

USER ROLE DOCUMENTATION

Level 2 / Hotel Manager

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BACK-OFFICE OVERVIEW

INTRODUCTION

The back office is the web portal used to manage the Allegro V7 application in a standard manner. Every hotel is accessible through the back office. This portal allows the hotel's front desk, managers, and Ariane users to monitor and manage the installed hotels.

CONFIGURATION

The back office, besides being useful for management, is the primary configuration tool used by Ariane installation teams. When a new hotel is installed, there are modules in the back office, mainly in the Allegro Setup section, that allow for configuring various options to align the use of Allegro V7 with the hotel's needs. This includes configuring the PMS, skin options, cultural preferences, and key system setup.

DAILY MANAGEMENT

The back office is also a useful tool for hotel teams to monitor and manage the use of Allegro V7 in the hotel. It can be used to manage arrivals and departures via the Dashboard, handle alerts on kiosks via the fleet manager, and update information on arrival documents sent to guests.

SOLUTION MONITORING

The back office isn't only useful for daily hotel users; it's also a monitoring platform for managers and the hotel's IT team. These users can monitor the installation quality in their hotel, have a detailed overview of statistics related to kiosk usage, and use it for internal updates at Ariane, such as tracking recently installed clients, ensuring the hotel functions correctly, and updating certain configuration aspects.

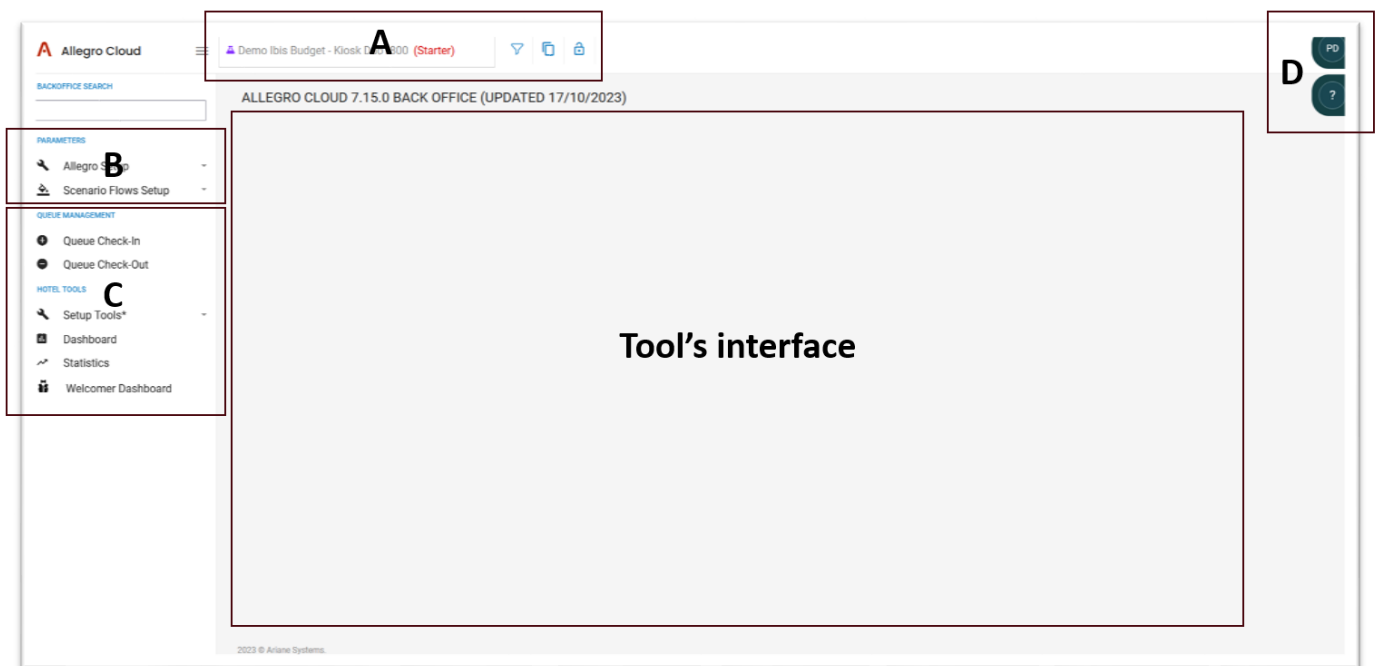
PRACTICAL INFORMATION

Link to the Allegro V7 Back office:

<https://backoffice.eariane.com> (North America back office)

<https://backoffice-europe.eariane.com> (rest of the world back office)

Back Office interface overview:



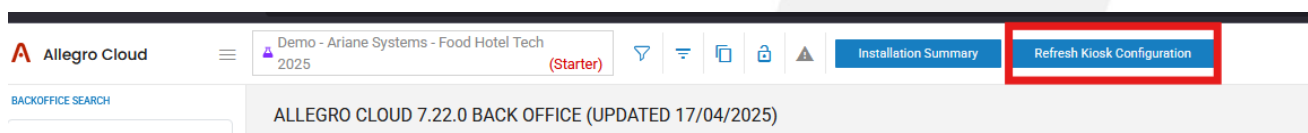
A. Hotel selection
Hotel status
Quick tools

B. Internal Configuration and setup tools

B. Hotel tools

C. User Menu

Depending on the user role there is also a Refresh Kiosk Configuration button at the top of the interface allowing the user to actively refresh or hard refresh the kiosk to apply some of the changes made on the configuration. Please be aware that the refresh button may disturb kiosk usage if used when someone is using the kiosk.



USER ROLES

INTRODUCTION

In the Back office, we created 3 different types of users for the hotel. We labelled these roles with level accesses, level 1 the hotel user as we call it, level 2 the manager user and level 3 the manager + role. Each role aims to answer certain needs for each different types of users we encounter in the operational hotel's staff. The different levels have access to different features in the Back office accordingly with their operational needs.

The following is a short description of each existing roles.

LEVEL 1 / THE HOTEL USER

The level one user, or hotel user is the simplest user role, he has access to a small part of the features of the back office only related with the day-to-day operational management of the kiosk. All the different feature accessible by the level one user are closely related to the front desk.

LEVEL 2 / THE MANAGER USER

The level two user, or manager user is a medium access level. He has access to all the different tools available in the hotel tools section of the back office. This tool includes all the level one features, mostly used for operational purposes, but this also include some light configuration features from the set-up side of the back office.

LEVEL 3 / THE MANAGER + USER

The level three user, or manager + is the most advanced user access available for a customer. He has access to all the previous features from level one and two, and some more advanced configuration and setup-oriented features.

FEATURES

Following are all the different features explained and accessible for the level 3 user role.

QUEUE

CHECK IN

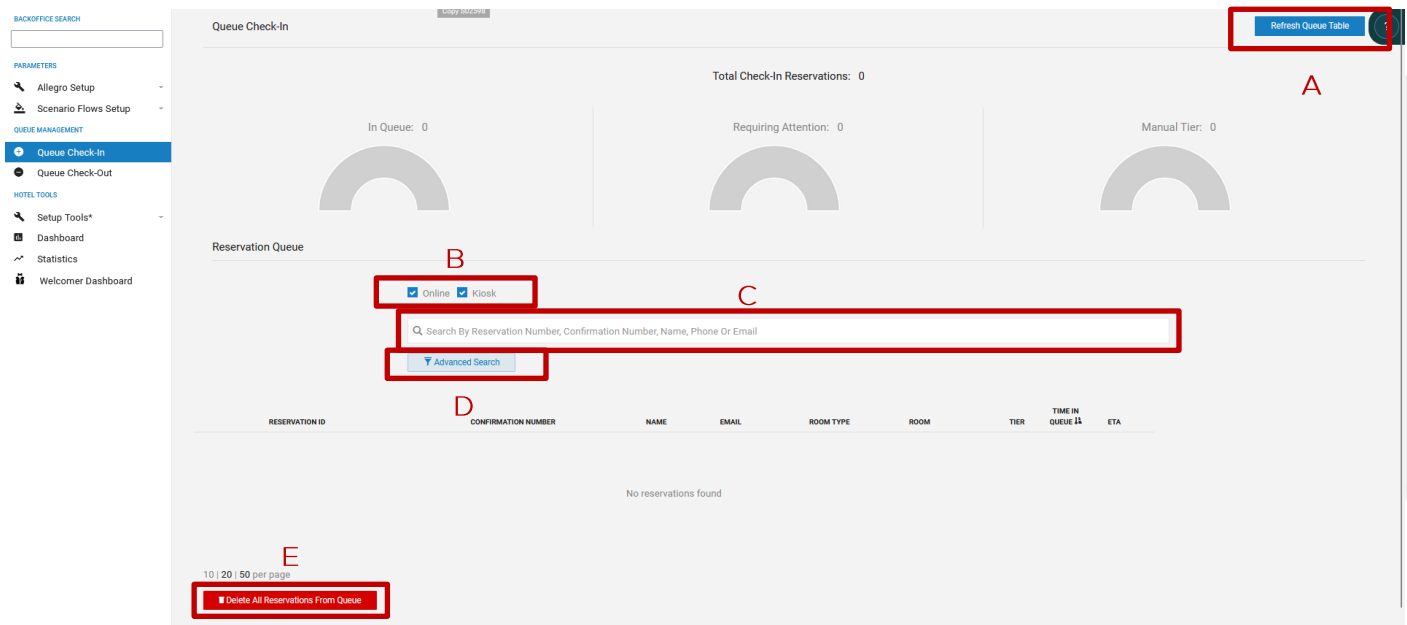
The queue for check in is a dashboard where the user can find all the different reservation that are waiting to be processed by the system.

