nH | HOTEL GROUP PART OF MINOR HOTELS

ONLINE CHECK IN (OCI)

Support & Training
Business Transformation
July 2019

ONLINE CHECK IN (OCI)

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Conditions need to be fulfilled in the reservation in order to comply with OCI requisites (Online Check in)

- Individual reservations done through the corporate NH website and other direct channels (Commercial client 1000,1001,1003, 1006, 4001, 4002, 4003,4004)

- Guests who access the OCI process through the pre-arrival (48h) email, from the NHR email, or from the option “my reservations”.

When does the guest receive the “invitation” for the OCI?

- A pre-arrival E-mail will be sent to those guests who fulfill the conditions previously stated 2 days before the arrival date.

- Reservations made less than two days before arrival - up till 11:00 on arrival date, the client will get two emails directly. The confirmation and the invitation to the OCI emails.

- The OCI process can be performed in the time period between 10 a.m. two days before arrival until 12:00 p.m. on the arrival date.

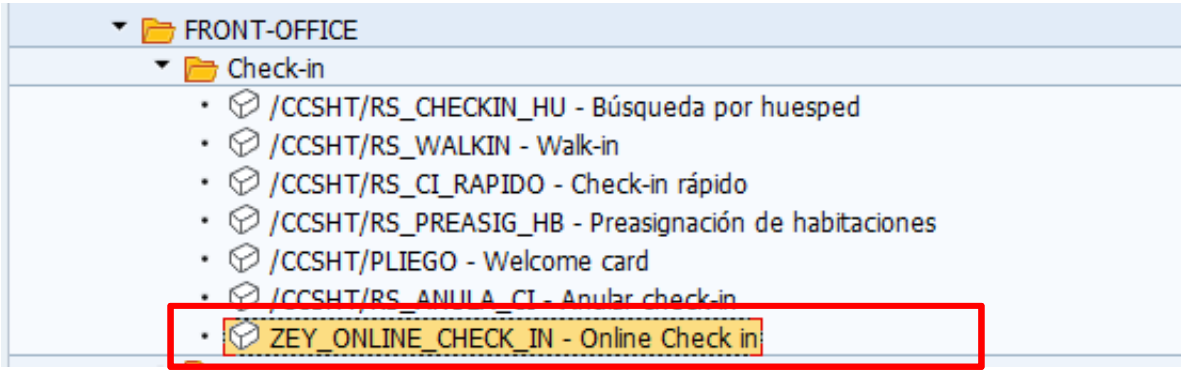
Mandatory task once the OCI has been activated :

- Revise the daily arrivals at least 3 days in advance in order to preassign the rooms according to all factors (repeat guests, groups, special requests, VIPs…)

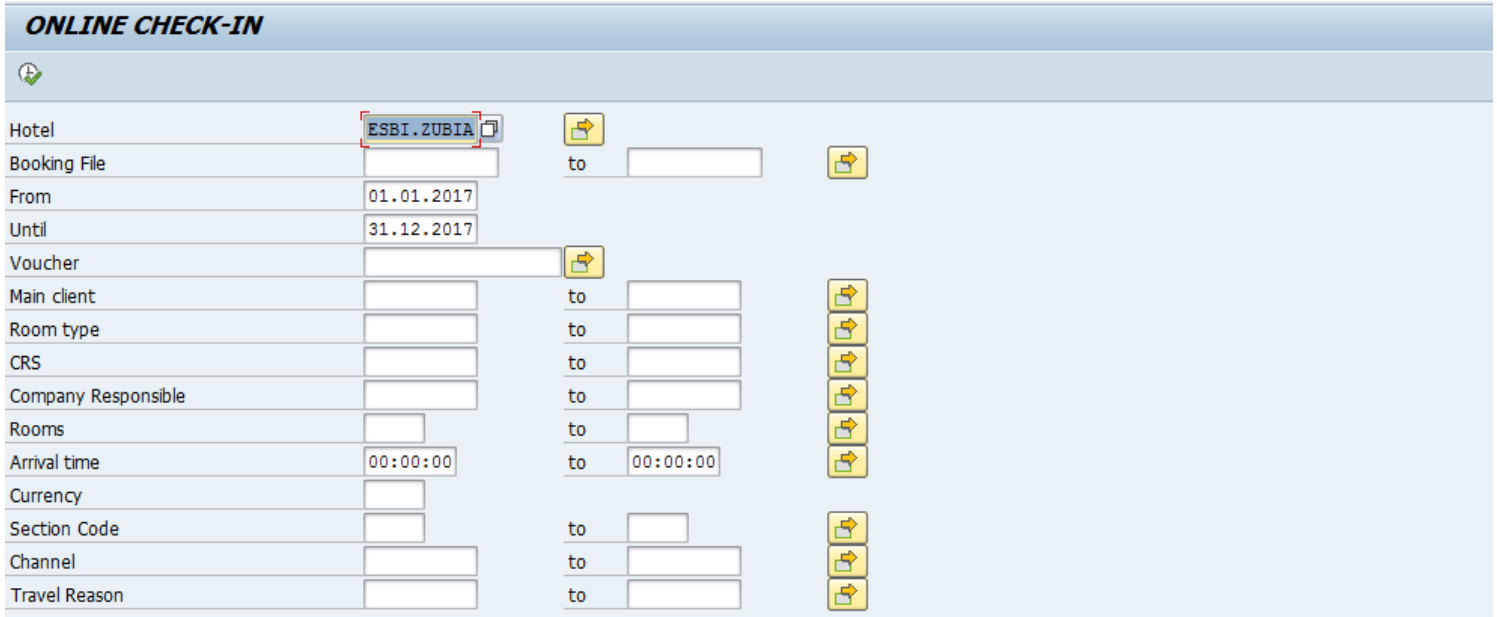
- Revise with other departments if it is needed to block or set rooms as out-of-service, due to operative reasons, maintenance tasks, or operative saving…

Important! Check the **TMS4H_OCI_Front Office Guide** for all the details.

