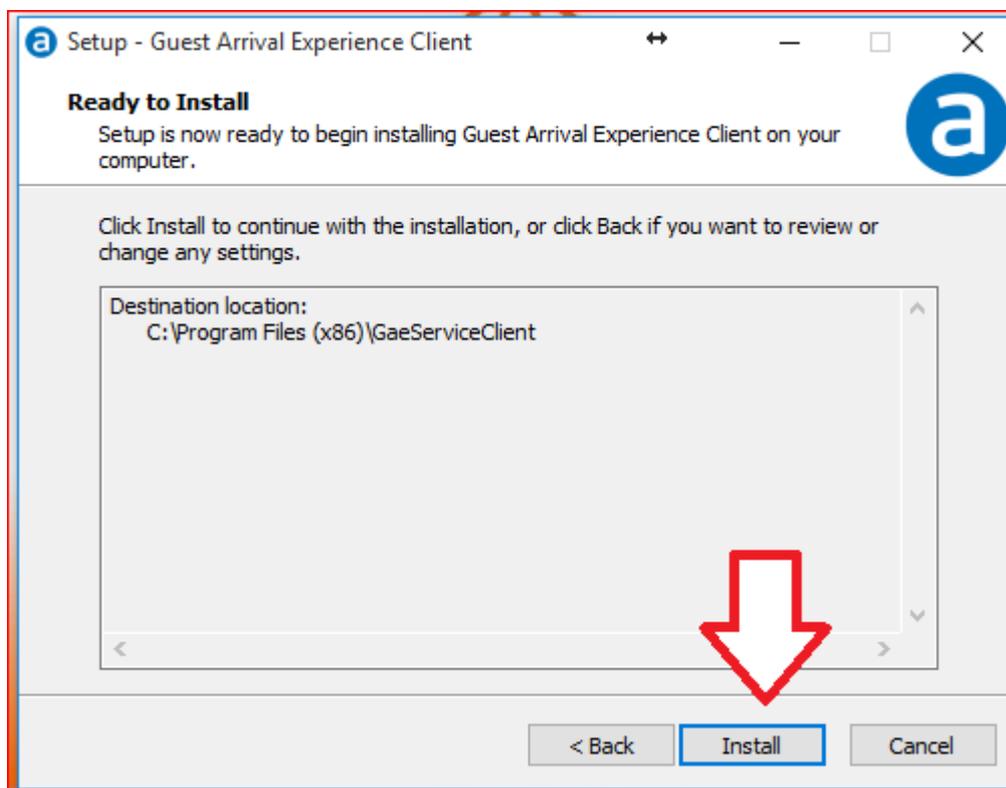
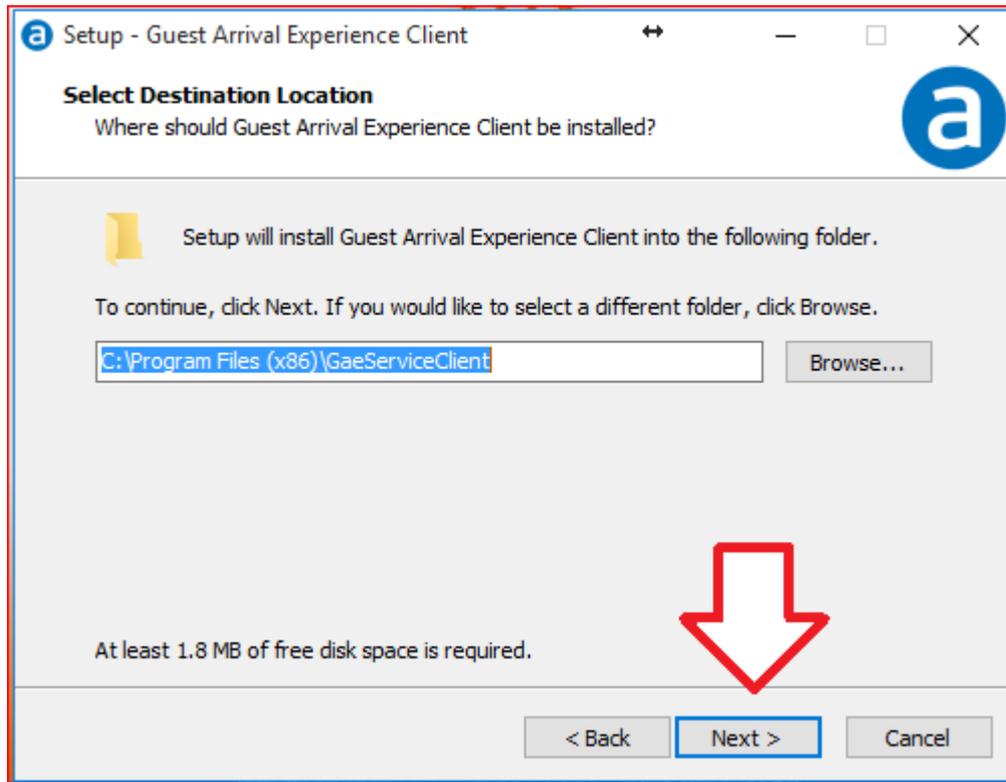
Installation of GAE Client

