

MINOR
HOTELS

Tablets in reception and Wireless tablets 12/2025


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

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Project Description

Project description

Initiative to digitize the check-in and check-out processes by using a tablet Microsoft Surface Go connected to TMS and the Front Office PC.

The tablet will allow:

- ▶ To display the booking information and guest personal details.
- ▶ To perform a digital signature during the check-in.
- ▶ To get paper free processes.

Benefits:

- ▶ Improve efficiency (no print and store paper).
- ▶ Legal Liability: it is required to have a digitally stored registry for GDPR/Police.
- ▶ Paperless process: eco-friendly process and reduction of hotel OPEX costs (no print and store paper)



Environmental impact

Based on 150 hotels with current tablet usage during a year:



Waste avoided:
1,295,922
sheets of
paper
(equivalent to
6.5 tons)



Water
consumption
avoided:
12,959,221
liters for paper
production.



Number of
trees not felled:
130



Number of
toners
avoided:
93 units.

Tablet Functionalities

CHECK-IN PROCESS:

- ▶ Registration form: our client will be able to check all the information of the RF on the tablet and confirm that everything is correct.
- ▶ Police file (for countries applying)
- ▶ GDPR consent and MINOR DISCOVERY
- ▶ Digital signature: the client will sign on the tablet, and the signature will be digitally stored

CHECK-OUT PROCESS:

- ▶ Pro-forma invoice & POS tickets: our client will be able to check all the information of the invoice and the POS tickets.

Data Quality Verification



Digital Documents & Signature



GDPR and MINOR DISCOVERY consent



Display pro-forma, invoice and POS tickets





New check-in & check-out

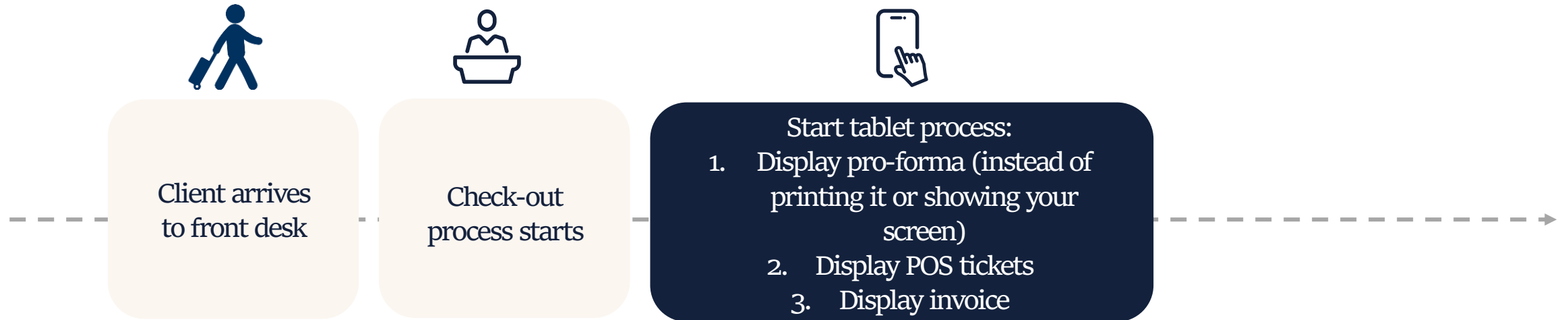
New check-in & check-out interaction with guest

Check-in process:



New check-in & check-out interaction with guest

Check-out process:



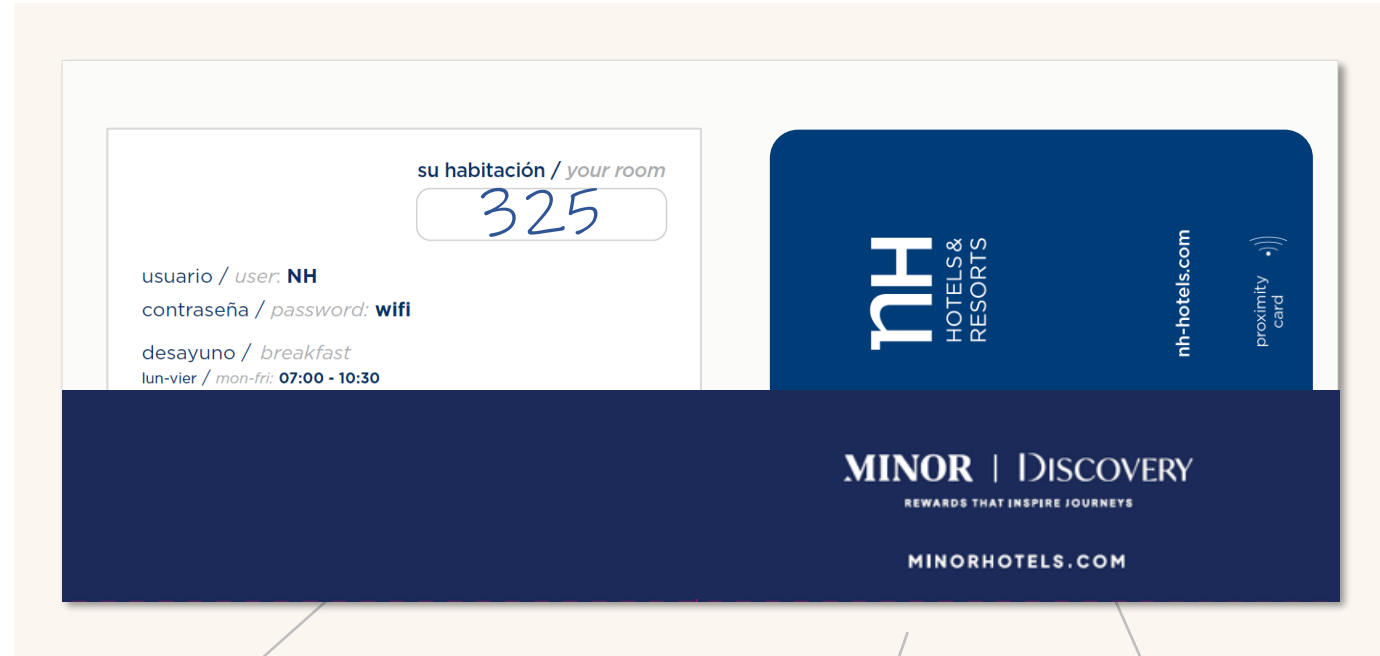


Marketing materials

Marketing materials

Materials to deliver to the guest:

1. Welcome folder
2. Room key
3. New card



3. New welcome card

1. Welcome folder

2. Room key

Marketing materials

As the registration form is digital, we do not need to print it.

A new card has been created to inform our guests about the most important information:



We recommend to handwrite the room number on the card while customer is managing the tablet.



su habitación / *your room*

325

usuario / *user*: **NH**
contraseña / *password*: **wifi**

desayuno / *breakfast*
lun-vier / *mon-fri*: **07:00 - 10:30**
sáb-dom / *sat-sun*: **13:00 - 16:00 / 20:00 - 23:00**

horario de restaurante / *restaurant opening hours*
lun-vier / *mon-fri*: **13:00 - 16:00 / 20:00 - 23:00**

ON THE FRONT

- Room number: handwritten
- Wi-Fi user and password
- Breakfast schedule

MINOR | DISCOVERY
REWARDS THAT INSPIRE JOURNEYS

JOIN NOW



NH MADRID ZURBANO
Calle de Zurbano, 79-81, 28003 Madrid
T +34 91 441 4500

ON THE BACK

- Personalized QR to join MINOR DISCOVERY program

Marketing materials by brand



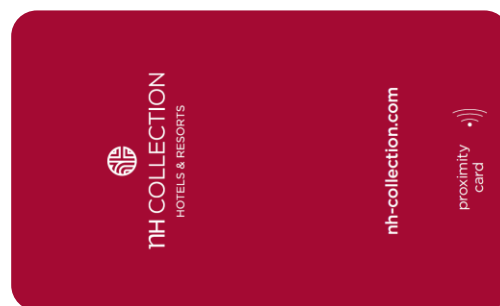
su habitación / *your room*

usuario / *user*: **NH**
contraseña / *password*: **wifi**

desayuno / *breakfast*
lun-vier / *mon-fri*: **07:00 - 10:30**
sáb-dom / *sat-sun*: **13:00 - 16:00 / 20:00 - 23:00**

horario de restaurante / *restaurant opening hours*
lun-vier / *mon-fri*: **13:00 - 16:00 / 20:00 - 23:00**

Marketing materials by brand



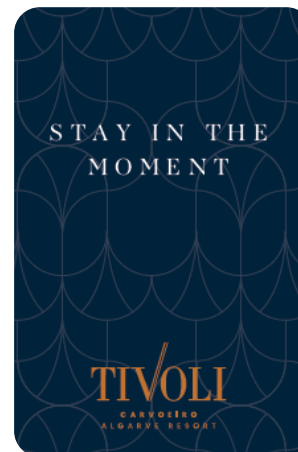
Su habitación / Your room

Usuario / User: **NH**
Contraseña / Password: **wifi**

Desayuno / Breakfast
Lun-Vier / Mon-Fri: **07:00 - 10:30**
Sáb-Dom / Sat-Sun: **13:00 - 16:00 / 20:00 - 23:00**

Horario de restaurante / Restaurant opening hours
Lun-Vier / Mon-Fri: **13:00 - 16:00 / 20:00 - 23:00**

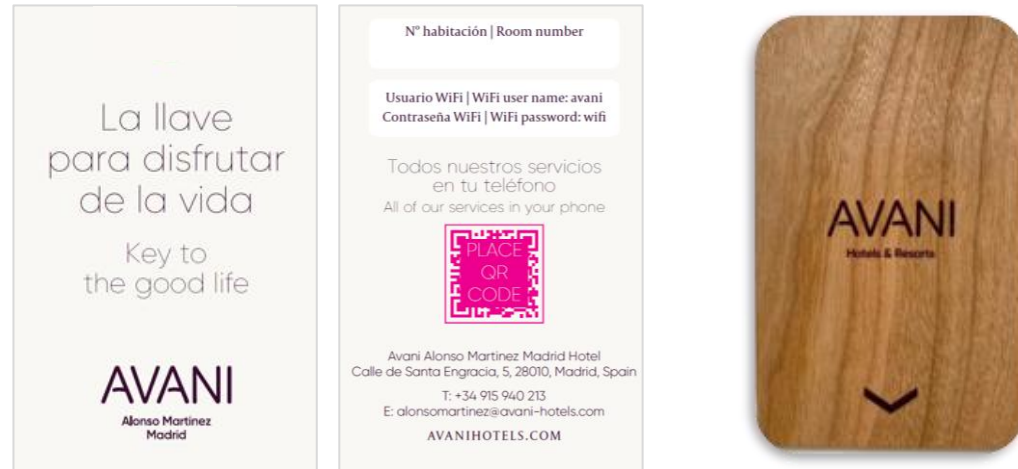
Marketing materials by brand



Your room / O seu quarto

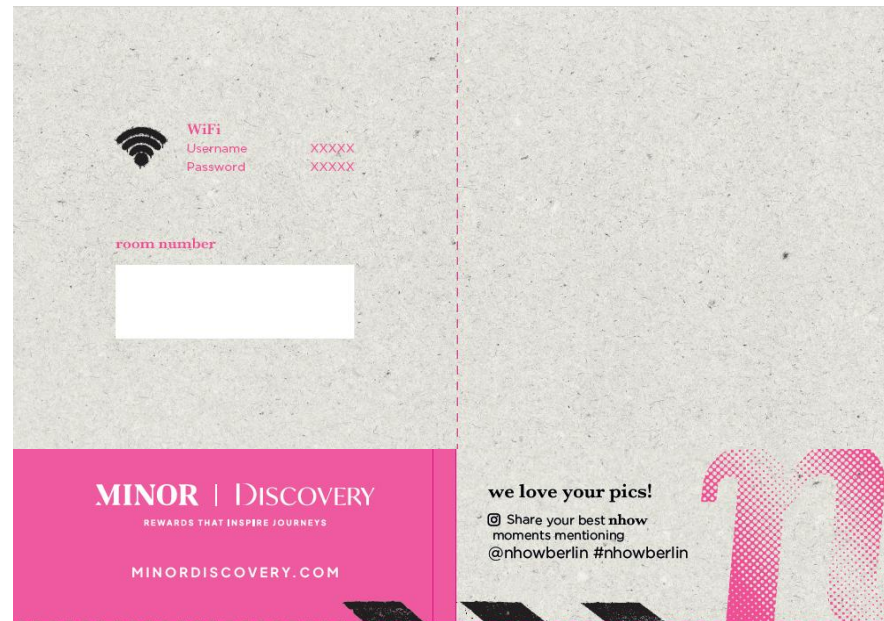
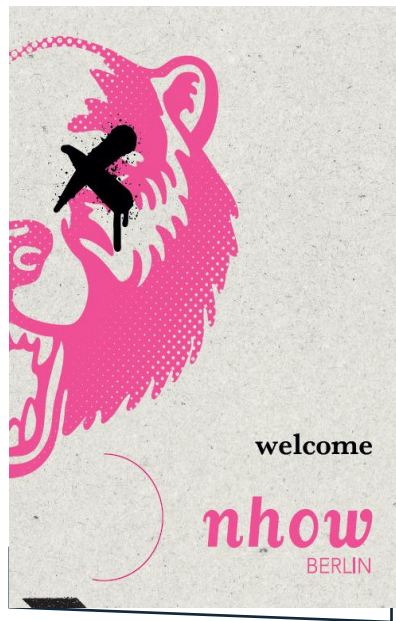
User / Utilizador: Tivoli
Password / Password: wifi
Breakfast / Pequeno-almoço
07:30 - 10:30

Marketing materials by brand



Marketing materials by brand

COMING SOON!



