Registration of a guest

Name	Date	Signature
Responsible for specification	2023-10-18	Matthias Liedtke
Delivering committed	2023-10-18	Martin Schaarschmidt
Update requested		
Update published and committed		

Registration of a guest

If you do not have a compatible channel manager and guest data is not captured automatically by CM Studio .GRM-CLOUD, you can capture guests in the inbox on your own.
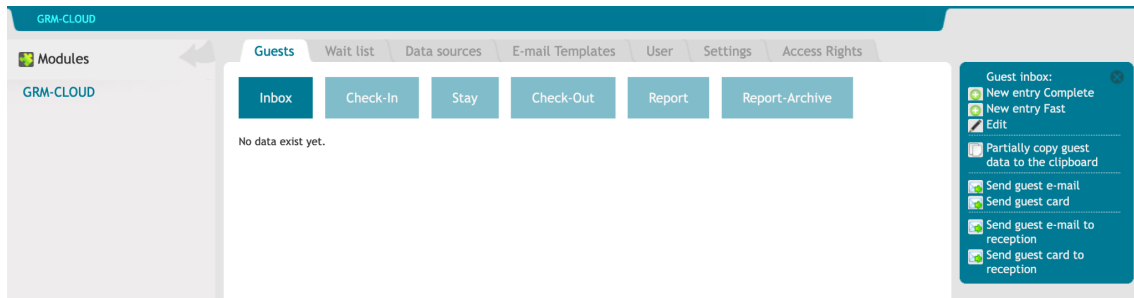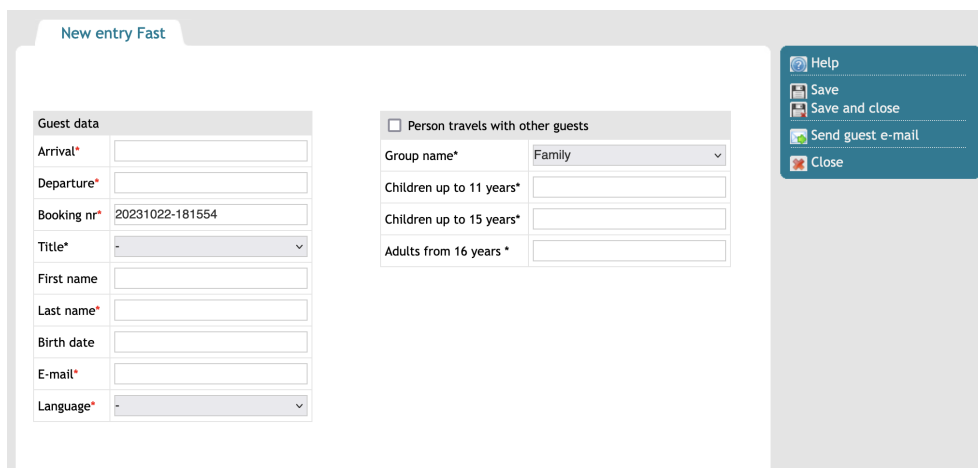

1. You have two options for this.

   If you have all of the guest's data, you can use the function on the left **"New entry Complete"**.

   Because you usually do not have all of your guest's data, we recommend that you use the **"New entry Fast"** function.

   In the following case we assume a fast entry. Select the function **"New entry Fast"**.

   A new window is opening up:

In the case of a fast entry, not all data must necessarily be filled in, because these are to be completed by the guest himself in the later process.

The following data must be filled out:

- Arrival
- Departure
- Booking number - the pre-filled number can be taken over
- Last name
- E-mail
- Language

If your guest travels alone, this information is all you need and you can "Save and Close" the data on the right side.

If your guest is traveling with additional guests, you must also consider the number of guests traveling with them.


For this, activate the check mark "**Person travels with other guests**" and specify with how many additional persons your guest will arrive. The number of persons within the age group can still be moved by your guest, but the total number of guests must be specified.

The field with the total number of guests including the main guest will update when the data is saved.

Once the information for additional guests is specified, you can "Save and close" the data on the right side.

The registered data will be displayed in the inbox before the guest's arrival.
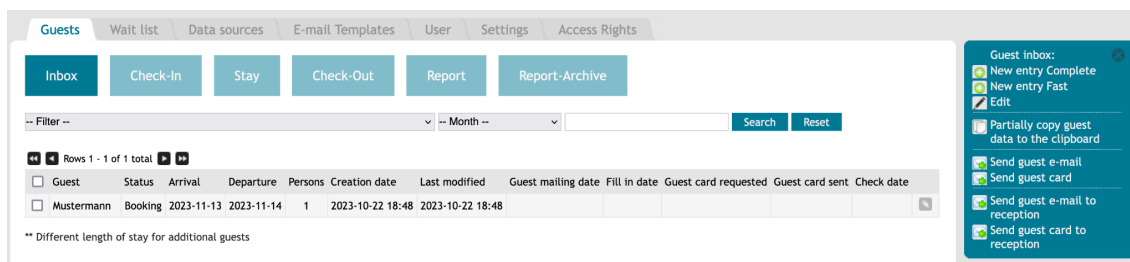
The guest email is automatically sent to the guest by the system before arrival. Please check the settings of your setup, there is defined how long before arrival the guest email is sent.

So the guest receives a link to his personal registration form before arrival, where he still has to complete his data.

If you want to send the guest e-mail independent of this, set the check mark in front of the guest's name and click on "**Send guest e-mail**" in the right-hand function box.

In addition, you have the option of using the "**Send guest e-mail to reception**" function to send the email to your own email address and forward it from there. You should use this function if your guest says that he/she did not receive the e-mail.

You can see if the guest email has been sent in the table of the inbox, in the column "**Guest malling date**" the date and time of the sending are recorded.