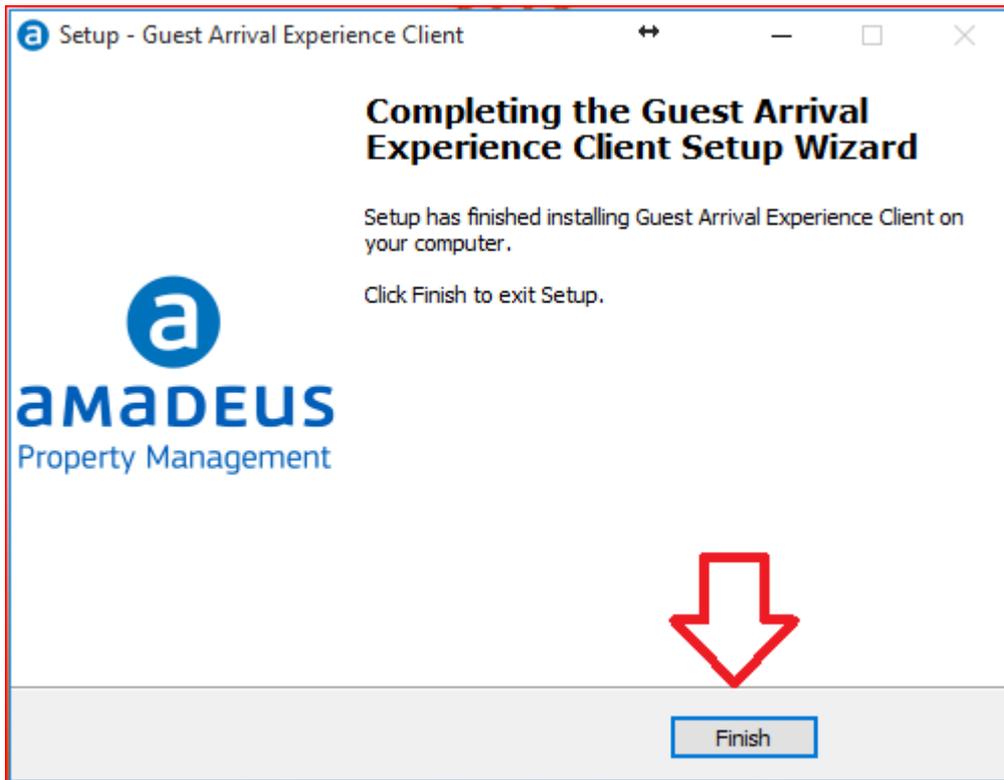
After the automatic update to a version higher than 10.2.137.0084 you will get a message to install the Guest Arrival Experience Client when you start PMpro.



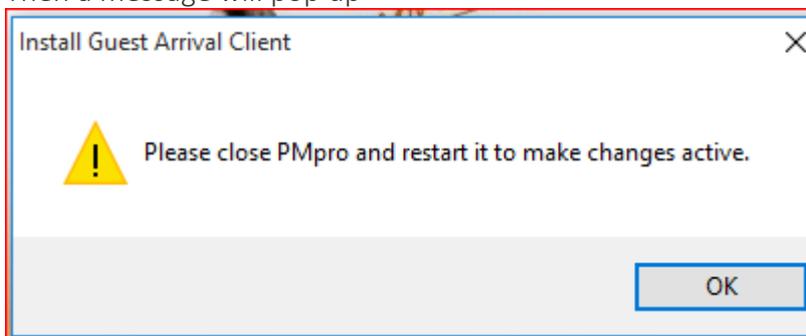
Answer 'Yes' to install the client. You may need local administrator privileges to install the client: If so, log onto the network with a user with the required privileges, start PMpro and install. Answer the question to install from the 'User Account Control' with 'Yes' and follow the installation procedure (Next, Next, Install, Finish).



