

**MINOR**  
HOTELS

# Check-in Fiori and Veridas document reader

  
**ANANTARA**  
HOTELS & RESORTS

*elewana*  
— COLLECTION —

*The* WOLSELEY  
HOTELS

*TIVOLI*  
HOTELS & RESORTS

MINOR  
RESERVE  
COLLECTION

  
NH COLLECTION  
HOTELS & RESORTS

*nhow*  
HOTELS & RESORTS

AVANI  
Hotels & Resorts

COLBERT  
COLLECTION

NH  
HOTELS &  
RESORTS

OAKS.  
Hotels, Resorts & Suites

iStay  
Hotels

# Introducing the new interface

To facilitate the check-in experience, a new user-friendly interface has been developed, optimized for all screen types.

Its visual and intuitive layout ensures smooth navigation, even on devices with smaller displays than standard monitors.

The integration of the Veridas document reader further enhances the process by enabling secure and efficient check-ins, eliminating the need to visit the front desk.

These solutions allow check-in from any location within the corporate Wi-Fi network, offering greater flexibility and operational efficiency.

**01**

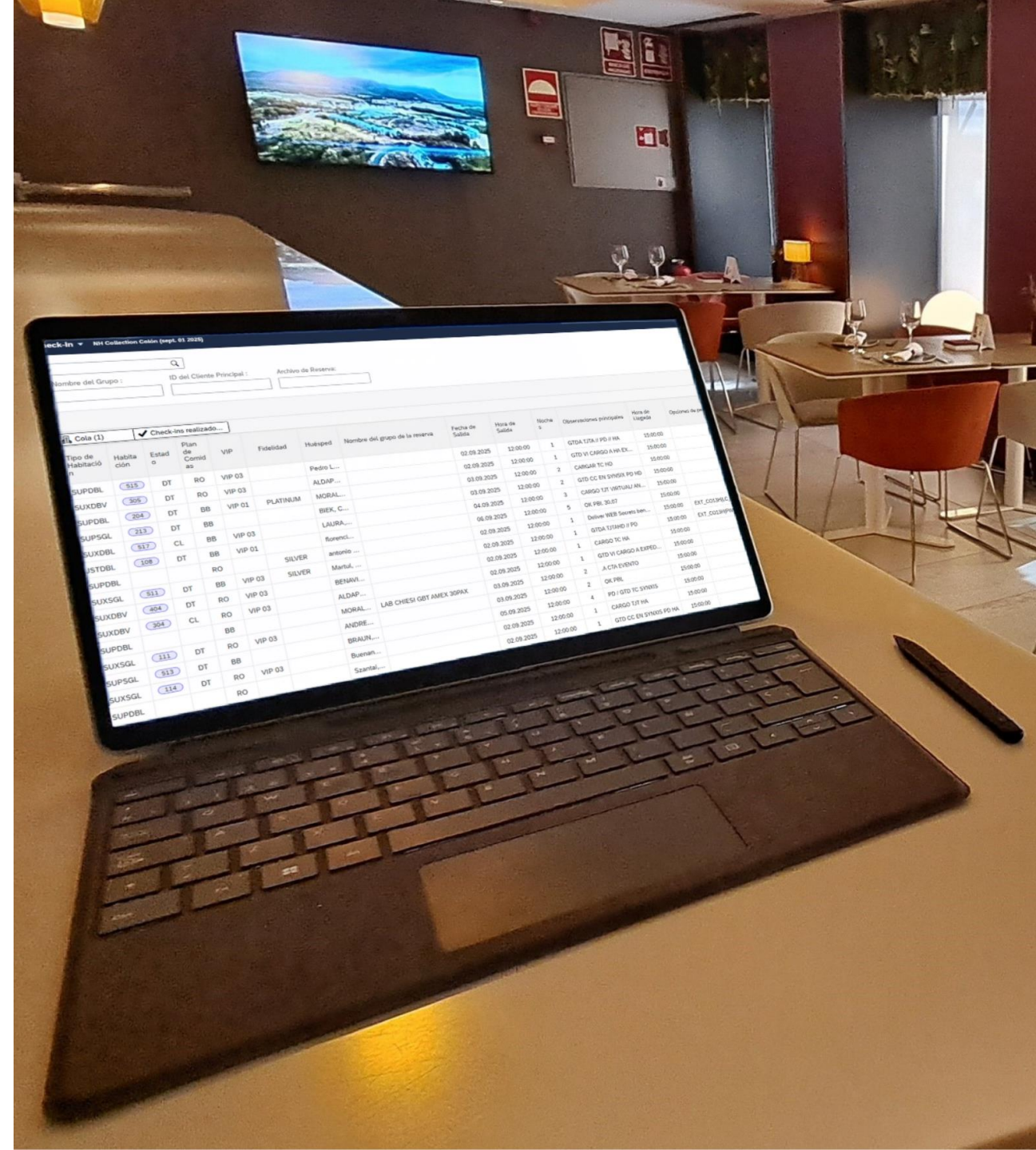
**More friendly use**

**02**

**Integrated document reader**

**03**

**Visual icons and options**



mck-in - 881 Collection Gdán (sept. 01 2025)													
Nombre del Grupo: ID del Cliente Principal: Archivo de Reservas:													
Cota (1) <input checked="" type="checkbox"/> Check-in realizado...													
Tipo de Habitación	Habitación	Estado	Plan de Comed	VIP	Fidelidad	Huésped	Nombre del grupo de la reserva	Fecha de Salida	Hora de Salida	Número	Observaciones principales	Hora de Llegada	Opciones de pago
SUPDBL	515	DT	RO	VIP 03		Pedro L...		02.09.2025	12:00:00	1	GTOA T2TA F PD F HA	15:00:00	
SUXDBV	305	DT	RO	VIP 03		ALDAP...		02.09.2025	12:00:00	1	GTO VI CARGO A HA EX...	15:00:00	
SUPDBL	204	DT	BB	VIP 01	PLATINUM	MORAL...		03.09.2025	12:00:00	2	CARGAR TC NO	15:00:00	
SUXSQL	213	DT	BB	VIP 03		BIEK, C...		03.09.2025	12:00:00	3	GTO CC EN SINCHA PD NO	15:00:00	
SUXDBL	517	CL	BB	VIP 01		LAURA...		04.09.2025	12:00:00	5	CARGO T2T VIRTUAL AN...	15:00:00	
SUXDBL	108	DT	BB	VIP 01	SILVER	forenci...		06.09.2025	12:00:00	1	OK PBL 30.07	15:00:00	EXT_CCOPIG
SUPDBL	511	DT	BB	VIP 03	SILVER	antonio ...		02.09.2025	12:00:00	1	Deliver WEB Seven...	15:00:00	EXT_CCOPIG
SUXSQL	511	DT	BB	VIP 03		María...		02.09.2025	12:00:00	1	GTOA T2TA F PD	15:00:00	
SUXDBV	404	DT	RO	VIP 03		BEHAVI...		02.09.2025	12:00:00	2	GTO VI CARGO A EXPD...	15:00:00	
SUXDBV	304	CL	BB	VIP 03		ALDAP...	LAB CHESI GBT AMEX 30RAX	03.09.2025	12:00:00	4	A CTA EVENTO	15:00:00	
SUPDBL	111	DT	RO	VIP 03		MORAL...		05.09.2025	12:00:00	1	PD / GTO TC SYRIS	15:00:00	
SUXSQL	513	DT	BB	VIP 03		ANDRE...		02.09.2025	12:00:00	1	CARGO T2T HA	15:00:00	
SUXSQL	514	DT	RO	VIP 03		BRAUN...		02.09.2025	12:00:00	1	GTO CC EN SINCHA PD HA	15:00:00	
SUPDBL						Szantai...							

**Access**

**04**

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**Customer Journey**

**44**

# **First look and Access**



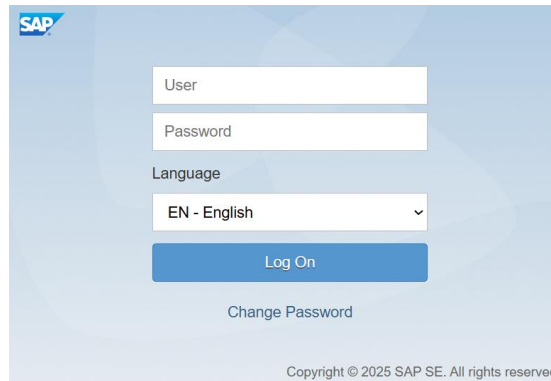
# Access

Access through a web browser.

The new Wireless Check-in process uses SAP Fiori technology. Therefore, it is necessary to use specific usernames and passwords to access this process.

The username will match the SAP front desk users, but the password will be exclusive for SAP Fiori.

**HXXXXXXXXREC1, 2, 3...**

A screenshot of the SAP Fiori login interface. It features the SAP logo in the top left corner. The main area contains a 'User' text input field, a 'Password' text input field, and a 'Language' dropdown menu currently set to 'EN - English'. Below these fields is a blue 'Log On' button and a smaller 'Change Password' link. At the bottom, there is a copyright notice: 'Copyright © 2025 SAP SE. All rights reserved.'

By clicking here, and using the Wifi Corp net you access to [Check-In Fiori](#)

[https://easyaccess.nh-hotels.com/sap/bc/ui5\\_ui5/ui2/ushell/shells/abap/FioriLaunchPad.html?DeviceId=SANVY-TABGR01...](https://easyaccess.nh-hotels.com/sap/bc/ui5_ui5/ui2/ushell/shells/abap/FioriLaunchPad.html?DeviceId=SANVY-TABGR01...)

Please inform the host of the computer in the Url. This information is on the right side of your monitor.



# Filter screen



# Filter screen

You can access directly from the web browser to this screen too.