The queue operates with a system of 4 tiers to filter the different status of each reservation regarding the room assignment process:

- **Tier 1:** Automatic, the reservation is processed instantly for room assignment.
- **Tier 2:** The reservation will be processed at the check in start time, the guest cannot check in before that time. (No room will be allocated)
- **Tier 3:** This is a manual check in at the desk. Reservations will end up in this tier list if something goes wrong with the system.
- **Tier 4:** this is a waiting tier list not visible, where reservations are waiting to be processed and moved to other tiers at the right time.

Reservations from Online pre check in are added to the **Tier 4** list, waiting for the check in start time or the estimated time of arrival to be moved into the **Tier 2**.

Reservations from Kiosk check in will be sent into **Tier 2** if a room was not ready at the time of the kiosk check in.



With this feature the user has an overview of the different reservation being processed by the system. He can:

- Refresh the queue to access the last reservations being processed (A)
- Filter the table to access only Kiosk or Online reservations (B)
- Search for a specific reservation (C)
- Use the advanced search filters to sort the list or find a reservation (D)

Advanced Search

Room type: ☐ QC2 ☐ QR2 ☐ QR4

Queuing tier: ☐ T1 ☐ T2 ☐ T3 ☐ T4

Room status: ☐ Room not assigned ☐ Room is ready

[Clear All Filters](#) [Search](#)

- Delete all the reservation from the queue (destructive process) (E)

CHECK OUT

The queue for check out is a dashboard where the user can find all the different reservation that are waiting to be processed by the system.

The check-out queue operates the same way as the check-in queue with 2 different tiers that filter the status of each reservation.

- **Tier 1:** the reservation is automatically processed by the system at the check-out start time in the setup.
- **Tier 2:** Manual check out done at the front desk.

The user can filter and search for specific reservation in the same way as for the Queue check-in feature.

Queue Check-Out

Refresh Queue Table ?

☒ Online ☒ Kiosk

Search By Reservation Number, Confirmation Number, Name, Phone Or Email

RESERVATION ID	CONFIRMATION NUMBER	NAME	EMAIL	ROOM TYPE	ROOM	TIER 1	TIME IN QUEUE
No reservations found							

10 | 20 | 50 per page

Delete All Reservations From Queue

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RESERVATION DETAILS

When on the queue pages, it is possible to access details of a reservation by expanding it. The reservation can be expanded using the right arrow on the list. The expanded view gives different details regarding the reservation and the reason it is in the queue.

It is also possible in this view, to change manually the tier of the reservation, using the blue button. And to delete a reservation from the queue using the yellow one.

Reservation Queue

☒ Online
 ☒ Kiosk

Search By Reservation Number, Confirmation Number, Name, Phone Or Email

Advanced Search

RESERVATION ID	CONFIRMATION NUMBER	NAME	EMAIL	ROOM TYPE	ROOM	TIER	TIME IN QUEUE	ETA
1091947	900402	Shaun Thomson	s.thomson@btinternet.com	SD04	336	DI	T2	02 22:50 10:00 AM
Arrival: December 20 2023 CI Attempts: 109/3000 02:55 PM Departure: December 22 2023 Reason For Queuing: Online Pre-Check-In was processed successfully Phone Number: 115/3000 Added By: Online-379 T2 (Current) + Delete From Queue								
114988	910012	David Graham	davidg@btinternet.co.uk	SD04	502	DI	T2	02 22:37 10:00 AM
1071875	1000049	Kate Browne	k.browne@btinternet.co.uk	SD04	257	CL	T2	02 21:24 10:00 AM

By clicking on the blue reservation ID on the left, it is possible to open a detailed view of the reservation events related to the queue. It is also possible to change the tier of the reservation manually and delete the reservation from the queue from this detailed view.

Back To Queue Check-In

Reservation Summary

Back To Queue Check-In

Back To Queue Check-In

Reservation Summary

Queue Events

Delete From Queue T2 (Current) +

RESERVATION SUMMARY

Arrival Date
December 20 2023
 Departure Date
December 22 2023
 Reason For Queuing
Online Pre-Check-In Was Processed Successfully
 CI Attempts
115/3000 03:10 PM
 Added By
Online-379

Reservation Number
1091947
 Confirmation Number
900402
 Check-In Start
10:00 AM
 Early Check-In
-

Room Number
336
 Time In Queue
02 23:06
 Room Type
SD04
 Room Status
DI

QUEUE EVENTS

Timestamp	Events	Additional Infos	Accessed By
12/20/2023 3:10:09 PM	Reservation was processed successfully	The room assigned is not clean	-
12/20/2023 3:10:08 PM	UpdateReservationWithPresignedRoom method started.	Automatic process	-

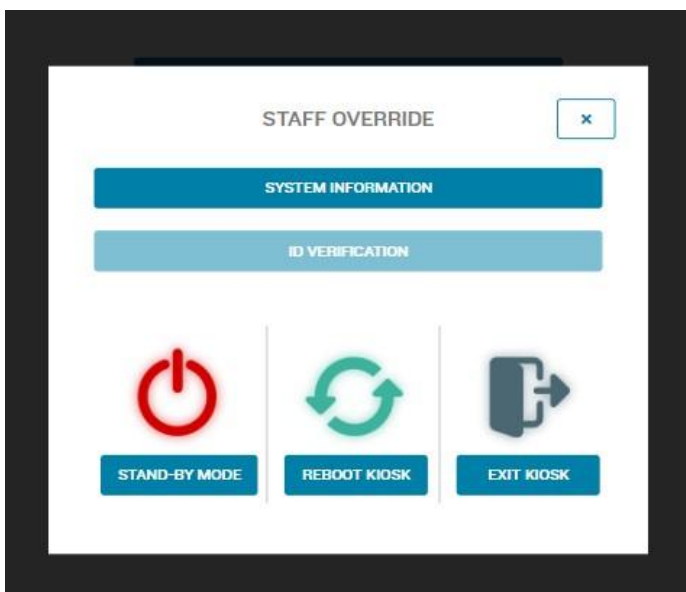
Toggle Logs

STAFF QR CODE

The staff QR code menu allows the user to generate a special QR code. This QR code can be used on the kiosk, to access the staff override menu. The user needs to click on the **help menu** on the home screen and scan the staff QR code.



- Once the QR code has been scanned, the special staff menu is displayed:

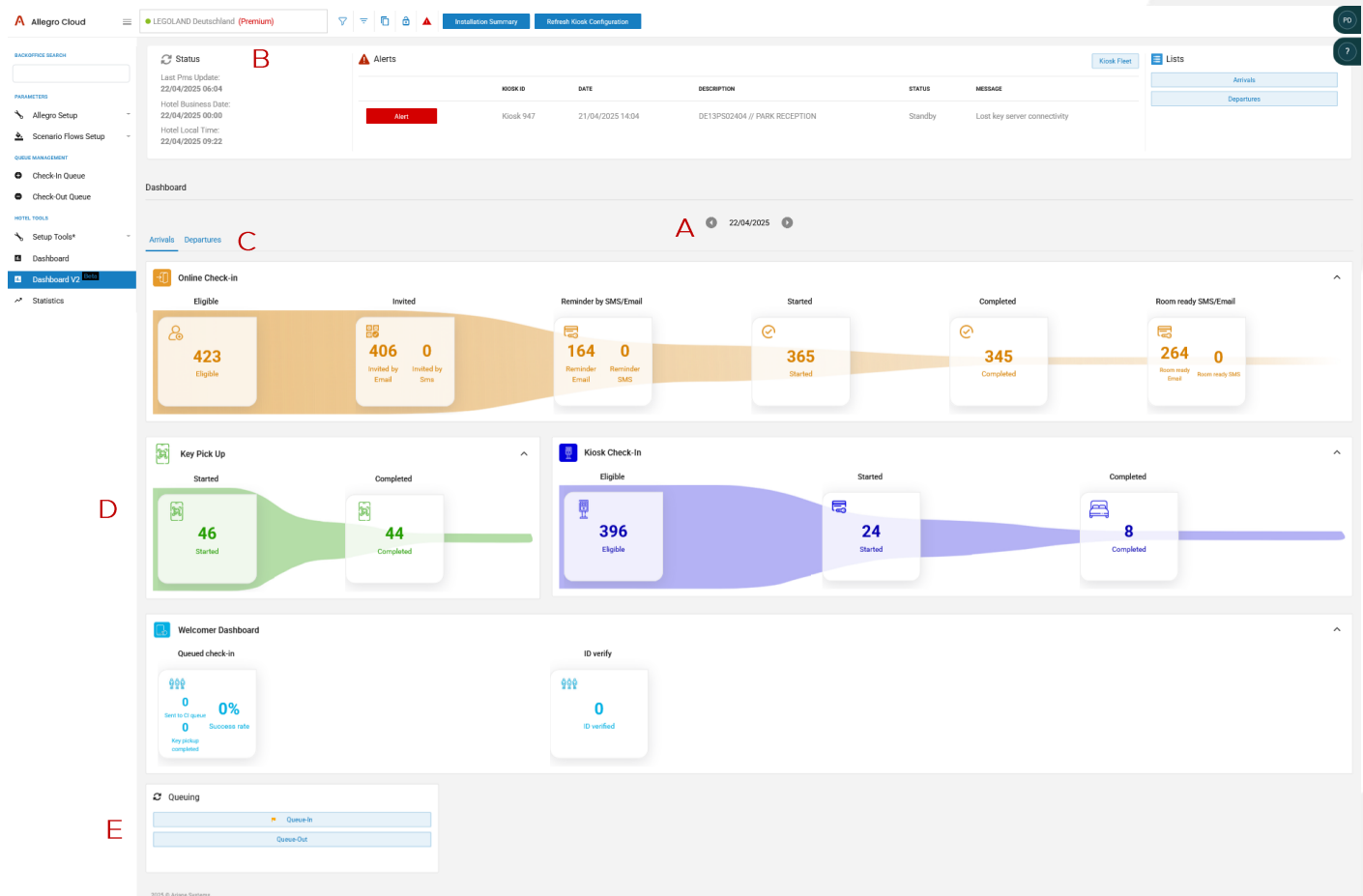


- The system information provides information to the kiosk in use.
- The Id verification option allows the staff to bypass the scan ID process for a guest, after a manual verification.
- The Stand-by mode button to manually put the kiosk in stand-by mode.
- The Reboot kiosk button to manually reboot the kiosk system.
- The exit kiosk button to exit the kiosk application and access Windows.

