

Allegro PMS Flow

WALKIN

20/08/2013

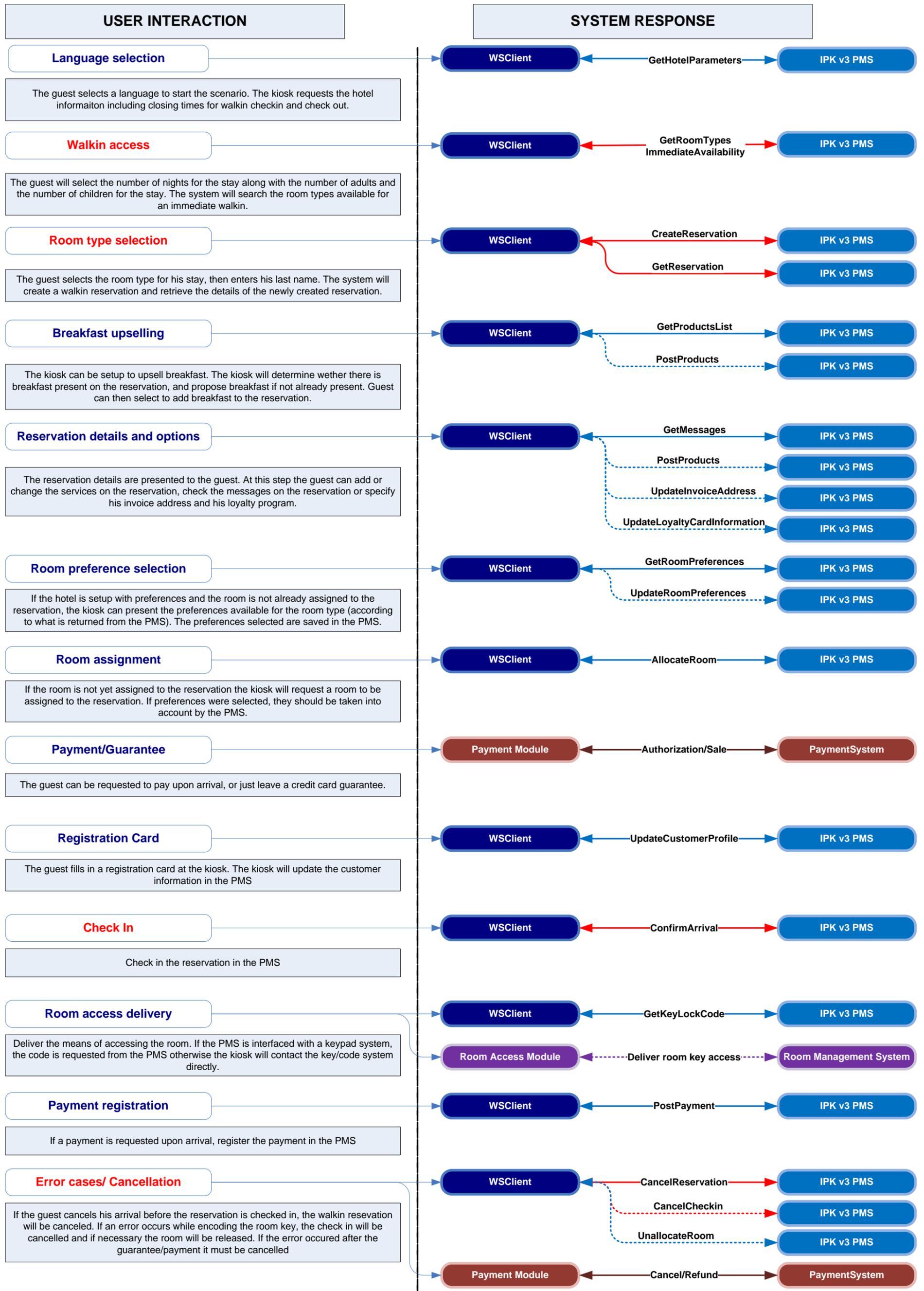
Legend:

Red arrows represent the messages that are mandatory for the walkin process

Blue arrows represent the messages sent as a result of the user action. They are not mandatory to implement, but are required if the hotel wants that particular functionality

Dotted arrows represent messages that are only sent according to the user's choice