There are two parts:

- ✓ On the top: filters to search the reservation.
- ✓ On the bottom: "arrivals", "check-ins queue" and "check-ins done"

MINOR

HOTELS

Check-In

NH Ciudad de Zaragoza (Apr 08 2025)

Reservation, External Reservation or Voucher

Guest:

Group Name:

Main Client Id:

Booking File:

Hide Filter Bar

Go

Arrivals (3)

Queue (0)

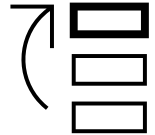
Check-ins done (2)

	Guest	Main Client	Reservation	Voucher	External Reference	Room	Booking File
<input type="checkbox"/>	TEST 2	GUEST DIRECT	137439043				
<input type="checkbox"/>	TEST 1	GUEST DIRECT	137439046				
<input type="checkbox"/>	TEST	NH DISCOVERY	137438940			205	

# Filter screen

On the top, filters to search reservations:

- ✓ *First field:* option to look for three different type of information.
- ✓ *Guest field and group name:* You don't need to write the entire name. The entry/fields is not case-sensitive, asterisks are not required either.. Just writing a few letters and press "enter" you will get results.
- ✓ *Main Client id and Booking File* need to be filled in their entirety.
- ✓ Option to *hide filter bar*.



MINOR  
HOTELS

Check-In ▾ NH Ciudad de Zaragoza (Apr 08 2025)

Reservation, External Reservation or Voucher

Guest:

Group Name:

Main Client Id:

Booking File:

Hide Filter Bar Go

Arrivals (3)

Queue (0)

Check-ins done (2)

<input type="checkbox"/>	Guest	Main Client	Reservation	Voucher	External Reference	Room	Booking File
<input type="checkbox"/>	TEST 2	GUEST DIRECT	137439043				>
<input type="checkbox"/>	TEST 1	GUEST DIRECT	137439046				>
<input type="checkbox"/>	TEST	NH DISCOVERY	137438940			205	>



# Filter screen

In the middle of screen:

- ✓ All type of check-ins: “number arrivals” pending in brackets, check-in “queue” and number “check-ins done”.
- ✓ Edit layout (see next slide).
- ✓ Option to export in Excel the check in screen.

Reservation, External Reservation or Voucher

Hide Filter Bar Go

Guest:

Group Name:

Main Client Id:

Booking File:

Standard

Arrivals (2)

Queue (2)

Check-ins done (7)

Reservation

Related Reservation

Room Type

Room

Status

Meal Plan

VIP

Loyalty

Guest

Reservation Group Name

Departure Date

Departure Time

Nights

Main Remarks

Arrival Time

Stay Options

137449694

STDSGL

BB

TITANIUM

SAMANIEGO NAVARRO, MARIO

04.04.2025

12:00:00

1

15:00:00

LC\_14H

137439334

STDBL

BB

VIP 01

SILVER

NEW CUSTOMER, TEST

04.04.2025

12:00:00

1

OK BONO HD GUARDADO EN V // ESCRITOR ...


15:00:00

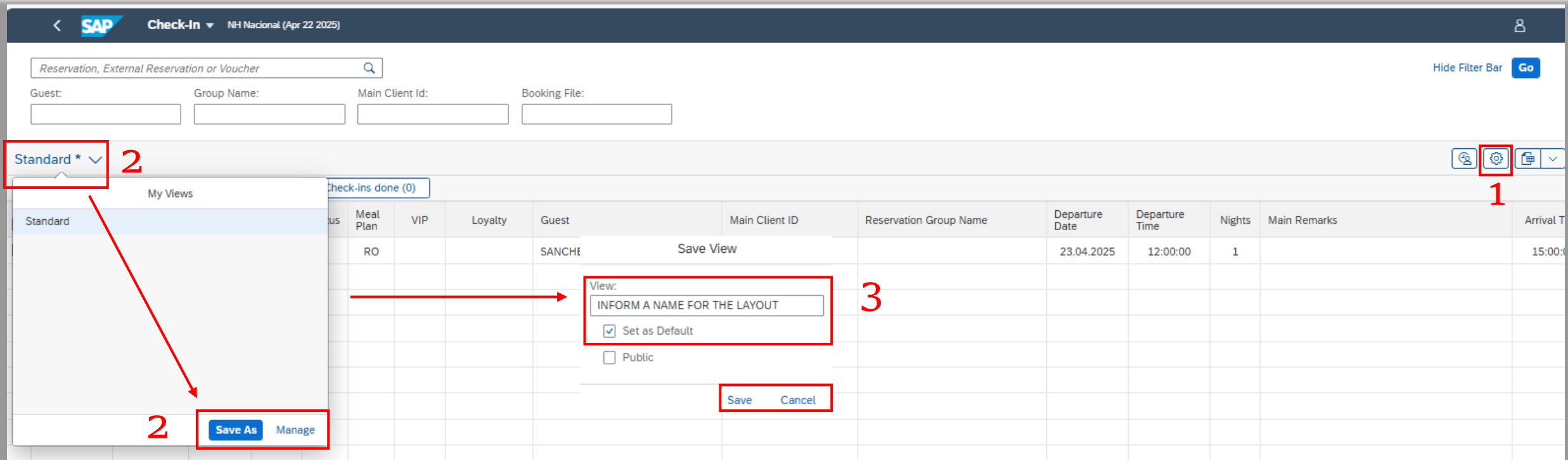
By selecting “Queue”, waiting time column is added on the screen.

Arrivals (2)		Queue (2)		Check-ins done (7)					
Waiting Time	Reservation	Related Reservation	Room Type	Room	Status	Meal Plan	VIP	Loyalty	Guest
00:00	137440220		STDBL	222	CL	BB		TITANIUM	SAMANIEGO
18:57	137438503		SUPDBV	217	DT	BB		TITANIUM	SAMANIEGO

# Filter screen

## Edit layout

- 1) Order and/or add the columns as you wish by clicking on 
- 2) Click on “Standard” and in “Save as” to save your own layout or in “Manage” to select other already created.
- 3) Inform the name and click on “Set as default” but NEVER in “Public”. If not all the hotels will see your layout.



The screenshot displays the SAP Check-In interface for NH Nacional (Apr 22 2025). The top navigation bar includes the SAP logo, a back arrow, and a user profile icon. Below the navigation bar is a search bar labeled "Reservation, External Reservation or Voucher" with a magnifying glass icon. To the right of the search bar are the options "Hide Filter Bar" and a "Go" button. Below the search bar are four input fields: "Guest:", "Group Name:", "Main Client Id:", and "Booking File:". The main content area features a table with columns: "Meal Plan", "VIP", "Loyalty", "Guest", "Main Client ID", "Reservation Group Name", "Departure Date", "Departure Time", "Nights", "Main Remarks", and "Arrival T". A "Save View" dialog box is open over the table, containing a "View:" label, a text input field with the placeholder "INFORM A NAME FOR THE LAYOUT", a checked checkbox for "Set as Default", and an unchecked checkbox for "Public". At the bottom of the dialog are "Save" and "Cancel" buttons. A red arrow points from the "Standard" dropdown menu to the "Save As" button. Another red arrow points from the "Set as Default" checkbox to the "Save" button. A third red arrow points from the gear icon in the top right corner to the "Save View" dialog box. The numbers 1, 2, and 3 are placed near the gear icon, the "Standard" dropdown, and the "Set as Default" checkbox, respectively.

Meal Plan	VIP	Loyalty	Guest	Main Client ID	Reservation Group Name	Departure Date	Departure Time	Nights	Main Remarks	Arrival T
RO			SANCHE			23.04.2025	12:00:00	1		15:00:00

# Filter screen

On the top right , settings options:

- ✓ Recent activities
- ✓ Frequently used
- ✓ App finder: other Fiori options
- ✓ Settings
- ✓ About
- ✓ Sign out

**MINOR HOTELS** Check-In ▾ NH Nacional (Apr 03 2025)

**VILA CAMINO, SARAY**  
**Confirmed** Client: NH DISCOVERY Reservation: 137440220 Pax: 2 Adults

Arrival Date: Thursday, April 3, 2025 Arrival Time: 15:00 Room: 222 Room Type: Standard Double (STDDBL) No move: ☐ NO Reservation Remarks: TMS forConnectivity:   
Departure Date: Friday, April 4, 2025 Departure Time: 12:00 Room Status: Clean Meal Plan: Bed & Breakfast (BB)

**GUEST INFO** PAYMENT INFO UPSELLING PREFERENCES STAY MANAGEMENT

Guest	Program	Loyalty	VIP	Arrival Date	Departure Date	Guest type	Police Record	Registration Form
VILA CAMINO, SARAY	MINOR_DISCOVERY	GOLD	VIP 03	Thursday, April 3, 2025	Friday, April 4, 2025	Adult	<input type="checkbox"/>	<input type="checkbox"/>
VILA CAMINO, MARIA				Thursday, April 3, 2025	Friday, April 4, 2025	Adult	<input type="checkbox"/>	<input type="checkbox"/>

**MARIO SAMANIEGO NAVARRO**  
Recent Activities  
Frequently Used  
App Finder  
Settings  
About  
Sign Out

# Check-in screen

# 3

- 

MINOR HOTELS | CHECK IN FIORI AND VERIDAS DOCUMENT READER

# Check-in screen

On the top: customer name, main client, reservation number, pax...information.

## Option to display:

- ✓ Arrival and departure date
- ✓ Room type
- ✓ Meal plan
- ✓ Reservation price

The screenshot displays the MINOR Hotels Check-In interface for a reservation at NH Nacional (Apr 03 2025). The header shows the hotel name and a user profile icon. The main section displays reservation details for VILA CAMINO, SARAY, including a confirmed status, client name (NH DISCOVERY), reservation number (137440220), and pax information (2 Adults). The price is listed as 302,85 EUR. Below this, there are sections for arrival and departure dates, times, room details, and meal plans. A dropdown menu for 'Reservation Remarks' is open, showing options like 'TMS forConnectivity', 'Chain Remarks', 'Guest Remarks', 'Internal Remarks for Reservations', 'External Remarks for Reservations', 'Housekeeping Remarks', 'Hotel Remarks', and 'Billing'. At the bottom, there is a table with guest information.