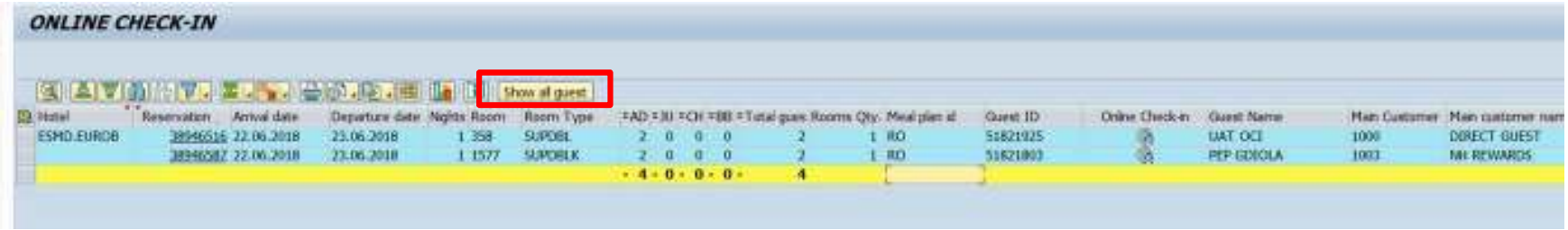
Position in the TMS menu



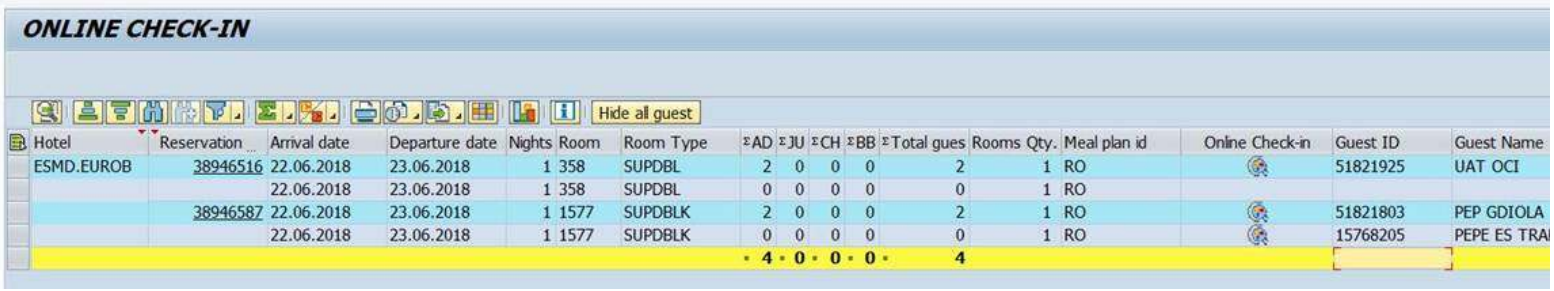
Filters / Parameters



Icons & Upper menu



The button “Show all guest” displays the guests that have (or have not) made the OCI process.



Hotel	Reservation	Arrival date	Departure date	Nights	Room	Room Type	ΣAD	ΣJU	ΣCH	ΣBB	ΣTotal gues	Rooms Qty.	Meal plan id	Online Check-in	Guest ID	Guest Name
ESMD.EUROB	38946516	22.06.2018	23.06.2018	1	358	SUPDBL	2	0	0	0	2	1	RO		51821925	UAT OCI
		22.06.2018	23.06.2018	1	358	SUPDBL	0	0	0	0	0	1	RO			
	38946587	22.06.2018	23.06.2018	1	1577	SUPDBLK	2	0	0	0	2	1	RO		51821803	PEP GDIOLA
		22.06.2018	23.06.2018	1	1577	SUPDBLK	0	0	0	0	0	1	RO		15768205	PEPE ES TRA
							4	0	0	0	4					

Reservations proceeded with the OCI will show the icon and are followed by the PID of the guest.

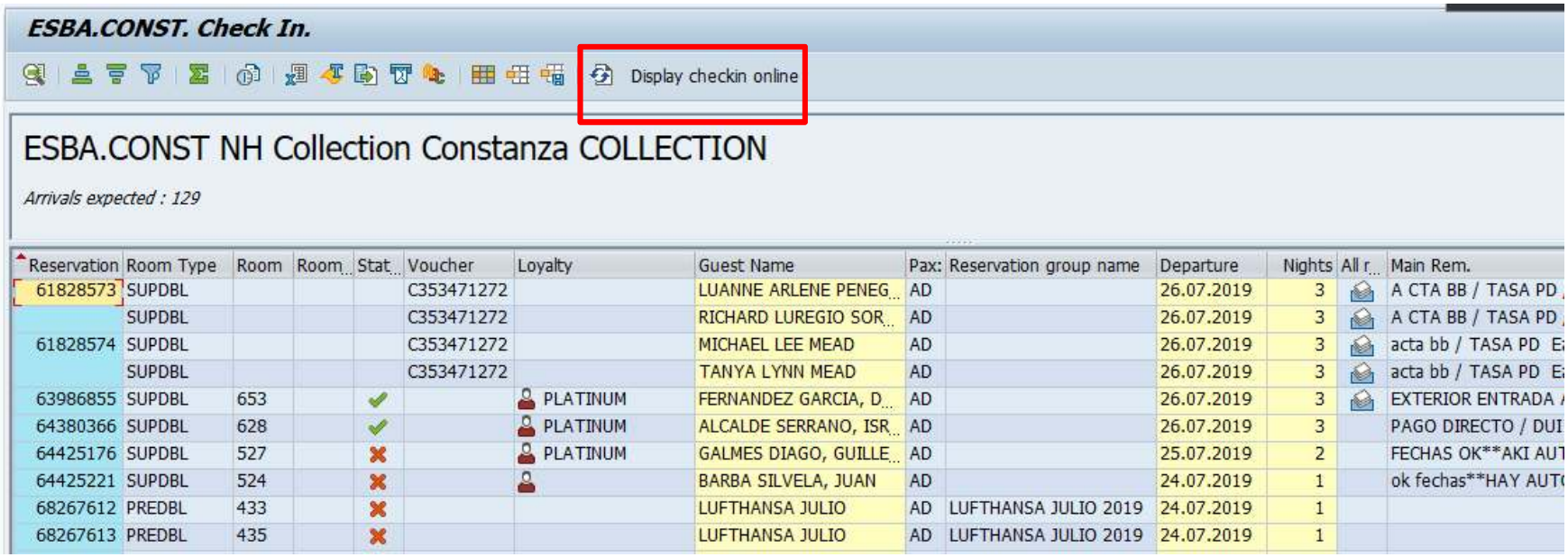
If we double click on the line, we enter to /CCSHT/RS02_IN - MODIFY . Only in case the reservation is in status Checked in / or checked out, we will be entering CCSHT/RS03_IN – DISPLY.