DASHBOARD

The dashboard module is accessible in the back office through the left menu under the setup tools menu. This module gives a day-to-day global overview of the reservations received by Ariane from the hotel's PMS.

The dashboard:



A: The date picker; it allows the user to choose the date when he wants to see the different data. Just under the PMS the "Last PMS update" date and hour indicates to the user the last time Ariane received an update from the hotel's PMS.

Please note that the dashboard is a day-to-day tool, historic data is still accessible via the date picker but may contains inaccurate data.

B: The top section of the dashboard is the tool section. This section gathers different useful information for the user:

Status

Last Pms Update:
22/04/2025 12:01

Hotel Business Date:
22/04/2025 00:00

Hotel Local Time:
22/04/2025 16:24

Alerts

	KIOSK ID	DATE	DESCRIPTION	STATUS	MESSAGE
Alert	Kiosk 1006	22/04/2025 11:04	DE13PS02406	Standby	Lost key server connectivity

Kiosk Fleet

Lists

Arrivals

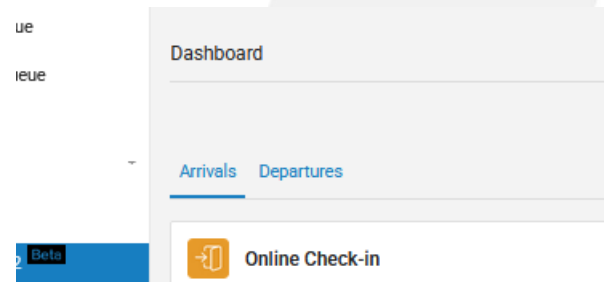
Departures

The **status of the hotel**, which combine the last PMS update, the hotel business date and the hotel local time.

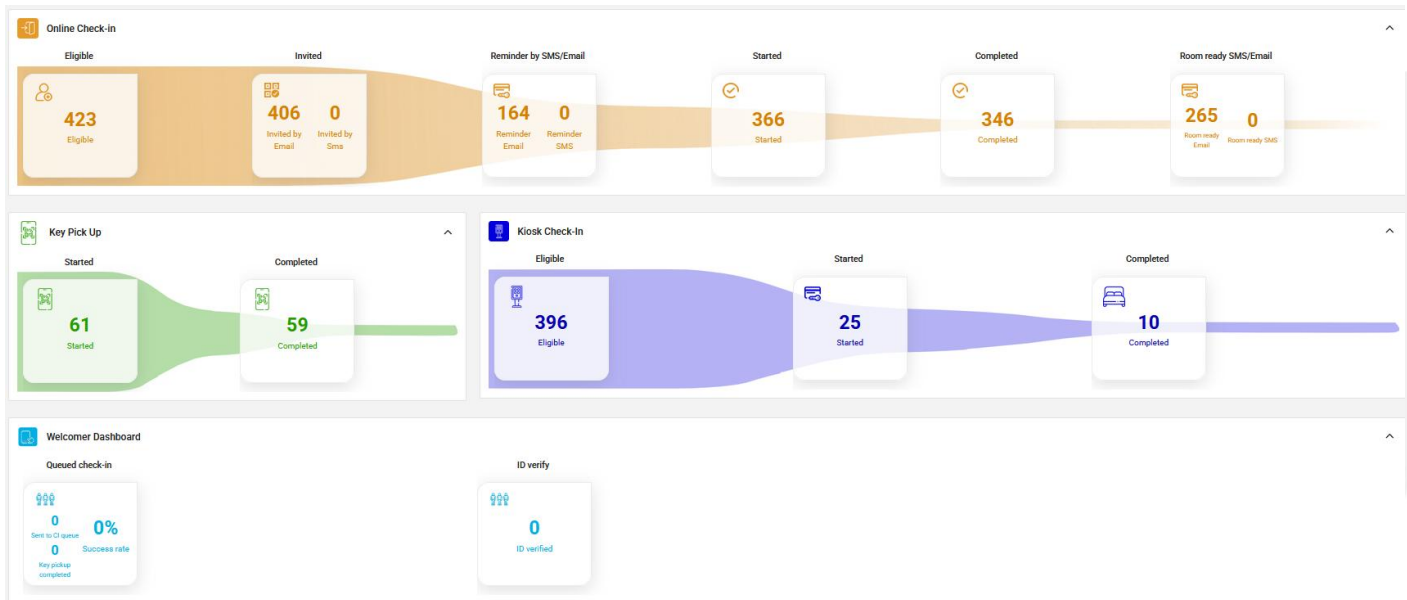
The **Alerts** subsection, if there are any active alerts on the kiosk they would be displayed here and it is also possible to access the kiosk fleet from here with the top right corner button.

And the **Lists** shortcut button. Which allows the user to access the detailed reservations lists either for Arrivals or Departures.

C: For the different data points displayed in the dashboard it is possible to either display arrivals or departure, which can be selected using the 2 different tabs.



D: Main section, data points



The main section of the dashboard displays different tiles, each tile refers to a specific aspect of the solution either regarding Arrival or Departure.

Each of the different tiles are following a chronological path regarding the different steps of the scenario the guests is following.

It is possible to click on each of the different data numbers to access the reservation list tied to that number.

E: It is also possible to access the queue directly from this page by clicking on the top right "queue check in" or queue check out button, at the bottom of the page.

Clicking on the reservations number opens the list view with all the different reservations.

Arrivals List With Statuses :

14/12/2023

Queue Check-in

Search reservations

By Number, Guest, Room, Email

Filter reservations

All reservations (not cancelled)

Internal PMS N°	Reservation N°	Guest	Room N°	Arrival date	Departure date	Email	Mobile phone	Status	Channel
460011212	00011212	Marie Rigling	002	14/12/2023	15/12/2023	marie@pms.com	+46700000007	Success	OnLine&Kiosk
460011217	00011217	Tom Rigling	001	14/12/2023	15/12/2023	tom@pms.com	+46700000008	Success	OnLine&Kiosk
460011218	00011218	Tom Rigling (Spide)	002	14/12/2023	15/12/2023	tom@pms.com	+46701111111	Success	OnLine&Kiosk
460011219	00011219	Tom Rigling	102	14/12/2023	17/12/2023	tom@pms.com	+46700000004	Success	OnLine&Kiosk
460011214	00011214	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk
460011215	00011215	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk
460011216	00011216	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk
460011217	00011217	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk
460011218	00011218	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk
460011219	00011219	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk
460011220	00011220	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk

10 | 20 | 50 per page

1 - 10 from 21

1 2 3

This detailed view contains various information regarding each reservation, the status of the reservation and the check-in channels.

The final level of details accessible on the Dashboard regarding a reservation is the “reservation details” page.

Reservation Details

RESERVATION SUMMARY

BOUSSELAIRE JOHN
 abousseilaire@ariane.com
 49607657614
 Online check-in URL
 Room

Arrival Date: 13/12/2023
 Departure Date: 14/12/2023

Room Number: 0519

Reservation Number: 21044962
 Confirmation Number: 21045012
 External Reference Numbers: No Number(s) Found

Reservation Status: Booked

RESERVATION DETAILS

NR OF ADULTS	0
NR OF CHILDREN	0
MARKET SEGMENT	
SOURCE CODE	

This page contains all the different details available regarding a specific reservation. Those details are sorted by different categories we can find on the left menu. All these categories are referring to every interaction the guest will have with Ariane during his stay, from the moment the reservation comes to Ariane until the check-out of the guest, including eligibility, payment or online flow.

When exploring one of the different categories, the events related to that category are displayed step by step with a time stamp to be able to follow the complete guest journey.

- Reservation Summary
- Reservation Details**
- Checkin Process
- Checkout Process
- Payments
- Reservation Events

