

Welcome to IPKV3



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Introduction

The purpose of this document is to present a general overview of the business logic behind the IPKV3 interface.

Functionalities of viki related to IPK v3 PMS interface for the web

The major feature introduced by IPK v3 with respect to IPK v2 is the possibility to handle the reservations online, from anywhere on your web based mobile, or on a PC connected to the Internet.

1. The Reservations Web Service

In order to support the web functionalities of IPK v3, the PMS will now have to develop a web client that will communicate with our VIKI Reservations Web Service.

The service allows the PMS to inform VIKI when reservations are added to the booking system of the hotel (*NotifyNewReservation*), or when these reservations are modified (*NotifyReservationUpdate*, *NotifyReservationCancellation*, *UpdateReservationStatus*). It also allows PMS to distribute the list of reservations due out in a hotel so that the CO notification can be launched by VIKI (*NotifyReservationsDueOut*).

You can find more information about this service in the IPK v3 package.

2. Pre Check-in Exclusive Functionalities

Opening up IPK v3 to allow for the web functionality added a set of functionalities not available to the guests at the kiosk. In order to allow this, a few of the existing functions have been extended to allow operation on the reservations prior to the day of arrival, and a set of new function has been added. They will all be described in what follows.

2.1 Extended Functionality for GetReservation

The first function that had to be extended is *GetReservation*. In the *GetReservationRequest* the *ReservationType* has been extended to accept *WebCheckin* reservations. When this reservation type is sent in the request the PMS should search for the reservations due in on the current business date as well as reservations that have been booked in the system, but which are not yet due in.

In the case of these future bookings, as the PMS may not be able to build folios, a new property called *PredictedCharges* will allow the PMS to place the charges that are going to be billed on the reservation.

2.2 Extended Functionality for GetReservation

IPK v3 now allows guests to select the exact room number in which they would like to stay at check-in as well. In IPK v2 this was possible for the walk-in, but not for check-in.

This has been achieved by adding the property *RoomNumber* in the *AllocateRoomRequest*.

Also, for guests checking in on the web, if the *AllocateRoom* is sent for a web check-in this fact will be signaled by the property *IsWebCheckin*. In this case the PMS should search for rooms

that are going to be free during the day even if they are not available right away (the room is dirty for example).

2.3 Extended Functionality for ConfirmArrival

In the *ConfirmArrivalRequest* the *IswebCheckin* property has been added. If this flag is set to True, the PMS should allow checking in a room that is dirty for example as the guest is not yet in the hotel. Or if there are preferences on the reservation that cannot be accommodated, the PMS should try to check-in in another room, and send the appropriate warning message back to VIKI in the *WebCheckInWarning* property of the *ConfirmArrivalResponse*.

2.4 Extended Functionality for UpdateRoomType

The *UpdateRoomTypeRequest* has also been extended for the web check-in by the addition of the flag *IsWebCheckin*. If the flag is set to True, the PMS should take into consideration the fact that the reservation arrival date when checking for the availability in order to change the room type.

2.5 Extended Functionality for GetHotelParameters

The *GetHotelParameters* in IPK v3 contains a list of attractions around the hotel. This will allow the hotels to advertise various restaurants or other attractions with which they might have various commercial contracts. This functionality is useful for both web customers as the guests at the kiosk inside the hotel.

2.6 Change the Stay Duration

Prior to the arrival in the hotel, the guests will be able to modify the duration of the stay. That means changing the arrival date or departure date. That means changing the arrival date or departure date. This will of course be subject to room availability in the hotel. In order to do this, VIKI will send the request *UpdateStayDurationRequest*.

The PMS will then update the balance of the reservation along with the charges and return the updated reservation.

If the PMS cannot allow for the change, VIKI will send the request *GetRoomTypesForDatesRequest* in order to inquire any other availability for the period requested by the future guest.

If the guest selects another room type that is available for those dates, an *UpdateRoomTypeRequest* will be sent to change the room type for the reservation.

2.7 Change the Number of Persons on the Reservation

Prior to arriving in the hotel, the guests may change the number of persons on the reservation by adding or removing adults or children. When they do so, VIKI will send an *UpdateNumberOfPersonsRequest*.

The PMS will then update the balance of the reservation along with the charges if required and return the updated reservation.

If changing the number of persons requires an update in the room type, the PMS should then not update the reservation but set the property *UpdateRequiresRoomTypeChange* to True. The guest will then be prompted by VIKI to update the room type.