<u>Important</u>. Clients who did not fill out the registrations online, have to do this as usual at the reception.

OCI PERFORMED BY GUEST– VISUALIZATION ON TMS

/CCSHT/RS_CHECKIN_HU - Guest search

With the new option at the top menu, we can display the reservations arriving today that have made the OCI:

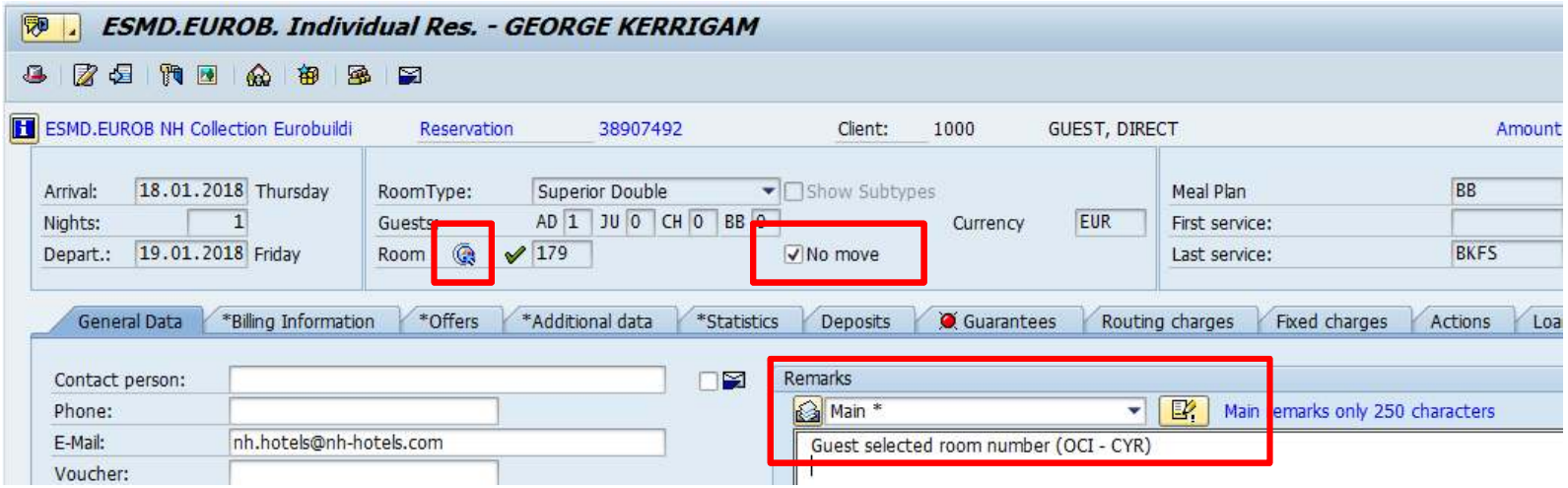


Reservation	Room Type	Room	Room...	Stat...	Voucher	Loyalty	Guest Name	Pax:	Reservation group name	Departure	Nights	All r...	Main Rem.
61828573	SUPDBL				C353471272		LUANNE ARLENE PENEG...	AD		26.07.2019	3		A CTA BB / TASA PD
	SUPDBL				C353471272		RICHARD LUREGIO SOR...	AD		26.07.2019	3		A CTA BB / TASA PD
61828574	SUPDBL				C353471272		MICHAEL LEE MEAD	AD		26.07.2019	3		acta bb / TASA PD E
	SUPDBL				C353471272		TANYA LYNN MEAD	AD		26.07.2019	3		acta bb / TASA PD E
63986855	SUPDBL	653		✔		PLATINUM	FERNANDEZ GARCIA, D...	AD		26.07.2019	3		EXTERIOR ENTRADA
64380366	SUPDBL	628		✔		PLATINUM	ALCALDE SERRANO, ISR...	AD		26.07.2019	3		PAGO DIRECTO / DUI
64425176	SUPDBL	527		✖		PLATINUM	GALMES DIAGO, GUILLE...	AD		25.07.2019	2		FECHAS OK**AKI AUT
64425221	SUPDBL	524		✖			BARBA SILVELA, JUAN	AD		24.07.2019	1		ok fechas**HAY AUT
68267612	PREDBL	433		✖			LUFTHANSA JULIO	AD	LUFTHANSA JULIO 2019	24.07.2019	1		
68267613	PREDBL	435		✖			LUFTHANSA JULIO	AD	LUFTHANSA JULIO 2019	24.07.2019	1		

