Guest Arrival Experience

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

Index

_	Installation of GAE Client	3
_	Mandatory Access for all workstations	7
_	New Features	8
_	Amenity1	.0
_	Deposit Points 1	.1
_	Arrival Alert1	.2
_	Arrivals report1	.3
_	Guest details1	.4
_	Check In Member 1	.5
_	Check In Non-Member1	.6

Document control								
Public								
Amadeus IT Group SA								
QA								
Peter Szymanek								
[Name]		Date	[dd/mm/yyyy]					
[Name]		Date	[dd/mm/yyyy]					
Date	Change	Comment	Ву					
[dd/mm/yyyy]	[Text]	[Text]	[Text]					
	Public Amadeus IT Group SA QA Peter Szymanek [Name] [Name] Date [dd/mm/yyyy]	Public Amadeus IT Group SA QA Peter Szymanek [Name] [Name] Date Change [dd/mm/yyyy] [Text]	Public Amadeus IT Group SA QA Peter Szymanek [Name] Date [Name] Date Date Change Comment [dd/mm/yyyy] [Text] [Text]					

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).







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.

🔶 Paran	😔 Parameters 💽 💽										
	Security										
Pay TV	Key card	Credit card	Messages	ssages CRS Interfac		Leisure Other IFC		Backup CRM Inter			
License	System	Reservations	Contacts	Financial	Ledgers	Banqueting	Point of s	ale	Telephone		
Lice	otel name		Test H	Test Hotel - BRII F							
Ζ.			Breda	Breda							
Lic	ountry		NLD								
Systema	nguage		English		~						
Max. num	ber of concu	rrent users	Crigilar	•	Ť						
Max. nr o	frooms per r	reservation		2							
License n	imber		99	3	07¥70.65¥	76 1/2020	1				
Evolution	data		45222	45Z2Z-ZZV4Q-R3R4Z-OZXZ2-65VZ6-XZ2Z8							
Expiration	uate		11								
Support e	-mail		hospita	hospitality.pmssupport@amadeus.com							
Installed (options										
Allotr	ents		🗹 Leis	✓ Leisure							
Recei	vables		🗹 Mai	✓ Mailing							
🗹 Banqu	leting		🗌 Tra	Travel agents							
🗹 Budge	t		🗹 Ext	✓ Extended reports							
Depos	sit		🗹 Rat	te restrictions							
🗹 Anyw	here Check-i	in									
Guest	Arrival Expe	erience	EndPoi	int	http://ad	c.hgw-non-rev	.hiw.com:8	1/			
			Guest	Details	http://ad	c.hgw-non-rev	.hiw.com:8	1/			
7.7			Report	ts	http://wv	ww.reporting.ih	g.com				
ΙΓ			Upgrad	Upgrade https://webgnr.ihg.com/							
			Membe	Member Lookup https://loyaltyconnect.ihg.com/Hotel.html							
			<u>(</u>	<u>D</u> K	<u>C</u> ancel						

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:

😌 Brilliant PMpn	o - Test Hotel - BRIL	F, Breda						-14		10.	.0.31.12		_	e ×	7			
File Setup Cont	acts Availability Res	ervations In House	Financial I	Back Office Hour	ekeeping l	Reports CRS	Tools Extra Help				_			_				
		r 🖬 10.	_0 🔽		1 0	0 10	0 40	C	12 🔽		10	6 .						
	🖬 🛛 🎽 🖉	A 🖌 📂		s 👜 👪		s 🕰 🗛	, 🛛 📥 💖		🤊 🛄 🛛	W 4		#						
Reservation	reservation Reservation																	
Guest		E Jackuda CVL/DLT	Incom.	Room types			Ţ	Court.	1									
Company		E tradade capper	1696171	Arrival		10010010		gearch										
Company .		Indude Out rese	a.Ā	Printal	14	1109/2016	20/11/2016	Advanced]									
Travel agent		Arrivals only	-	Res.nr./Evencini	· 1			Clear entries	1									
Group		Hotel points depr	osit 🧲	3			-		1									
Allotment		Arrival alerts					_	Close	J									
		F Pre checkin requ	ests only															
Arrival	Departure From	To Rms. Typ	e Room	Prs. Stat.	Rate	c Rate	Guest			Company	1	Travel agent	Group	E /	Allotment/Block	CRS Conf.	PMS Conf.	
21/09/2016	23/09/2	1 KNG	SN 206	1 IN	IGCO	R 159,00	Gilmore, Greg							2		64048883	13453	
21/09/2016	23/09/2	1 KNK	SN 210	1 IN	IGCO	R 159,00	Gimore, Greg							<u>e</u>		63938996	1342	
21/09/2016	23/09/2	1 KINK	SN 212	1 IN	IGCO	R 159,00	Gimore, Greg							2		64048885	134 4 🌏	
22/09/2016	25/09/2	1 XKL	N	1 6PM	IGBBB	8 214,00	Andolini, Vito					Mobile Web				64017996	134-7	/
22/09/2016	25/09/2	1 KEX	N	2 6PM	IGBBE	8 249,00	Easy, Edgar				,	Mobile Web		_		64018012	13448	
22/09/2016	25/09/2	1 XKL	N	6 6PM	IGCO	R 259,00	Able, Amy			Amy Able				2		64048910	13455	
22/09/2016	25/09/2	1 KNG	3S	1 6PM	IGCO	R 149,00	Diggs, David							<u>e</u>		64048921	13456	
22/09/2016	26/09/2	2 KEX	N	8 6PM	IGBBE	8 249,00	 Osiecki, Joseph 				,	Mobile Web	OSIECKI			64018026	13449	
23/09/2016	24/09/2	1 XO1	TN 1401	1 DEF	IGCO	R 179,00	Newport, Sam			Headlines Pr	rom			2		64048726	13451	
23/09/2016	24/09/2	1 KEX	N 404	1 4PM	IGCO	R 179,00	Anybody, Rob,	Mr		Blaster & Cli	arke			2		64048727	13452	
23/09/2016	25/09/2	1 KNG	SN 210	1 6PM	IGCO	R 129,00	Gimore, Greg							- C		64048670	13450	
25/09/2016	03/10/2	1 KNK	S 105	1 DEF	IGCO	R 89,00	Szymanek, Pete	r, Mr						<u></u>		63928386	13415	
		_	_			_	_											
		∟		└╴┥	<u> </u>	_	╴╶┛┕											
							Rod	1										
New	Edit	Му	Cheve	in 🖻	los	Messages	Name											
Enrolment	Bre Check-in	Amenity	Deposit po	aints Agriva	al alert	Arrivals report	Guest details											
-	,							_							_			

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

着 Reserv	ation																	_	
Guest						Comp	any						Trave	l <u>ag</u> ent		🔲 Folio ca	ire of		
FAMILY ED 555 ELM ST EVANSTON UNITED ST	GAR EA I I IL 6021 ATES	5Y D1											IATA Mobile Family 0% C ONLY	number: 09 e Web yB Commission ' (*PMN Tra	9976388 cking				
Group			AI	lotment	Γ			•	Confir	n to	Travel agen	t 💽	Boo	oked by	Trave	l agent	•		⊐
Arrival	Nts.	Departure	From	То	Rms.	Туре		Room	Adlt.	Chld.	Rate	code	F	Rate	Stat.	Conf	.stat.		~
22/09/2016	5 3	3 25/09/2016	:	:	1	KEXN	•		•	2 0	IGBBB	▼ [1	214,00	6PM	•])
																		_	
									_		くと		_						
		1	1		1			ĩ.,				1	1) Docio	O Thumadau			<u></u>
Main	Folic	s Deposi	t 2	5ervices		Miscellane	eous	Ch	anges		oom Features	Guest	s	Actions	25/0	9 Mursuay 9 Sunday			
Room Feal	tures		-		.RS Sel	rvice Codi	es ator			_	-								
					Ambas	sador	ator												
					11 PM Late A	rrival (aft	er 10	pm)											
1			<u> </u>		Non-sr	noking at Extra F		_											
Request n	ote			I	Reque	st Extra P	niows	, ,											
											<u> </u>								
																_			
																L۲.			
											-					ect details	1	or	
											_			~		est details		<u></u>	_
																rival alert			
															Dep	oosit Points		Check-in	1

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

onder nood, many	Currenc Balance 3870
CLUB	
nation	Heartbeat Feedback (12 months)
Note - See Guest Details rent	There was an error loading Information for this guest
	Deposi <u>t</u> Points
	Amenity
	CLUB Intion Note - See Guest Details ent

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.