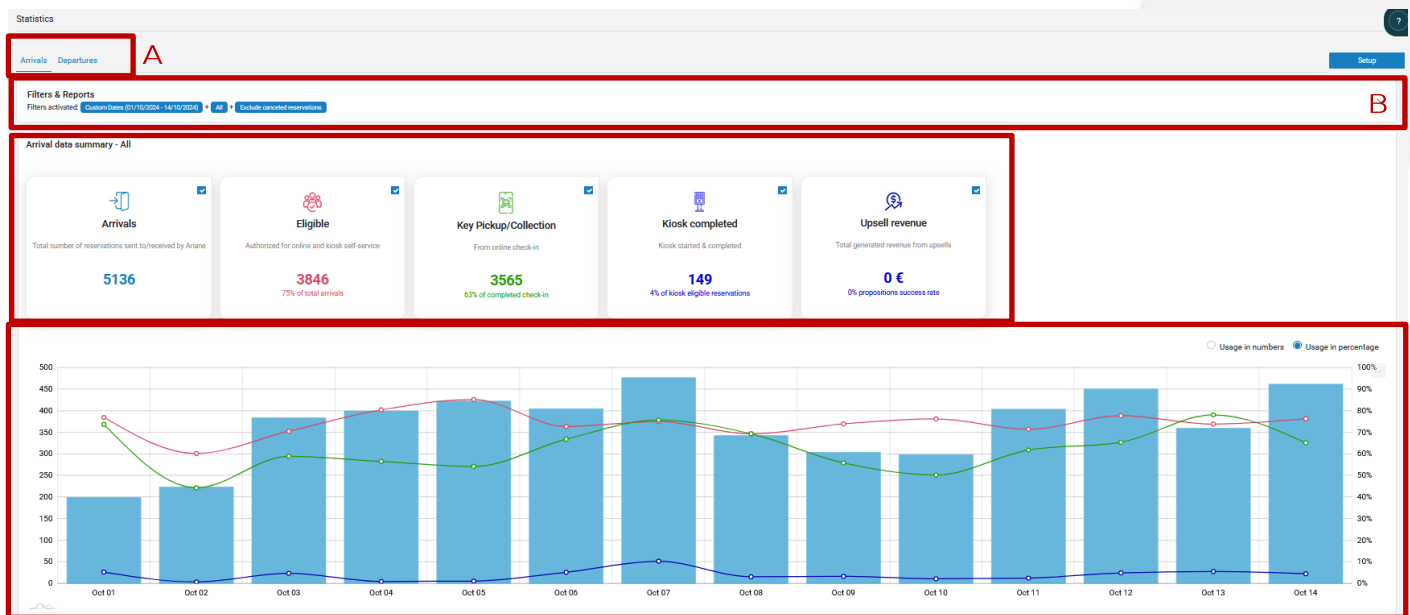
RESERVATION EVENTS

EVENT	DETAILS	DATE
ReservationEligibleForKioskCI		13/12/2023 13:55
ReservationEligibleForOnlineCI		13/12/2023 13:55
Email	Reservation enqueued for InviteCheckin notification with the email address = Jo** Bo*****@*****.com	13/12/2023 13:56
Sms	Reservation enqueued for InviteCheckin notification with the phone number = 49*****614	13/12/2023 13:56
NotificationSent_CliInvitation	notifications.email: sent	13/12/2023 13:56
Sms	InviteCheckin SMS not sent_error =	13/12/2023 13:56
Email	InviteCheckin email sent.	13/12/2023 13:56

STATISTICS

The dashboard module is accessible in the back office through the left menu under the setup tools menu. This is a very powerful tool to analyze the whole usage of the kiosk in the hotel through different channel. The page is divided into Arrival and Departure and between every different aspect of the kiosk and the check in journey of the guest, from the online pre check in to the check out.

Below is the first overview page of the statistics where the user can find a summary of all the different data channel available in the dashboard.

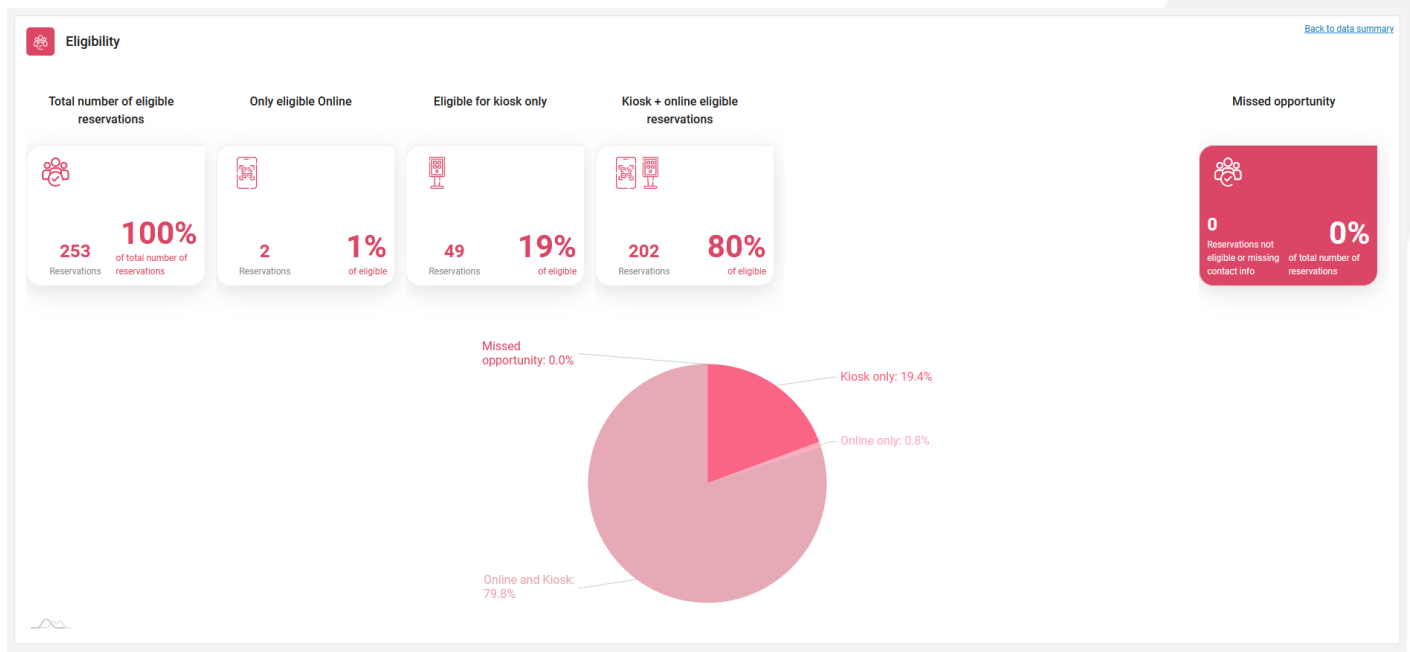


- Selector to choose between Arrival and Departure (A)
- The filter selection to choose between Kiosk only, online only or all, the date picker to view data for a specific period, and the ability to exclude cancelled reservations, display every reservation or only the cancelled ones and the report downloads section to download detailed reports excel files for arrival or departure and for kiosk or online. (regarding the selected period (B))
- Data summary, it is possible to enable or disable each data channel to look for a targeted data overview (C)
- Data graph using the data form the selected channels on (A), this is a numerical graph displaying the number of reservations over a period. (D)

SPECIFIC DATA CHANNELS (ARRIVAL)

All the different data gathered in the statistic portal are chronologically displayed between every section and in the sections as well. They follow the different steps of the guest journey regarding the check in process.

Eligibility:

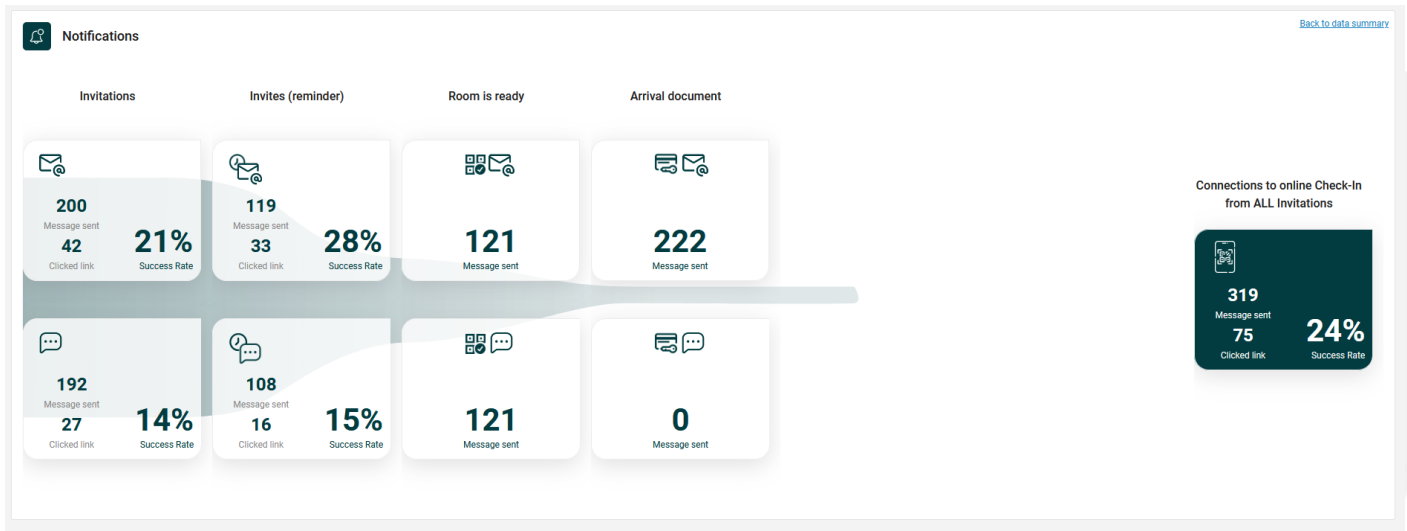


The eligibility section displays the different eligibility status reservation can have regarding the information available in the system and the eligibility criterions on the hotel.

The first tile displays the total number of reservations, and the following ones are displaying specific eligibility statuses on reservation regarding kiosk, online or both. All different percentage are calculated regarding the total number of reservations of the section.

The right darker tile on the screen displays an informative data where the hotel can see the missed opportunity on this section, meaning here the reservation missing information that Ariane couldn't contact or the ones excluded from the eligibility criterions.

Notifications:



Following the eligibility section comes the notifications where the user can see the different messages sent to the guests. The section is divided in two lines distinguished by a different logo, the top one display messages sent by mail and the bottom one by SMS.