OCI PERFORMED BY GUEST– VISUALIZATION ON TMS

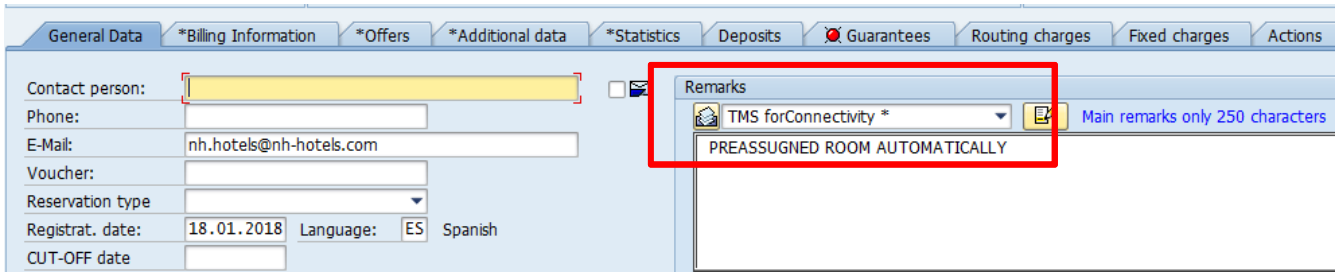
General Data Tab

If a guest succesfully finishes the OCI process, the following icon will apear next to the room selection field:



Additionally the flag “no move” will be selected and the message “Guest selected room number…” will appear in the Main Remark field:

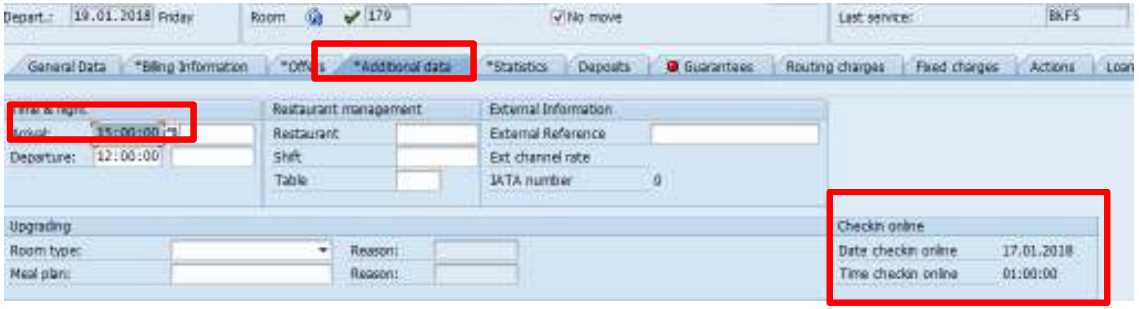
<u>Reminder:</u> When the room has been preassigned automatically through the website due to extra bed or baby cot, the following message will appear on the TMS for Connectivity remarks field:

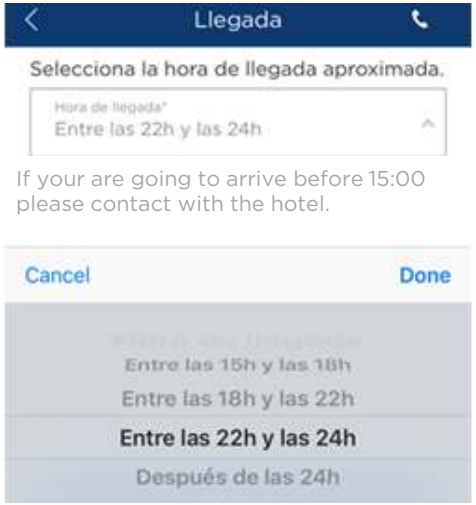


OCI performed by the guest– Visualization in TMS

Additional Data Tab

By default the arrival time of a reservation will be 15:00 on the tab “Additional Data”. The guest will be able to select the time in a drop-down menu on the website:





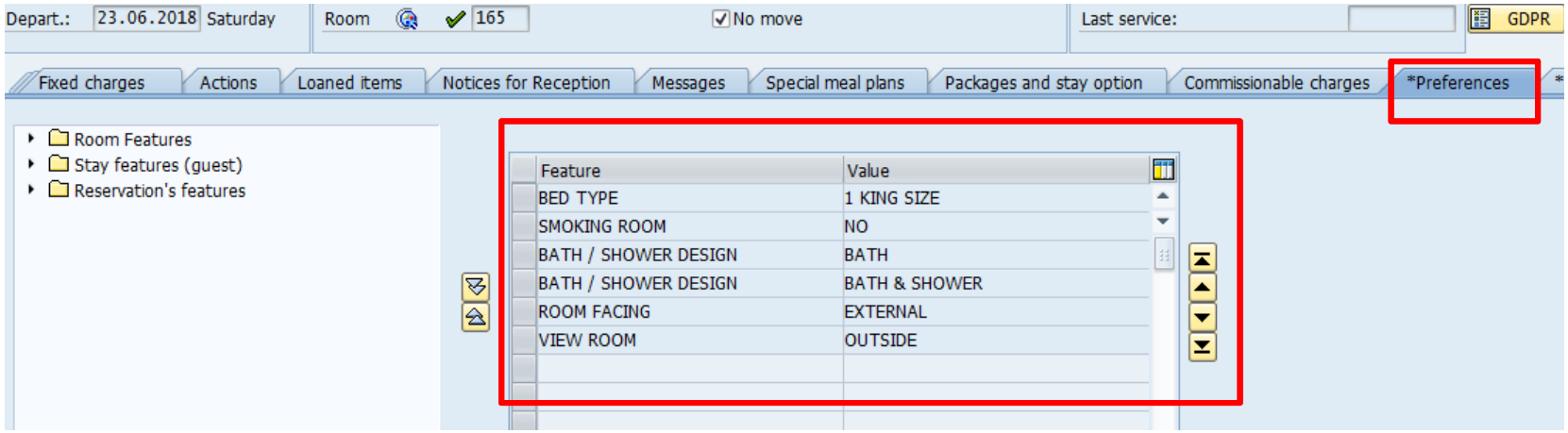
After selecting the arrival time in the drop-down menus on the website, the selected time will appear in the TMS showing the lowest hour.
Additionally the time when the guest finished the OCI process will appear to the right side.