Deposit Point	s and a second		
Member	132603066 De Heer Frank Underwood CLUB		
Award Type	Service Recovery		
Description	250 points		
Reason	Room Condition/Cleanliness		
Comment			Submit
		-	Close

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

💮 Deposit Point	5	2
Member	132603066 De Heer Frank Underwood	CLUB
Award Type	Service Recovery	
Description	250 points	
Reason	250 points 500 points	
Comment	1000 points	
	2000 points 5000 points 25000 points	<u>✓</u> <u>C</u> lose

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.

Deposit Point	s	
Member	132603066 De Heer Frank Underwood CLUB	
Award Type	Hotel Promotion	
Description	250 points	
	250 points 500 points	
	1000 points	Submit
	2000 points 5000 points 10000 points	Close

-

Arrival Alert

Arrival Alert will open a new screen

	Guest Details		
Name	Underwood, Frank	Current Balance 3,870	
Member level	CLUB		
Actions/Key Inform	nation	Heartbeat Feedback (12 months)	
Important Guest N Heartbeat Score Target for Enrolm	lote - See Guest Details ent	There was an error loading Information for this guest	
4		x	
Guest Engagemen	t	Stay History	
Email on File: No Email Opt In: N/A SMS Opt In: N/A IHG App: No Previously Used Ar Avg F&B: N/A Brand Most Visited IHG Co-Branded C	nenities: N/A I: N/A C: No	Stays in my hotel / IHG hotels: 0/0 Last 3 Stays: FILFF (CITY,GA on 9/30/16) FILFF (CITY,GA on 9/23/16) FILFF (CITY,GA on 8/26/16)	
	iences	Reservations (2 weeks out)	
		Confirm up	grade

'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.

In The Disk as Agreement Amazini Elementation and Market Amazini Elements In the Second Sec	au D 🖌 🕂 no bhance note 🛛 🚬 🧰		n an An Br		
 Guest Information 					
Key Guest Info/Actions This member has no associated key guest information or actions.	Guest Preferences R2: Beer, glass of wine, or cocidail DV: Anything tasty	A7: A great workout on my own 10: Sports	Previous Amenities This member has no previous amenities.		
Personal Info This member has no personal information to display.	A4: Outdoor activities AE: Away from Elevator NS: Non-smoking	14: Music and Concerts 15: Outdoors HF: High Floor	Communications Preferences Email: ************************************		
Guest Engagement This member has no guest engagement information to display.	Company Info This member has no company information to display.	Company Info This member has no company information to display.			
	Stay History (Last 12 months) This member has no previous stays to display.		Reservations (2 wks out) This member has no upcoming reservations.		
▼ Hotel Comments/Feedback			O Add Comments 🔒 Print Comments		
□ 3			Search:		
Filter by: My Hotel OAll Hotels Category: All Categories V Item	is per page: 10				

Check In Member

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

Member Lheck In Details							
Name	Newport, Sam	Current Balance 83877675					
Member level	SPIRE						
Actions/Key Inform	nation	Heartbeat Feedback (12 months)					
Important Guest I Target for Enrollm	Note - See Guest Details Ient	N/A					
Stay Preferences							
6A: ROYAL AME	BASSADOR	Deposi <u>t</u> Points Amenit <u>y</u> Reminder					
	vedge Status. Thank for Lovalty and offer We						
Welcome, Acknow	neuge status, mark for Loyalty and other me	Corres Arrienity					
300 points							

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	Heartbeat Feedback (12 months)	
Target for Enrollment	N/A	
Stay preferences		
N/A		

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.