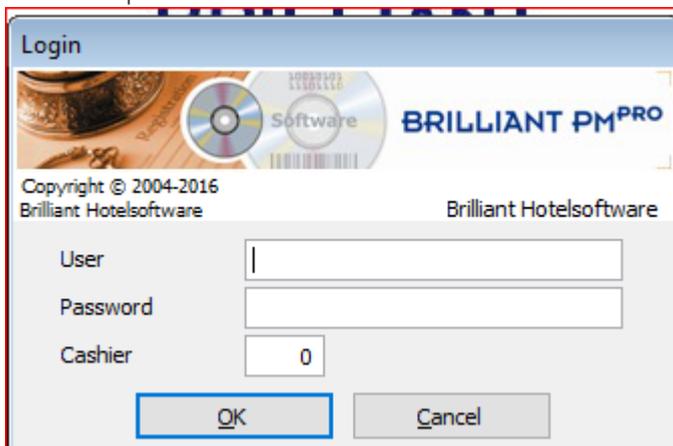




Then a message will pop up



Close PMpro via 'Cancel'



and start it again over the icon from the desk top.

The Guest Arrival Experience will be activated later by the property in collaboration with IHG. **Do not activate the Guest Arrival Experience without permission from IHG!**

For that all other users have to exit PMpro and in Setups, Preferences, License Tab the tick box 'Guest Arrival Experience' has to be activated. The URL's were filled out automatically during the update.

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

License city: 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
- Receivables
- Banqueting
- Budget
- Deposit
- Anywhere Check-in
- Guest Arrival Experience
- Leisure
- Mailing
- Travel agents
- Extended reports
- Rate restrictions

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

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

Mandatory Access for all workstations

All workstations will need access to these URL's!

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>

New Features

After the activation of the 'Guest Arrival Experience' the reservation search screen will have new buttons, as well as the reservation screen.

Reservation Search Screen:

The screenshot shows the Amadeus Reservation Search Screen. At the top, there are search filters for Guest, Company, Travel agent, Group, and Allotment. Below these are checkboxes for 'Include C3/DLT reserv.', 'Include OUT reserv.', 'Arrivals only', 'Hotel points deposit', and 'Arrival alerts'. A 'Search' button is located to the right of these filters. Below the filters is a table of reservations with columns for Arrival, Departure, From, To, Rms, Type, Room, Pcs, Stak, Rate, and Guest. The table contains several rows of reservation data. At the bottom of the screen, there is a toolbar with buttons for 'New', 'Edit', 'Amenity', 'Deposit points', 'Arrival alert', 'Arrivals report', and 'Guest details'. Red arrows point to the 'Amenity', 'Deposit points', 'Arrival alert', 'Arrivals report', and 'Guest details' buttons. A red circle highlights a small icon in the table's rightmost column.