Guest	Program	Loyalty	VIP
VILA CAMINO, SARAY	MINOR_DISCOVERY	GOLD	VIP 03
VILA CAMINO, MARIA			

## Option to edit:

- ✓ Arrival and departure time
- ✓ Choose room number
- ✓ Change cleaning status
- ✓ “No move”
- ✓ “Reservation remarks”

# Check-in screen, tabs.

Option tabs:

- ✓ Guest info: search customer, use document reader, display DISCOVERY tier, Vip, dates, police file, RF...
- ✓ Payment info: add and display deposits, display if the credit card is informed, preauthorization and management credit of the reservation.
- ✓ Upselling
- ✓ Preferences: coming from reservation, call center and CRM profile.
- ✓ Stay management: add and display actions and notices for reception.

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MINORHOTELS

Check-In

NH Nacional (Apr 03 2025)

VILA CAMINO, SARAY

302,85 EUR

Confirmed

Client: NH DISCOVERY

Reservation: 137440220

Pax: 2 Adults

Arrival Date:  
Thursday, April 3, 2025

Arrival Time:  
15:00

Room:  
222

Room Type:  
Standard Double (STDDBL)

No move:  
☐ NO

Reservation Remarks

TMS forConnectivity

Departure Date:  
Friday, April 4, 2025

Departure Time:  
12:00

Room Status:  
Clean

Meal Plan:  
Bed & Breakfast (BB)









GUEST INFO

PAYMENT INFO

UPSELLING

PREFERENCES

STAY MANAGEMENT

Guest	Program	Loyalty	VIP	Arrival Date	Departure Date	Guest type	Police Record	Registration Form
VILA CAMINO, SARAY	 	MINOR_DISCOVERY	GOLD	VIP 03	Thursday, April 3, 2025	Friday, April 4, 2025	Adult	 
VILA CAMINO, MARIA	 				Thursday, April 3, 2025	Friday, April 4, 2025	Adult	 

# Check-in screen, “guest info” tab.

Tab to add, modify and display customers, forms, dates, VIPS and DISCOVERY tier.

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MINORHOTELS

Check-In

NH Collection Colón (Sep 01 2025)

BIE

MEN

480,17 EUR

Confirmed

Client: SYNXIS CR

Reservation: 152750462

Pax: 1 Adult

Voucher: XNGXTE

External Reference: 5641SF024207/1

Contact Person: CARMEN BIEK

Arrival Date:  
Monday, September 1, 2025

Arrival Time:  
15:00

Room:  
213

Room Type:  
Superior Single (SUPSGL)

No move:  
NO

Reservation Remarks  
GTD CC EN SYNXIS PD HD

TMS forConnectivity

Departure Date:  
Wednesday, September 3, 2025

Departure Time:  
12:00

Room Status:  
Clean

Meal Plan:  
Bed & Breakfast (BB)

Company Name:MUNICH  
RE/Company Name:BCD  
TRAVEL/Company Name:BCD

GUEST INFO   PAYMENT INFO   UPSELLING   PREFERENCES   STAY MANAGEMENT									
Guest		Program	Loyalty	VIP	Arrival Date	Departure Date	Guest type	Police Record	Registration Form
RMEN					Monday, September 1, 2025	Wednesday, September 3, 2025	Adult		

*Id informed:* see more details or delete it

*Id not informed:*

- Go to CRM profile
- Use the document reader
- Copy customer
- Additional details

Loyalty program  
and tier.

Reservation date  
by customer.

Guest type:  
child, adult...

RF and police file  
(where it applies).



# Create/search customer in “guest info” tab.

Options to create and search a customer in CRM

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MINOR HOTELS

Check-In ▾

NH Collection Colón (Sep 01 2025)

BIEK, EN

Confirmed

Client: SYNXIS CR

Reservation: 152750462

Pax: 1 Adult

Voucher: X

Arrival Date:  
Monday, September 1, 2025

Arrival Time:  
15:00

Room:  
213

Room Type:  
Superior Sing

Departure Date:  
Wednesday, September 3, 2025

Departure Time:  
12:00

Room Status:  
Clean

Meal Plan:  
Bed & Break

GUEST INFO

PAYMENT INFO

UPSELLING

PREFERENCES

STAY MANA

Guest

Program

Loyal

I

MEN

Guests			
O..	Code	Guest Name	
1		TEST	
2			

- Same functionality:
- Binoculars in TMS
  - Card icon in Fiori

Guest Search

Customer Id:

NIF:

Full name:

ZIP Code:

Date of Birth:

Nationality:

Phone Number:

E-mail Address:

Discovery Card Number:

Customer	Discovery Card Number	Name	Street	City	ZIP Code	Nationality	Phone Number	NIF	E-mail Address
190406	8758051338	MARIO SAMANIEGO NAVARRO	GOYA 19	ZARAGOZA	50006	ES	664220882	25460461J	mariosamaniego@hotmail.com

Additional Details

Title:

Country:

First Name:

Region:

Surname:

City:

Email:

Tax Number:

Telephone:

Support Number:

Mobile:

Relationship:

Date of Birth:

You heard of us...:

Age:

Authorization:

# Create/search customer in “guest info” tab.

Clicking on  , a pop up with the same options as in CRM will be displayed.





GUEST INFO

PAYMENT INFO

UPSELLING

Guest

RMEN



Guest Search

Customer Id:

NIF:

Full name:

ZIP Code:

Date of Birth:

Nationality:

Phone Number:

E-mail Address:

Discovery Card Number:

25460461J

dd/MM/yyyy

Customer	Discovery Card Number	Name	Street	City	ZIP Code	Nationality	Phone Number	NIF	E-mail Address
190406	8758051338	MARIO SAMANIEGO NAVARRO	GOYA 19	ZARAGOZA	50006	ES	664220882	25460461J	mariosamaniego@hotmail.com

Close

Create Client Profile

If the search is not right, you can click on “Create Client Profile”.

Check-In

ESMD.SANVY Guests - New

https://easyaccess.nh-hotels.com/sap/bc/ui5\_ui5/ui2/ushell/shells/abap/FioriLaunchPad.html?DeviceId=SANVY-TABGR01&sap-client=100&sap-language=EN#MT01\_HU\_PRIN-display

MINOR HOTELS

ESMD.SANVY Guests - New

NH Collection Colón (Sep 11 2025)

Menu

Save

System

Related clients

Notices and alerts

ESMD.SANVY NH Collection Colón COLL

Client

LOYAL...

General data

Additional data

Special requests

Hobbies

Remarks

Statistics

Salutation

First name

Surname

Street

City

ZIP code

Region

Language

Nationality

Date of birth

Mobile/Phone

Company ID/Name

Email

URL

You heard of us...

Search term

No

International V.

Gender

Official document

Tax n°

Issue Date

Expiry Date

Expeditor place

Support N°

ID Additional document

Document type

Number

Issue Date

Expiry Date

Expeditor place

Remarks by hotel chain

Remarks by hotel

# Check-in screen, “payment info” tab.

VILA CAMINO, SARAY 302,85 EUR

**Confirmed** Client: NH DISCOVERY Reservation: 137440220 Pax: 2 Adults

Arrival Date: Thursday, April 3, 2025 Arrival Time: 15:00 Room: 222 Room Type: Standard Double (STDBL) No move: ☐ NO Reservation Remarks: TMS forConnectivity

Departure Date: Friday, April 4, 2025 Departure Time: 12:00 Room Status: Clean Meal Plan: Bed & Breakfast (BB)

**PAYMENT INFO** UPSELLING PREFERENCES STAY MANAGEMENT

**Credit cards**

Status	Credit card	Card Holder
No data		

**Deposits**

Deposit requested	Request date	Due date	Amount received	Received date	Remarks
No data					

**Extra credit**

Limit: 300.00 EUR ☐ Full credit ☐ Canceled ☐ POS canceled

**Pre-authorizations**

Status	Credit card	Expiry	Amount
No data			

**Phone credit**

Limit: 0.00 EUR ☒ Unlimited

Display credit cards informed in PCI.

Customer credit management.

Billed or informed deposits.

Add, display and remove pre-authorization.  
Open a Jira to link the pin pad with this new version.

Option to limit the phone credit.

# Check-in screen, “payment info” tab.

GUEST INFO

**PAYMENT INFO**

UPSELLING

PREFERENCES

STAY MANAGEMENT

Credit cards

Status	Credit card	Card Holder
No data		

Pre-authorizations

Status	Credit card	Expiry	Amount
No data			

Register

Deposits

Deposit requested

325,00

EUR

Request date

22.04.2025

Due date

22.04.2025

Amount received

0,00

EUR

Received date

Remarks

Extra credit

Limit: 300.00

EUR

☐ Full credit

☐ Canceled

☐ POS canceled

Phone credit

Limit: 0.00

EUR

☒ Unlimited

\$ Pay deposit

Register

Cancel

Save

Add to Queue

Check-In

Select the line.

Inform the amount.

Click on “pay deposit” to get the next options as TMS.

⚠ Deposit payment

How do you want to pay this deposit, with or without invoice?