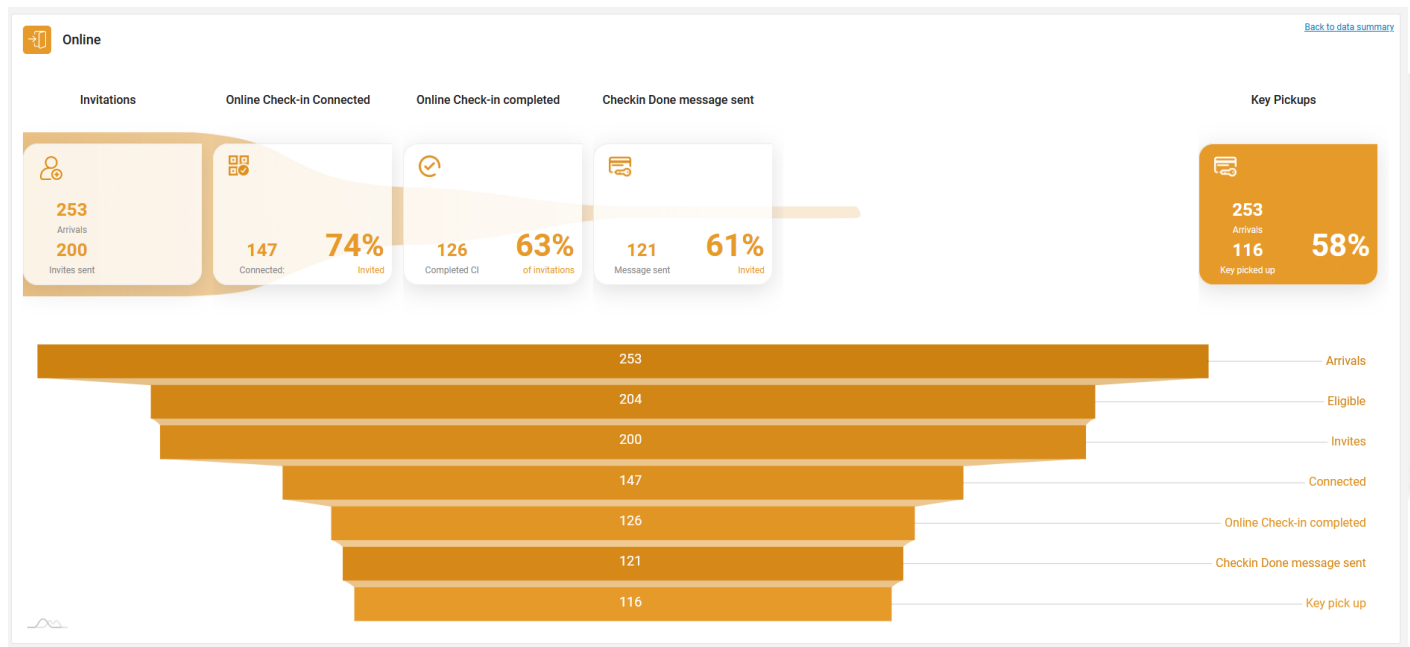
The invitations tiles are divided between the number of messages sent and the number of users which clicked the link in the message. The percentage of success represent the number of guests clicking on the link, a low rate might indicate that the message is not clear enough for the guest.

The two last set of tiles, room is ready and arrival document are related to guests already in the hotel.

The room is ready notifications is sent when a guest comes to the kiosk to get his key and the room is not ready, this reservation becomes a pre-check-in and Ariane sends a "room is ready" message when the room is available for the guest.

The Arrival document is a message configurable in the back office summarizing important information regarding the guest's stay in the hotel, it is sent once the check in is complete.

Online:



The online section breaks down in different steps the whole online journey of the guest from the invitations to the final notifications sent when the room is ready (check in done message)

This section works as a funnel and the overall objective for the hotel would be to keep as many as possible from the start to the completion of the online journey.

The tiles on the first line displays a chronological data summary from the invitation to the key pick up in the hotel with different major's steps during the journey:

How many guests connected to the online scenario?

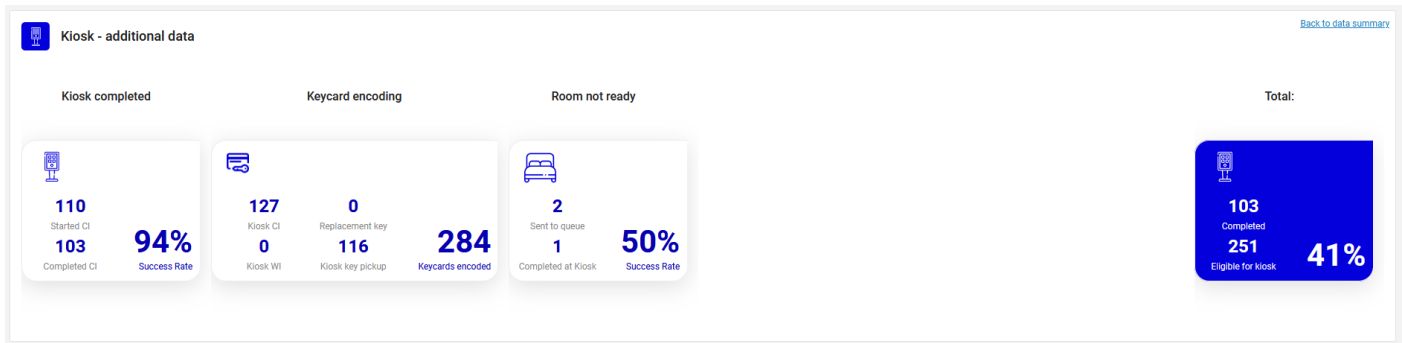
How many completed it?

How many checks in done messages were sent?

How many guests used the key pick up scenario after a successful pre check in?

The bottom top-down funnel display only numerical chronological data following a more precise step by step online journey for the guests. Calculated with the total number of arrival and the number of successful keys pick out the total of arrivals.

Kiosk – additional data:



The kiosk section focuses on the usage of the kiosk outside the scope of the online/key pick up journey.

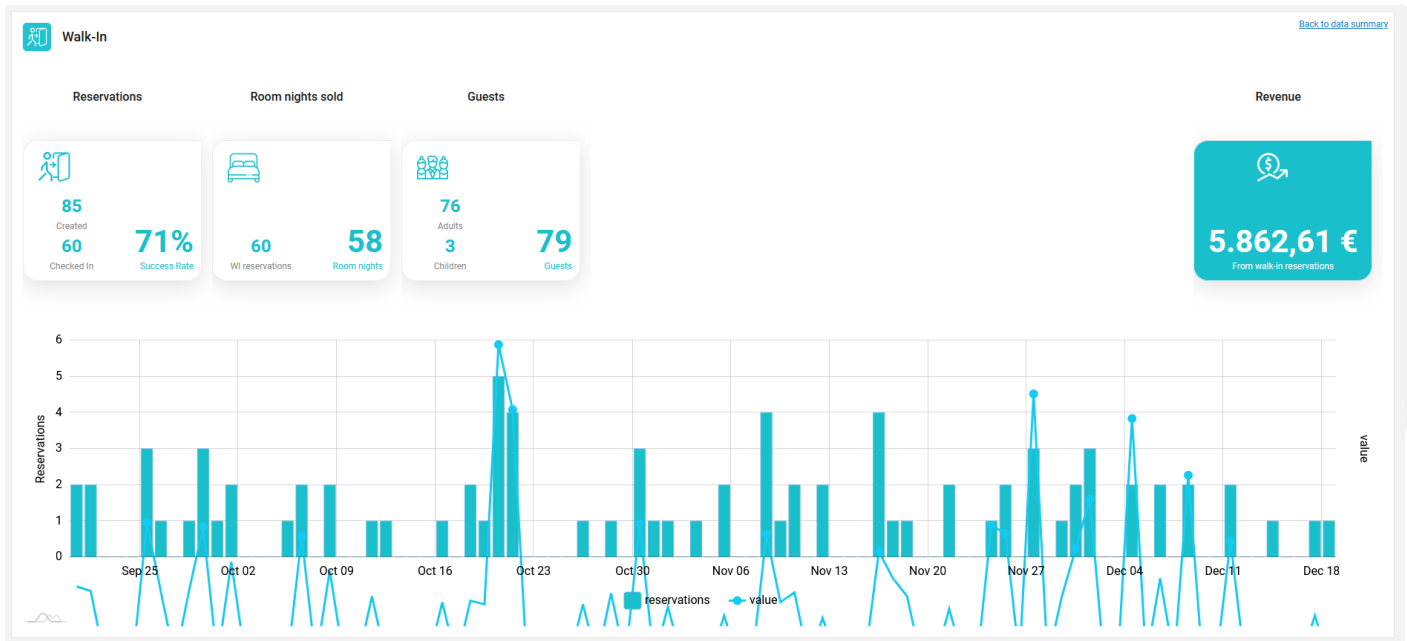
The first tile displays the total number of check-ins started at the kiosk and number of completions, with a percentage of success rate, a low number could indicate that the scenario might be too long or complicated and might need to be adjusted.

The second tile is an informative tile displaying the number of keys encoded at the kiosk through different origins.

The last tile displays the number of "room not ready" reservations at the kiosk, it happens when the guest arrives at the kiosk and no room is available regarding his reservation. (cf: *notification section and queue for more information*)

The last tile displays the total number of reservation eligible to kiosk check in and the number of completed check-ins.

Walk-in:



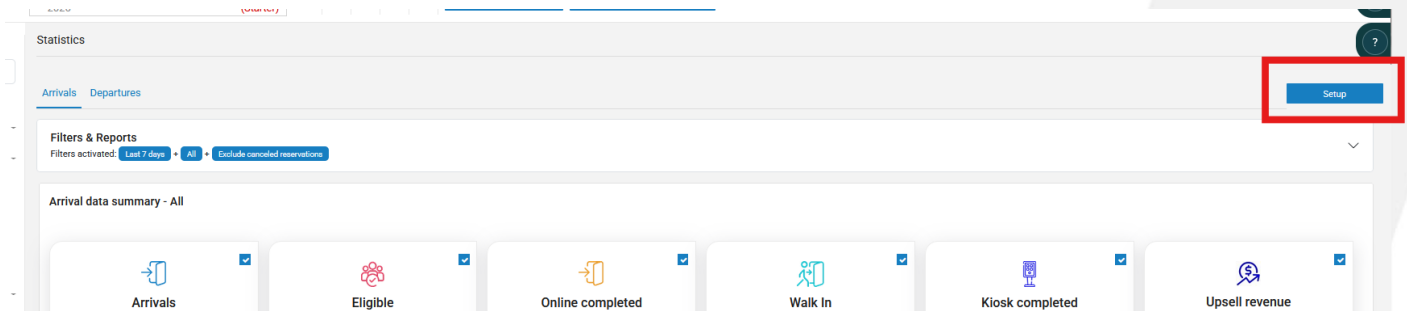
The Walk-in is a special section at the end of the statistics portal, it is only available when the hotel has enabled walk-ins' scenarios at the kiosk. The walk-in scenario refers to guests coming to the hotel and creating a reservation on the kiosk.