If the guest wants to select an arrival time before 15h (UPS or other reasons), he/she will get a message to contact the hotel.
This means that the guest will not be able to select a Check-in time before 15:00 in the OCI tool and he/she will not be able to see a Check-in time before 15:00, even though it might have been indicated in TMS

If we have an arrival time already informed in TMS and the guest chooses another time, this will be modified automatically.

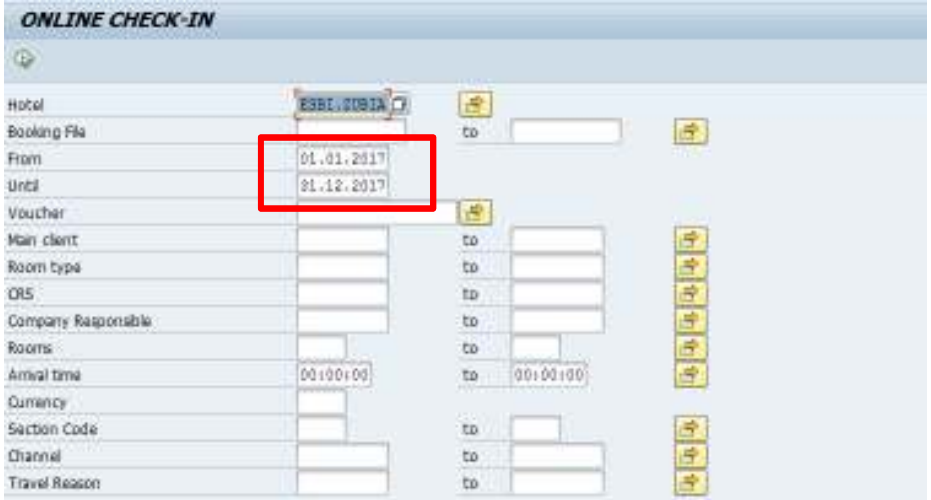
Preferences Tab

The selected prefrences by the guest will be shown in the PREFRENCES tab in TMS.

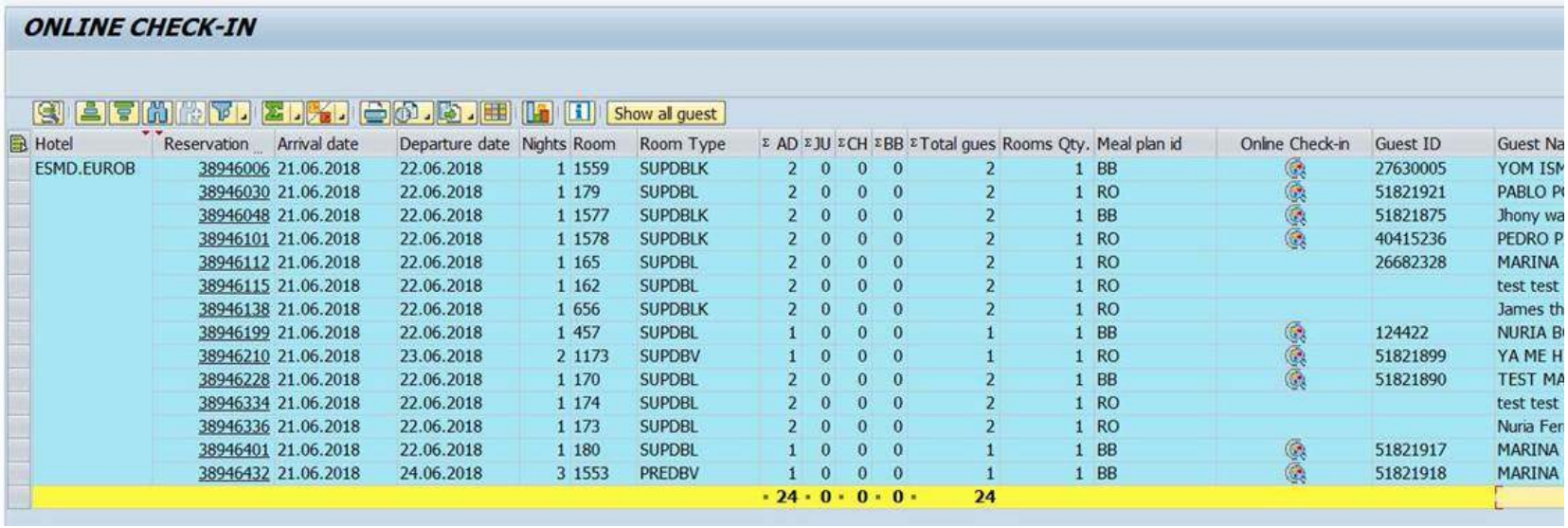


This information is helpful when a change is needed in the selected room.