MINOR
HOTELS

Hardware

Hardware

Always recommend our clients to use the digital pen, to sign and to scroll and click.

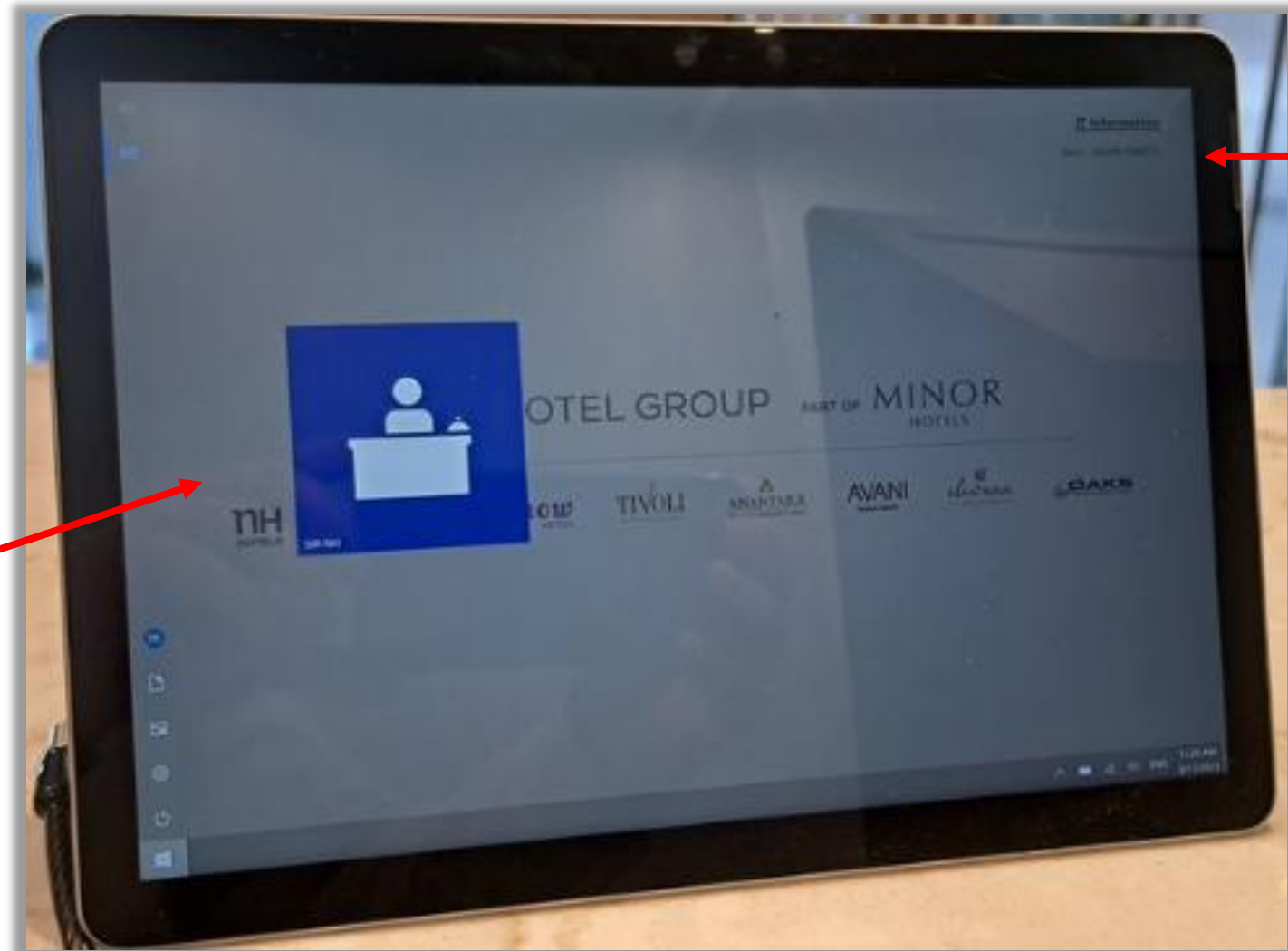


Hardware



Sign In Receptions NH
App

Registration Form
Proforma
Invoice
POS ticket
Police Record
(Just in some
countries)



HOST

MINOR
HOTELS

Check in process

Check in process



Before starting the tablet process

- Guest ID must be informed.
- Check if the customer is a MINOR DISCOVERY member. If not, offer joining the Program.
- Review if the guest has an email informed. If not, ask the customer to provide a valid email and save the information in CRM (so that the acquisition is valid).
- If customer doesn't have all the information in CRM (for example express enrollment), tablet won't work properly depending on the country of the hotel and their legal requirements.
- Save the check in.

ESMD.NACIO. Individual Res. - GUEST 1 GUEST 1

Reservation: 109296370 Client: 1000 GUEST, DIRECT Amount: 350.00 EUR

Arrival: 28.09.2023 Thursday
Nights: 1
Depart.: 29.09.2023 Friday

ESMD.NACIO NH Nacional ****

General data: Client: 62857773, S MAÑOS, LOS MAÑOS, Ext. Client number: 62857773

Program: NH_DISCOVERY, Sub program: , Category: SILVER, Points: 0,00

Contact person: GUEST, DIRECT
Phone: , E-Mail: NO E-MAIL
Voucher: , Reservation type: , Registrat. date: 28.09.2023, CUT-OFF date: ,

Salutation: , First name: LOS MAÑOS, Surname: LOS MAÑOS, Street: ZARAGOZA, N°: 1, City: ZARAGOZA, ZIP code: 50002, Country: ES Spain, Region: 50 Zaragoza, Language: ES Spanish, Nationality: ES Spanish, Date of birth: 10.12.2000, Mobile/Phone: , Company ID/Name: , Email: discoverytest@discovery.com, URL: , You heard of us: ,

Guests

O.	Code	Guest Name
1	69073981	GUEST 1 GUEST 1
2	69073982	GUEST 2 GUEST 2

Check in process

Starting the tablet process

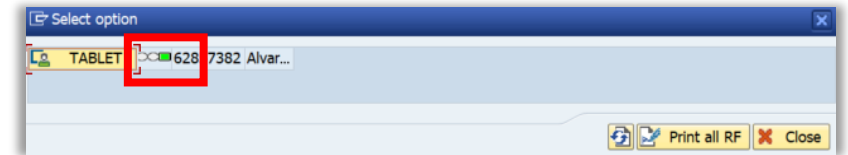
- Once the check-in is saved → you will get this pop up with the tablet icon preselected.



There is a “traffic light” by customer. Depending on the color it means:



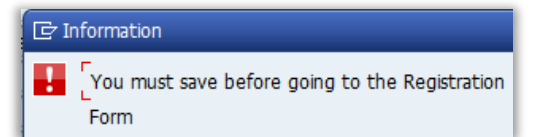
- Green: RF has been signed properly.
- Yellow: it is pending to upload.
- Red: it hasn't been signed or the process has been cancelled (run out of the time).



This “traffic light” only updates if you click on the icon “refresh”.

TAKE INTO CONSIDERATION

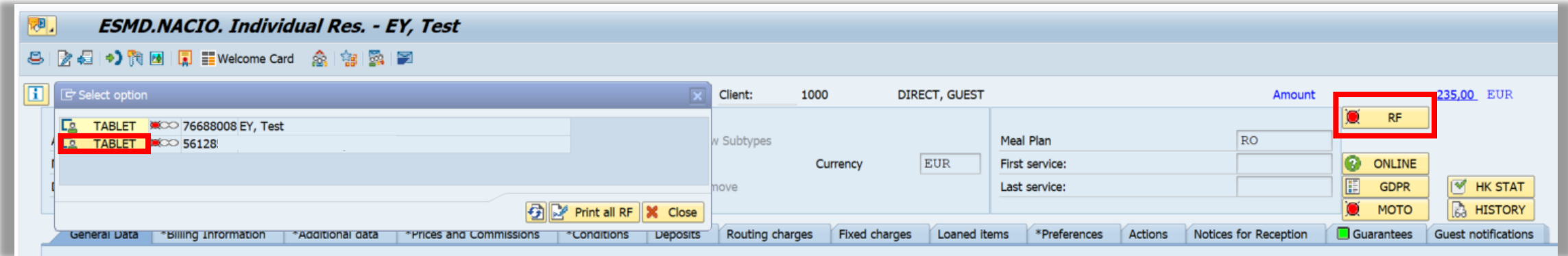
- If the Guest ID is not informed, the tablet icon won't be available
- Save the check in before clicking the icon “Tablet”, Otherwise, you will get this message:



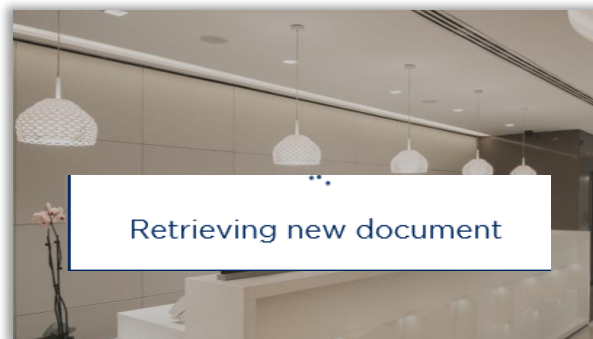
Check in process



- Once first customer has signed on the tablet, you must click on the registration form icon, and the second guest will be preselected.



- The tablet will upload automatically the information of the reservation, between 8 and 12 seconds.
- For security reasons, the information will disappear from the screen after 30 seconds if no action is done. If this happens, click on the “RF” icon again and repeat the steps.



Check in process



STEP 1 and 2: Clauses

The Tablet displays the GDPR & MINOR DISCOVERY clauses according to the information on the guest's CRM file.

1

Consent Type	Question		Yes	No
Marketing Consents	1.I consent to receive personalised marketing communi...		<input type="checkbox"/>	<input type="checkbox"/>
Marketing Consents	2.I consent to receive personalised marketing communi...		<input type="checkbox"/>	<input type="checkbox"/>
Marketing Consents	6.I would like to receive personalized promotions and sp...		<input type="checkbox"/>	<input type="checkbox"/>
Marketing Consents	7.I would like to receive special offers and promotions fr...		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marketing Consents	8.I would like to receive special offers and promotions fr...		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Loyalty Consents	3.MINOR DISCOVERY: I agree to you informing me by...		<input type="checkbox"/>	<input type="checkbox"/>
Loyalty Consents	4.MINOR DISCOVERY: I agree to you informing me by...		<input type="checkbox"/>	<input type="checkbox"/>



Terms of personal data management

I would like to receive special offers and promotions from Minor Group*as joint data controller by electronic means, of its activities and entities included in the Group <https://www.minorhotels.com/en/companies>. I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.

*Minor Group: Minor Hotels Group Limited, Minor Hotels Europe & Americas S.A. and Minor Hotels Australasia LTD.

☒ Decline ☒ Accept

I would like to receive special offers and promotions from Minor Group*as joint data controller by electronic means, of partners activities included in the Group <https://www.minorhotels.com/en/partnerships>. I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.

*Minor Group: Minor Hotels Group Limited, Minor Hotels Europe & Americas S.A. and Minor Hotels Australasia LTD.

☒ Decline ☒ Accept

Accept or decline all GDPR clauses.

2

Consent Type	Question		Yes
Marketing Consents	1.I consent to receive personalised marketing co...		<input type="checkbox"/>
Marketing Consents	2.I consent to receive personalised marketing co...		<input type="checkbox"/>
Marketing Consents	6.I would like to receive personalized promotions ...		<input type="checkbox"/>
Marketing Consents	7.I would like to receive special offers and promo...		<input checked="" type="checkbox"/>
Marketing Consents	8.I would like to receive special offers and promo...		<input checked="" type="checkbox"/>
Loyalty Consents	3.MINOR DISCOVERY: I agree to you informing ...		<input type="checkbox"/>
Loyalty Consents	4.MINOR DISCOVERY: I agree to you informing ...		<input type="checkbox"/>



MINOR | DISCOVERY

I want to join Minor DISCOVERY to earn up to 7 % of the invoice value of my stay in DISCOVERY Dollars rewards, enjoy benefits, receive exclusive offers and access to local offers and local experiences. I have read and accepted the [Terms and Conditions](#), the [Privacy Policy](#), and agree to receive relevant communications and promotions of Minor Hotels by electronic means, knowing that I can unsubscribe from future communications at any time by sending an email to dataprotection@minor-hotels.com

☒ Not now, thanks ☒ I want to join

Only MINOR DISCOVERY clauses. Confirm email is informed in CRM.

3

Consent Type	Question		Yes	No
Marketing Consents	1.I consent to receive personalised marketin...		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marketing Consents	2.I consent to receive personalised marketin...		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marketing Consents	6.I would like to receive personalized promoti...		<input type="checkbox"/>	<input type="checkbox"/>
Marketing Consents	7.I would like to receive special offers and pr...		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marketing Consents	8.I would like to receive special offers and pr...		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Loyalty Consents	3.MINOR DISCOVERY: I agree to you infor...		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Loyalty Consents	4.MINOR DISCOVERY: I agree to you infor...		<input checked="" type="checkbox"/>	<input type="checkbox"/>



Welcome, TEST TABLET 1

your room number is **726**

Check-in 22/11/2020 Check-out 23/11/2020

Our WiFi
User name: NH Password: 12345678910

Enjoy our breakfast
MON-FRI 07:30-10:30 SAT-SUN-HOL 07:30-10:30

PERSONAL INFORMATION
NAME: TEST SURNAME: TABLET 1
CITY: ZARAGOZA 1
POSTAL CODE: 50001 COUNTRY: Spain CITY: ZARAGOZA

☒ ☒

The clauses step is not displayed. The process skips to validating the guest information.