2.8 Set Preferences for the Reservation

While the guest is not yet due in, he can choose the preferences for the room. In order to so, VIKI will first send the *GetRoomPreferencesRequest* specifying the start date and end date for which preferences are requested, and of course the room type for which the preferences are requested.

Then once the PMS returns the list of preferences available for those dates and room type, the guest will select the desired preferences. At this point, VIKI will send an *UpdateRoomPreferencesRequest*.

At this point the PMS will register the preferences for the reservation and return the updated reservation with the property *RoomPreferences* set to the new preferences.

3. Functionalities of VIKI related to IPKV3 PMS interface at the kiosk

3.1 Common to Walk-IN, Check-IN, Check-Out and In-house features

3.1.1 Searching guest reservation

Guests can retrieve their reservation during the arrival/departure process using the following searching criteria (searching criteria can be set using VIKI setup tool). To retrieve a reservation, the kiosk sends a *GetReservationRequest* and receives the reservation(s) in *GetReservationResponse*.

- Credit card number: can be set at kiosk using credit card reader if the payment system supports this operation. Restrictions exist in some country due to PADSS rules.
- Customer ID: this ID attached to customer profile in the PMS.
- Customer Name: can be set at kiosk using a virtual keyboard input. It includes full name (Last name and first name).
- Last Name: can be set at kiosk using a virtual keyboard input. A property can be set to allow kiosk to retrieve list of reservation based on X first characters of name (See *NamesExactMatch* in documentation of the interface).
- First Name: can be set at kiosk using a virtual keyboard input. A property can be set to allow kiosk to retrieve list of reservation based on X first characters of name. (See *NamesExactMatch* in documentation of the interface).
- Second Name: same as last name and only used in Spain.
- Passport Number: can be set at kiosk using a passport reader or virtual keyboard input.

- Phone: can be set at kiosk using a virtual keyboard input.
- Reservation Number: Reservation number can be internal reservation number, Web reservation or third party reservation number. Reservation Number can be a reservation for a group. In this case a list of reservation attached to this main reservation number will be shown at kiosk.
- Secret word: A secret word can be attached to centralized customer profile. In this case, the guest can retrieve his reservation in any hotel of the group based on a secret word at any time.
- Loyalty card number: can be set at kiosk using a card reader or virtual keyboard input.
- Email address: can be set at kiosk using a virtual keyboard input.
- Room number (notice that searching by room number is only available during check-out or in-house process): For security reason, the room number is never entered with virtual keyboard but read in binary mode on a key card reader and submitted to Key card server to get the room number then sent to the PMS.

To increase security, kiosk can be set to ask for more than one criterion to retrieve a reservation. As an example, Email address can be set as mandatory in addition to room number to retrieve a reservation. Hotel should be able to adapt the security level to their hotel and country. PMS should be able to retrieve a reservation based on any criterion.

Any criterion can be disabled in VIKI setup if a PMS is not able to retrieve a reservation based on this criterion.

3.1.2 Change invoice address (including name)

If a folio is set to allow the guest to change his folio address, the customer will be able to change this address at the kiosk (including the name).

Guest options are the following:

- Attach an address from a folio to another one.
- Attach an address from his profile to a folio (company or personal address).
- Create a new address for this folio.

The PMS will be updated with this new address (See *UpdateInvoiceAddressRequest* in IPK v3 documentation).

3.1.3 Guest messages

When PMS sends the reservation to the kiosk, a property is set with the number of messages to display to the customer.

A message type can be assigned by PMS to each message. The kiosk can use this property to show or hide the messages depending on the current transaction 'CHECK-OUT or CHECK-IN or IN-HOUSE'. As an example, only 'PERSONAL' messages will be displayed when the guests are IN-HOUSE but for a check-in 'PERSONAL' and 'INFORMATION' messages will be displayed at kiosk.

Guest is able to select and print any messages at kiosk.

Note: To know more about messages, see *GetMessageRequest* in IPK v3 documentation.

3.2 Check-Out

3.2.1 General purpose

- Check-out can be enabled or disabled depending on the installation. This option is set using the VIKI setup tool.
- If check-out is enabled at the kiosk, the PMS can change the kiosk opening time through *GetHotelParametersResponse* (A *GetHotelParametersRequest* will be sent to the PMS by the kiosk as soon as the customer chooses a language or as soon as the scenario is going back to the main screen – depending on the installation)

3.2.2 Check-Out process

Check-out process is the following (depending on the kiosk settings).