Invoice

No invoice

Cancel

# Check-in screen, “upselling” tab.

Display Upselling → Select → Upselling is added in the reservation → Save the check-in → Inform your employee password

Check Employee for upselling

\*Password:

\*\*\*\*\*

Confirm

Close

Arrival Date:  
Thursday, April 3, 2025

Arrival Time:  
15:00

Room:  
222

Room Type:  
Standard Double (STDBL)

No move:  
☐ NO

Reservation Remarks

TMS forConnectivity

Departure Date:  
Friday, April 4, 2025

Departure Time:  
12:00

Room Status:  
Clean

Meal Plan:  
Bed & Breakfast (BB)

GUEST INFO

PAYMENT INFO

**UPSELLING**

PREFERENCES

STAY MANAGEMENT

Cat Extra  
0.00 EUR  
Take Deal - 0.00 EUR  
Custom

Dog Extra  
0.00 EUR  
Take Deal - 0.00 EUR  
Custom

EARLY CHECK-IN  
49.00 - 999.00 EUR  
Take Deal - 49.00 EUR  
Custom

**Extensión LCO**  
16.00 - 999.00 EUR  
Take Deal - 16.00 EUR  
Custom

Greenstay  
0.00 EUR  
Take Deal - 0.00 EUR  
Custom

Individual terrace view\_Standard  
10.00 - 999.00 EUR  
Take Deal - 10.00 EUR  
Custom

Individual terrace view\_Standard terrace  
25.00 - 999.00 EUR  
Take Deal - 25.00 EUR  
Custom

Individual terrace view\_superior view  
30.00 - 999.00 EUR  
Take Deal - 30.00 EUR  
Custom

Individual view terrace\_Junior suite  
110.00 - 999.00 EUR  
Take Deal - 110.00 EUR  
Custom

Individual\_Junior suite  
105.00 - 999.00 EUR  
Take Deal - 105.00 EUR  
Custom

Individual\_Standard  
15.00 - 999.00 EUR  
Take Deal - 15.00 EUR  
Custom

Individual\_Standard terrace view  
30.00 - 999.00 EUR  
Take Deal - 30.00 EUR  
Custom

Customize Stay Option

Product	Guest	Minimum Price	Maximum Price	Price to Apply	Applied	Range
Upselling Late Check-out		16,00 EUR	999,00 EUR	16,00 EUR	<input checked="" type="checkbox"/>	Departure date

Save

Cancel

GUEST INFO

PAYMENT INFO

**UPSELLING**

PREFERENCES

STAY MANAGEMENT

Upsell Summary  
Extensión LCO  
16,00 EUR

Extensión LCO  
16.00 - 999.00 EUR  
Cancel

Greenstay  
0.00 EUR  
Take Deal - 0.00 EUR  
Custom

Cat Extra  
0.00 EUR  
Take Deal - 0.00 EUR  
Custom

Dog Extra  
0.00 EUR  
Take Deal - 0.00 EUR  
Custom

EARLY CHECK-IN  
49.00 - 999.00 EUR  
Take Deal - 49.00 EUR  
Custom

Individual terrace view\_Standard  
10.00 - 999.00 EUR  
Take Deal - 10.00 EUR  
Custom

Individual terrace view\_Standard terrace  
25.00 - 999.00 EUR  
Take Deal - 25.00 EUR  
Custom

Individual terrace view\_superior view  
30.00 - 999.00 EUR  
Take Deal - 30.00 EUR  
Custom

# Check-in screen, “preferences” tab.

Arrival Date:  
Thursday, April 3, 2025

Arrival Time:  
15:00

Room:

Room Type:  
Standard Single (STDSGL)

No move:  

NO

Reservation Remarks

TMS forConnectivity

Departure Date:  
Friday, April 4, 2025

Departure Time:  
12:00

Room Status:

Meal Plan:  
Bed & Breakfast (BB)

GUEST INFO

PAYMENT INFO

UPSELLING

PREFERENCES

STAY MANAGEMENT

Preference Summary

BED TYPE: KING SIZE

SMOKING ROOM: NO

BATH / SHOWER DESIGN: WALK IN SHOWER

QUIET ROOM: YES

ROOM LOCATION: HIGH FLOOR

LIFT PROXIMITY: AWAY FROM

VIEW ROOM: SEA

LIFT PROXIMITY: CLOSE

QUIET ROOM: YES

ROOM FACILITIES: COFFEE MACHINE

BED TYPE

DOUBLE

KING SIZE

QUEEN

SINGLE

TWIN

SMOKING ROOM

YES

NO

VIEW ROOM

MOUNTAIN

SEA

CITY

PARK

RIVER

GARDEN

POOL

GOLF

MARINA

CANAL

LAGOON

PETS

YES

NO

DISABLED

SHOWER ADAPTED

FULLY ADAPTED ROOM

ROOM FACILITIES

BOW WINDOW

SOFA

MINIBAR

IRON FACILITIES

REFRIGERATOR

MICROWAVE

AIR CONDITIONING

COFFEE MACHINE

KETTLE

CASTING SYSTEM (CHROMECAST)

You can only delete CRS and reservations features.

Reservation Preferences, in green if you select them from this screen or informed in the reservation.

CRS Reservation Preferences.

CRM Preferences.

MINOR HOTELS | CHECK IN FIORI AND VERIDAS DOCUMENT READER

22

# Check-in screen, “stay management” tab.

Display and create actions.

Display and create notice for reception.

Arrival Date:  
Thursday, April 3, 2025

Arrival Time:  
15:00

Room:

Room Type:  
Standard Single (STDSSL)

No move:  

NO

Reservation Remarks

TMS forConnectivity

Departure Date:  
Friday, April 4, 2025

Departure Time:  
12:00

Room Status:

Meal Plan:  
Bed & Breakfast (BB)

GUEST INFO

PAYMENT INFO

UPSELLING

PREFERENCES

STAY MANAGEMENT

Actions

Department	Completable	Cadence	Scheduler	Action	Status	Cancellation Reason	Cancellation Date
Reception	<div>OFF</div>	2 Departure date	dd.MM.yyyy - dd.MM.yyyy	LATE CHECK OUT CONTRA...	Pending		
Housekeeping	<div>OFF</div>	2 Departure date	dd.MM.yyyy - dd.MM.yyyy	LATE CHECK OUT CONTRA...	Pending		
Food & Beverage	<div>ON</div>	1 Arrival date	dd.MM.yyyy - dd.MM.yyyy	SPECIAL WELCOME GIFT	Pending		

Notices for Reception

Action for warnings	Remarks
Modify Reservation	
Display Reservation	
Check-in	LATE CHECK OUT CONTRACTED. RECONFIRM SERVICE AND TIME OF CHECK OUT. WRITE TIME OF C.OUT AT ADDITIONAL DATA
Modify In-House Guest data	
Check-out	

Cancel

Save

Add to Queue

Check-In

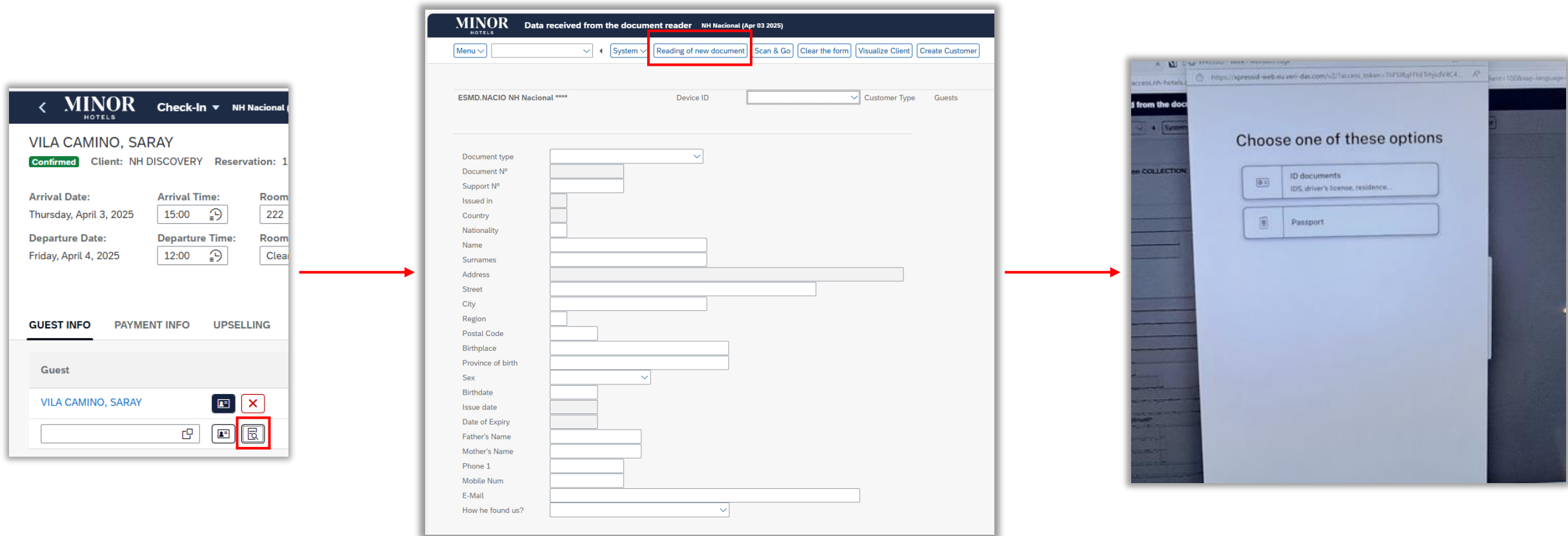
**Veridas**  
**Document reader**  
**in**  
**Wireless tablet**





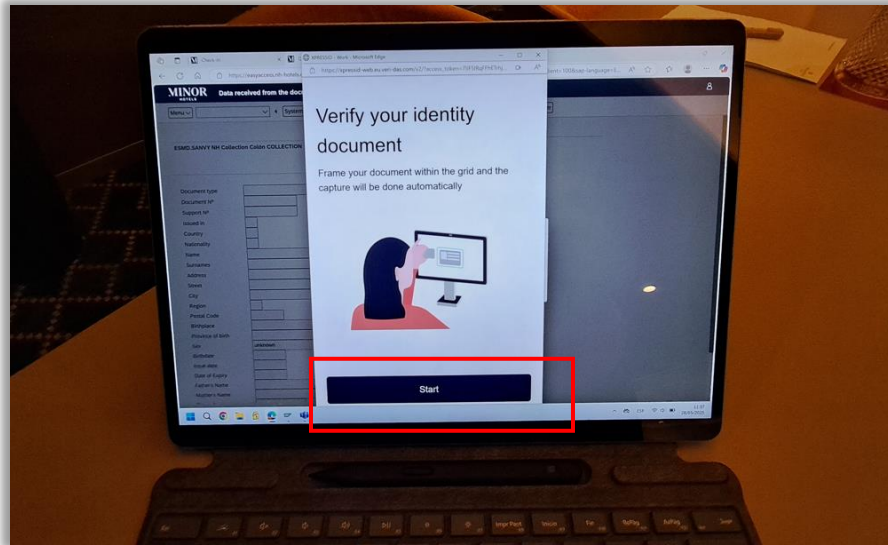
# Veridas, document reader in Wireless tablet

Clicking on “scan document” icon → A new tab in the web browser is opened → click on “Reading of new document” → Choose one of these options “Id documents or Passport”.