Check in process



Registration form STEP 1 | STEP 2 | STEP 3 | STEP 4

STEP 1. GDPR Clauses.

Once the customer has selected the options, the icon will be activated.



Terms of personal data management

I would like to receive special offers and promotions from Minor Group*as joint data controller by electronic means, of its activities and entities included in the Group <https://www.minorhotels.com/en/companies>. I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.

*Minor Group: Minor Hotels Group Limited, Minor Hotels Europe & Americas S.A. and Minor Hotels Australasia LTD.

✕

Decline

✓

Accept

I would like to receive special offers and promotions from Minor Group*as joint data controller by electronic means, of partners activities <https://www.minorhotels.com/en/partnerships>. I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.

*Minor Group: Minor Hotels Group Limited, Minor Hotels Europe & Americas S.A. and Minor Hotels Australasia LTD.

✕

Decline

✓

Accept

The form will be printed in one language only: in the hotel’s language for guests with the same language as the hotel and in English for guest a different language.

Check in process



Registration form **STEP 1** | STEP 2 | STEP 3 | STEP 4


STEP 2. Discovery Clauses:


Once the customer has selected the options, the icon will be activated.





MINOR | DISCOVERY

I want to join Minor DISCOVERY to earn up to 7 % of the invoice value of my stay in DISCOVERY Dollars rewards, enjoy benefits, receive exclusive offers and access to local offers and local experiences. I have read and accepted the [Terms and Conditions](#), the [Privacy Policy](#), and agree to receive relevant communications and promotions of Minor Hotels by electronic means, knowing that I can unsubscribe from future communications at any time by sending an email to dataprotection@minor-hotels.com


Not now, thanks


I want to join





Customer can go back to modify the GDPR consents any time by clicking the white circle.
This screen is available for all brands.

Check in process



Registration form [STEP 1](#) | [STEP 2](#) | [STEP 3](#) | [STEP 4](#)

STEP 3. View RF:

Once the customer has clicked “the green circle”, they will see the information of the current Registration Form in printable format.

This RF include the MINOR DISCOVERY Dollar's balance too.

Welcome,
TEST TABLET 1

your room number is

726

Check-in 22/11/2020

Check-out 23/11/2020

Our WiFi

User name

Password

NH 12345678910

Enjoy our breakfast

MON-FRI

SAT-SUN-HOL

07:30-10:30 07:30-10:30

PERSONAL INFORMATION

NAME TEST

SURNAME TABLET 1

STREET ZARAGOZA 1

POSTAL CODE 50001

COUNTRY Spain

CITY ZARAGOZA

←

→

Customer can go back to modify the consents any time by clicking the white circle.

Check in process



Registration form **STEP 1** | STEP 2 | **STEP 3** | STEP 4

STEP 3. View RF.

Once the customer reads the document, they can flag in the green circle, on the bottom of the screen, and tablet will upload the option to sign on it.

FH16qTSInOnU=

Booking details

BASIC INFORMATION ON DATA PROTECTION LINKED TO THE NH DISCOVERY PRIVACY POLICY	
Data controller	1.MINOR HOTELS EUROPE & AMERICAS, S.A., Tax number: A28027944 Registered Office: Calle Santa Engracia 120, 7º 28003 Madrid, España. Email: dpo@nh-hotels.com
Purpose	1.To manage the Loyalty Programme and process your application for membership, to assign your member number, your access codes to your private area online and to allow you to earn and redeem your DISCOVERY dollars. 2.To customise Loyalty Programme services to Members' preferences and tastes, and to get feedback on the service provided in our hotels. This may include sending surveys on quality and the tailoring and customisation of services provided by MINOR HOTELS EUROPE & AMERICAS. 3.To send communications relating to your account, including but not limited to, DISCOVERY dollars balance, category of your card, notifications and anything else which will keep you informed about the status of your account. 4.To send customised commercial communications via email or equivalent methods, about offer and services relating to the Programme, unless you object to such processing.
Legal basis	1. Execution of the contract signed by both parties. 2. Legitimate interest. 3. Execution of the contract signed by both parties. 4. Legitimate interest.
Recipients	1. All entities participating in the DISCOVERY Loyalty Programme by Global Hotel Alliance (hereinafter, GHA), as this access is necessary for the correct provision of services linked to the NH DISCOVERY Programme, so that they know the conditions of your stay (price, dates, services included...) in order to provide different offers, benefits and experiences. They will also be informed about your account, balance, points and your category. Some of which will be located outside European Economic Area (included in countries where there is no comparable level of protection), as this access is necessary for conducting their normal business. All these entities are listed in the following link: https://www.ghadiscovery.com/our-brands . 2. All entities belonging to the MINOR HOTELS EUROPE & AMERICAS for the same purposes as the ones mentioned in the above paragraph. The list of such entities can be found by checking the following link: https://www.nh-hotels.es/terminos-y-condiciones/included-hotels .
Data transfer	We hereby inform you that your data will be transferred to third-party countries located outside of the European Economic Area and specifically to the USA, India and the Philippines. The aforementioned transfer will be made as a result of the services provided by MINOR HOTELS EUROPE & AMERICAS by Accenture which regard to the management of the back office relating to the company's invoicing. In this regard, we hereby inform you that this will be regulated by means of standard contractual clauses which have been previously authorised by the Spanish Data Protection Agency.
Rights	Access, rectification, deletion, objection, limitation of processing and portability of data. You may make the pertinent complaints to the Spanish Data Protection Agency
Additional Information	Additional detailed information about our Data Protection Policy can be found by checking https://www.nh-hotels.com/en/nhdiscovery/privacy-policy

I have read and agree to sign this document

Check in process



Registration form **STEP 1** | STEP 2 | STEP 3 | **STEP 4**

STEP 4. Signature:

On the “Signature” window, the customer will need to sign and “save” by clicking the green circle.

Booking details

BASIC INFORMATION ON DATA PROTECTION LINKED TO THE NH DISCOVERY PRIVACY POLICY

Data controller	1.MINOR HOTELS EUROPE & AMERICAS, S.A., Tax number: A28027944 Registered Office: Calle Santa Engracia 120, 7º 28003 Madrid, España. Email: dpo@nh-hotels.com
Purpose	1.To manage the Loyalty Programme and process your application for membership, to assign your member number, your access codes to your private area online and to allow you to earn and redeem your DISCOVERY dollars. 2.To customise Loyalty Programme services to Members' preferences and tastes, and to get feedback on the service provided in our hotels. This may include sending surveys on quality and the tailoring and customisation of services provided by MINOR HOTELS EUROPE & AMERICAS. 3.To send communications relating to your account, including but not limited to, DISCOVERY dollars balance, category of your card, notifications and anything else which will keep you informed about the status of your account. 4.To send customised commercial communications via email or equivalent methods, about offer and services relating to the Programme, unless you object to such processing.
Legal basis	1. Execution of the contract signed by both parties. 2.Legitimated interest. 3.Execution of the contract signed by both parties. 4.Legitimated interest.
Recipients	1. All entities participating in the DISCOVERY Loyalty Programme by Global Hotel Alliance (hereinafter, GHA), as this access is necessary for the correct provision of services linked to the NH DISCOVERY Programme, so that they know the conditions of your stay (price, dates, services included, ...) in order to provide different offers, benefits and experiences. They will also be informed about your account, balance, points and your category. Some of which will be located outside European Economic Area (included in countries where there is no comparable level of protection), as this access is necessary for conducting their normal business. All these entities are listed in the following link: https://www.ghadiscovery.com/our-brands . 2. All entities belonging to the M The list of such entities can be f
Data transfer	We hereby inform you that your to the USA, India and the Philipi EUROPE & AMERICAS by Accen we hereby inform you that this Data Protection Agency.
Rights	Access, rectification, deletion, o Spanish Data Protection Agency
Additional Information	Additional detailed information https://www.nh-hotels.com/en/

Signature

2023-10-06 12:26:42 GMT +02:00

nes mentioned in the above paragraph.
inos-y-condiciones/included-hotels.

European Economic Area and specially
ices provided by MINOR HOTELS
ie company's invoicing. In this regard,
e been previously authorised by the Spanish

make the pertinent complaints to the

←

←

✓

✓

read and agree to sign this document

CANCEL: to cancel
the procedure

SAVE: to continue
the process

Check in process (only Spain)



Registration form **STEP 1** | **STEP 2** | **STEP 3** | **STEP 4**

STEP 3: View RF and Police File if it applies

The customer will display both documents consecutively.

They can scroll down to review them or click on the white flag to go to the end.



In this image you can see the end of registration form and the beginning of the police file.
Just in countries with this legal requirement.

9YpbPdmOPLzM2bSm7l= Detalles de la reserva

Destinatarios	2. Interés legítimo. 3. Ejecución del contrato suscrito entre las partes. 4. Interés legítimo. 1. Todas las entidades que participan en el programa de fidelización DISCOVERY de Global Hotel Alliance (en adelante, GHA), ya que este acceso es necesario para la correcta prestación de los servicios vinculados al programa NH DISCOVERY y para que conozcan las condiciones de su estancia (precio, fechas, servicios incluidos, etc.) con el fin de proporcionar diferentes ofertas, beneficios y experiencias. También se les enviará información sobre tu cuenta, saldo, puntos y categoría. Algunas entidades estarán ubicadas fuera del Espacio Económico Europeo (Incluso en países donde no existe un nivel de protección similar), ya que este acceso es necesario para el desarrollo normal de su actividad. Todas estas entidades figuran en el siguiente enlace: https://www.ghadiscovey.com/our-brands . 2. Todas las entidades pertenecientes a NH Hotel Group para los mismos fines que los mencionados en el párrafo anterior. La lista de dichas entidades se puede encontrar en el siguiente enlace: https://www.nh-hoteles.es/terminos-y-condiciones/included-hoteles .
Transferencia de datos	Le informamos que sus datos serán transferidos a terceros países ubicados fuera del Espacio Económico Europeo y, concretamente, a EEUU, India y Filipinas. La citada transferencia se realizará como consecuencia de la prestación de servicios que la empresa Accenture presta a NH HOTEL GROUP en relación con la gestión del back office relacionado con la facturación de la empresa. A este respecto, le informamos que la misma se encuentra regularizada por medio de cláusulas contractuales tipo, autorizados previamente por la AEPD.
Derechos	Acceso, rectificación, supresión, oposición, limitación del tratamiento y portabilidad de los datos. Podrá presentar las reclamaciones pertinentes ante la Agencia Española de Protección de Datos.
Información Adicional	Puede consultar información adicional y detallada sobre nuestra Política de Protección de Datos consultando www.nh-hoteles.es/terminos-y-condiciones

Datos del establecimiento

Nº:	ESA2802/944	Parte n°	0000270210
Nombre del establecimiento:	NH Nacional ****		
Municipio:	MADRID		
Provincia:	Madrid		

← →

Check in process



Registration form [STEP 1](#) | [STEP 2](#) | [STEP 3](#) | [STEP 4](#)

STEP 4. Sign.

- Sign and save the signature.
- You don't need to print out RF nor Police file.
- The police file will be sent as usual.

rpki9KMe/9oL8Cu0= Booking details

Establishment name: NH Nacional
Town: MADRID
Province: Madrid

Establishment stamp

Passenger data

National identity No: GUEST 1
Document type: P
Document issue date: 20000101
Surname: GUEST
Surname 2: 1
Name: GUEST 1
Sex: 1
Date of Birth: 20000101
Nationality: US
Arrival date: 20230928

La recogida y tratamiento de estos datos se hará de acuerdo con la Ley Orgánica de Protección de Datos Personales y garantía de los derechos digitales, y se respetará el tratamiento de datos personales por el enjuiciamiento de infracciones penales, y al artículo 25.1.