- The guest chooses a language at the kiosk then chooses the check-out process.
- First step is to search his reservation based on search criteria (see: searching guest reservation chapter).
- Then the kiosk displays guest reservation and folios summary (see Show reservation and folios chapter).
- From this point on the customer can:
 - 1- See and/or print his messages (See Guest messages chapter).
 - 2- Change his billing options (change folios address, choose to receive invoice by Email). See Change invoice address chapter.
 - 3- See the invoice details from any folio.
 - 4- Split or merge folios (See merge/Split folio chapter).
 - 5- Add product for mini-bar (see mini-bar chapter).
 - 6- Pay one or more folios (see Post a payment at check-out chapter).
- Then the guest confirms his departure, the kiosk confirms the departure to the PMS (see Confirm departure chapter).
- Invoices are printed at the kiosk (or Emailed, or printed at the reception desk depending on VIKI settings).
- Kiosk keeps room key card (depending on VVIKI settings)

- End of process.

3.2.3 Show reservation and folios at Check-out

As soon as the reservation of a guest is retrieved, the reservation header and reservation folios will be displayed depending on:

- Folio type: Can be set at any value and corresponds to a setup in VIKI.
Example: 'COMPANY ACCOUNT' or 'TRAVEL AGENCY' or 'STANDARD GUEST' or 'FULL ACCOUNT'
- Payment method: Can be set at any value and corresponds to a setup in VIKI.
Example: 'CASH' or 'TOUR OPERATOR' (means the hotel will invoice a tour operator) or 'ACCOUNT' (means the hotel will invoice the company).

So depending on the case, PMS should be able to send Folio Type and Payment Method for each folio in reservation.

In VIKI setup, each pair of criteria (Folio type AND payment method) will correspond to its own behavior.

Example: One entry for 'COMPANY ACCOUNT' and 'CASH'.

Major properties are the following:

- Show folio: If set to no, the kiosk will not display this folio on screen.
- Display prices: If set to no, the prices will not be displayed in folio details.
- Display total: If set to no, the total price for the folio will not be displayed.
- Print folio (or invoice) at the kiosk: If set to yes the folio will be printed.
- Print folio (or invoice) on remote printer: If set to yes and if a printer is defined for this folio, the folio will be printed on this printer.
- Send a copy of this folio to an Email address (accounting for example).
- Use this report: Attach a different report to any folio and payment method.
- Ask for payment: If yes, the kiosk will require a payment if the balance is different from zero.
- Sign this folio: Guest will have to sign the folio on the electronic pad if this property is set to yes (he will be also asked to input his name).
- Allow Guest to change folio address: If yes the guest will be able to change the folio address and the PMS will be updated with this new address.
- Summary folio details: Allow the kiosk to build a summary of folio details by excluding some folio lines details (See property 'LineType' in IPK v3 documentation).
- Use PMS image report: If yes in place of building its own report, VIKI will print a PDF generated by the PMS (assuming the PMS is able to print on any printer type 60mm, 112mm or A4 printer).
- Allow Split/Merge routing instruction: If this property is set to true, then customer

will be authorized to merge or split this folio.

Any information from the reservation can be shown or hidden on kiosk screen using Skin designer or on report using report designer.

Note: To know more about reservation description, see *Reservation* class in IPK v3 documentation. See also *LineType* class, *FolioLine* class, *Folio* class.

3.2.4. Merge / Split folios at check-out

The guest is able to select a routing/split instruction at the kiosk to merge or split his folios. A routing instruction could be 'Post room and breakfast charges on the first folio and other products on, the second folio'.

Split or merge instructions are only available if the folio type and payment method has the property Allow Split Merge routing instruction set to yes.

Example, a 'COMPANY ACCOUNT' folio (paid by company) should not be split while a routing instruction has been already negotiated. A 'STANDARD GUEST' folio (the guest pays all the folios) should be allowed to be split. The customer will be able to have an invoice for his company (Room and breakfast) and another one for personal expenses (movies, bar).

Note: To know more about split and merge folios, see *SplitFolioRequest* class, *SplitFolioResponse* class, *GetRoutineInstructionsRequest* class, *GetRoutineInstructionsResponse* class, *MergeFoliosRequest* class, *MergeFoliosResponse* class, *RoutineInstruction* class in IPK V3 documentation.

3.2.5. Mini-bar at check-out

If the mini-bar is not automatically linked to the PMS, a screen for the mini-bar can be activated on the kiosk. The guest will be able to select products from the mini-bar in a list and add those products to his invoice (PMS will be updated).