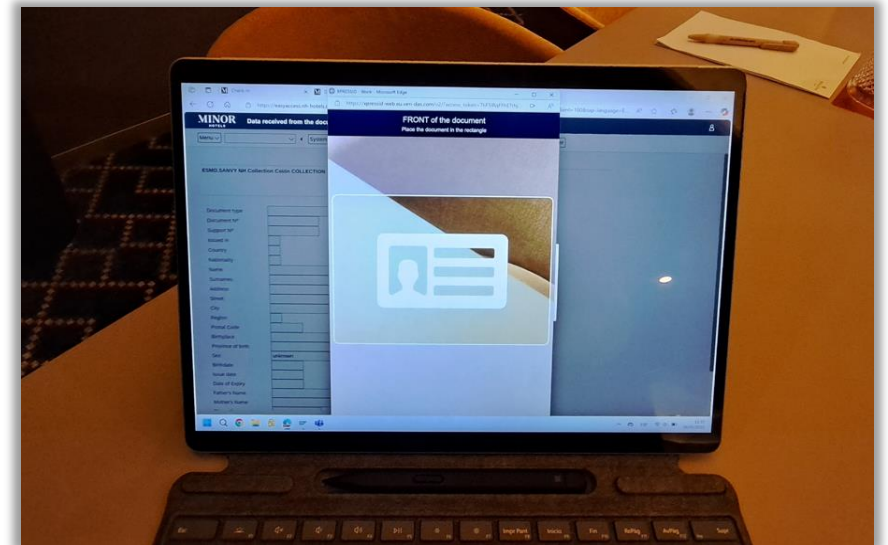


# Veridas, document reader in Wireless tablet.

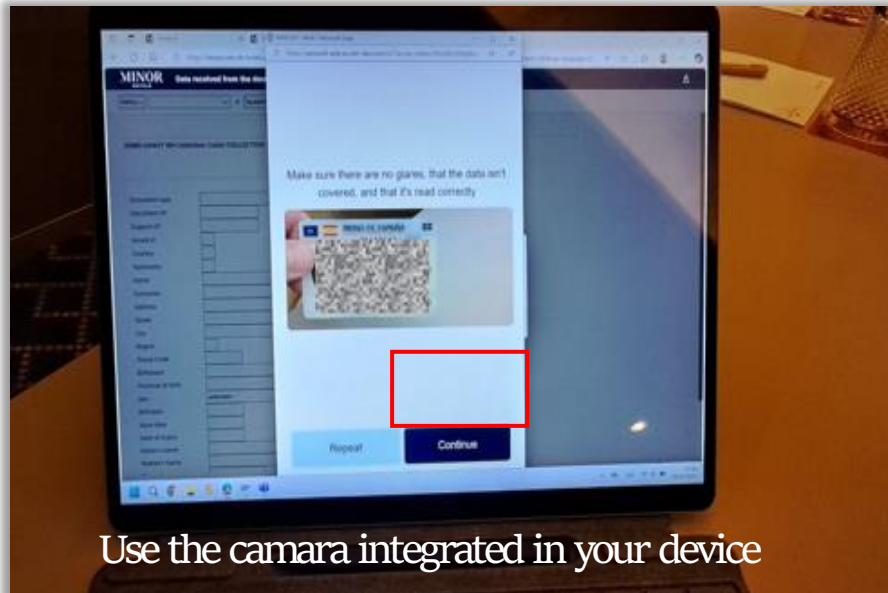
1



2

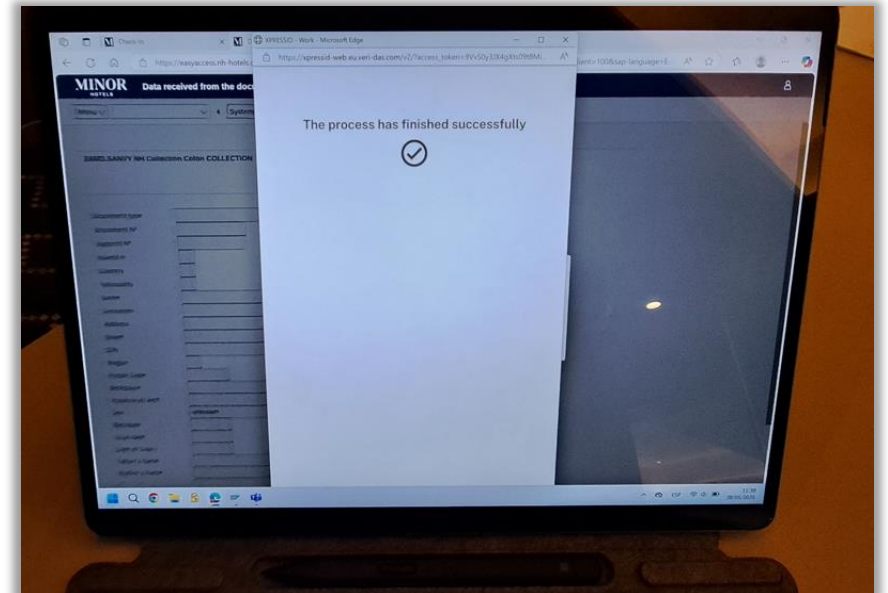


3



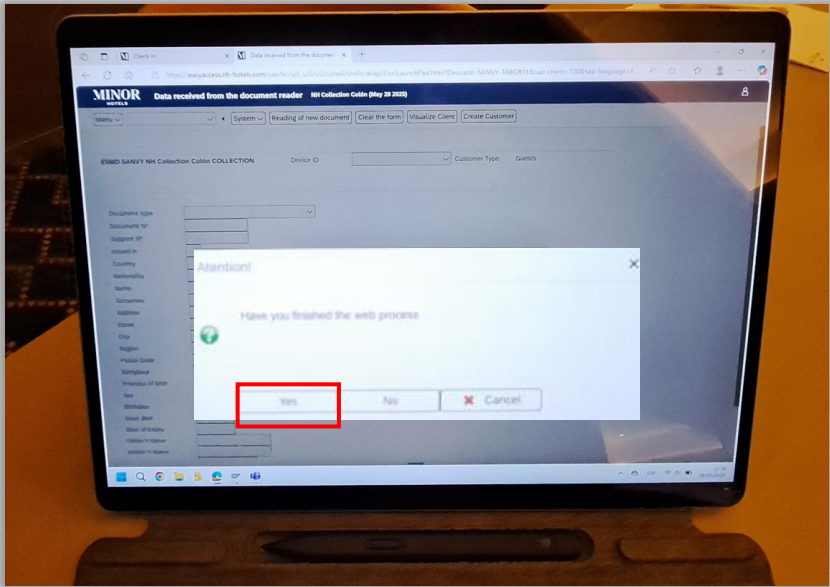
Use the camera integrated in your device