Protección de Datos
Personas físicas en lo que respecta a la investigación, detección o seguridad Ciudadana,

Signature
2023-10-06 12:26:42 GMT +02:00

← ✓ ✓

I have read and agree to sign this document

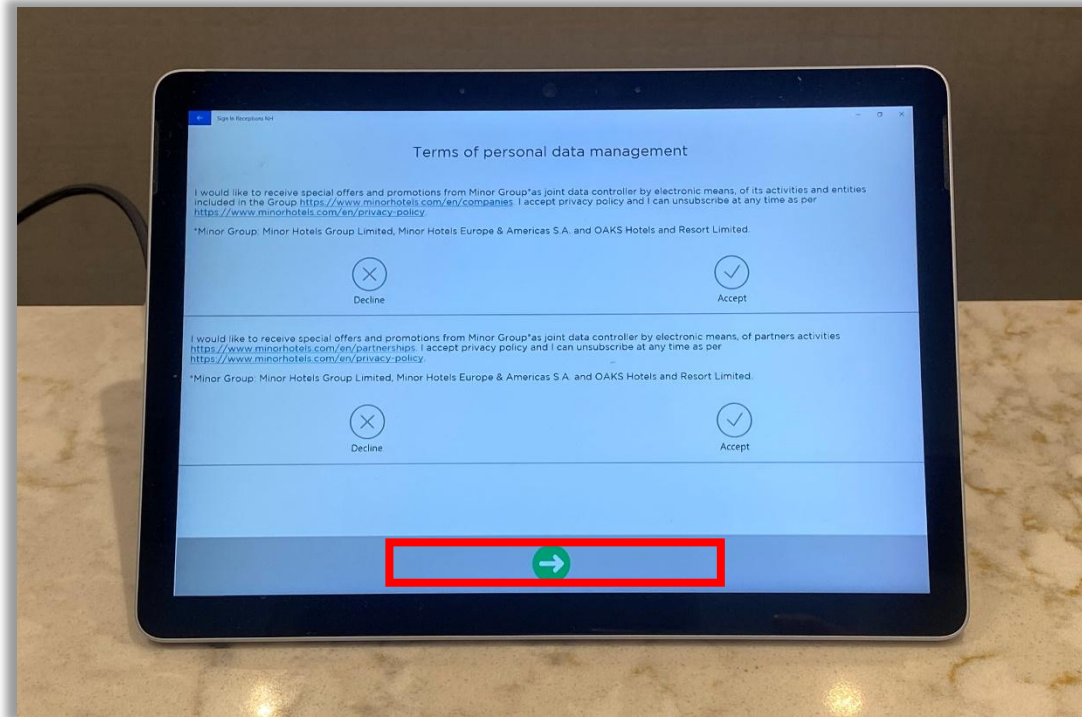
Check in process



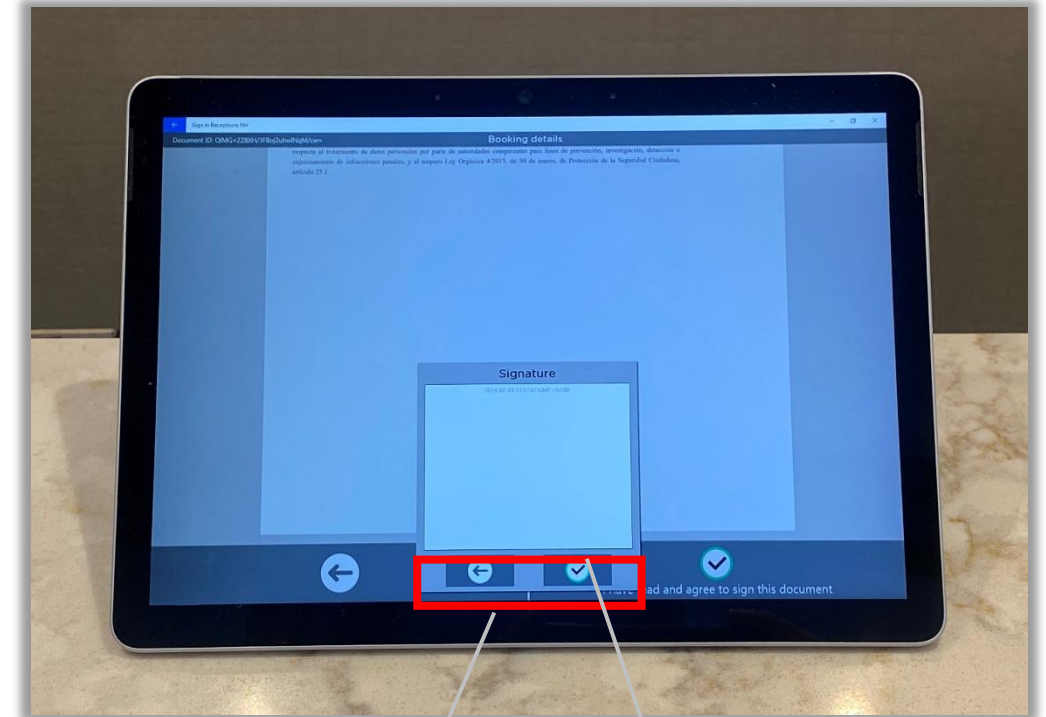
After check in has been saved in TMS, customer(s) can accept/decline their consents and enrolment to MINOR DISCOVERY program and sign the Registration Form (Police file if applies) on the tablet.

These documents are storage TMS, and the consents are updated automatically in CRM.

Accept or decline consents



Option to sign the RF



CANCEL: to cancel the procedure

SAVE: to continue the process

Check in process (summarize)



- Please remember to ask for the email and offer to join MINOR DISCOVERY program to our customers during the check in process, as usual.
- The consents clauses will be automatically updated in TMS several times every day, it is automatically now – no more scanning documents!
- All the documents are digitally stored in TMS!
- If our guests wish to join MINOR DISCOVERY anytime during their stay, you can do it through the tablets by clicking the icon “RF” in TMS and following the steps mentioned before.
Check if the email is informed in CRM profile.



ESMD.NACIO. Individual Res. - EY, Test

Client: 1000 DIRECT, GUEST Amount: 235,00 EUR

Subtypes: Currency: EUR

Meal Plan: RO

First service: Last service:

Print all RF Close

General Data *Billing Information *Additional data *Prices and Commissions *Conditions Deposits Routing charges Fixed charges Loaned items *Preferences Actions Notices for Reception Guarantees Guest notifications

RF ONLINE GDPR MOTO HK STAT HISTORY



Check out process

Check out process



Please select the option proforma in the folio as nowadays.

ESMD.NACIO. Process folio 1

Folio 1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today

Create proforma (Shift+F7)

Reservation: 109296361 Status: Check in Arrival: 28.09.2023 Departur: 29.09.2023 Upgrade:
Main Client: GUEST, DIRECT Voucher:
Main guest: GUEST 1, GUEST 1 Type: STDBL Standard Double GST AD 1 JU 0 CH 0 BB 0

FOLIOS: F1 197,90 EUR GUEST 1, GUEST 1-0069073981 F2 0,00 EUR GUEST 1, GUEST 1-0069073981 Num. pre-autoriz.
(tax incl.) F3 0,00 EUR GUEST 1, GUEST 1-0069073981 F4 0,00 EUR GUEST 1, GUEST 1-0069073981 Importe pendiente

Status	Revenue date	Folio	Concept ID	Description	Quantity	Price	Disc. (net)	Amount	Tax incl.	Service date	Sou...	Client %	Commi.Am.	Arrangement C
○	28.09.2023	1	ROOM	Habitación	1	162,73	0,00	162,73		28.09.2023	203	0,00	0,00	
○	28.09.2023	1	BB	Alojamiento y desayuno	1	17,18	0,00	17,18		28.09.2023	203	0,00	0,00	

TAKE INTO CONSIDERATION

! First, select a folio

You will find the next error if you don´t select the folio first.

TAKE INTO CONSIDERATION

! Folio's header conditions do not allow to display the invoice/proforma

The folios must have a holder informed, if not, you will find the next error.

Check out process



When you click on the option, “create proforma” in the folios you will have a new option called “tablet”

ESMD.NACIO. Process folio 1

Folio 1Folio 2Folio 3Folio 4All foliosCurrent dateCharges until today

Reservation109296370StatusCheck inArrival28.09.2023

Main ClientGUEST, DIRECTVoucher

Main guestGUEST 1, GUEST 1TypeSID

Printing - View proforma invoices

Billing

Tablet

Display proforma

Print proforma

Display and print

Print with printer selection

GUEST 1, GUEST 1-0069073981F2

GUEST 1, GUEST 1-0069073981F4

	Quant...	Price	Disc. (net)	
90100001	1	23,27	0,00	
ación	1	0,00	0,00	
ación	1	0,00	0,00	
	1	162,73	0,00	
	4			

NH Nacional ****

PASEO DEL PRADO 48

28014 - MADRID

España

Tlf: +914296629 Fax: +913691564

nhnacional@nh-hotels.com

nhHOTELS

Datos fiscales

GUEST 1

GUEST 1 GUEST 1

. 1

. EE.UU.

Party 69073981

Reserva 0109296370

Factura proforma

Datos postales

GUEST 1 GUEST 1

. 1

. EE.UU.

Nº Proforma

Fecha

Habitación

PAX

Nombre

Fecha IN

Fecha OUT

Página

9605754011

28.09.2023

204

2

GUEST 1 GUEST 1

28.09.2023

29.09.2023

1/1

Fecha

Cant.

Servicio

%IVA

Base

Cuota

Total

Saldo

28.09.2023

1

Ticket 9190100001

10%

23,27

2,33

25,60

25,60

Check out process



By clicking on the line of the charge of the POS you will see a pop up. Now, you will find an icon called “tablet”. Thanks to this icon, the POS ticket will be displayed on the tablet.

ESMD.NACIO. Process folio 1

Folio 1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today

Reservation: 109296370 Status: Check in Arrival: 28.09.2023 Departur: 29.09.2023

Main Client: GUEST, DIRECT Voucher:

Main guest: GUEST 1, GUEST 1 Type: STDDBL Standard Double

FOLIOS: F1 204,60 EUR GUEST 1, GUEST 1-0069073981 F2 0,00 EUR
(tax incl.) F3 0,00 EUR GUEST 1, GUEST 1-0069073981 F4 0,00 EUR

ID	Status	Prod. date	Folio	Concept ID	Description	Quant...	Price	Disc. (net)	Amount	Tax incl.	Service
000		28.09.2023	1	POSR	Ticket 9190100001	1	23,27	0,00	23,27		28.09..

ESMD.NACIO. Folio item's information

Folio data

Charge date	Char. time	User	Invoice No	Quantity	Transaction price	Tax inc	Curr.
28.09.2023	12:50:27	E00000047422		1	25,60	<input checked="" type="checkbox"/>	EUR

Display ticket TABLET



RESTAURANTE

Nº NACIONAL
PASO DEL PRADO 48
28014 MADRID
NH HOTEL GROUP S.A
USA29027844

COPIA

INVOICE NR 9190100001
CUBIERTOS 1
DI/HORA: 28.09.2023 - 13:16:26
ORIGINAL 28.09.2023 - 12:50:27

CANT	CONCP	PRECIO	TOTAL
2,00	CRUZCAMPO (BARRIL 0,33)	3,80	7,60
1,00	HERENCIA REMOINDO MONTESA TINTO (0,75)	18,00	18,00
	IVA 16,00%	2,33	
TOTAL		25,60	EUR
CARGO 204 GUEST 1 GUEST 1		20,60	EUR

FIRMA:

GRACIAS POR SU VISITA

Check out process



After billing, you will find a new option in the pop up called “tablet”. Invoice with “credit” payment method can´t be displayed on the tablet

ESMD.NACIO. Process folio 1

Reservation109296361StatusCheck inArrival28.0

Main ClientGUEST, DIRECT

Main guestGUEST 1, GUEST 1TypeSTD

FOLIOS: F1 (tax incl.) F3

End process

Would you like to print or send the invoice 4019263958 by email?

E-mailPrintTabletCancel



Invoice 4019263958

NH Nacional ****
PASEO DEL PRADO 48
28014 - MADRID
España
TIP: +914296629 Fax: +913691564
nhnacional@nh-hotels.com

NH

HOTELS

Datos fiscales
QUEST 1
QUEST 1 GUEST 1
- 1
- EE.UU.
Party 69073981
Reserva 0109296361

Datos postales
QUEST 1 GUEST 1
- 1
- EE.UU.

Num. Factura	Fecha	Habitación	PAX	Nombre	Fecha IN	Fecha OUT	Página
4019263958	28.09.2023	203	1	GUEST 1 GUEST 1	28.09.2023	29.09.2023	1/1

Fecha	Cant.	Servicio	%IVA	Base	Cuota	Total	Saldo
28.09.2023	1	Alojamiento y desayuno Standard Double	10%	179,91	17,99	197,90	197,90

MINOR HOTELS | Tablets in Reception and Wireless tablets



Data store procedures and reporting

Data storage procedures (GDPR and police form)



It is possible to get the signed document by clicking “attachment list”.

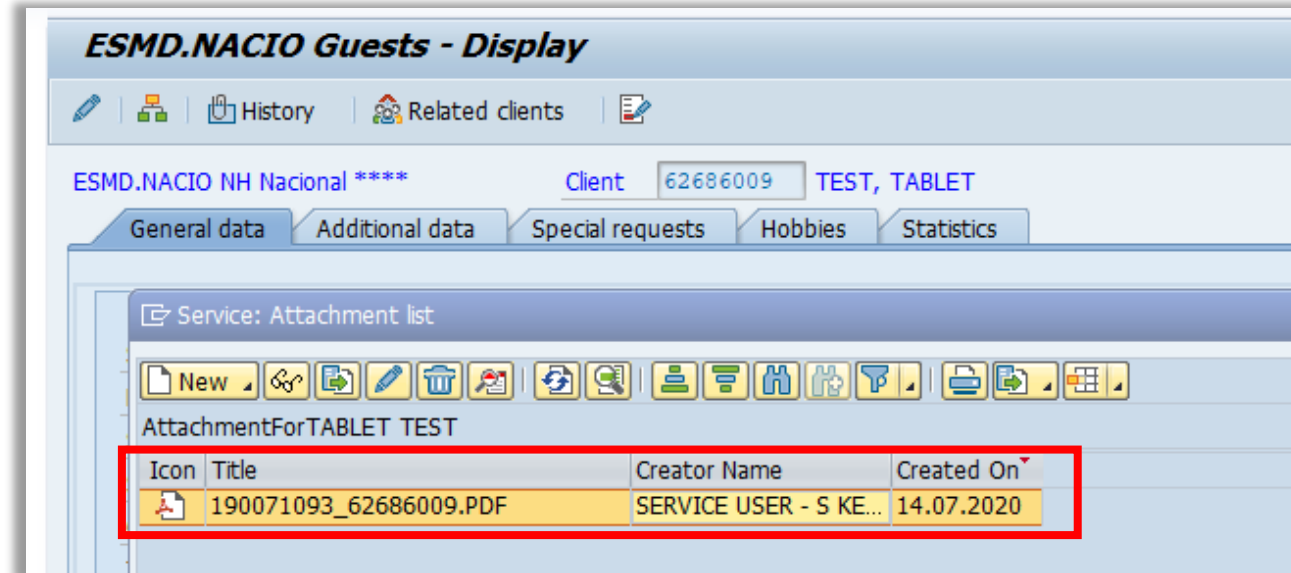
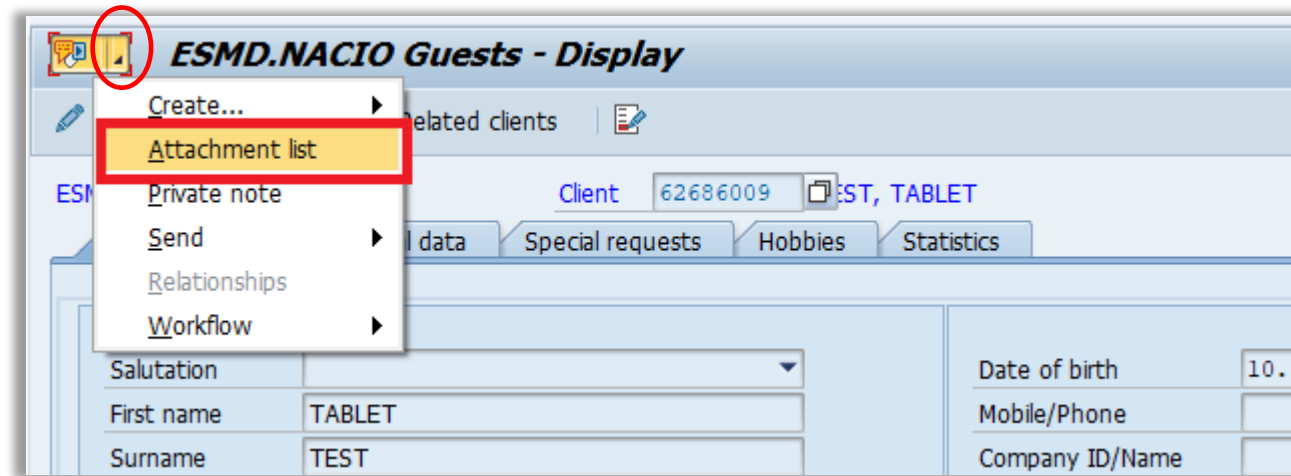
The documents are updated several times a day, it is not an automatic Process.