GUEST EVOLUTION THROUGH THE ALLEGRO V5 SCENARIO



Allegro PMS Flow

CHECKIN

20/08/2013

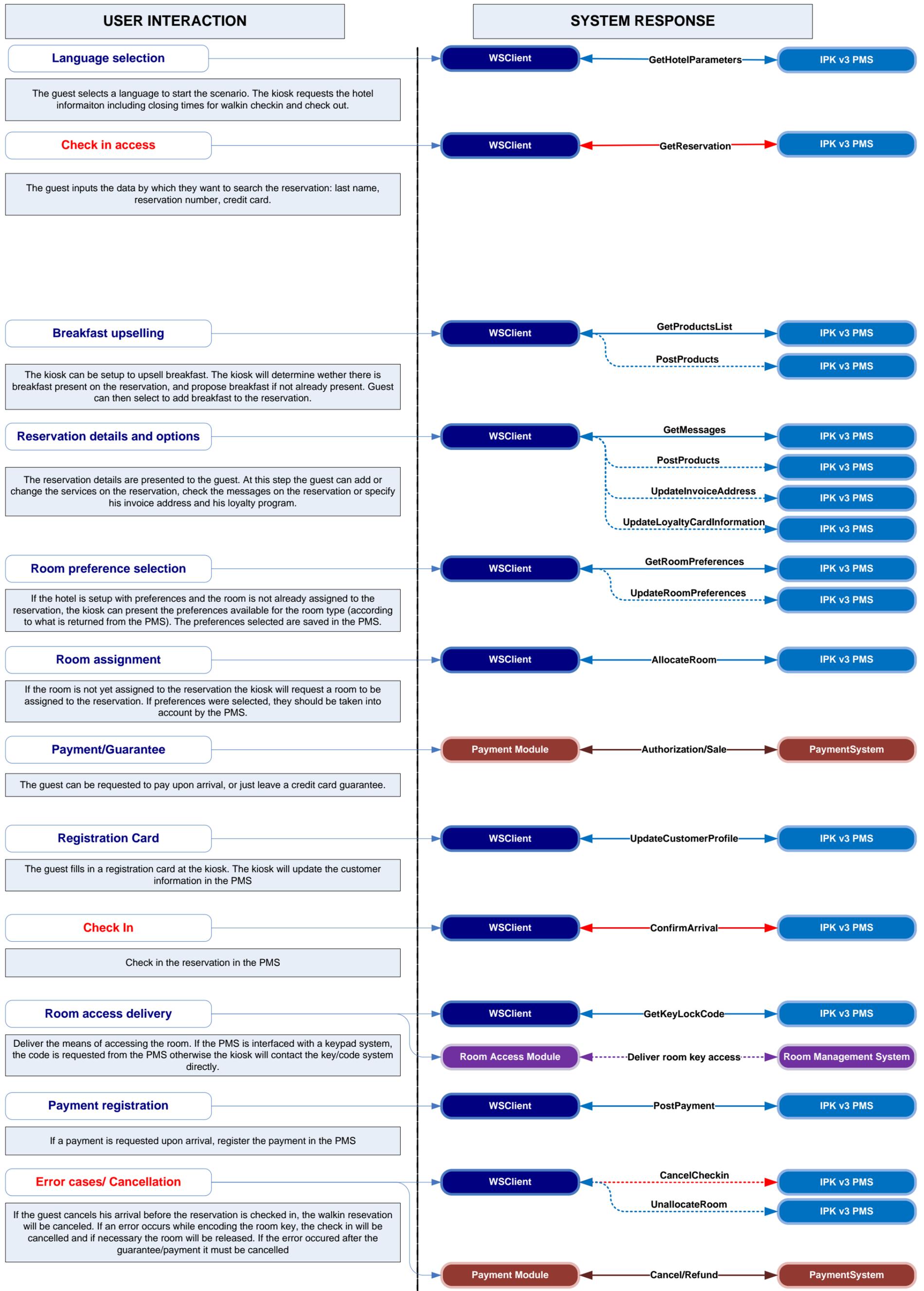
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Allegro PMS Flow

CHECKOUT

20/08/2013

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USER INTERACTION

Language selection

The guest selects a language to start the scenario. The kiosk requests the hotel information including closing times for walkin checkin and check out.

Check out access

The guest inputs the data by which they want to search the reservation: room ley, last name, reservation number, credit card.

Reservation details and options

The reservation details are presented to the guest. At this step the guest can add minibar products, view his bills, change the invoice address.

Minibar

The guest is asked whether they consumed minibar and are invited to add the products consumed.

Payment

The guest will be requested to pay his outstanding balance. At checkout payment is mandatory (if balance > 0)

Payment registration

The payment taken at the kiosk is registered in the PMS.

Check Out

Check out the reservation in the PMS

SYSTEM RESPONSE

WSClient

GetHotelParameters

IPK v3 PMS

WSClient

GetReservation

IPK v3 PMS

WSClient

GetMessages

IPK v3 PMS

PostProducts

IPK v3 PMS

UpdateInvoiceAddress

IPK v3 PMS

WSClient

GetProductsList

IPK v3 PMS

PostProducts

IPK v3 PMS

Payment Module

Authorization/Sale

PaymentSystem

WSClient

PostPayment

IPK v3 PMS

WSClient

ConfirmDeparture

IPK v3 PMS

GUEST EVOLUTION THROUGH THE ALLEGRO V5 SCENARIO