Search in history– Performed Online Check Ins



The desired time period will have to be entered as search parameter:
-Past
-Current
-Upcoming (e.g. 2 days)



ONLINE CHECK-IN

Show all guest

Hotel	Reservation	Arrival date	Departure date	Nights	Room	Room Type	Σ AD	Σ JU	Σ CH	Σ BB	Σ Total gues	Rooms Qty.	Meal plan id	Online Check-in	Guest ID	Guest Na
ESMD.EUROB	38946006	21.06.2018	22.06.2018	1	1559	SUPDBLK	2	0	0	0	2	1	BB		27630005	YOM ISM
	38946030	21.06.2018	22.06.2018	1	179	SUPDBL	2	0	0	0	2	1	RO		51821921	PABLO P
	38946048	21.06.2018	22.06.2018	1	1577	SUPDBLK	2	0	0	0	2	1	BB		51821875	Jhony wa
	38946101	21.06.2018	22.06.2018	1	1578	SUPDBLK	2	0	0	0	2	1	RO		40415236	PEDRO P
	38946112	21.06.2018	22.06.2018	1	165	SUPDBL	2	0	0	0	2	1	RO		26682328	MARINA
	38946115	21.06.2018	22.06.2018	1	162	SUPDBL	2	0	0	0	2	1	RO			test test
	38946138	21.06.2018	22.06.2018	1	656	SUPDBLK	2	0	0	0	2	1	RO			James th
	38946199	21.06.2018	22.06.2018	1	457	SUPDBL	1	0	0	0	1	1	BB		124422	NURIA B
	38946210	21.06.2018	23.06.2018	2	1173	SUPDBV	1	0	0	0	1	1	RO		51821899	YA ME H
	38946228	21.06.2018	22.06.2018	1	170	SUPDBL	2	0	0	0	2	1	BB		51821890	TEST MA
	38946334	21.06.2018	22.06.2018	1	174	SUPDBL	2	0	0	0	2	1	RO			test test
	38946336	21.06.2018	22.06.2018	1	173	SUPDBL	2	0	0	0	2	1	RO			Nuria Fer
	38946401	21.06.2018	22.06.2018	1	180	SUPDBL	1	0	0	0	1	1	BB		51821917	MARINA
	38946432	21.06.2018	24.06.2018	3	1553	PREDBV	1	0	0	0	1	1	BB		51821918	MARINA
							24	0	0	0	24					

Clients' creation in CRM:

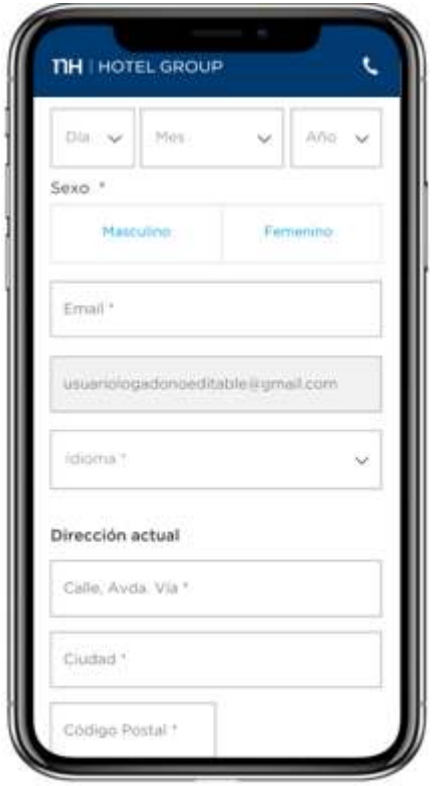
When the client completes his data in the OCI process, the system will execute a search process depending on ID number and the email address. If no data are matching, the system will create a new Party ID which will be reflected automatically in TMS when finalizing the OCI process.

Localization & modification of data in CRM:

when the client completes his date in the OCI process, the system will execute a search process depending on ID number and the E-mail if the system finds a matching with only one parameter, including a percentage of coincidence in the first and last name, this will be also selected and reflected in TMS.

The guest will be able to change the data except: first and last name, document ID number and E-mail field.
He will be able to modify the document ID number field only if the field is empty or NO VAT informed.

The active fields to be filled out are variable between the countries depending on the special legislations.



Reservations

Information Systems:
/CCSHT/RS_06_011_AVV – Valued expected Arrivals ALV
ZEY_RS_06_011_ALV - Value expected arrivals and stay option

Front office:

Check in:
/CCSHT/RS_CHECKIN_HU - Guest search
/CCSHT/RS_PREASIG_HB - Room assignment
ZEY_ONLINE_CHECK_IN - Online Check-in (OCI special transaction)

Information Systems:
/CCSHT/RC_HS - House status
/CCSHT/RC_SI_001_ALV - In-house guests or occupied rooms ALV
/CCSHT/RC_004_ALV - Arrivals book ALV

& also in any report where we see the Main Remark (Guest selected room number (OCI - CYR)
example: ZTMS_COM_CHECK - Reservations check report

FAQs and best practices

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To which type of reservations does the OCI apply?
Clients who access the service through the pre-arrival email, from the Menu MANAGE MY RESERVATION.

What happens if the client is performing the OCI process and somebody is blocking the reservation in TMS?
It will not be possible and the client will get a message to try later.

What happens if the client and the hotel chooses the same room at the same time for different reservations?
In the moment the guest chooses a room in the OCI, this will be blocked for usage in TMS.

If a client has a reservation of a room with a subtype category like double twin, and he chooses a double queen bed in the preference, would he/she be able to continue choosing this preference? ?
When the client make a reservation with a subtype category, he/she will see the floor plan with all the subtypes related to the generic room type being able to chose any of them.

Would the client see any text mentioning the possibility that the room chosen might be changed for any reason?
Yes, the client will see this message. In any case when we need to change the assigned room we have to keep in mind the preferences of the guest, as well as the possibility for an upgrade. This is all depending on the special day to day situations.