The Registration Form could take up to 24/48 hours to upload to CRM. After this time, please open a Ticket Jira with the booking and tablet number.

This option is not available during SAP Hana migration. Please use the ZEY_TR_MONITOR transaction.

By clicking twice on the line of the PDF document.

- ✓ These documents are saved in PDF format.
- ✓ These documents are stored automatically in TMS, you don't need to scan them.
- ✓ Documents with format JPEG are the ones scanned in the back office printer.



Data storage procedures (GDPR and police form)



The signed document could be got by clicking on “attachment list”.

All tools Edit Convert E-Sign Find text or tools

Signed and all signatures are valid. Signature Panel

PERSONAL INFORMATION

NAME MARIO SURNAME SAMANIEGO NAVARRO

STREET TEST 19 3 CENTR

POSTAL CODE 28001 COUNTRY Spain CITY MADRID

DATE OF BIRTH 06/02/1977 NATIONALITY Spanisch

DOCUMENT TYPE DRIVER_I DOCUMENT NUMBER LANGUAGE ES

E-MAIL PHONE +

RESERVATION INFORMATION

ROOM NUMBER 344 CHECK-IN DATE 23/04/2024 CHECK-OUT DATE 26/04/2024

RESERVATION 131665140 MEALPLAN BB GUESTS 1

VOLUNTARY INFORMATION

With my signature I accept & agree with the general conditions of the accommodation contract listed under www.nh-hotels.com

Before signing this registration form, please read the basic information on data protection regarding your stay provided on the back of this form.

MARK WITH AN X

☒ YES ☐ NO I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of its activities and entities included in the group www.minorhotels.com/en/companies. I accept privacy policy and I can unsubscribe at any time as per <http://www.minorhotels.com/en/privacy-policy>.

☒ YES ☐ NO I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of partners activities www.minorhotels.com/en/partnerships. I accept privacy policy and I can unsubscribe at any time as per <http://www.minorhotels.com/en/privacy-policy>.

I have been duly informed of the prices of both my stay and the services I have booked but my stay in this hotel.

With the signing of the present document I hereby authorize the charging of the final bill to my credit/debit card or to my company account, with whom Minor Hotels Europe & Americas S.A. has a signed agreement, with no need for a posterior signature on the aforementioned invoice.

The Hotel is not responsible for any valuables and/or money that are not deposited in the corresponding safe or safety deposit boxes available in the hotel.

DATE 23/04/2024

GUEST SIGNATURE

23/04/2024 22:27:03 MARIO SAMANIEGO NAVARRO

The signed document is uploaded to CRM several times a day automatically. It is not a short process.

Data storage procedures (GDPR and police form)



To see all check-ins made with a tablet, access the Tablets in Reception Monitor report located in the following path of the TMS menu:
Front Office → Information Systems → ZEY_TR_MONITOR

Tablets in Reception Monitor									
	Hotel	Reservati...	Customer	Police Record Nu...	Action	Room	Arrival date	Time	Departure ...
	ES...	1275068...	742389...	233467	REGISFORM	423	28.01.2024	07:54:43	02.02.2024
	ESZZ...	1278023...	742389...	233466	REGISFORM	420	28.01.2024	07:54:30	02.02.2024

You can print or display the registration form and the police record by clicking on “REGISFORM”

Police Record Nu...	Action
233467	REGISFORM

You can go to the reservation and the CRM profile in display mode.

Reservation	Client ID
74336615	23910376

Registration form signed digitally or scanned will be uploaded in CRM too.

Data storage procedures (GDPR and police form)



Meaning of status:



Process couldn't finish.



Document is pending to be uploaded in the cloud, but you can display it by clicking on "REGISFORM". Column "signed" will be flagged when the document is uploaded.



Process has finished completely; documents are in the cloud and column "signed" has the flag marked.

Signed: document has been signed properly.

Cancelled: the process has not been finished. Time to sign has been run out or we can send a new RF from TMS and overlapping the previous one.

Tablets in Reception Monitor



	Reservation	Room	Arrival date	Departure Date	Time	Client Name	Customer	Nationality	Action	Police Record Number	Signed	Status	Cancelled
	142673635	403	24.11.2024	27.11.2024	17:16:48	ANA DEL R...	78284963	Spanish	REGISFORM	261439	<input type="checkbox"/>		<input type="checkbox"/>
	142673669	404	24.11.2024	27.11.2024	21:01:24			German	REGISFORM		<input type="checkbox"/>		<input checked="" type="checkbox"/>
	142673669	404	24.11.2024	27.11.2024	00:48:48	LAURA RMI...	78287618	Spanish	REGISFORM	261473	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	142673673	406	24.11.2024	27.11.2024	22:20:06	SILVIA MAR...	78288377	Spanish	REGISFORM	261463	<input type="checkbox"/>		<input type="checkbox"/>
	142785965	123	24.11.2024	27.11.2024	00:49:38	SILVIA VILL...	20873345	Spanish	REGISFORM	261461	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	143032211	122	24.11.2024	25.11.2024	04:19:37	DANIEL MA...	78283433	Spanish	REGISFORM	261427	<input type="checkbox"/>		<input type="checkbox"/>

Data storage procedures (GDPR and police form)



- If you click on “REGISFORM” and you get this message, the document is not yet uploaded or the process didn’t finish.
- If you need any document urgently and it is not in this monitor, you can open a Jira ticket to request it.

Tablets in Reception Monitor

	Reservation	Room	Arrival date	Departure Date	Time	Client Name	Customer	Nationality	Action	Police Record Number
	129205537	503	18.03.2024	21.03.2024	12:48:17	THEA MORA...	42973671	Spanish	REGISFORM	237676
	129544425	509	18.03.2024	28.03.2024	15:26:33	ALBERTO Z...	6815858	Spanish	REGISFORM	237692
	129574324	409	18.03.2024	28.03.2024	14:29:35	FRANCISCO ...	41475495	Spanish	REGISFORM	237681

! The signed document was not found in the repository

SAP

Data storage procedures (GDPR and police form)



Information systems → Management Reports → Operational Management → Tablets in Reception Analysis

It is possible filtered by the next options

Tablets in Reception Analysis

Hotel: ESMD.SANVY
Process:
Date: 010322

Hierarchy Hotel Sel. to 310322

Restrictions

Func Code	Description
POLICEFILE	Police File
REGISFORM	Registration Form
INVOICE	Invoice
PROFORMA	Proforma
INVOICE_EM	Invoice by email

You can see by functionality, but keep in mind this transaction shows all the reservation, without the Transient segmentation:

- The total reservation
- Use reservation % (no filtered by segment)
- Total Pax

Hotel	Functionality Code	Total Reservation	Use Reservation	% Use Reservation	Total Pax	Use Pax	% Use Pax	Total Invoice	Use Invoice	% Use Invoice	Send for Email	Cancel Print	Print
ESMD.SANVY	Police File	1499	356	23.75%	2084	395	18.95%						
ESMD.SANVY	Registration Form	1499	375	25.02%	2084	416	19.96%						
ESMD.SANVY	Invoice							1928	1	0.05%			
ESMD.SANVY	Proforma							228	7	3.07%			
ESMD.SANVY	Invoice by email							2211	1607	72.68%	406	650	606
Total	Police File	1499	356	23.75%	2084	395	18.95%						
Total	Registration Form	1499	375	25.02%	2084	416	19.96%						
Total	Invoice							1928	1	0.05%			
Total	Proforma							228	7	3.07%			
Total	Invoice by email							2211	1607	72.68%	406	650	606

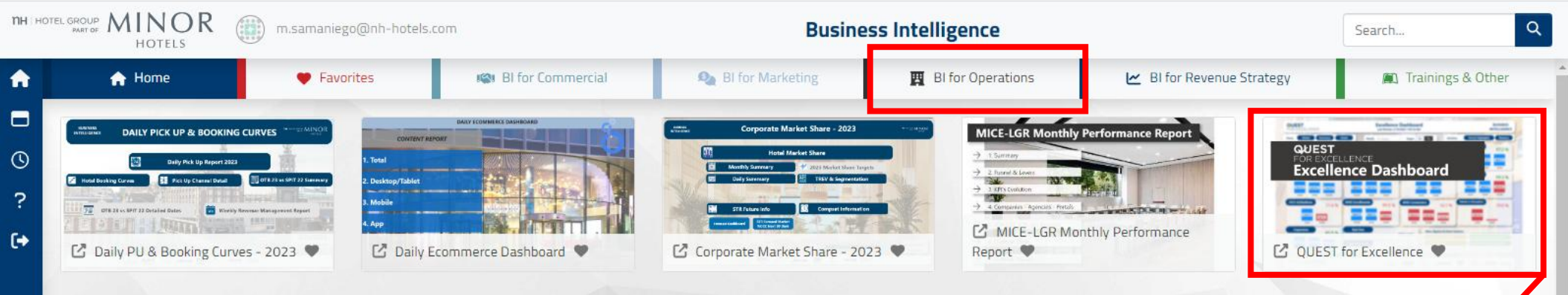
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Usage KPI

Usage KPI



You can get the information of the KPI in power BI too. But you can display only past usage nor current nor future one.

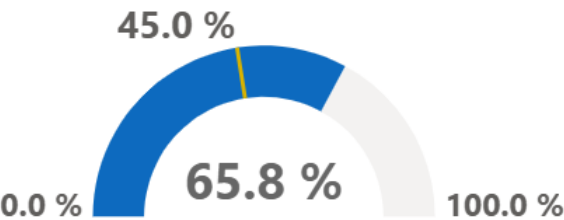


Usage KPI

45% of the total number of transient check-ins (without groups, crews..)

Tablets in Reception Use

KPI Result



Target

106K

Done

155K

Target Deviations

KPI

+20.8p

Deviation

+28K

Country	TIR Bookings	TIR Bookings Use	TIR Target %	TIR Target Use	TIR Deviation	Result TIR
Ireland	1,683	1,402	45.0 %	757	+645	83.3 %
Spain	84,256	67,433	45.0 %	37,915	+29518	80.0 %
Denmark	2,872	1,999	45.0 %	1,292	+707	69.6 %
Luxembourg	1,392	884	45.0 %	626	+258	63.5 %
Belgium	14,656	9,305	45.0 %	6,595	+2710	63.5 %
The Netherlands	46,565	27,797	45.0 %	20,954	+6843	59.7 %
Portugal	10,301	6,026	45.0 %	4,635	+1391	58.5 %
Austria	14,419	8,389	45.0 %	6,489	+1900	58.2 %
Hungary	2,053	1,150	45.0 %	924	+226	56.0 %
Italy	42,925	23,306	45.0 %	19,316	+3990	54.3 %
United Kingdom	1,285	675	45.0 %	578	+97	52.5 %
France	7,774	4,068	45.0 %	3,498	+570	52.3 %
Switzerland	2,452	1,240	45.0 %	1,103	+137	50.6 %
Czech Republic	1,252	619	45.0 %	563	+56	49.4 %
Finland	1,867	802	45.0 %	840	-38	43.0 %
Total	235,752	155,095	45.0 %	106,088	+49007	65.8 %

QUEST for Excellence 2025

QUEST FOR EXCELLENCE

Excellence Dashboard

Last Refresh: 11/24/2025

Business Intelligence

GLOBALCONTROLINFORMATIVE

SUSTAINABILITY

Tablets in Reception Use

Sections: SummaryDetailGlossary

Detail Navigation

Select KPI: Tablet in Reception (TiR)

Go to Detail

Related KPIs: TIROCO

Business Unit

BUAMBUNEBUSE

Operations Regional

All

QUEST Ops-Regional

All

SUB-BU

All

Country

All

Month

10. October

Hotel

All

Hotel Status

OPEN

Brand

All

Discovery Brand

All

Reset Slicers

Scope

NoYes

Tablets in Reception Use

TiR Implemented

NoYes

Check hotels implemented:

Hotel TIR Database



Tablet maintenance

Tablet maintenance (pencil)



- ✓ The pen has a small battery. If it doesn't work, please change the battery before opening a Jira ticket.
- ✓ There is an extra digitizer.



