

Quick-Setup for hotels / mountain hotels and group accommodations of the .GRM-CLOUD

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Introduction

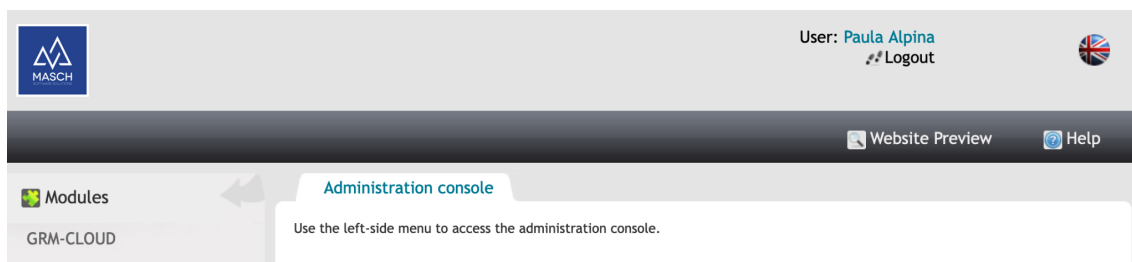
We are pleased to welcome you as a user of the digital registration system based on CM Studio .GRM-CLOUD. With this documentation we want to enable you an uncomplicated and fast setup of your account (client) for the digital registration of your guests right at the beginning.

Since the setup settings for hotels, mountain hotels and group accomodation companies are almost identical, we have summarized our recommended settings for you here.

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:

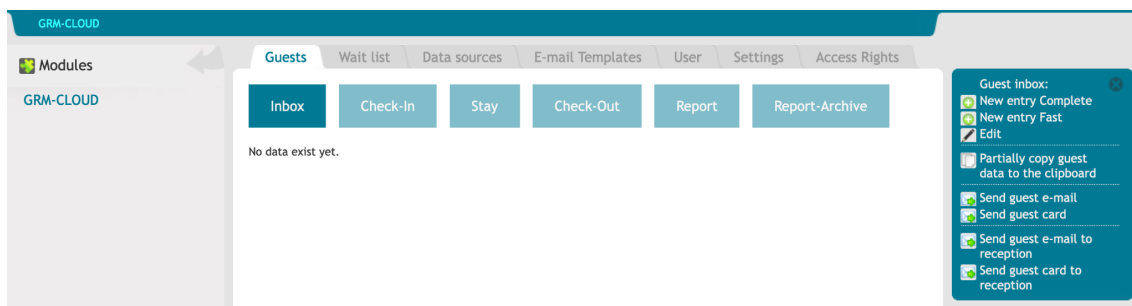
<https://MEINLAND.guest-registration.com/admin/>

After successful login you will start on the following screen:

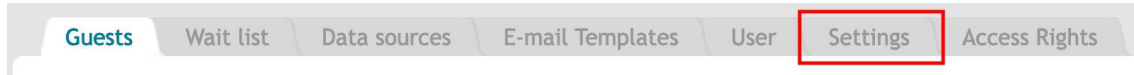


If your login is set to German language, you can switch your user setting to English language by pressing the FLAG button at the right top corner of your screen.

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 find the different informations and settings of your account (client). We will list these functions here with our recommended settings for hotel industry / mountain hotels and group accommodations.

The information for the fields **"Name"**, **"Municipality"**, and **"Classification"** was provided by you during registration. If you wish to change the name, please contact the support.

Name:	Musterhotel
Municipality:	
Tourist taxes classification:	2000. Kurtaxen Hotellerie
E-mail:	@guest-registration.com
Contact Email:	info@musterhotel.com
Address:	Musterweg 3
ZIP code:	12345
City:	Musterstadt

The e-mail address "@guest-registration.com" is stored as "E-mail" for all clients. To enable the database server to send authenticated and signed e-mails, a unique e-mail domain has been defined for all clients. This procedure reduces the risk that the spam filter of a guest blocks the messages.

messages.

The fields **"Logotype"**, **"Background"** and **"Picture mobile"** are disabled in this setup.

The following checkboxes should be active:

- Use the European date format
- Automatically create the registration record from the waiting list
- Show hotel name in statistics

Email notifications

There are several email templates to choose from for sending the guest email. Notification to the accommodation providers and notifications for the guests.

For the notifications to the guest, the placeholder "{guest_email}" is always stored. The placeholder "{hotel_email}" is used for the accommodation provider.

Notify		E-Mail for notification
Guest Notification	GRM - Benachrichtigung an den/die Gast/Gäste	{guest_email}
Reminder mail to the host	GRM - Einige elektronische Gästemeldescheine erfordern Ihre Aufmerksamkeit	{hotel_email}
Guest Notification (Wait list)	GRM - Benachrichtigung an den/die Gast/Gäste (Warteliste)	{guest_email}
Notification for the host (Wait list)	GRM - Benachrichtigung an das Hotel (Warteliste)	{hotel_email}
Checking-in guests	GRM - CHECKIN GÄSTE LISTE AKTUELLER TAG	{hotel_email}
Checking-out guests	GRM - CHECKOUT GÄSTE LISTE AKTUELLER TAG	{hotel_email}

Notification to the guest(s)

Guest Notification	
<input checked="" type="checkbox"/>	Do not send the notifications to booking.com emails
<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="5"/>

With this setting you control the sending of the invitation for online check-in to your guests. This process should take place at least 3 - 5 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.

Because booking.com does not allow forwarding the email to the guest, the function "**Do not send the notification to booking.com emails**" is activated here.

It is also defined if the guest e-mail should be sent manually or automatically. The system is set up so that the e-mail is sent to the guest 5 days before arrival.

Manual sending of the e-mail to the guest is possible at any time in the inbox.

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	
<input checked="" type="checkbox"/>	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	Switzerland Liechtenstein <input type="button" value=" >>"/> <input type="button" value=" >"/> <input type="button" value=" <"/> <input type="button" value=" <<"/>
<input checked="" type="radio"/>	Manually check passport data for completeness
<input type="radio"/>	Automatically check passport data for completeness
<p style="color: red;">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.</p>	

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 option to exempt countries 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.

This variant is very complicated and time-intensive 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.