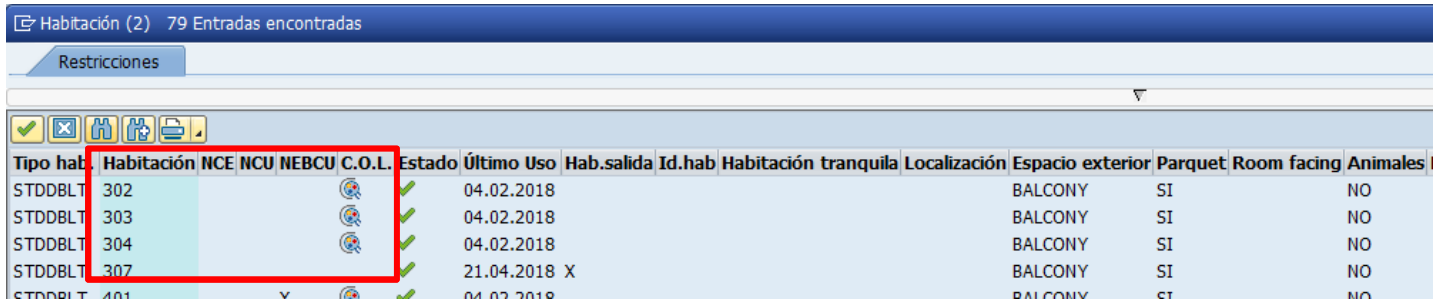
What happens if the reservation has more than one guest?
Only the first guest accessing the OCI process will see that whole process. The remaining guests will bot be able to select the room, select the arrival time, or add the CC number. It will be only possible for them to complete the registration forms.

Which rooms will not appear for selection in the OCI process?

- Room blocked centrally (by jira for the OCI process)
- Assigned rooms
- Blocked rooms in the maintenance module.
- Rooms set as Out of Service in the Maintenance Module.

How do we know the rooms which are not already selected for the OCI?

When we open the room assignment screen in the reservation, in the *Room rack by floor* the icon of the OCI will not be visible.



Can the guest see the connecting rooms?

No, it has been decided like this at Company level.

Minors & and OCI?

If a reservation contains any children, they will not appear since they wont have to fill in the Registration.

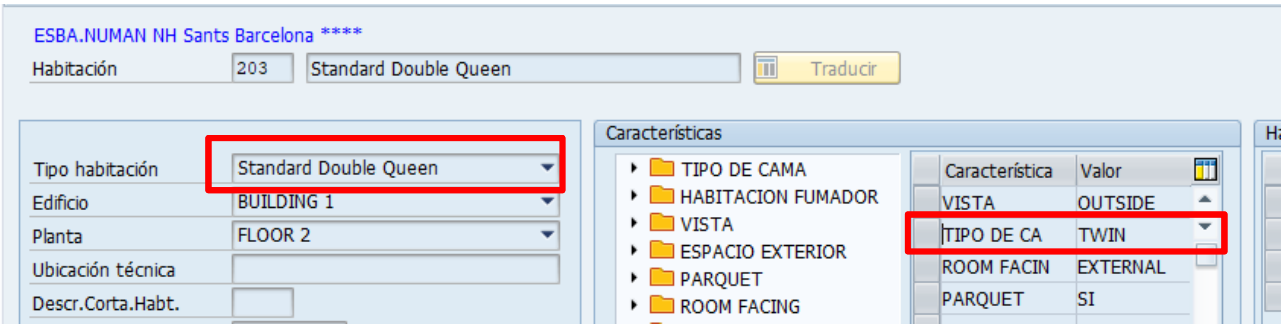
If during the registration process a Date of Birth is added for a minor, the system will not allow to proceed

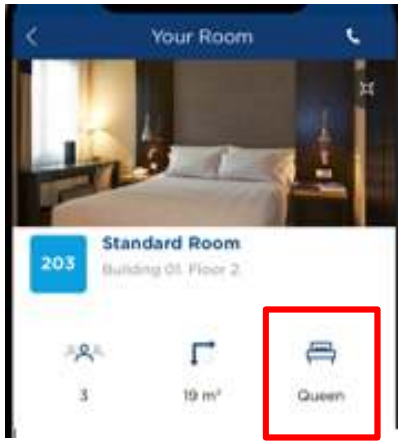
How would the client see that his reservation has already an assigned room?

If the room is assigned by the hotel or because there is an Extra bed / Baby bed, the client will see the room number and will not be able to modify it.

What happens if the room characteristics are incorrectly configured?

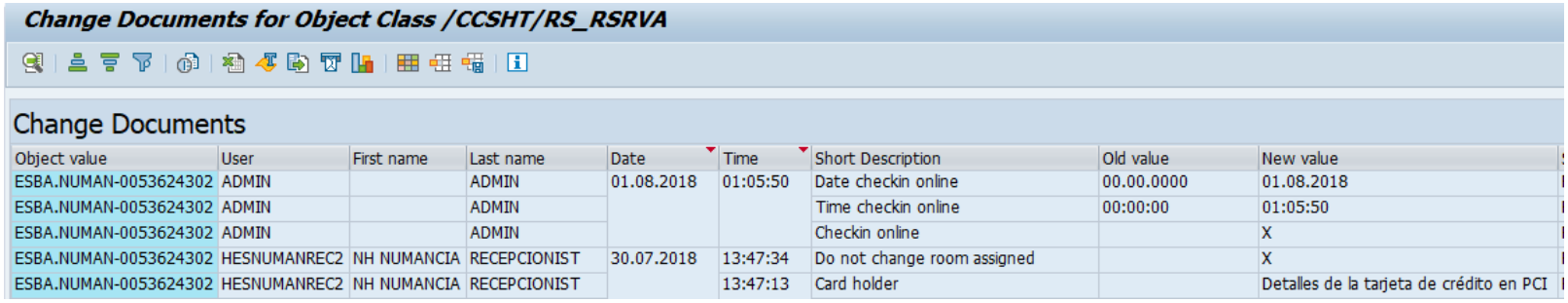
If we have for example a room configured as Superior double queen and in the characteristics it is mentioned to be as Twin, this room will be selected as a TWIN preference for the client, but in the final step of the OCI the guest will see the real room type which will be then incorrect to his needs.





