

FLOOR PLAN DIGITALIZATION GUIDELINES (REQUIRED FOR ONLINE CHECK-IN IMPLEMENTATION)

Procedure for hotels

Follow this procedure to initiate the Online check-in implementation at your hotel.

This document includes:

- A. Guideline for billing process
- B. Guideline for floor plan validation.

A. BILLING PROCESS

First step for online check-in implementation is the floor plan digitalization, this procedure has a unique cost of around 5€ per room. To proceed with the billing follow these steps:

1. Open a JIRA to receive final quotation. Create the JIRA with the following category levels:
 - a. Category Level 1: 10 Web
 - b. Category Level 2: Public Web & Apps
 - c. Category Level 3: Plans

Include in the JIRA the following information:

SUMMARY: [FLOOR-PLAN] Quotation - *Hotel Name*

- a. Floor plans of the hotel in pdf format.
- b. Number of rooms of the hotel
- c. Number of floors of the hotel

Support group: IT Client Services.

2. Set the status of the JIRA on “with provider” using the “to provider” button.
3. The provider will send a quotation with the final cost and set the JIRA on status “work validation”.
4. Once the JIRA is on status “work validation”, the hotel must approve the quotation by closing the JIRA (confirm and resolve). Then the hotel must create the PO in TMS.

B. GUIDELINES FOR FLOOR PLAN VALIDATION

- Open a new JIRA for floor plan digitalization. Include in the JIRA information the JIRA number created for the previous process (billing) and the PO number created in TMS.

SUMMARY: [FLOOR-PLAN] PO - *Hotel Name*

- Create the JIRA with the following category levels:
 - Category Level 1: 10 Web
 - Category Level 2: Public Web & Apps
 - Category Level 3: Plans
 - Support group: IT Client Services.
- Indicate a speaker to facilitate communication.
- If needed, the provider will use JIRA to resolve doubts about the interpretation of the plan sent by the hotel. The hotel must respond to all doubts for the process to continue.
- Once all the plans have been digitized by the provider, the provider will attach to the JIRA the plans in PDF, JPG or PNG format, and return the JIRA to the hotel (status “work validation”).
- The hotel will check the floor plans:
 - If the floor plans proposal is OK, hotel must confirm the JIRA and set the status on “to provider”. Implementation process will start.
 - If the floor plans proposal is NOT OK, hotel must reject the JIRA and include the reasons and information needed for the provider to complete the process correctly.