Amenity: will open Amenity screen

Deposit Points : will open Deposit points screen

Arrival Alert: will open Arrival Alert screen

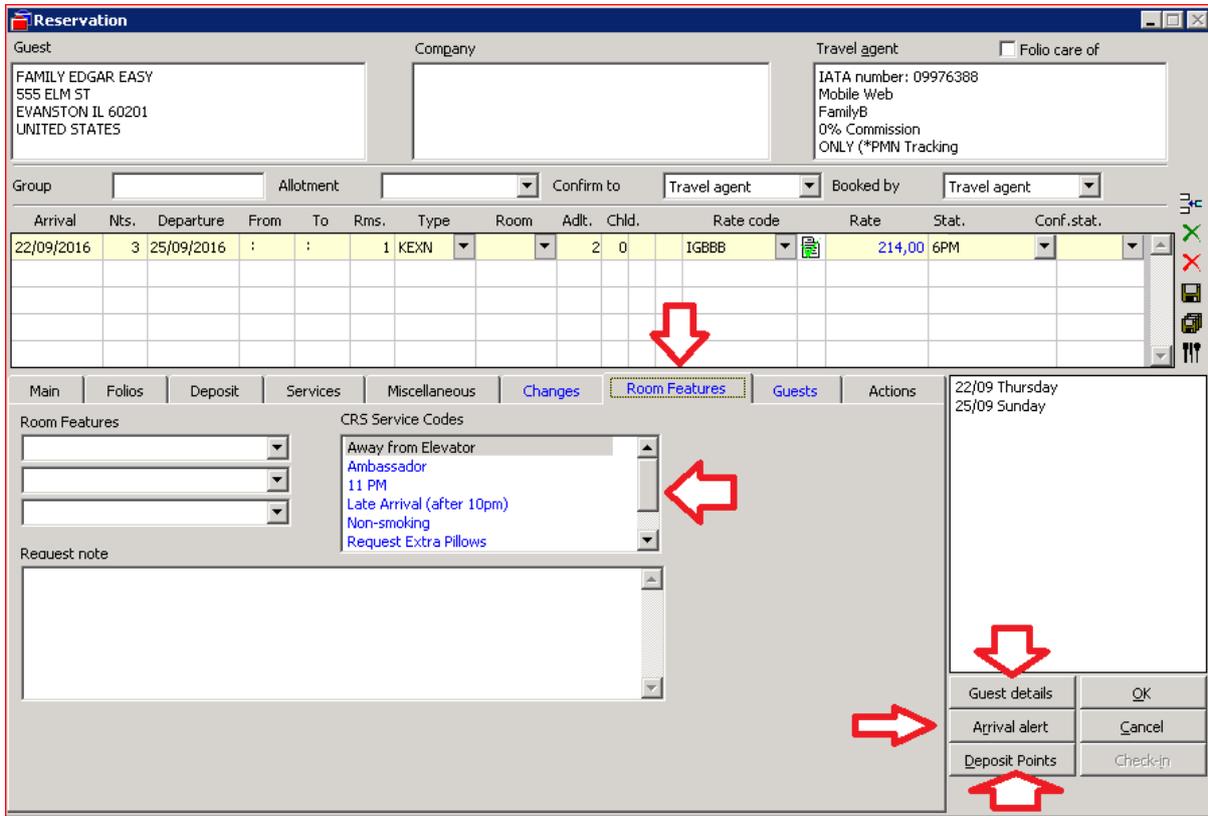
Arrival Report: will open Arrival Alert Screen

Guest Details: will open Guest Detail screen

Tick Box: 'Arrival alerts' will search for reservations with arrival alert (Exclamation mark)

Tick Box: 'Hotel points deposit' will search for reservations with 'Hotel points deposit'

Reservation Screen



Guest Details: will open Guest Detail screen

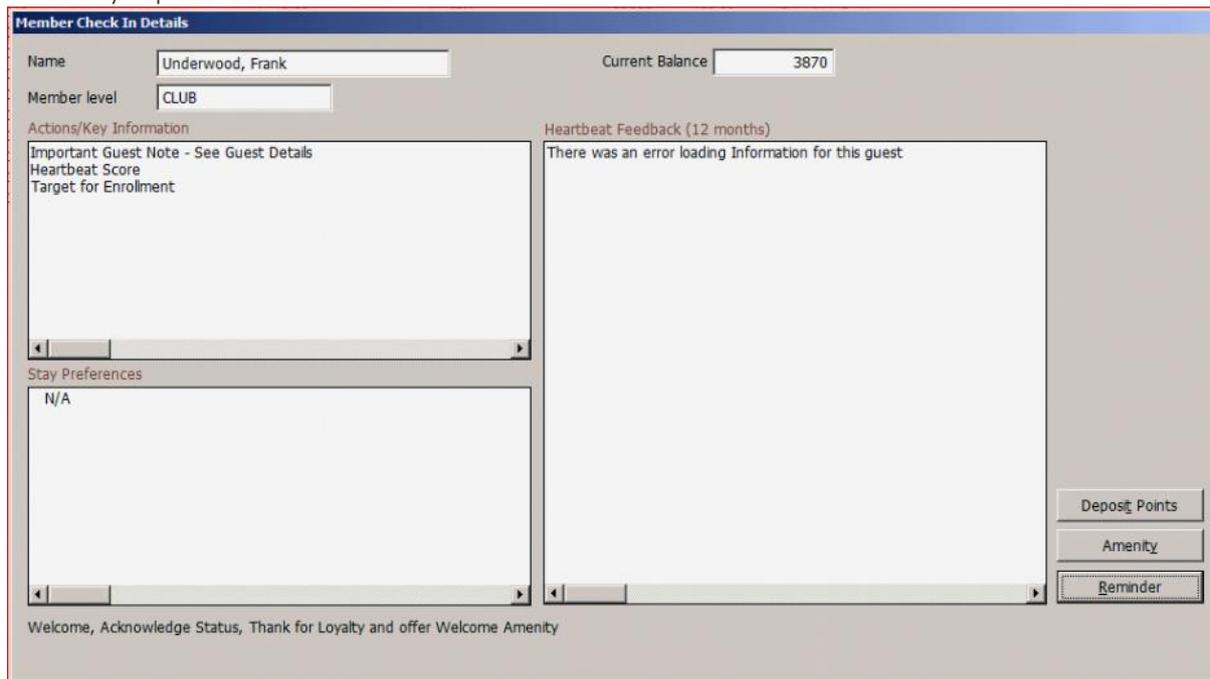
Arrival Alert: will open Arrival Alert screen