4

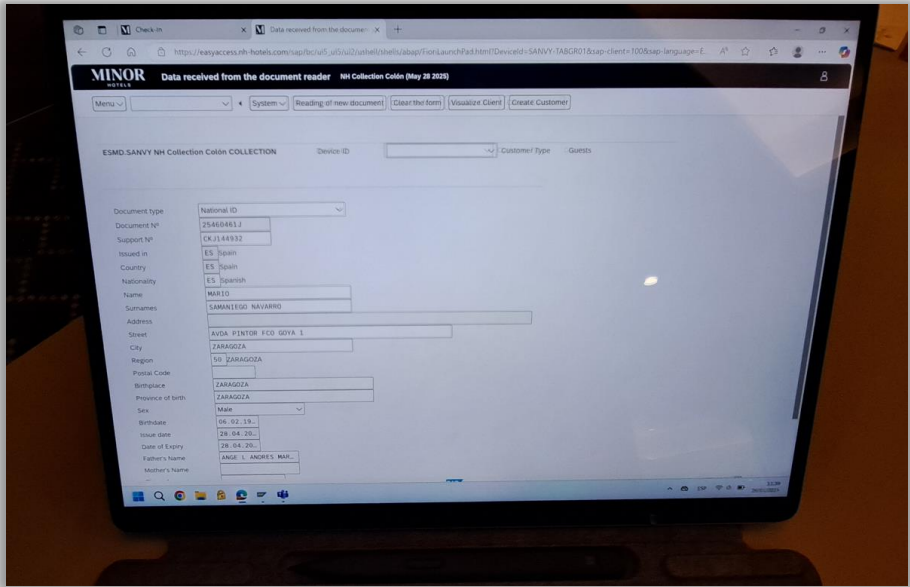


# Veridas, document reader in Wireless tablet.

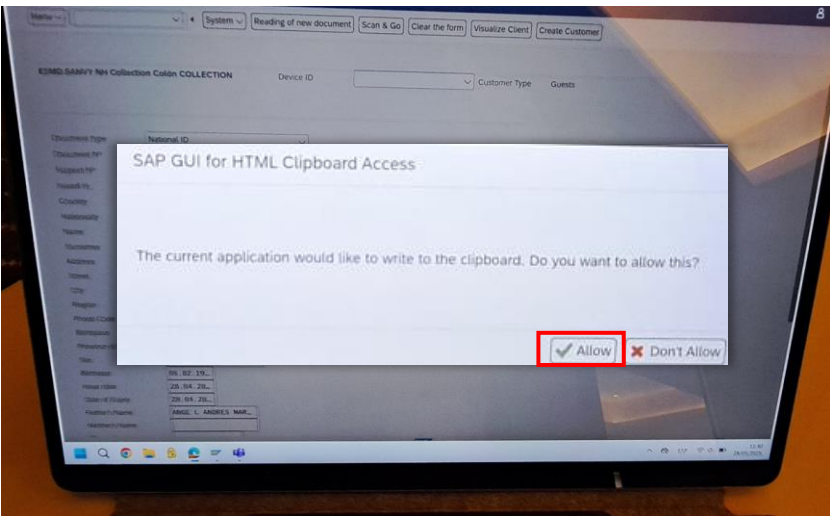
5



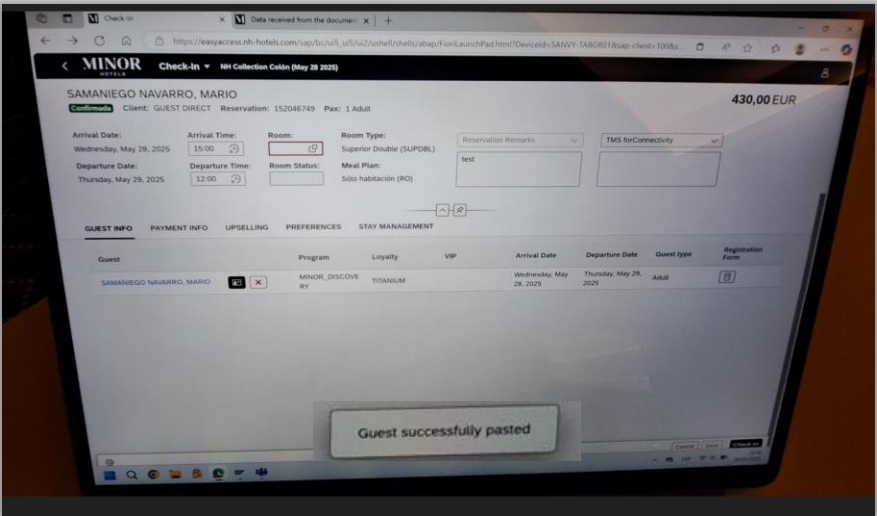
6



7



8



# **Wireless tablet activation**



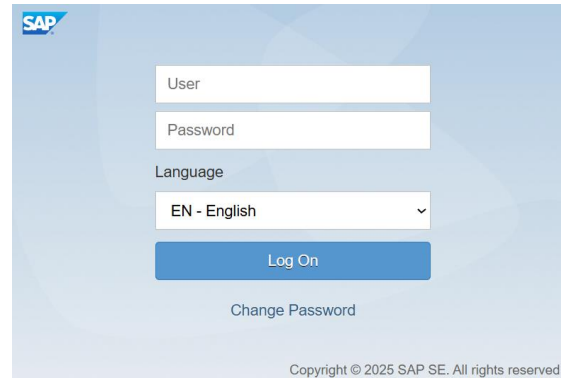
<b>Users</b>	<b>1</b>
<b>Devices</b>	<b>2</b>
<b>Wificorp</b>	<b>3</b>
<b>Configuration</b>	<b>4</b>

# Users

The new Wireless Check-in process uses SAP Fiori technology. Therefore, it is necessary to use specific usernames and passwords to access this process.

The username will match the SAP front desk users, but the password will be exclusive for SAP Fiori.

**XXXXXXXXREC1, 2, 3\_**

A screenshot of the SAP Fiori login interface. It features a light blue background with a subtle geometric pattern. At the top left is the SAP logo. The login form consists of three input fields: 'User', 'Password', and 'Language'. The 'Language' field is a dropdown menu currently showing 'EN - English'. Below these fields is a blue 'Log On' button. Underneath the button is a link that says 'Change Password'. At the very bottom, in small text, it reads 'Copyright © 2025 SAP SE. All rights reserved.'

Before the Go Live, you will receive your username and initial password by email.

The calendar with your assigned go-live date will also be communicated to you in advance.



# Devices

## Wireless tablet

It is necessary to check the status of the tablet and ensure that access to the device is working properly.

⚠ If a device has not been used for more than 30 days, the associated account is deactivated for security reasons, in that case, please open a Jira ticket.

The device must be connected to the WIFICORP otherwise some functionalities won't work. Tablets shouldn't be connected to the public/guest network.

## Pin pad

Please verify the operational status of the pin pad and ensure that it can be accessed without issues.

⚠ Occasionally, it is necessary to update the association between the pin pad and the tablet. In such cases, a Jira ticket should be opened specifically for this matter.

# 2



# Wificorp

## WIFICORP

Is the corporate Wi-Fi network. This network is only visible to the tablets, and only these can connect to it. Even if the network appears to be password-protected, the tablet will still be able to connect, just attempt to connect the device.

All data traffic on this network is protected by Minor's corporate security policies, that's why some functionalities only works if the main device is connected to WIFICORP such us pin pads.

⚠ The availability of this network should be double-checked in all spots in line to the Customer Journey. There is a possibility of discovering areas without Wi-Fi coverage. If such coverage gaps are identified, the incident should be managed by the Wi-Fi provider in coordination with the hotel.

⚠ Even if WIFICORP appears to be available, it is possible that network traffic over this connection is not enabled. This can be easily identified by an error message stating "no internet connection". In such cases, a Jira ticket should be raised to report the issue.



# 3



# Configuration

## URL + HOST

Each device must be configured with a unique URL. This is very important, as it will serve as the access point to the Check-In process.

Once the URL has been entered in the Microsoft Edge browser, please follow these steps:

- A. Save the URL as a favorite.
- B. Create a shortcut on the desktop.
- C. Log-in using the SGP users provided in the step 1.

From this point on, the new Check-In process can be used with all associated elements, such as the pinpad and the new document reader (using the tablet's camera).

The structure of the URL is:

[https://easyaccess.nh-hotels.com/sap/bc/ui5\\_ui5/ui2/ushell/shells/abap/FioriLaunchPad.html?DeviceId=HOST&sap-client=100&sap-language=EN#zey\\_rs\\_checkin-display&/](https://easyaccess.nh-hotels.com/sap/bc/ui5_ui5/ui2/ushell/shells/abap/FioriLaunchPad.html?DeviceId=HOST&sap-client=100&sap-language=EN#zey_rs_checkin-display&/)

⚠ Please note that each device has its own unique HOST. The placeholder “HOST” in the url must be replaced with the actual, unique HOST assigned to each device.

⚠ If the URL is not set up correctly, certain features will not function properly. This includes the pinpad, the Registration Form signature, and the reservation blocking (which prevents simultaneous modifications).

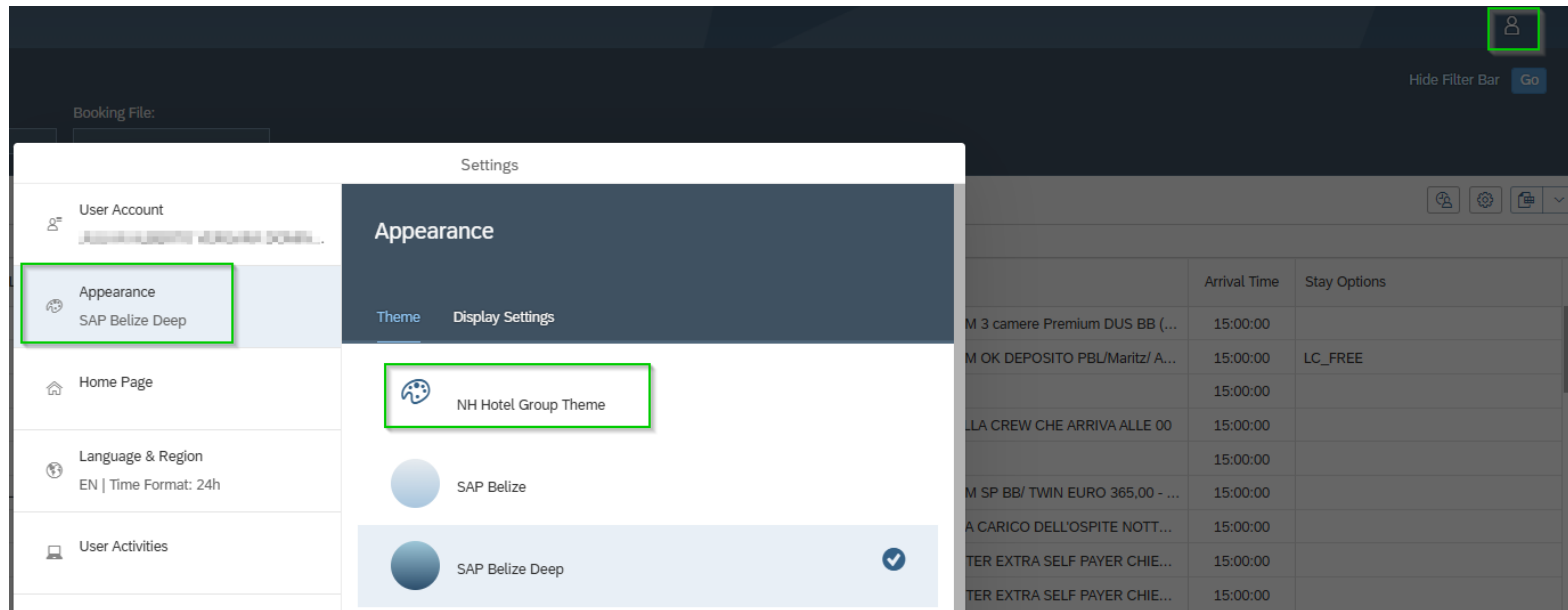
# 4

# Configuration

## URL + HOST

After logging on for the first time, it is necessary to change the look and feel.

To do this, go to the user icon, select Settings, then Appearance, and choose the NH Hotel Group theme.



4

# Police form in Spain

6

# Police form in Spain

- ❑ When customer ID is informed there is a new icon called “registro policial”.
- ❑ You will have the same options as TMS. Let’s see in the next slides.

CHAN  D, LUIS

Confirmada

 Cliente: NH DISCOVERY Reserva: 153385923 Pax: 2 Adultos Referencia Externa: 55IU5V76 Persona de Contacto: LUIS CHAMPALIMAUD

Fecha de Llegada:

miércoles, 9 de julio de 2025

Hora de Llegada:

15:00

Habitación:

503

Tipo de Habitación:

Superior Double King (SUPDBLK)

No mover:

☐ NO

Observaciones de la Reser...