How are the modifications done by the client visible in TMS?

User ADMIN appears in Modification History.



Change Documents for Object Class /CCSHT/RS_RSRVA

Change Documents

Object value	User	First name	Last name	Date	Time	Short Description	Old value	New value
ESBA.NUMAN-0053624302	ADMIN		ADMIN	01.08.2018	01:05:50	Date checkin online	00.00.0000	01.08.2018
ESBA.NUMAN-0053624302	ADMIN		ADMIN			Time checkin online	00:00:00	01:05:50
ESBA.NUMAN-0053624302	ADMIN		ADMIN			Checkin online		X
ESBA.NUMAN-0053624302	HESNUMANREC2	NH NUMANCIA	RECEPCIONIST	30.07.2018	13:47:34	Do not change room assigned		X
ESBA.NUMAN-0053624302	HESNUMANREC2	NH NUMANCIA	RECEPCIONIST		13:47:13	Card holder		Detalles de la tarjeta de crédito en PCI

How do we manage leaving a range of rooms as dirty for operational reasons or for energy reduction?

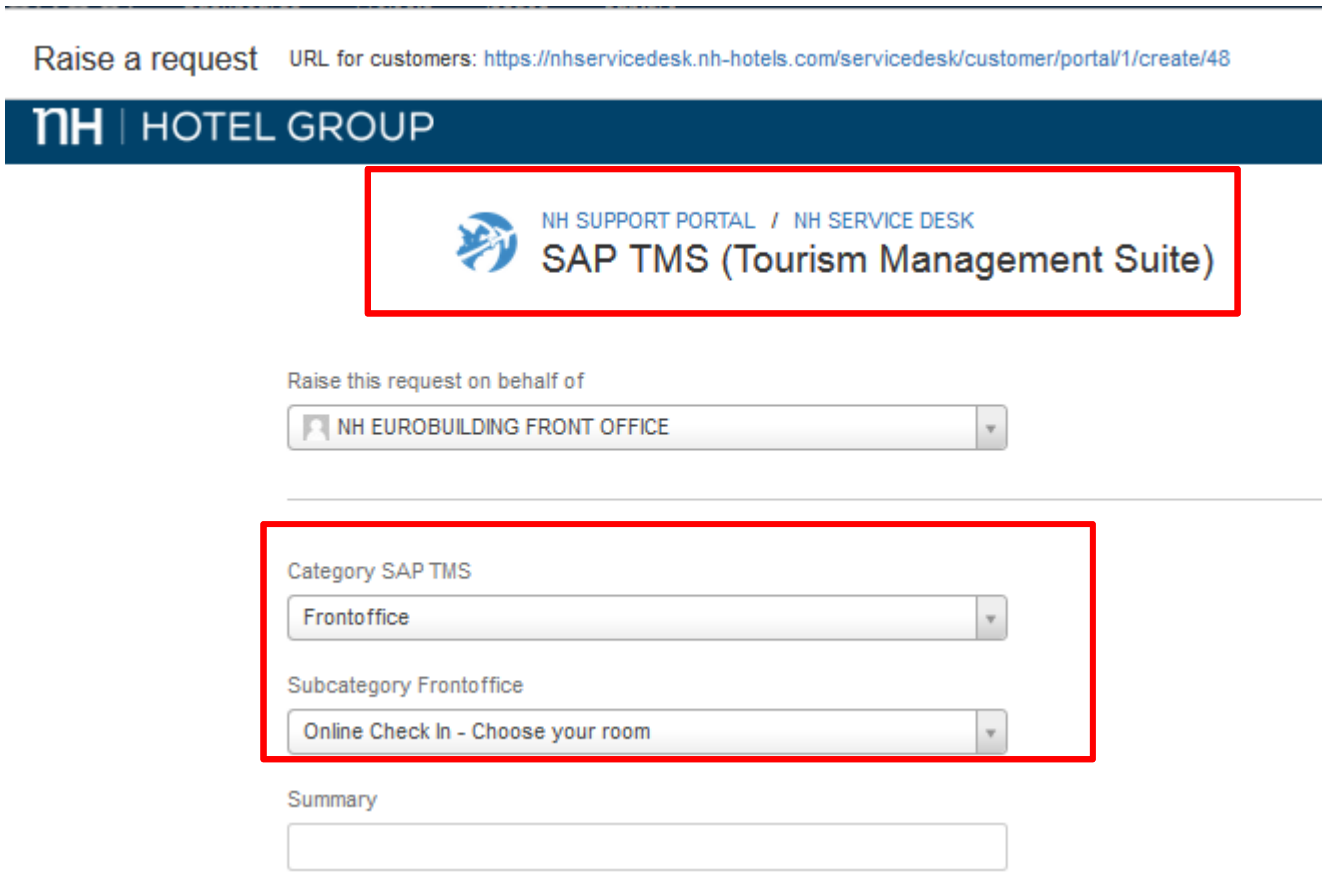
We have to use the option OUT OF SERVICE in the maintenance module.

How can we manage a LCO or a room extension for a room already assigned for the OCI?

Every case has to be revised individually, taking into consideration the availability and the preferences.

New Subgategory in JIRA

Any doubts or issues?



THANK YOU!

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