Deposit Points : will open Deposit points screen

Room features tab: displays the CRS Service requests (blue: not linked to any feature, black: linked to an existing feature)

Amenity

'Amenity' opens a new screen



This button is only active, if 'Reminder' has been chosen in this screen before (during check in).

Here you can choose between Depositing Points or Amenity (no points) or Reminder. If Reminder is chosen an exclamation mark on blue ground is displayed next to the reservation.

Amenity is not available for non members.

Deposit Points

'Deposit Points' opens a new screen to select Award Type and amount of points credited to the guest.

The screenshot shows the 'Deposit Points' window for member 132603066 | De Heer Frank Underwood | CLUB. The 'Award Type' is set to 'Service Recovery' and the 'Description' is '250 points'. The 'Reason' is 'Room Condition/Cleanliness'. There is a text area for 'Comment' and 'Submit' and 'Close' buttons.

Depending on the award type ('A greener Stay', 'Service Recovery', 'Hotel Promotion') you can choose the amount of points in the description and may see additional fields

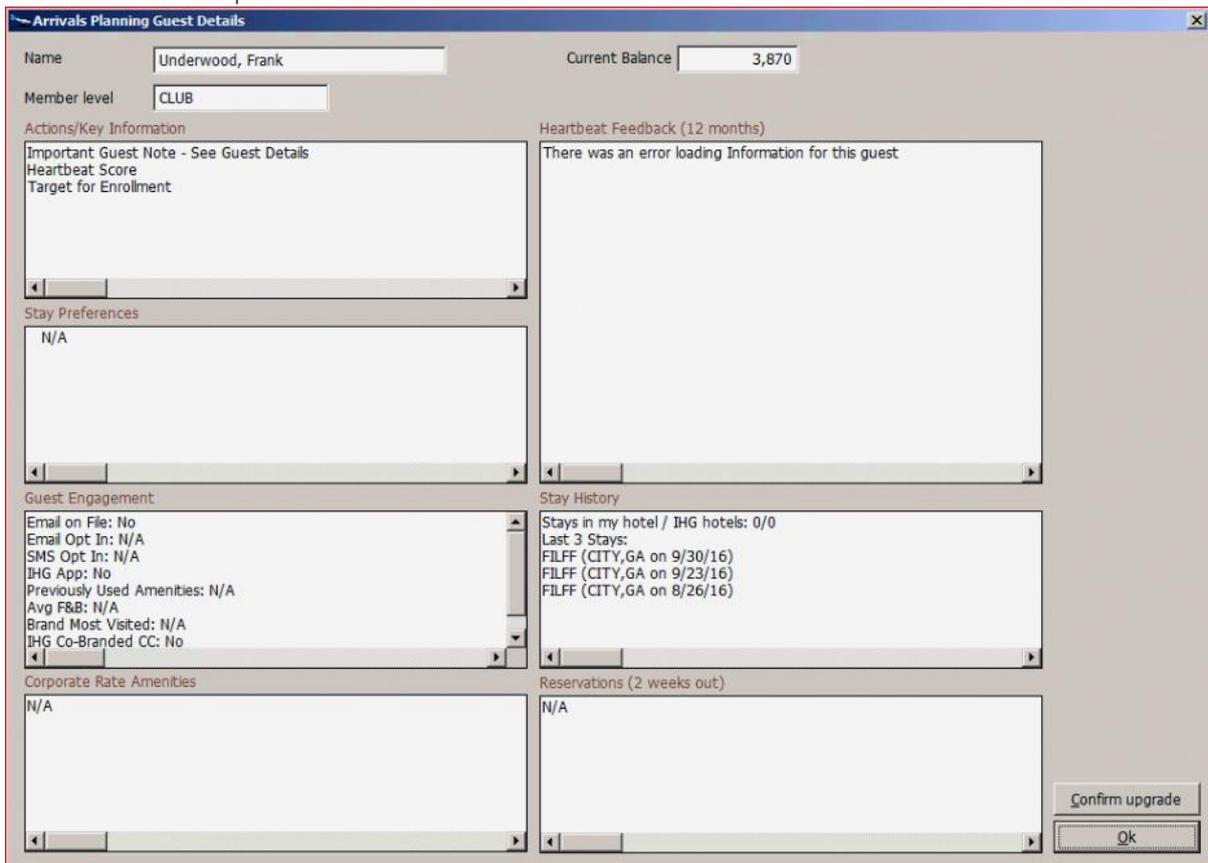
This screenshot shows the 'Deposit Points' window with the 'Award Type' set to 'Service Recovery'. A dropdown menu is open for the 'Description' field, showing options: 250 points, 500 points, 1000 points, 2000 points (highlighted), 5000 points, 10000 points, and 25000 points. The 'Reason' field is empty. 'Submit' and 'Close' buttons are visible.

