

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

USER INTERACTION

SYSTEM RESPONSE

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.

WSCient

GetHotelParameters

IPK v3 PMS

Walkin access

The guest will select the number of nights for the stay along with the number of adults and the number of children for the stay. The system will search the room types available for an immediate walkin.

WSCient

GetRoomTypes
ImmediateAvailability

IPK v3 PMS

Room type selection

The guest selects the room type for his stay, then enters his last name. The system will create a walkin reservation and retrieve the details of the newly created reservation.

WSCient

CreateReservation

IPK v3 PMS

GetReservation

IPK v3 PMS

Breakfast upselling

The kiosk can be setup to upsell breakfast. The kiosk will determine whether there is breakfast present on the reservation, and propose breakfast if not already present. Guest can then select to add breakfast to the reservation.

WSCient

GetProductsList

IPK v3 PMS

PostProducts

IPK v3 PMS

Reservation details and options

The reservation details are presented to the guest. At this step the guest can add or change the services on the reservation, check the messages on the reservation or specify his invoice address and his loyalty program.

WSCient

GetMessages

IPK v3 PMS

PostProducts

IPK v3 PMS

UpdateInvoiceAddress

IPK v3 PMS

UpdateLoyaltyCardInformation

IPK v3 PMS

Room preference selection

If the hotel is setup with preferences and the room is not already assigned to the reservation, the kiosk can present the preferences available for the room type (according to what is returned from the PMS). The preferences selected are saved in the PMS.

WSCient

GetRoomPreferences

IPK v3 PMS

UpdateRoomPreferences

IPK v3 PMS

Room assignment

If the room is not yet assigned to the reservation the kiosk will request a room to be assigned to the reservation. If preferences were selected, they should be taken into account by the PMS.

WSCient

AllocateRoom

IPK v3 PMS

Payment/Guarantee

The guest can be requested to pay upon arrival, or just leave a credit card guarantee.

Payment Module

Authorization/Sale

PaymentSystem

Registration Card

The guest fills in a registration card at the kiosk. The kiosk will update the customer information in the PMS

WSCient

UpdateCustomerProfile

IPK v3 PMS

Check In

Check in the reservation in the PMS

WSCient

ConfirmArrival

IPK v3 PMS

Room access delivery

Deliver the means of accessing the room. If the PMS is interfaced with a keypad system, the code is requested from the PMS otherwise the kiosk will contact the key/code system directly.

WSCient

GetKeyLockCode

IPK v3 PMS

Room Access Module

Deliver room key access

Room Management System

Payment registration

If a payment is requested upon arrival, register the payment in the PMS

WSCient

PostPayment

IPK v3 PMS

Error cases/ Cancellation

If the guest cancels his arrival before the reservation is checked in, the walkin reservation will be cancelled. If an error occurs while encoding the room key, the check in will be cancelled and if necessary the room will be released. If the error occurred after the guarantee/payment it must be cancelled

WSCient

CancelReservation

IPK v3 PMS

CancelCheckin

IPK v3 PMS

UnallocateRoom

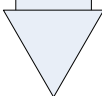
IPK v3 PMS

Payment Module

Cancel/Refund

PaymentSystem

GUEST EVOLUTION THROUGH THE ALLEGRO V5 SCENARIO



Allegro PMS Flow

CHECKIN

20/08/2013

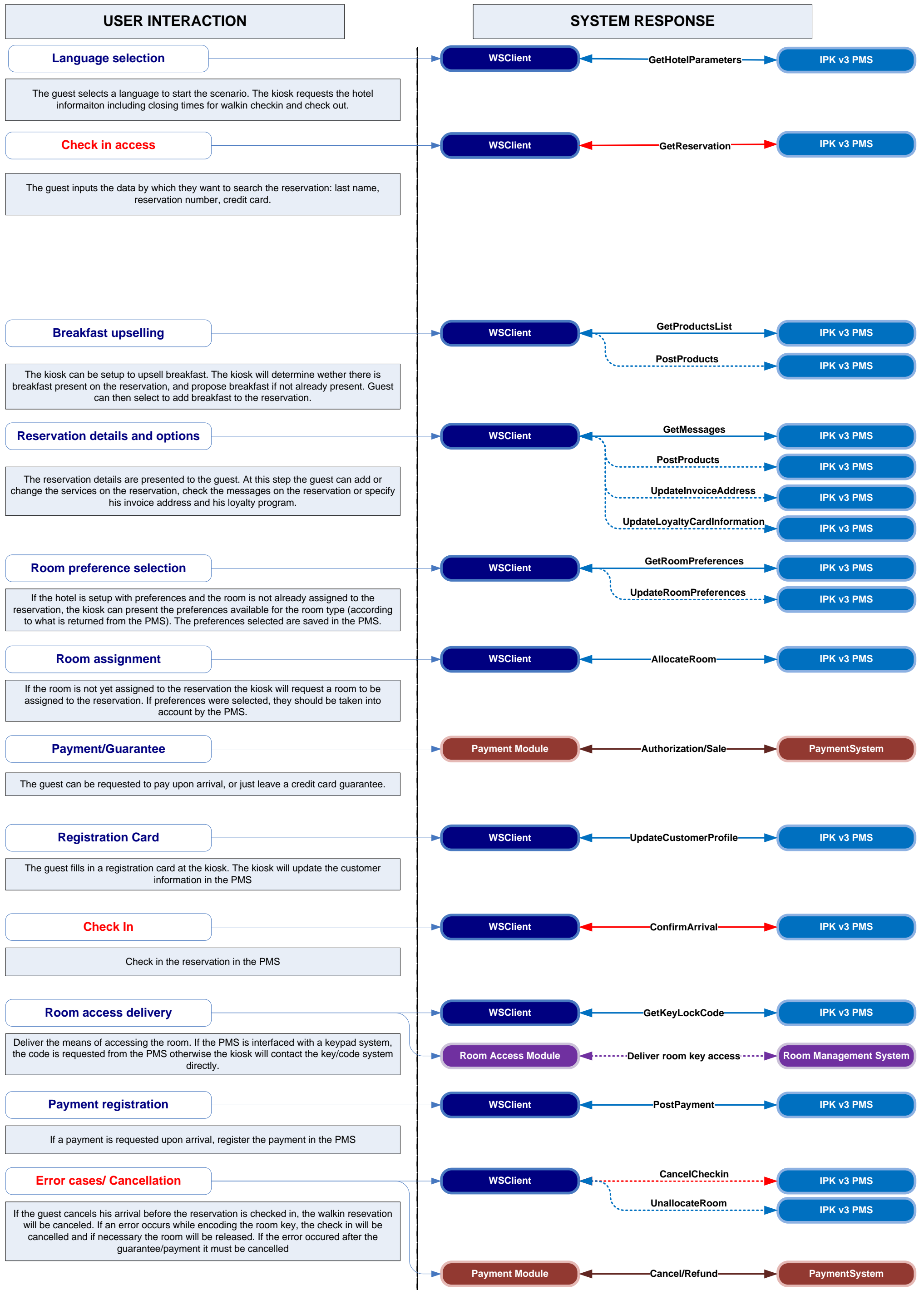
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GUEST EVOLUTION THROUGH THE ALLEGRO V5 SCENARIO



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