The different tiles show the number of reservations created at the kiosk, the number of nights per room sold, the number of guests and most importantly the total revenue earned via Walk-ins on the selected period.

The graph at the bottom displays the revenue and the number of reservations.

How to setup the goals and KPI visibility:

1. Locate the "Setup" Button in the top-right corner of the statistics portal.
2. Click on "Setup" to open the configuration page.
3. If you do not see this button, you may not have the necessary permissions. Ensure you have the required role.



KPI visibility

1. Navigate to the "Personal KPI Configuration" Section
 - a. The configuration page displays a list of all available KPIs.
2. Enable or Disable KPIs
 - a. Use the toggle switch next to each KPI to activate or deactivate it.
 - b. Greyed-out KPIs indicate they are unavailable for your hotel setup.
3. Select Up to 6 KPIs
 - a. You can select a maximum of 6 KPIs.
 - b. If 6 are already selected, deselect one before enabling another.
 - c. A counter below the selection panel shows the number of active KPIs.
4. Save Your Preferences
 - a. Click "Save" to apply the changes.
 - b. Your KPI selection will remain the same across all hotel accounts you access.

Hotel Usage Goals **Personal KPI Configuration** Back To Statistics ?

Personalized Kpi View

Personalize what KPIs you as a user will see when viewing hotel statistics for all hotels you have access to

Arrivals	Display/Hide	Departures	Display/Hide
Arrivals	<input checked="" type="checkbox"/>	Departures	<input checked="" type="checkbox"/>
Eligible	<input checked="" type="checkbox"/>	Online Eligibility	<input checked="" type="checkbox"/>
Key Pickup	<input type="checkbox"/>	Online Eligibility	<input checked="" type="checkbox"/>
Kiosk Completed	<input checked="" type="checkbox"/>	Online Completed	<input checked="" type="checkbox"/>
Online Completed	<input checked="" type="checkbox"/>	Total Usage Checkout	<input type="checkbox"/>
ROI	<input checked="" type="checkbox"/>		
Total Usage Checkin	<input type="checkbox"/>		
Walk-In	<input checked="" type="checkbox"/>		

Number of active Kpis 6 (out of 6)

Cancel Save

Hotel usage goals

1. Navigate to the "Hotel Usage Goals" Section
 - a. This section allows you to define performance targets for KPIs.
2. Select KPIs for Goal Tracking
 - a. Use the toggle switch to enable KPI goal tracking.
 - b. Available categories include Arrivals, Departures, and Revenue-related KPIs.
3. Define Performance Targets
 - a. Set the **Minimum Threshold** (yellow zone) to indicate the lower acceptable range.
 - b. Set the **Target Goal** (green zone) to mark the success level.
 - c. Input values in percentages (%) for performance-based KPIs
4. Save Your Settings
 - a. Click "Save" to finalize your configurations.
 - b. The statistics portal will now reflect these goals in reports and dashboards.

Statistics ?

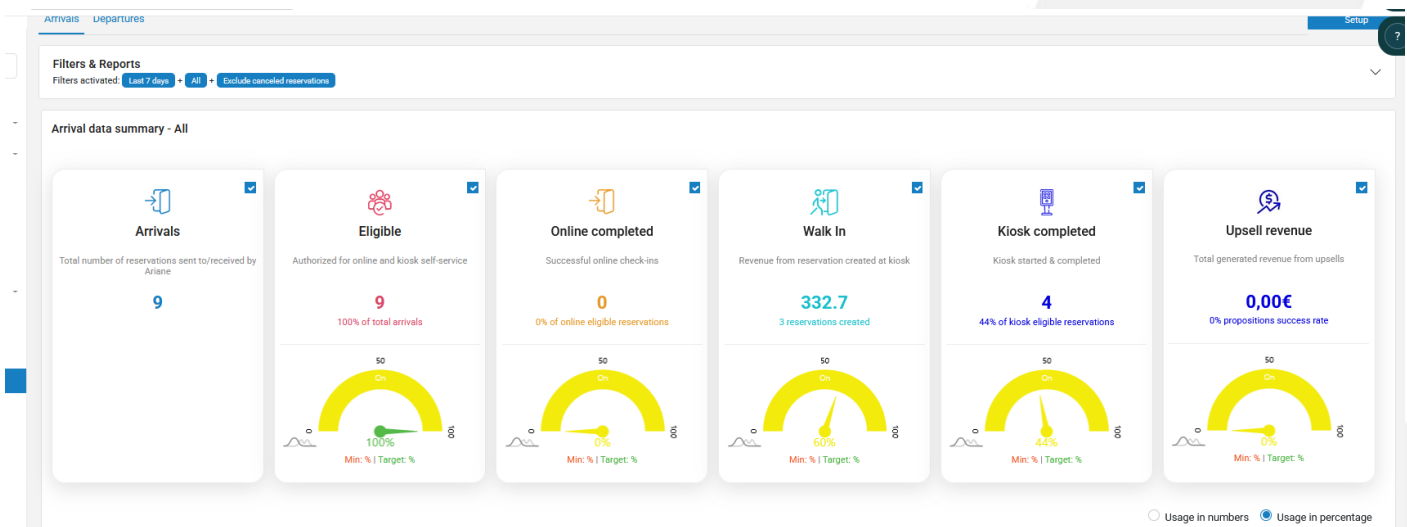
[Hotel Usage Goals](#) [Personal KPI Configuration](#) Back To Statistics

Arrivals	Display/Hide	Maximum usage goal (yellow zone)	Target usage goal (yellow zone)
Eligibility	<input checked="" type="checkbox"/>	Minimum eligibility (%) <input type="text"/>	Target eligibility (%) <input type="text"/>
Online completion	<input checked="" type="checkbox"/>	Minimum usage (%) <input type="text"/>	Target usage (%) <input type="text"/>
Keypickup completion	<input checked="" type="checkbox"/>	Minimum usage (%) <input type="text"/>	Target usage (%) <input type="text"/>
Kiosk completion	<input checked="" type="checkbox"/>	Minimum usage (%) <input type="text"/>	Target usage (%) <input type="text"/>
Walk in revenue	<input checked="" type="checkbox"/>	Minimum revenue (%) <input type="text"/>	Target revenue (%) <input type="text"/>
Upsell revenue	<input checked="" type="checkbox"/>	Minimum revenue (%) <input type="text"/>	Target revenue (%) <input type="text"/>
Total usage	<input checked="" type="checkbox"/>	Minimum usage (%) <input type="text"/>	Target usage (%) <input type="text"/>

Departures	Display/Hide	Maximum usage goal (yellow zone)	Target usage goal (yellow zone)
Eligibility	<input checked="" type="checkbox"/>	Minimum eligibility (%) <input type="text"/>	Target eligibility (%) <input type="text"/>

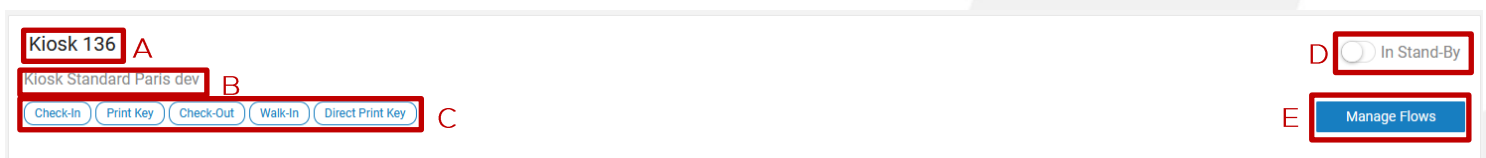
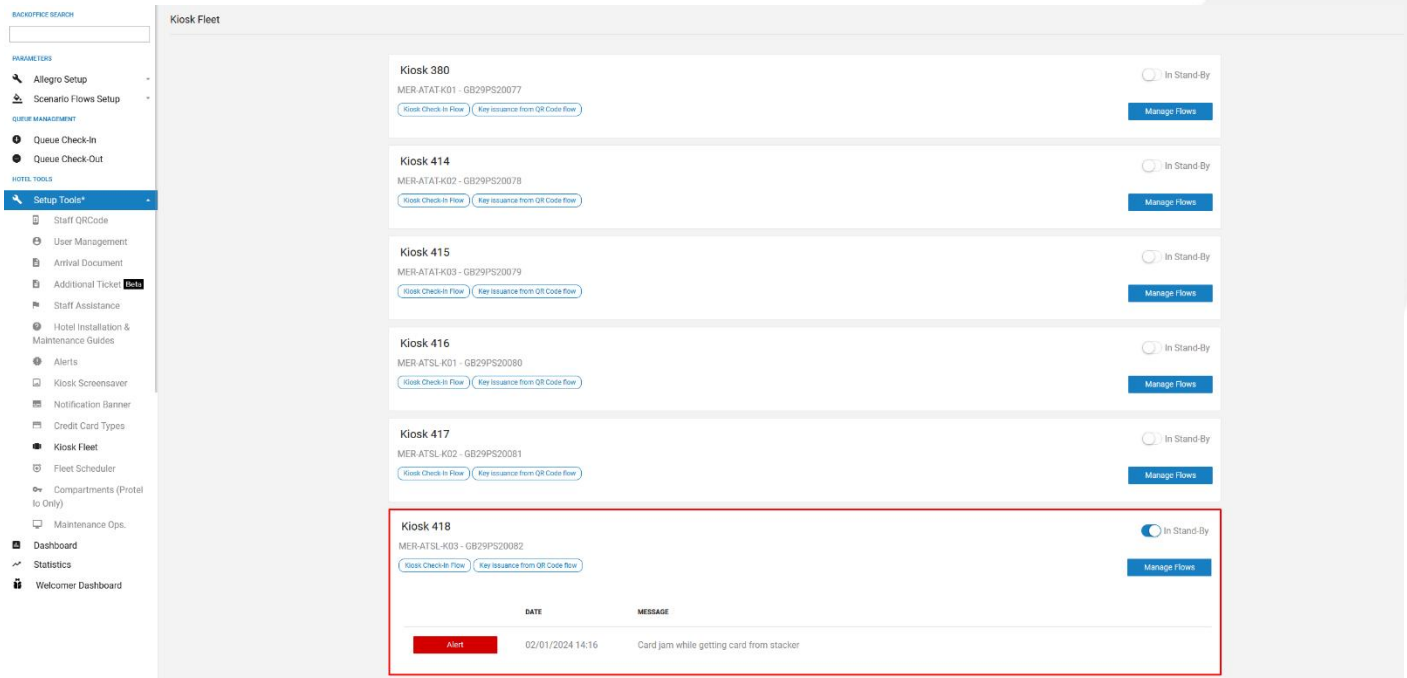
Viewing Performance with Speedometer KPI Gauges:

1. Check the Main KPI Section
 - a. Speedometer-style KPI gauges will appear if the KPI is enabled in the "Hotel Usage Goals" setup.
2. Understanding the Speedometer Zones
 - a. Orange Zone: KPI is below the minimum goal.
 - b. Yellow Zone: KPI is between the minimum and target goal.
 - c. Green Zone: KPI has met or exceeded the target goal.
3. Real-Time Updates
 - a. KPI values will update dynamically based on actual performance data.

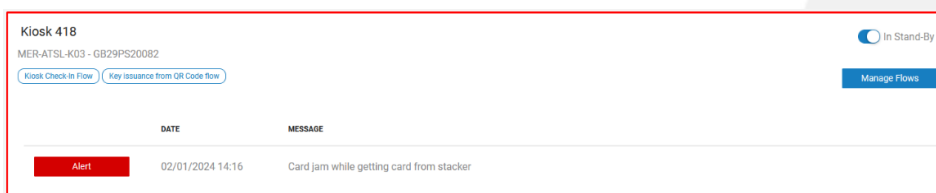


KIOSK FLEET

The kiosk fleet module is accessible under the setup tools section in the left side menu of the back office. This module displays all the different kiosk installed in the hotel, shows if an alert is occurring at the kiosk and allows the user to quickly put a kiosk in or outside of standby mode. It is also possible to manage the different flows enabled on a kiosk.

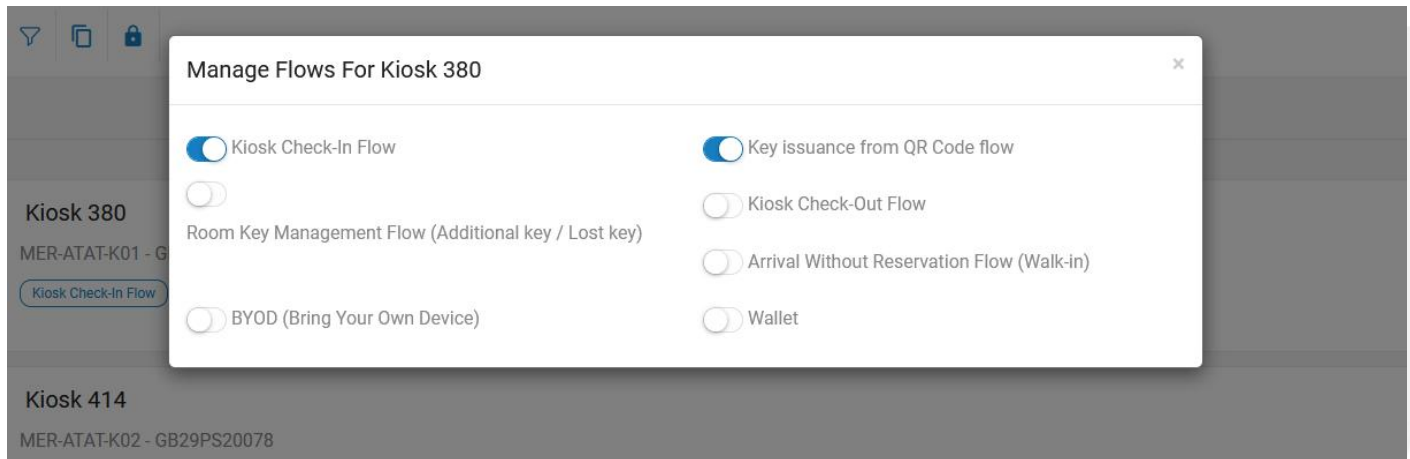


- The number of the kiosk (A)
- The name of the kiosk (B)
- The different flows enabled on the kiosk (C)
- The button to put the kiosk in standby mode (D)
- The button to manage the different flows on the kiosk (E)



When an alert occurred on the kiosk the impacted kiosk is framed in red, and the time of the alert is display as well as the type of alert under message.

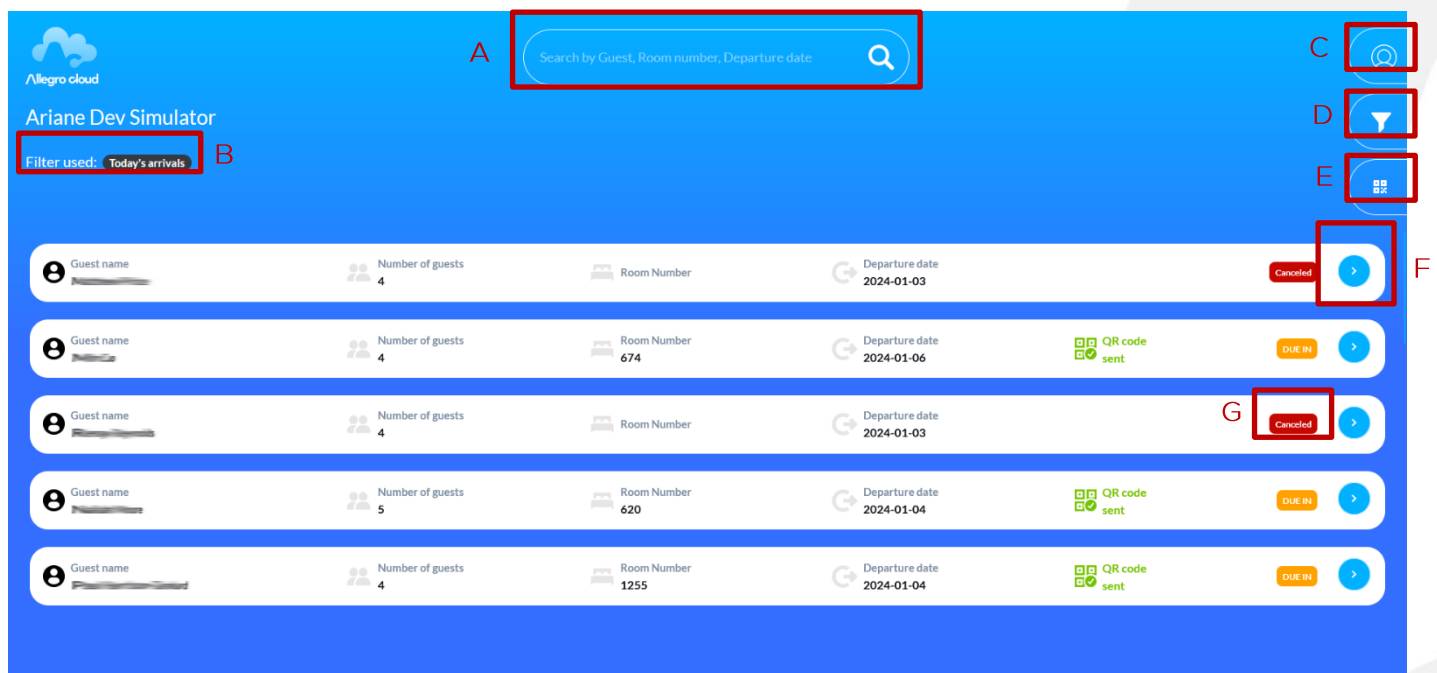
When clicking on the “manage flow” button it opens the pop-up below. Using the different toggle button, it is possible enable or disable the different flow on the kiosk.



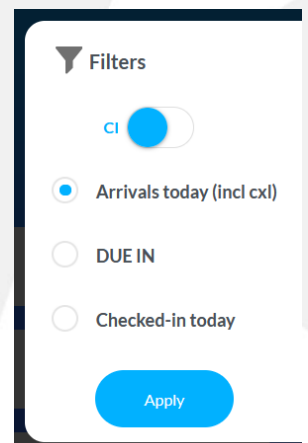
WELCOMER DASHBOARD

The welcomer dashboard is a special tool in the back office, it is accessible under the setup tools section on the left-hand side menu of the back office; clicking on the Welcomer Dashboard button opens a new tab for the tool itself.

The Welcomer Dashboard is a tool designed to be used on a tablet, the purpose of the tool is to ease the check-in process in the hotel by having a welcomer in the lobby, tasked to help the arriving guest. The welcomer can look up arriving guest on the Welcomer Dashboard, verify their ID document and display a QR code on the tablet to bypass the “search reservation” process on the kiosk.