After clicking on 'Submit' these points are credited to the member. In some cases they may have to be confirmed when checking the points after check out.

This screenshot shows the 'Deposit Points' window with the 'Award Type' set to 'Hotel Promotion'. The 'Description' dropdown menu is open, showing options: 250 points, 500 points, 1000 points (highlighted), 2000 points, 5000 points, and 10000 points. 'Submit' and 'Close' buttons are visible.

Arrival Alert

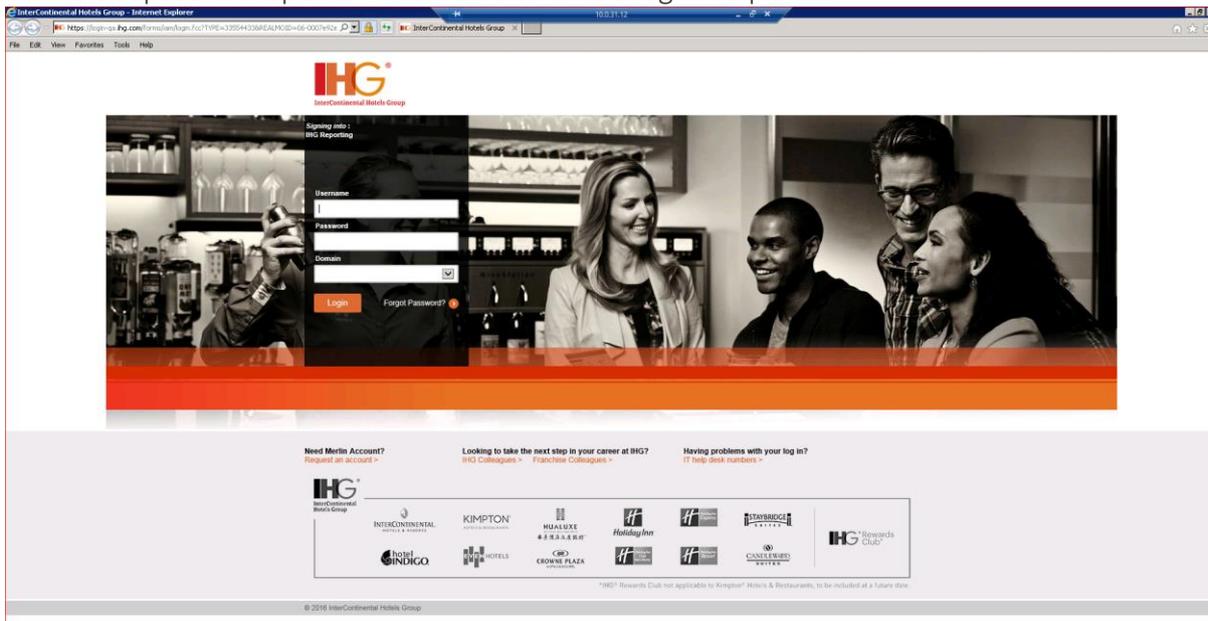
Arrival Alert will open a new screen



'Confirm Upgrade' will open an IHG screen, where after logging in you can confirm an upgrade to the customer. This works only before 9AM for same day arrivals or tomorrows arrivals.

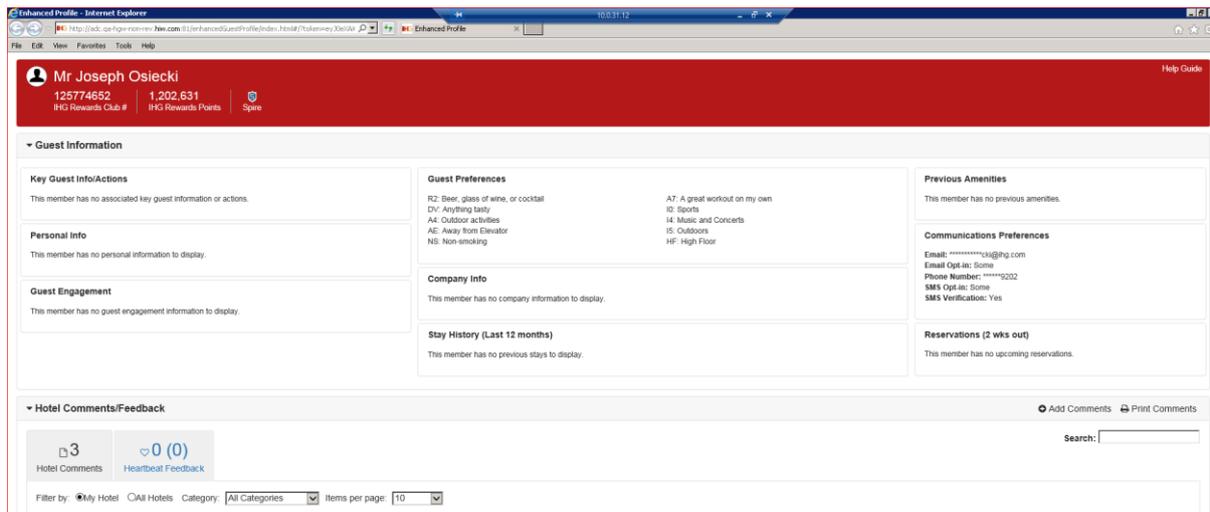
Arrivals report

'Arrivals report' will open an IHG web site with a log in required.



Guest details

'Guest details' will open an IHG web site with information about the guest: stay history, future reservation, guest comments, etc.



Check In Member

During the check in of a member this screen will pop up.

Member Check In Details	
Name	Newport, Sam
Member level	SPIRE
Current Balance	83877675
Actions/Key Information Important Guest Note - See Guest Details Target for Enrollment	Heartbeat Feedback (12 months) N/A
Stay Preferences 6A: ROYAL AMBASSADOR	
Welcome, Acknowledge Status, Thank for Loyalty and offer Welcome Amenity 300 points	
<input type="button" value="Deposit Points"/> <input type="button" value="Amenity"/> <input type="button" value="Reminder"/>	

Deposit points will credit the member with the points displayed at the bottom of the screen.
 Amenity will not give any points.
 Reminder will display the exclamation mark on blue ground next to the reservation to remind the users to choose one of the options.

Check In Non-Member

During the check in of a non-member this screen will pop up.

Non-Member Check In Details

Name: Test, Test Current Balance: 0

Member level:

Actions/Key Information: Target for Enrollment

Heartbeat Feedback (12 months): N/A

Stay preferences: N/A

Buttons: Enroll, Member lookup, Close

Enroll will open the Enrollment of this customer

Member lookup will open an IHG web site (log in required) to look whether this customer is already member.

Close will close this screen without further action.