Note: To know more about mini-bar, see *GetProductsListRequest* class in IPK V3 documentation.

3.2.6. Post a payment at check-out

The kiosk is handling the payment

If the kiosk is handling the payment (this means the kiosk handles the EFT in the kiosk), the guest will be able to pay:

- Folio by folio, if the balance is different from zero and if the folio is to be paid at check-out by the customer. In this case, the payment receipt is merged in the corresponding invoice by the kiosk. The customer can use any credit card on different folio.

- In one shot, payment will be equal to the reservation balance for all folios types checked as “Need to be paid”. The payment receipt will be printed. The guest can use any credit card accepted at kiosk (Post payment will be done folio by folio for the PMS or one posting of the payment for the entire reservation, and the PMS will handle the posting of the payment on each folio)

The PMS is handling the payment

If the PMS is handling the payment system (third party) then, depending on the PMS the guests will be able to pay folio by folio or all folios in one shot.

The kiosk will read the track 2 of the credit card with a credit card reader and send it to the PMS. Then the PMS proceeds to the transaction and transmits the result of the transaction with:

- Approval code
- Bank Receipt
- Transaction amount
- Type of transaction (PRE-AUTHO, SALE)
- Date of the transaction
- Time of the transaction

IMPORTANT: With this type of interface, it seems to be very difficult to be EMV compliant. Best installation is when the kiosk is handling the payment (unattended EFT system for the kiosk is different from EFT for the desk).

More information

More information about the interface can be found in IPK V3 documentation with the keywords:

- PostPaymentRequest class
- PostPaymentRespond class
- PostPaymentTicketRequest
- PostPaymentTicketResponse
- PreauthorizationRule class
- ConfirmDeparture

3.2.7. Key-cards at check-out

Depending on VIKI settings and if the room key card is used at check-out VIKI is able to swallow the guest key card or to give it back.

3.2.8. Confirm departure

In the end of the check-out process, the kiosk will confirm the departure to the PMS and proceed to the following:

- Print folios on kiosk the printer (if there are folios to be printed at the kiosk)
- Print folios on remote the printer (if there are folios to be printed on the remote printer)
- Send folios by Email (if needed)
- Keep the room key card (depending on VIKI settings)
- Display a page to confirm that the departure was done.

Note: To know more about departure, see *ConfirmDepartureRequest* class and *ConfirmDepartureResponse* class in IPK v3 documentation.

3.3. Check-in

3.3.1. General purpose

Check-in is dedicated to the arrival of customers who have a reservation.

- The check-in can be enabled or disabled depending on the installation. This option is set using the VIKI setup tool.
- If the check-in is enabled at the kiosk, the PMS can change the check-in opening hours at the kiosk through the *GetHotelParametersResponse* (A *GetHotelParametersRequest* will be sent to the PMS by the kiosk as soon as the customer chooses a language or as soon as the scenario is going back to the main screen – depending on the installation).

3.3.2. Check-In process

The check-in process is the following (depending on the kiosk settings).

- The guest chooses a language at the kiosk, then chooses the check-In process.
- The first step is to search his reservation based on search criteria (see: searching guest reservation chapter).
- Then the kiosk displays the guest's reservation and folio information (If customer pays at arrival, see Show reservation and folios chapter). If customer pays at departure the reservation will be shown without any folio details as most of PMS do not provide any folios at check-in but at rather create them during the first night audit after the check-in.
- From this point on the customer can:
 1. See and/or print his messages (See Guest messages chapter).
 2. If the payment is done at check-in, he can change his billing options (change the address on the folios, choose to receive invoice by Email.) (See change invoice address chapter in check-out process).
 3. Split or merge folios (See merge / split folio chapter with the note that if the

payment is done at departure, the changes will not be seen until after the first night in the hotel).

4. Add a product, such as breakfast for example (see add product chapter).

5. If payment is done at check-in, he can pay his stay (see Post a payment at check-in chapter). If payment is done at departure, pre-authorization will be done (see chapter Post a payment at check-in).

- Then the customer will fill in the registration card (see Registration card chapter). A part or all the registration card can be filled in by data coming from the PMS in the response of *GetReservationRequest* and the passport scanner.
- Then the guest confirms his arrival, the kiosk confirms arrival to the PMS (see Confirm arrival chapter).
- If the payment is done at arrival, Invoices are printed at the kiosk (or Emailed, printed at the reception desk depending on VIKI settings). If not, an arrival note will be printed including room number, a welcome message and general information about the reservation.
- Room key card(s) will be issued.
- End of process.