You will receive one pencil, but what should I do if want an extra pencil?

Jira ticket: Central Service Desk New → Hardware (IT Equipment) → Tablet → Include in “Summary” “request new pencil”

Tablet maintenance (pencil)



- ✓ The pen must be charged, after doing it, if the pen keeps not working, please open a Jira ticket.
- ✓ There are three extra digitizer.



You will receive one pencil, but what should I do if want an extra pencil?

Jira ticket: Central Service Desk New → Hardware (IT Equipment) → Tablet → Include in “Summary” “request new pencil”

Tablet maintenance (request pencil)



The tablets provider is the same as for all our hotel PCs and equipment's: ECONOCOM

For any issue with a tablet maintenance is the same as for the rest of items: open a JIRA ticket and IT Infrastructure department will manage it.

If the tablet is stolen , after informing Regional and make a report, open a Jira ticket to stop paying the renting of the tablet.

MINOR HOTELS EUROPE & AMERICAS / Central Service Desk New



Central Service Desk New

Welcome! You can raise a request for Central Service Desk New using the options provided.

Contact us about

Hardware (IT Equipment)

What can we help you with?



Tablet

Damaged (Hardware Issue), installation, and Configuration.

Required fields are marked with an asterisk *

Raise this request on behalf of *



MARIO SAMANIEGO NAVARRO (m.samaniego@minor-hotels.com)

Summary *

Description

Normal text | B I ... | A v | : : | @ | < > | + v

Serial Number

Model

Tablet maintenance (issues in TMS)



For any issue with a tablet and TMS (questions about steps in TMS, information upload in CRM..) the procedure is the same as for the rest of items open a JIRA ticket in:

SAP Business Suite → TMS for Hotels → Tablets in reception → functionality issues

The category “Installation at the front desk” is just for the request of the installation.

You will receive the credentials when you open the Ticket Jira requesting the installation of the tablets.

MINOR HOTELS EUROPE & AMERICAS / SAP Business Suite



SAP Business Suite

Welcome! You can raise a request for SAP Business Suite using the options provided.

Contact us about

TMS for Hotels

What can we help you with?



Tablets in Reception

Required fields are marked with an asterisk*

Raise this request on behalf of*



MARIO SAMANIEGO NAVARRO (m.samaniego@minor-hotels.com)

SAP: (Tablets in Reception) Category*



Functionality issues

Installation at the Front Desk

Description

Normal text ▾ | **B** *I* ... | ▾ | | + ▾

Tablet maintenance (incidences)



Once you turn on a tablet, take into consideration:

- ✓ When the tablet is turned on, there is an automatic process, so the program will automatically open.
- ✗ Do not close the pop-up window that appear, since it is an automatic process prepared to work directly.
- ✗ If they tablet run out the battery or you switch off it, when the tablet is turned on, Sign In App will automatically be opened.

Before opening a JIRA ticket, please check these options:

- 1) Confirm that tablet is connected with the “Wifi Corp”. If there is no error, the connection should be made automatically.
- 2) Restart the tablet.
- 3) Confirm that app “sign in” is already opened and logged in with the user.
- 4) If the “Sign in” program does not generate the registration form and/or police file, make sure the customer has all the information in CRM.

In order to manage better the different types of issues, remember to always open a Jira ticket and *follow these recommendations:*

- 1) Say the number and Host of the tablet with the error.
- 2) Try to include as much information you can about the error.

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Screen saver

Screen savers

Screensavers will appear when the tablet is not in use.

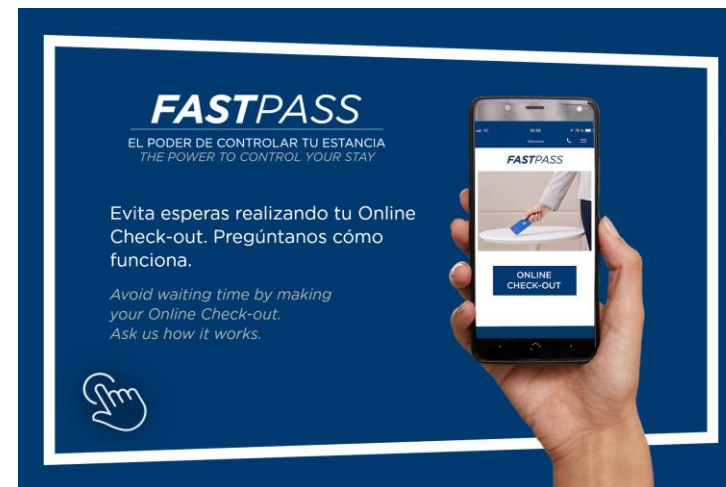
Six types of screensavers have been designed (carrousel):

- ▶ Breakfast
- ▶ Room Upgrade
- ▶ FastPass (Online Check-out)
- ▶ MINOR DISCOVERY
- ▶ TiR Explanation
- ▶ NH+



Screen savers

Example of screensavers for NH Hotels brand and English/Spanish version. Screensavers are developed by brand and language.

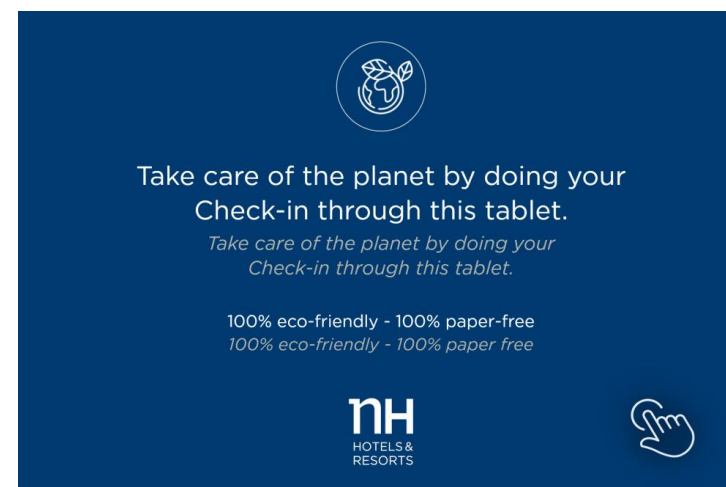
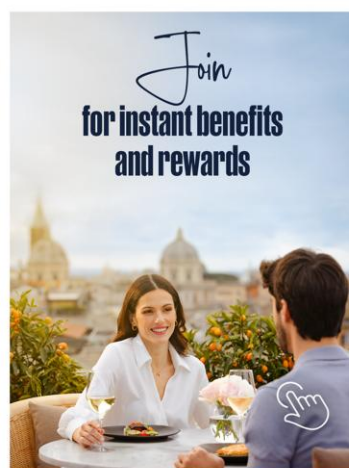


MINOR | DISCOVERY
REWARDS THAT INSPIRE JOURNEYS

 Always **up to 10%** off
in 850+ hotels
in 100+ countries

DS Earn **up to 7%** in DISCOVERY
Dollars and spend them in your
next stay. **D\$1 = USD1**

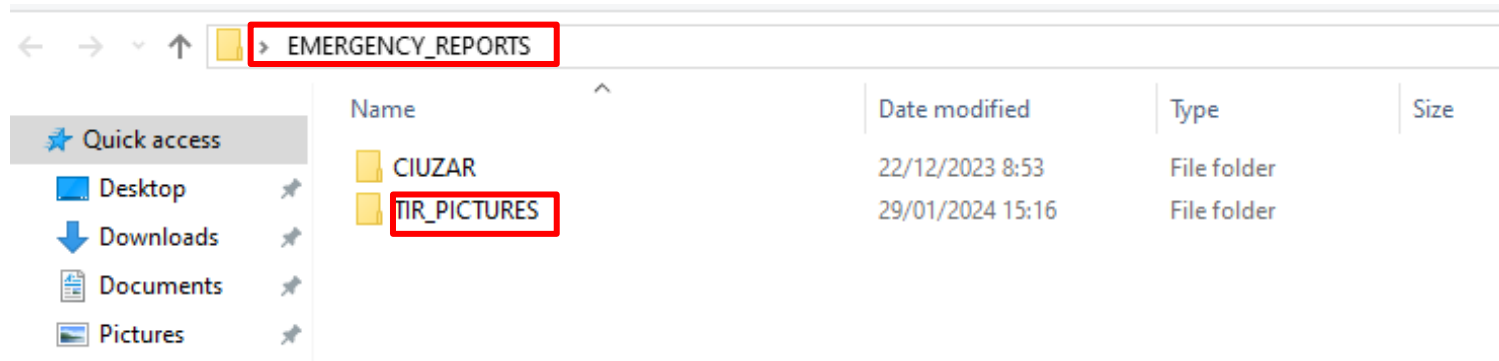
Discover more at:



Screen saver



General Managers, Front Office managers and receptionists can access to this folder. This is the way.



If you don't find this folder, look for in front office computers.

- ☐ You will see your hotel folder as Emergency Report folder.
- ☐ Screensavers are already design per brand.
- ☐ If you need any extra screensaver, you should ask for it to the local Marketing team.

Please keep in mind the next important topics:

- 1) Before doing any change, contact to your local Marketing to confirm the new images.
- 2) After this approval, you can upload the photo in the folder TIR_PICTURES (see above) in format jpg or png.
- 3) No more than 10 photos.
- 4) The photos are showed randomly. They won't follow the order of the folder.
- 5) The images information of the tablet will be updated three times a day. It means the change are not applied automatically.



Annex: Pre-installation user guide

Annex: Pre-installation user guide



ONCE THE TABLETS HAVE ARRIVED, OPEN A JIRA TICKET TO REQUEST THE INSTALLATION

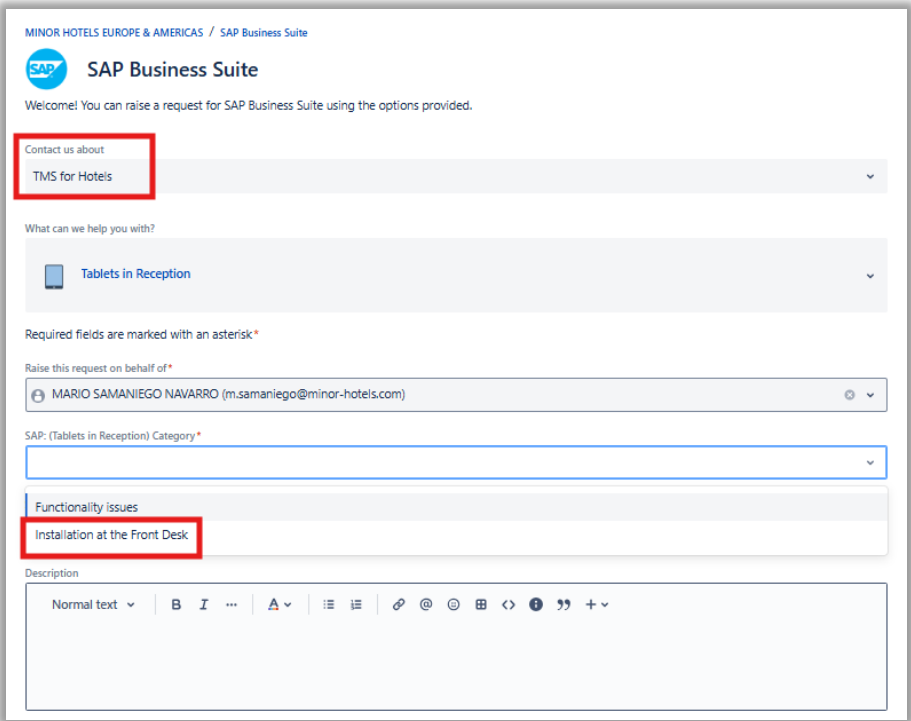
Go to Service Desk → SAP Business Suite →

TMS for hotels → Tablets in Reception →

Category: Installation at the Front Desk

Please provide this information in the ticket:

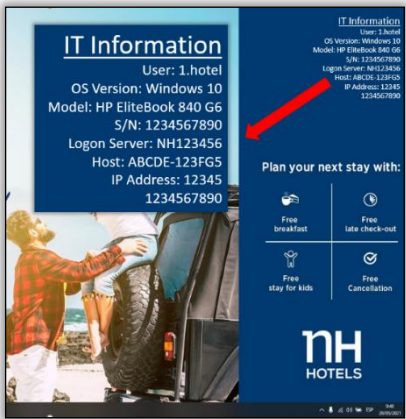
HOTEL Id.	
Host computer	Host tablet



Where is the Host Information?

Computer: On the top right corner of the desktop of the computer.

Tablet: turn it on. The Host info is displayed on the top right corner of the desktop.