Se equivocó de fechas, era del 09.07 al 11.07 - OK Cris modificada, que utilioce la

TMS forConnectivity

Fecha de Salida:

viernes, 11 de julio de 2025

Hora de Salida:

12:00

Estado de la Habitación:

Limpia

Plan de Comidas:

Alojamiento y desayuno (BB)

INFORMACIÓN DEL HUÉSPED

INFORMACIÓN DE PAGO

VENTAS ADICIONALES

PREFERENCIAS

GESTIÓN DE LA ESTANCIA

Huésped	Programa	Fidelidad	VIP	Fecha de Llegada	Registro Policial	Formulario de Registro
<div>C JD, LUIS  </div>	MINOR_DISCOVERY	SILVER	VIP 02	miércoles, 9 de julio de 2025		
<div><div></div><div></div></div>				miércoles, 9 de julio de 2025		

# Police form in Spain

- 1) If you click on it, a new web browser page will be opened automatically.
- 2) You have several options as in TMS.
- 3) You must select the customer and click on “completar los datos del huesped”.
- 4) When the traffic lights is green, click on “grabar e imprimir ficha policia”. It will be displayed on tablets joined the RF as TMS check-in.
- 5) If the status light is not green, the information won´t be sent properly.

1

Check-In

Ficha de policía

easyaccess.nh-hotels.com/sap/bc/ui5\_ui5/ui2/ushell/shells/abap/FioriLaunchPad.html?DeviceId=SANVY-FO3&sap-client=100&sap-language=ES#RC\_POLICE-display

MINOR HOTELS

Ficha de policía

NH Collection Colón (jul. 09 2025)

Menú

Grabar e imprimir la ficha de policia

Sistema

Completar los datos del huésped

Ordenación ascendente

Ordenación descendente

ESMD.SANVY NH Collection Colón COLLECTION

4

09.07.2025

Huéspedes pendientes de completar su ficha de policía

	Status	Reserva	Huésped	Fecha de nacimiento	Nombre	Primer apellido	Segundo apellido	Tipo D...
3	<div><div></div><div></div><div></div></div>	153385923	0080925769		LUIS	CH	MAUD	
	<div><div></div><div></div><div></div></div>	153385923						
	<div><div></div><div></div><div></div></div>							
	<div><div></div><div></div><div></div></div>							
	<div><div></div><div></div><div></div></div>							

MINOR HOTELS | CHECK IN FIORI AND VERIDAS DOCUMENT READER

37

# Police form in Spain

You have available the same options as TMS to edit, add or modify customer data.

Check-In

Ficha de policía

easyaccess.nh-hotels.com/sap/bc/ui5\_ui5/ui2/ushell/shells/abap/FioriLaunchPad.html?DeviceId=SANVY-FO3&sap-client=100&sa

MINORHOTELS

Ficha de policía

NH Collection Colón (jul. 09 2025)

Menú

Back

Sistema

ESMD.SANVY NH Collection Colón COLLECTION

09.07.2025

Número de documento de identidad

Tipo de documento

Número Soporte

Fecha de expedición del documento

Primer apellido

Segundo apellido

Nombre

Sexo

Fecha de nacimiento

País de nacionalidad

Fecha de entrada

Relaciones de parentesco

Calle

Nº (edificio)

Población

Código postal

Teléfono 1

E-mail

CFJD

LUIS

Portugal

09.07.20...

--

0

--

99999

Teléfono 2

+35986

dén.pt

# Police form in Spain

If you don't fill in all the information you will be informed in pop up with the missed fields.

<

MINOR  
HOTELS

Ficha de policía NH Collection Colón (jul. 09 2025)

Menú ▾

▾ ◀

Grabar e imprimir la ficha de policía

Sistema ▾

Completar los datos del huésped

Ordenación ascendente

Ordenación descendente

ESMD.SANVY NH Collection Colón COLLECTION

09.07.2025

Número de documento de identidad

Tipo de documento

Número Soporte

Fecha de expedición del documento

Primer apellidoCHA

Segundo apellido

NombreLUIS

Sexo

Fecha de nacimiento

País de nacionalidadPortugal

Fecha de entrada09 . 07 . 20...

Relaciones de parentesco

Calle--

Nº (edificio)0

Población--

Visualizar log

X

👤 🗨️ ⚙️ 👥 🔍 ↕️ 📄 ✂️ 🖨️ ⌵ 🔄 ☰ ⏹ 0 ...

Tipo	Texto de mensaje
⚠️	Género es obligatorio
⚠️	Fecha nacimiento todos los huéspedes obligatoria
⚠️	Número y tipo documento son obligatorios

✅ ? ⓘ Información técnica ❌

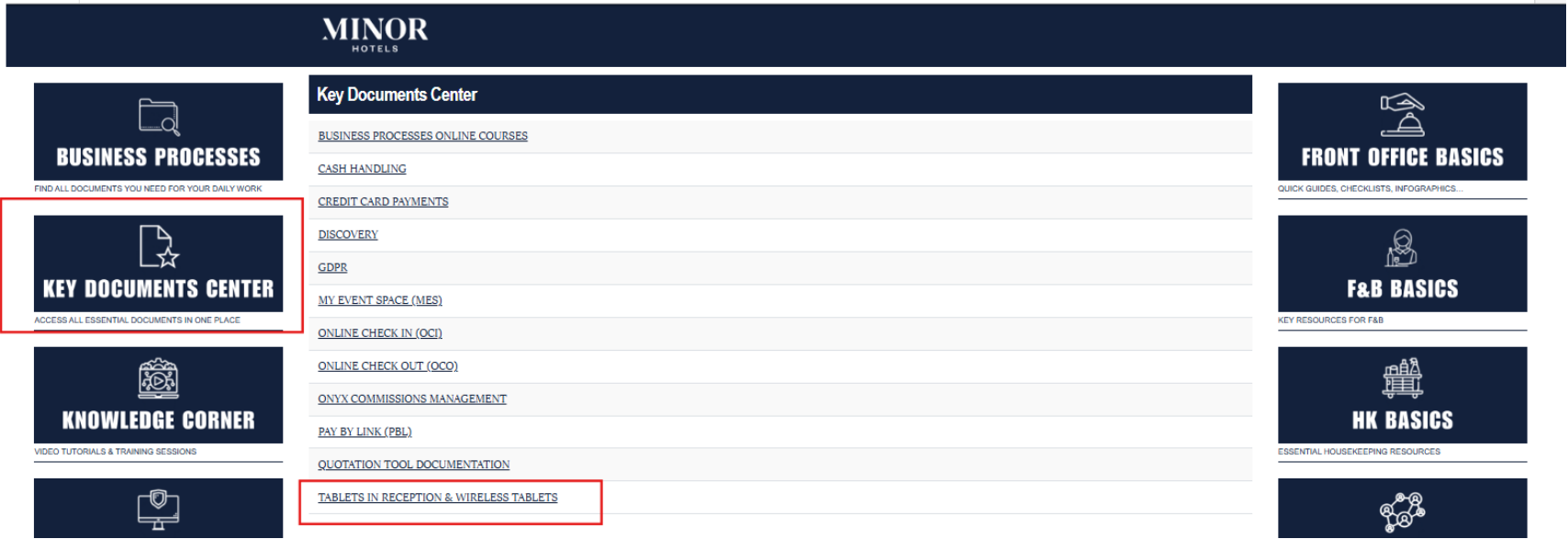
# **Incidences, manual and reporting**





# Incidences and process

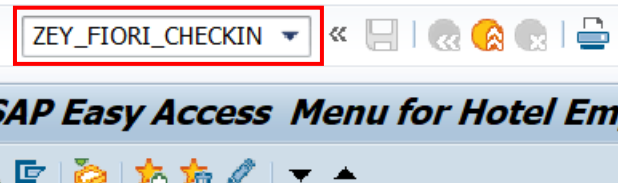
- ❑ Please open a Jira including the Tablet host in SAP Business Suite → TMS for Hotels → Tablets in Reception
- ❑ All the information in Digital Knowledge Place



# Reporting

There is a report no included yet in the TMS menu but available for the hotel.

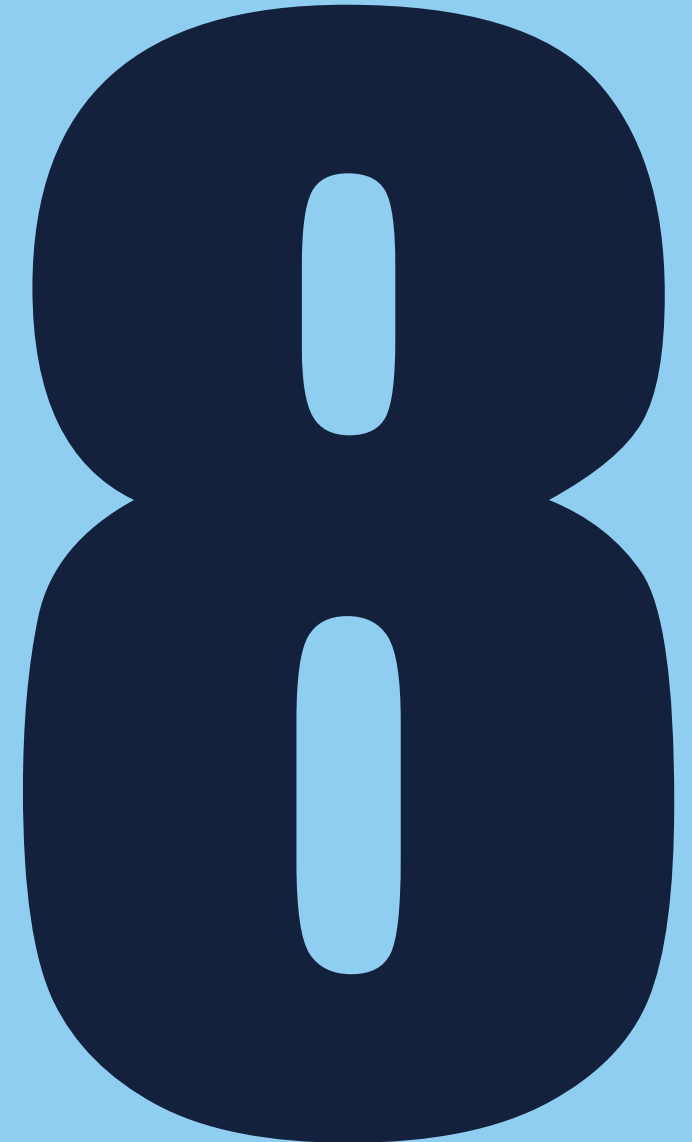
Please inform ZEY\_FIORI\_CHECKIN

A screenshot of the SAP Easy Access menu for Hotel Employees. The menu is titled "SAP Easy Access Menu for Hotel Employees" and is displayed in a blue header. Below the header, there is a search bar containing the text "ZEY\_FIORI\_CHECKIN". To the right of the search bar are several icons: a green checkmark, a document icon, a magnifying glass, a printer icon, and a plus sign. Below the search bar, there is a list of menu items. The first item is "SAP Menu", which is expanded to show a list of sub-items: "Travel Expenses", "Click&Hire", "MM", and "TMSforHotels". The "TMSforHotels" item is highlighted in yellow, and its sub-item "/CCSHT/ENTRA\_HOTEL - Change hotel" is also highlighted in yellow.