3.3.3. Update guest profile with registration card

VIKI is able to handle a registration card. The fields of the registration card can be set and a correspondence with fields in the PMS can be established.

In this case, the registration card can be filled from the reservation. Then the guest can update his registration form and the PMS will be updated with the new information or not depending on the VIKI settings.

- The registration card can be filled by the PMS for a reservation.
- Depending on the VIKI settings, the registration card can update the data in the PMS or not.
- Each field of the registration card can be set as optional or mandatory.
- The fields passport number, customer name and birth date can be linked to a passport reader.
- A copy of the registration card can be printed on a remote printer.
- The guest can be requested to sign the registration card if the kiosk is equipped with a signature pad.
- See *UpdateCustomerProfile* in IPK V3 documentation.

Note: the registration card can also be updated from a passport scanning/reading device.

3.3.4. Room allocation

Room is already assigned in reservation.

If a room has been assigned by a clerk before the guest arrival, the guest will not be allowed to change the room. The kiosk assumes that the clerk choice is a priority.

In this case, the room number will be populated in *GetReservationResponse* (see chapter Searching guest reservation).

Choose room with preferences

If the room has not been pre assigned by a clerk before arrival, then the kiosk sends a request to the PMS with the room type and the reservation number to get all the combinations of preferences from the PMS (only the available rooms have to be taken into consideration when building this list). Then the customer is able to choose his preferences corresponding to availability (for the room type that has been used for reservation).

Then, once the preferences are selected, the kiosk will send a request to the PMS to assign a room that presents the preferences selected by the guest.

See *GetRoomPreferencesRequest*, *GetRoomPreferencesResponse*, and *AllocateRoomRequest*, *AllocateRoomResponse* in IPK v3 documentation.

3.3.5. Change room type

Depending on the kiosk settings, the guest is allowed or not to change the room type assigned in his reservation.

First step for kiosk will be to get the list of all the room types available for the number of persons and the dates of the reservation (with same rate or with different rate).

Then reservation can be updated if the customer decided to change his room type.

See *GetRoomTypeImmediateAvailabilityRequest*, *GetRoomTypeImmediateAvailabilityResponse*, and *UpdateRoomTypeRequest*, *UpdateRoomTypeResponse* in IPK v3 documentation.

3.3.6. Number of keys delivered at arrival

VIKI is able to issue a key and from 1 to 6 duplicated keys at arrival. Depending on VIKI settings if the key cannot be delivered, the kiosk will not confirm the arrival or will display a screen to the guest: 'Sorry we cannot deliver your key at the moment but your arrival is confirmed, please go to reception desk to get your key'.

Most of the time, in budget hotels (as desk is closed most of the time) a failure to deliver a key will stop the arrival. When the reception desk is open 24/7 the check-in process will not stop.

3.3.7. Post products

Depending on the settings, the guest can add products during the check-in process (such as breakfast for example).

VIKI handles a list of products available at kiosk with a product code corresponding to the PMS products codes. At the kiosk some products cannot be added to a reservation (such as booking a room for a meeting for example).

Translations can be set in VIKI or received directly from the PMS. Calculation rules can be assigned to each product:

- Per person
- Per adult
- Per child
- Flat rate
- Per room

To this calculation rule a posting rhythm will also be applied:

- Per day
- Per stay

Note: See *PostProductsRequest* and *PostProductsResponse* in IPK v3 documentation.

3.3.8. Post a payment at check-in

Guests pay at arrival

In budget hotels, the guests have to pay their stay at arrival (including accommodation and products such as breakfast). In those hotels, no services are available and customer can leave the hotel without checking out as balance is always equal to zero.

The guests are supposed to get their invoice at arrival. It means the PMS should provide folio details at CI (including VAT, invoice number etc.).

The guest will be requested to pay all their stay and products.

After the guest is checked in (*ConfirmArrival*), the kiosk will send a *PostPaymentRequest* to each necessary folio. If kiosk is handling the payment system, bank receipt will be handled by kiosk (and added to invoice and sent to PMS).

If the guests pay at arrival, the folio management is the same as folio management at check-out. See chapter "Show reservation and folio at check-out".

Guests pay at departure

When guests pay at departure, only a pre-authorization is requested at check-in (some credits cards are not accepted for pre-authorization as chipknip cards in Nederland for example).