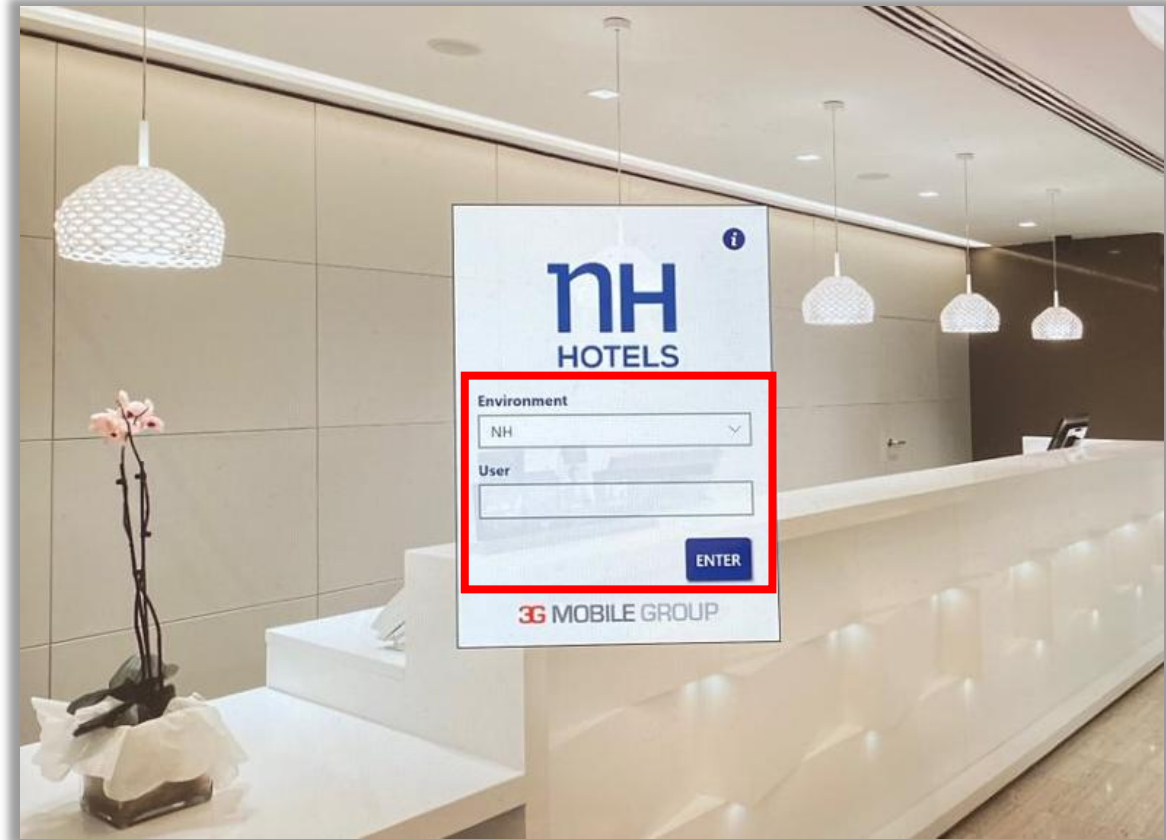
The device will automatically connect to the WIFICORP network, no password required.

Annex: Pre-installation user guide



First access to sign in

- ✓ Environment: NH
- ✓ User: it will be added in the Jira ticket.



Do I need to install any programs?

No, you don't. When the tablet is turned on, automatic processes are executed.

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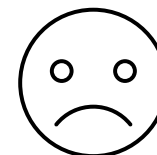
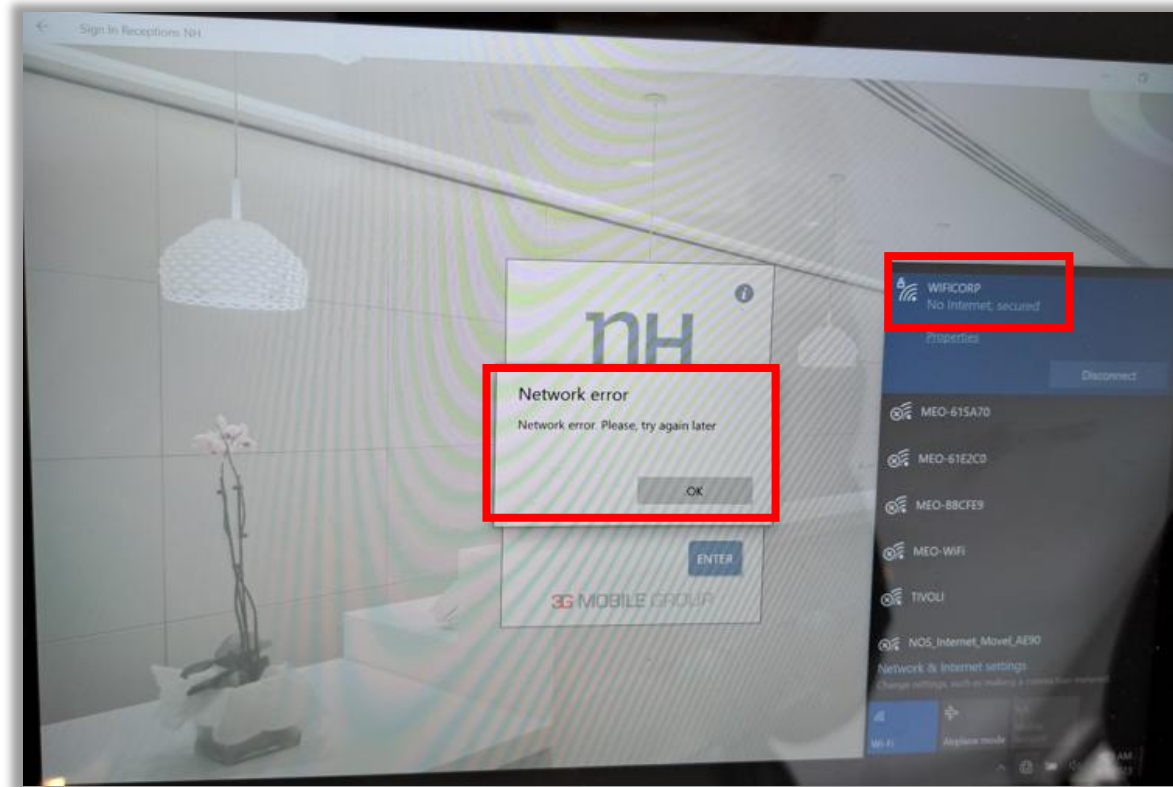
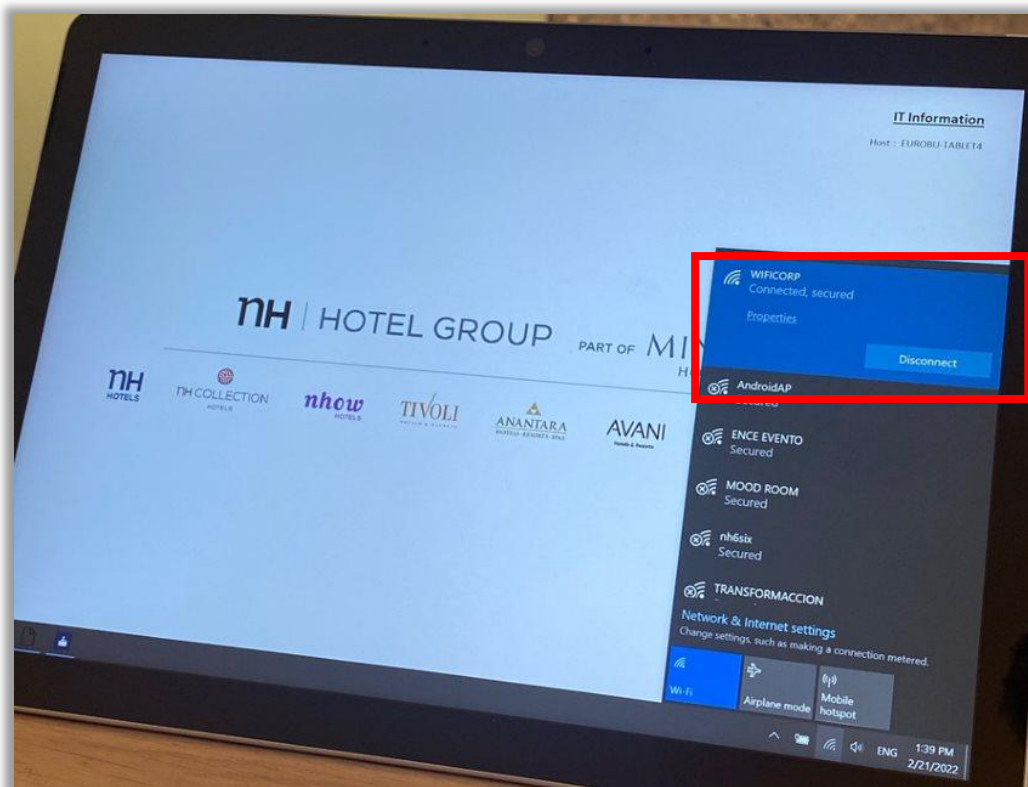
FAQ

FAQ

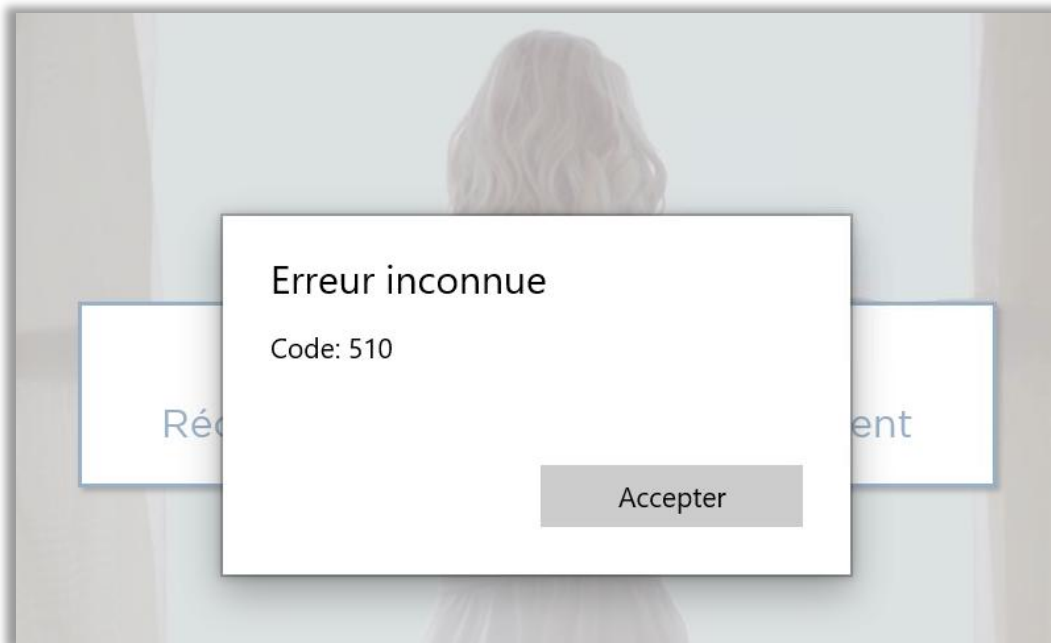


- The tablet should automatically connect to WIFI CORP, but what if it doesn't ?

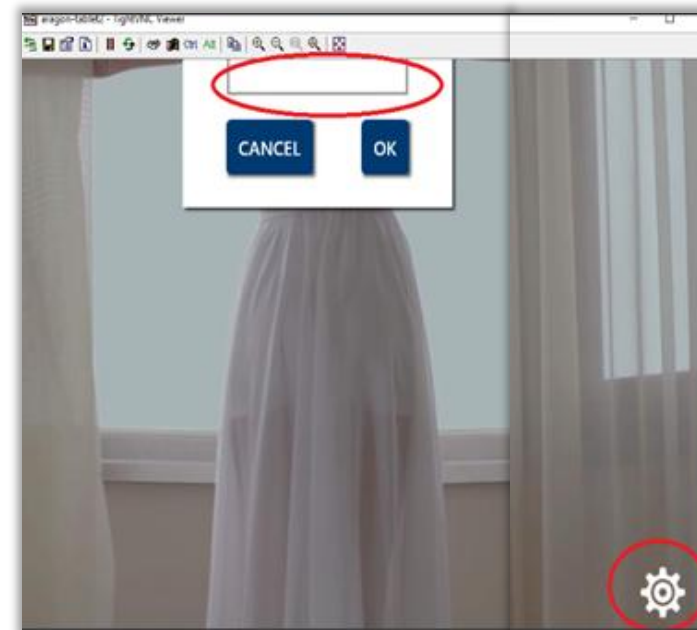
Jira ticket: Central Service Desk New → Communications → WiFi (Wireless Connection) → Select the category “not connection available”



If you find the error “510” means the user not informed properly.