<b><i>Check-in Fiori Monitor</i></b>			
Hotel	ITRM.NAIDI		
Reservation			
Guest			
Check-in Date	20.10.2025		
Check-in Time	00:00:00		
		to	03.11.2025
		to	00:00:00

Hotel	Reservation	Guest ID	Check-in Date	Check-in Time	Username
ITRM.NAIDI	<u>160496387</u>	1650689	31.10.2025	13:58:47	HITNAIDIREC1
ITRM.NAIDI	<u>160136734</u>	82827072		13:52:57	HITNAIDIREC1
ITRM.NAIDI	<u>160422443</u>	82730648	29.10.2025	13:56:47	HITNAIDIREC1
ITRM.NAIDI	<u>157672597</u>	15702954		14:16:44	HITNAIDIREC1
ITRM.NAIDI	<u>160037522</u>	82689896	22.10.2025	14:52:05	HITNAIDIREC1
ITRM.NAIDI	<u>160037518</u>	63951185		14:51:02	HITNAIDIREC1
ITRM.NAIDI	<u>160037519</u>	82690875		14:51:29	HITNAIDIREC1
ITRM.NAIDI	<u>153640194</u>	82702632		14:44:28	HITNAIDIREC1
ITRM.NAIDI	<u>159905036</u>	82645043	21.10.2025	16:17:13	HITNAIDIREC1
ITRM.NAIDI	<u>159905035</u>	82644970		16:32:02	HITNAIDIREC1

# Customer Journey



# Customer Journey

- ☐ We include the “Wireless tablet customer journey and arrival”
- ☐ It is key you personalize according your hotel.

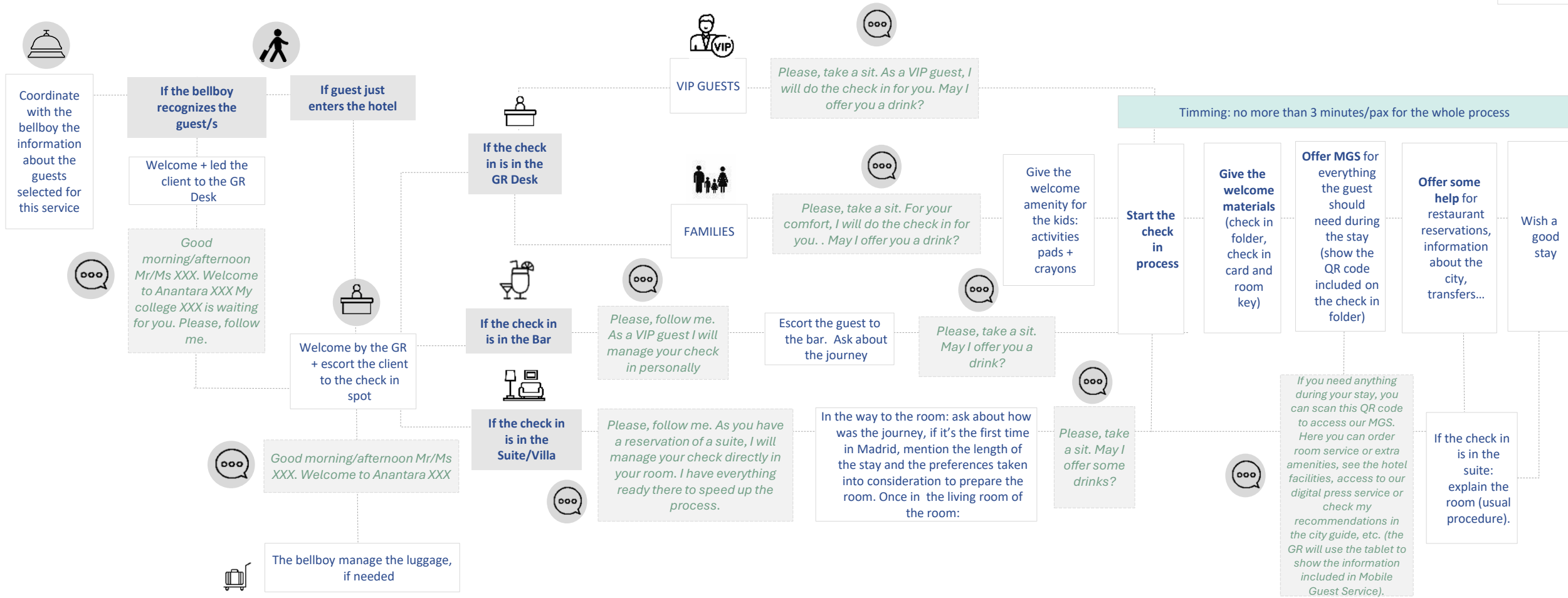
# Wireless Tablets – Arrival



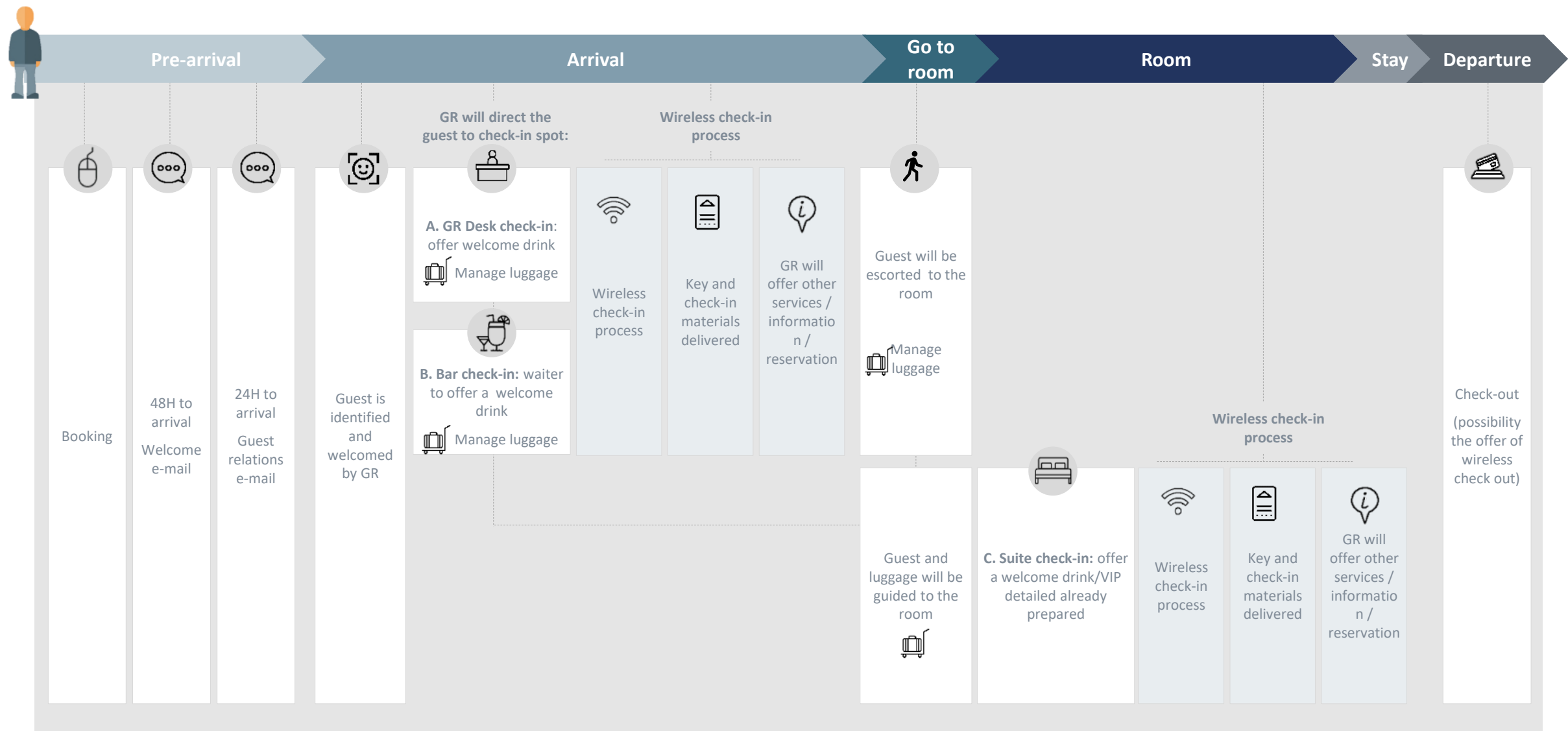
Arrival

Check in

END OFF  
THE  
PROCESS



# Wireless Tablets – Customer Journey



**MINOR**  
HOTELS

**Thank You**

MINORHOTELS.COM