If the kiosk handles the payment system, a preauthorization could be requested for an amount computed using one of the following rules:

- Fixed amount
- Stay amount with a limited maximum amount
- Stay amount + fixed amount
- Stay amount + %
- Amount per night

If the PMS handles the payment, the PMS will apply its own rules, the kiosk will only provide the credit card information.

3.3.9. Confirm arrival

As soon as the guest confirms his arrival, the notification of arrival is sent to the PMS.

If the guests pay at arrival, invoices will be printed or sent by Email depending on the VIKI settings (As confirm departure, see Confirm departure chapter).

Note: See *ConfirmArrivalRequest* and *ConfirmArrivalResponse* in IPK v3 documentation.

3.3.10. Split and merge folio at arrival

Depending on kiosk settings and depending on reservation, guests are allowed to use a routing instruction at check-in (most of the time restricted to standard guests).

Routing can be “Accommodation and breakfast on the first folio and the other products on the second folio” or “Accommodation on the first folio and breakfast and products on the second folio”.

These routing instructions are given by the PMS.

If the payment is done at arrival, Split and merge instructions have an immediate effect (as folios / Invoice should be generated at check-IN).

If the payment is done at departure, applying a split or merger instruction has no immediate effect but is shown on reservation at kiosk as a text.

Note: To know more about split and merge folios, see *SplitFolioRequest* class, *SplitFolioResponse* class, *MergeFoliosRequest* class, *MergeFoliosResponse* class, *GetRoutineInstructionsRequest* class, *GetRoutineInstructionsResponse* class, *RoutineInstruction* class in IPK V3 documentation.

3.4. Walk-in

3.4.1. General purpose

Walk-in is dedicated to the arrival of customers that don't have a reservation.

- Walk-in can be enabled or disabled depending on the installation. This option is set using the VIKI setup tool.
- If the walk-in is enabled at the kiosk, the PMS can change the opening hours for walk-in at the kiosk through *GetHotelParametersResponse* (A *GetHotelParametersRequest* will be sent to the PMS by the kiosk as soon as the customer chooses a language or as soon as the scenario is going back to the main screen – depending on the installation).

3.4.2. Walk-In process

- Walk-in process is the following (depending on the kiosk settings).
- The guest chooses a language at the kiosk then chooses Walk-in process.
- The guest fills in his name, length of the stay, number of adults, children.
- The guest chooses a room type or a special offer, or they can try a certain room number if they have already been in the hotel and liked a certain room.
- Then the kiosk will send a request to the PMS to create the reservation (see

CreateReservationRequest in IPK V3 documentation).

- Then, as soon as the reservation has been created the scenario behavior is strictly the same as the check-in process.

3.4.3. Special offers

Kiosk is able to propose special offers to a customer who has no reservation. Special offers are obtained from PMS and proposed to customer.

As an example, special offer could be 'Buy a package including room breakfast and menu – "degustation" for 150€ / person and save 50€'.

Note: To know more about special offers, see *GetSpecialOffersRequest* class, *GetSpecialOffersResponse* class, *SpecialOffer* class in IPK v3 documentation.

3.4.4. Create a reservation for immediate arrival

Guests without any reservation will be allowed to create a reservation by giving their name, number of persons, stay length. They can choose also a room in a room type list available.

In place of room type a special offer code can be used to create the reservation. They can assign their loyalty card to the reservation (??? Can they ????)

Note: See *CreateReservationRequest* and *CreateReservationResponse* in IPK v3 documentation.

As soon as the reservation has been created, kiosk will automatically connect to check-in process.

3.4.5. Create a reservation for a later arrival

Reservation can be taken in hotel for a later arrival. This function is similar to create a reservation for immediate arrival. The only difference is that the customers will have to state the beginning of their stay in the hotel.

Note: See *CreateReservationRequest* and *CreateReservationResponse* in IPK v3 documentation.

3.5. In-House

During his stay, the guest can do the following (The kiosk will send a *GetReservationRequest* to retrieve guest reservation information.)

- Ask for a new room key card (if he has lost his key).
- Ask for a duplicate room key card.
- Pay one or several folios.
- Pay and close his folio(s) to save time at check-out by paying in advance (folio is closed and no charge will be added any more except by the reception desk).
- Change his billing address (Depending of the folio type he will be authorized or not).
- Ask to receive his invoices by Email.
- Read and/or print his messages.

Same functions are used as in Check-in and Check-out but customer is IN.