You will have to log out and log in with the user of the app Sign in* by clicking on the “nut” at the bottom right of the screen

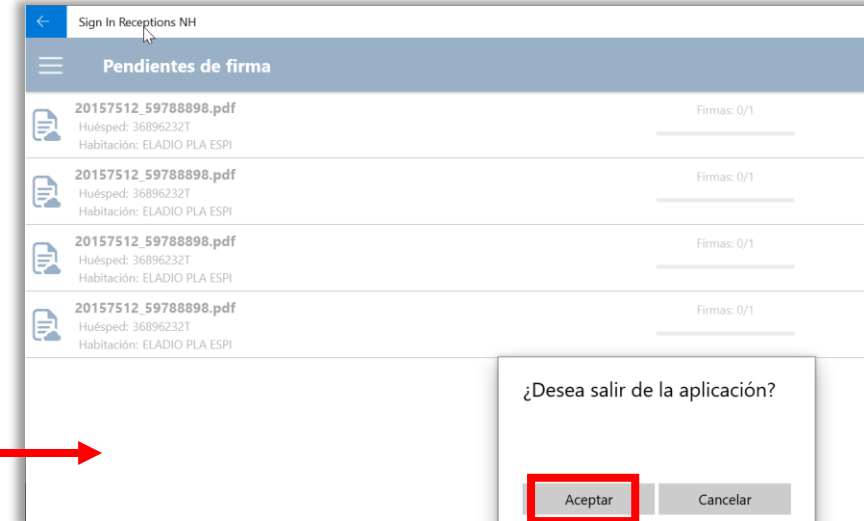
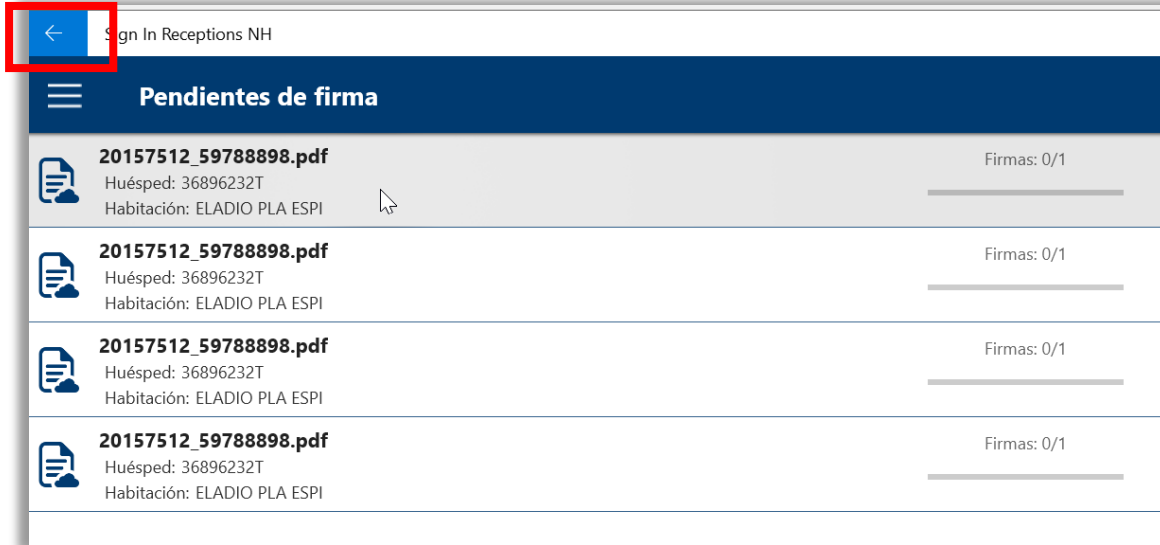


*The user of the app Sign In was informed in the activation ticket Jira, and most of the times is the nemotecnic name of the hotel + the number of the tablet.

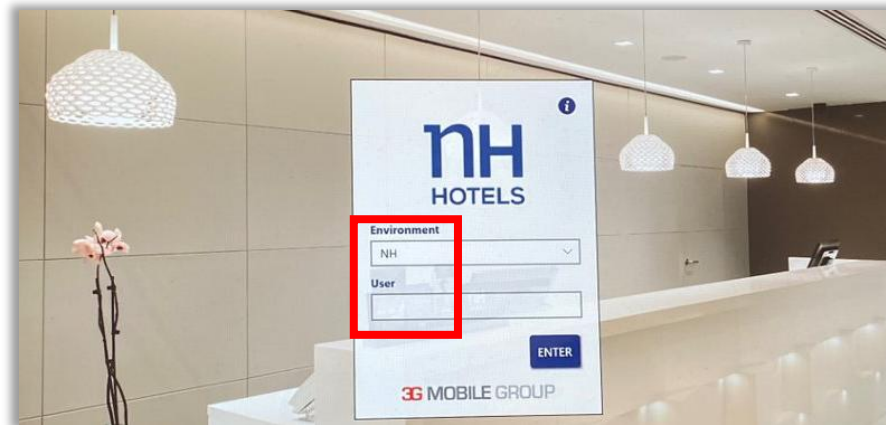
FAQ



Click on this white arrow and log out of the app



And log in again in the app Sign In, informing the user with the environment “NH” selected.

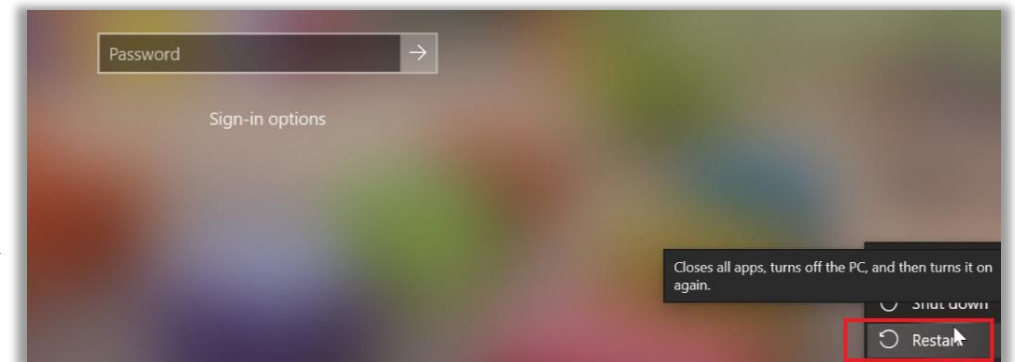
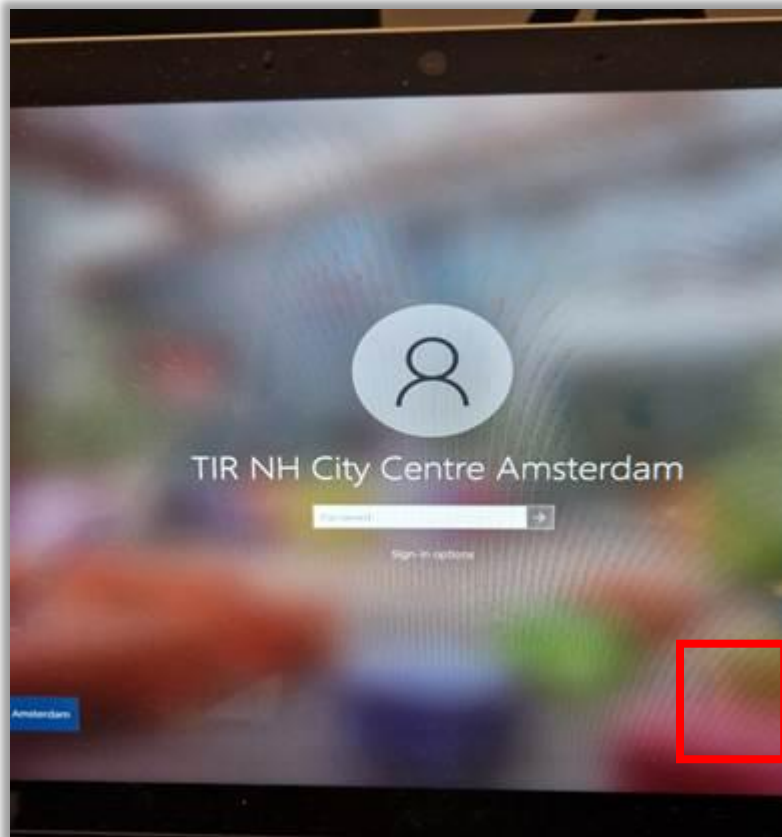


FAQ

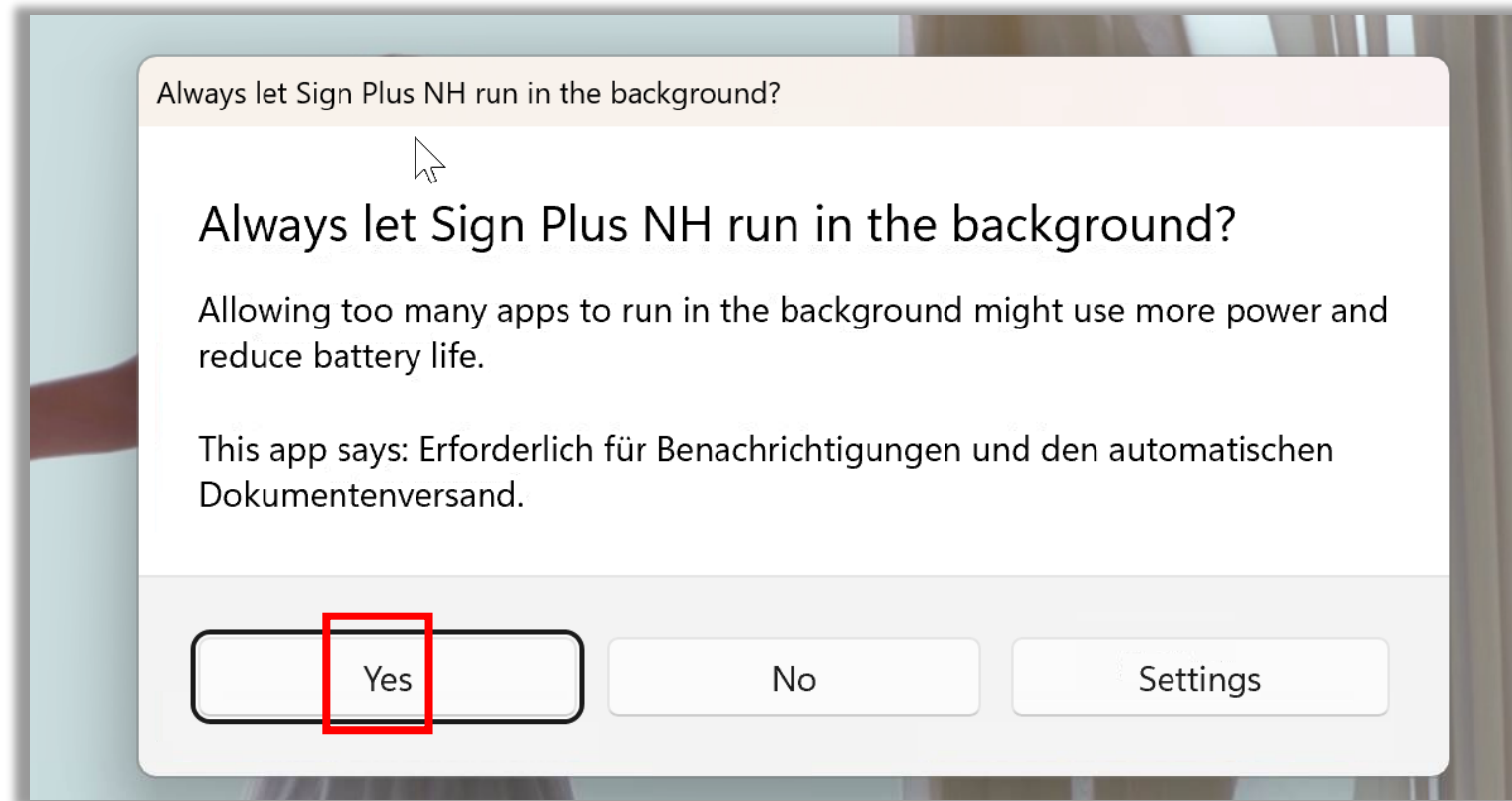


If the tablet request a password to access:

- Restart the tablet until you get the screen where the App Sign In is available.
- This happens because the tablet has been several days without any activity or because the battery has run out.
- The option to restart the tablet is on the right size.



If you find this pop up, please click on “YES”.



- How to secure the tablet in the Front Desk counter:
Use the provided safety cable to secure the device to the counter.



- What should I do if I need a new padlock?
Jira ticket: Central Service Desk New → Hardware (IT Equipment) → Tablet → Include in “Summary” “request new padlock”

- What should I do if the tablet is broken?

Jira ticket: Central Service Desk New → Hardware (IT Equipment) → Tablet →

- What should I do if I have problems with functionalities?

Issues related to processes (Registration Form and Police Record), Jira ticket:

Central Service Desk New → SAP Business Suite → TMS for Hotels → Tablets in Reception → Category: Functionality Issues

General performance issues (it happens in all programs and operating systems) Jira ticket:

Central Service Desk New → Hardware (IT Equipment) → Tablet → Description of the issue and the host of the tablet(s)

- What could happen if the screen is black and tablet don't generate the RF?

Tablet doesn't have enough battery. Tablet can stay plugged in all time

- What should I do if the tablet is stolen?

Please inform regional and make a report. Afterwards open a ticket Jira including this report.

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Wireless tablet

Wireless tablets first steps



When a wireless tablet (model Microsoft Surface Pro) arrives to your hotel:

- ✓ Define which Windows user(s) will use it.
- ✓ Log in with that Windows user or request a new one to access the tablet.
- ✓ This tablet works like a computer: you can use Teams, Outlook, SAP, web browser, etc.
- ✓ It has a detachable keyboard.
- ✓ It can work with a wireless pin pad (if the hotel works with Planet payment gateway).
- ✓ It has a hub port included.
- ✓ Never leave your tablet unattended! You can request a padlock with a Jira ticket.



You can find all the steps in this process:

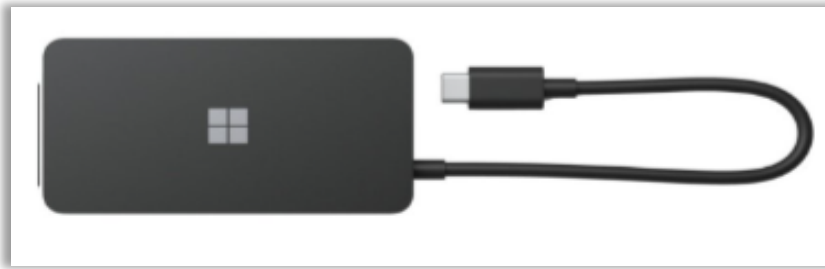
[Wireless tablet activation | Minor - Organization Portal](#)

Wireless tablets first steps



- How can I use this port hub just in the Wireless tablets?

This port hub can be used to connect a keyboard, monitor and network cable. This last option is necessary when the tablet has been without any activity for several weeks. (No for tablets in reception)



- How can I do if when I log in in the wireless tablet there is a message with “error domain”?

Use the port hub to connect to the net of the hotel. This action is necessary when the tablet has been without any activity for several weeks.

(No for tablets in reception)

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Thank You

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