- The search bar to look for reservations (A)
- The filter in place on the list (B)
- The user menu (C)
- The filter menu (D)
- The QR code button (E)
- The expand button to open the details of a reservation (F)
- The status of the reservation (G)



Guest name	Number of guests 1	Room Number 506	Departure date 2024-01-04	QR code sent	DUE IN
Email	Reservation number	Room Status Ready	Kiosk eligibility	Country of residence SE	
Phone	Confirmation number	Room Type QR2	Online eligibility		
Balance 0,00 SEK	External ref. number	Guest ETA No ETA	Last res. update 1/3/2024 1:30:10 PM	Preferred language en-GB	

ID verification Display QR Code

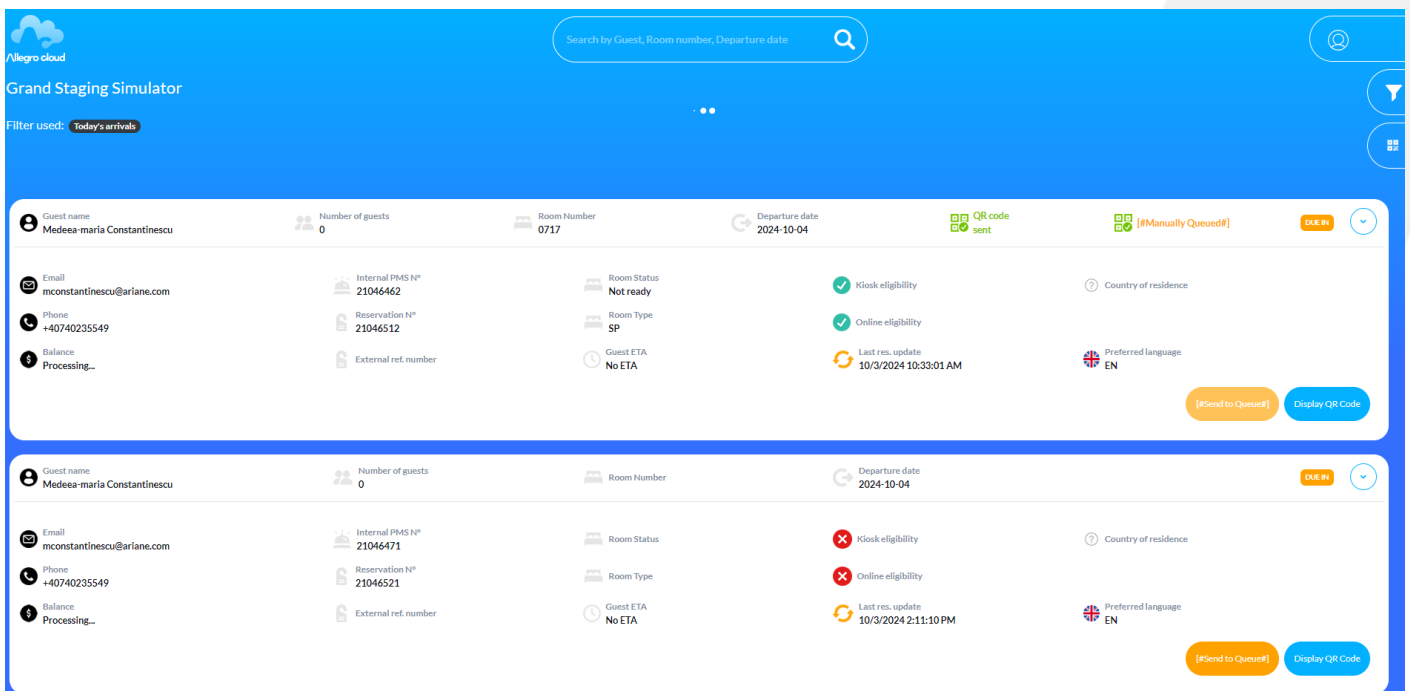
When clicking on the expand button on the list of reservation it opens the reservations detail's view like above.

On this detailed view, the user can access different information related to the reservation.

- The **display QR code** button opens the reservation's QR code to bypass the search reservation process on the kiosk. (the kiosk needs to be equipped with a QR code reader)
- If the ID verify option is enable on the hotel, a guest cannot access his reservation before verifying his identity with a welcomer. The **ID verification** button grants access to the kiosk for this reservation.

If the **send to queue** feature is enable for the hotel, a button is added to bottom right of the reservation details: “send to queue”

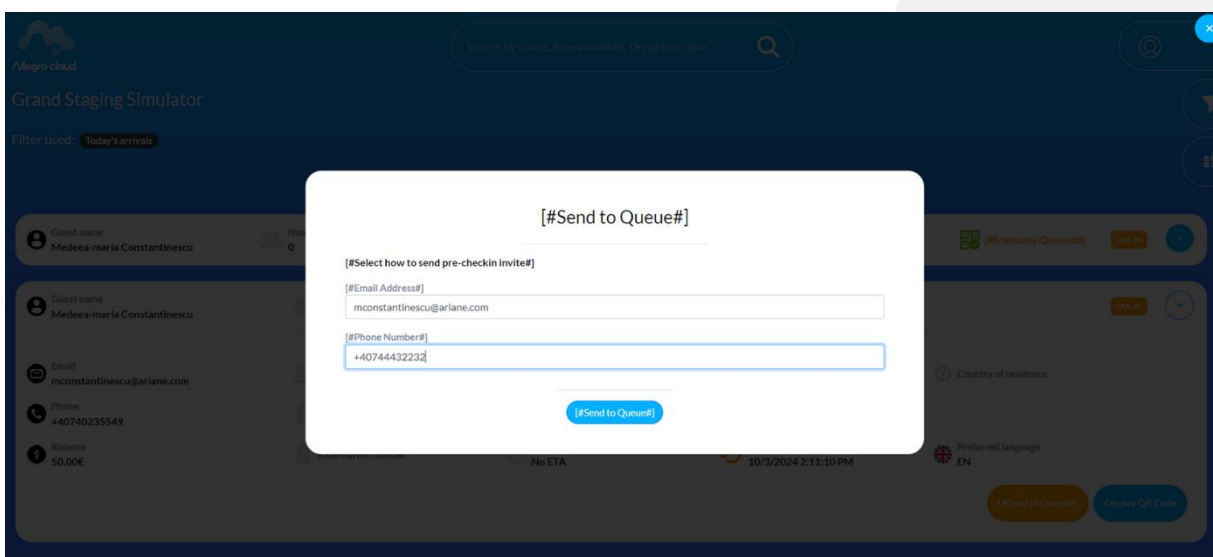
This button will allow the user to send a reservation automatically to the check in queue. This is a useful feature if a guest comes to the reception prior to the check in start time and wants to be notified as soon as the room was allocated and available. This feature also allows the user to modify the guest’s contact information.



Grand Staging Simulator

Filter used: **Today's arrivals**

Guest name	Number of guests	Room Number	Departure date	QR code	[#Manually Queued#]	[#Send to Queue#]
Medeea-maria Constantinescu	0	0717	2024-10-04	QR code sent		[#Send to Queue#]
<p>Guest details:</p> <ul style="list-style-type: none"> Email: mconstantinescu@ariane.com Phone: +40740235549 Balance: Processing... Internal PMS N°: 21046462 Reservation N°: 21046512 External ref. number: Room Status: Not ready Room Type: SP Guest ETA: No ETA Kiosk eligibility: ✓ Online eligibility: ✓ Last res. update: 10/3/2024 10:33:01 AM Country of residence: Preferred language: EN 						
<p>Guest details:</p> <ul style="list-style-type: none"> Email: mconstantinescu@ariane.com Phone: +40740235549 Balance: Processing... Internal PMS N°: 21046471 Reservation N°: 21046521 External ref. number: Room Status: Not ready Room Type: SP Guest ETA: No ETA Kiosk eligibility: ✗ Online eligibility: ✗ Last res. update: 10/3/2024 2:11:10 PM Country of residence: Preferred language: EN 						



[#Send to Queue#]

[#Select how to send pre-checkin invites#]

[#Email Address#]
mconstantinescu@ariane.com

[#Phone Number#]
+40744432232

[#Send to Queue#]

USER MANAGEMENT

The user management module is accessible through the back office on the left-hand side menu under the set-up tools section. This is where all the different allowed users on the hotel are registered and managed.

The screenshot displays the 'User Management' section of the Ariane Cloud back office. The left-hand side menu includes 'Setup Tools*' which contains 'User Management'. The main area shows a table of users with the following data:

USERID	USERNAME	FIRSTNAME	LASTNAME	EMAIL	ACTIONS	LINKED HOTELS
7df3ed6a-1071-4fa5-b4d3-4d64d68c10bd	acr_test	Alex	Croitor	acroitor+test5@ariane.com	[Edit] [Delete] [Email]	[Link]
ad5e08bf-8aa1-4f9b-9535-8014be33dd2a	acr2	Test	Test	acroitor+test1@ariane.com	[Edit] [Delete] [Email]	[Link]
e4467bba-9675-4c39-acc1-43442649ad9f	bousseleire2	bousseleire2	bousseleire2	bousseleire.arnaut@gmail.com	[Edit] [Delete] [Email]	[Link]
cfdb7b8-7c8d-41a9-98ea-ae2fda65ed8	pdebusscher	pierre	Deb	pierre.galy@outlook.fr	[Edit] [Delete] [Email]	[Link]
4e970ff9-0138-4435-98b8-cb4f8d3e173a	pierre	D	Debusscher	pdebusscher@ariane.com	[Edit] [Delete] [Email]	[Link]

At the bottom of the table, it says 'Showing 1 to 5 of 5 entries'. A 'New User' button is located in the top right corner of the user list area.

On this page it is possible to:

- Create a new user.

New User

- Re send the welcome email



- Edit existing users.



- Delete existing users.



Delete

You are going to delete an user from the current hotel, are you sure?

Cancel
Save Changes

USER CREATION

Below is a list of the different information required to create a new user.

Once a user has been created in the back office, an email is sent to the registered email address. A link in this email allows the user to activate his account, after that he can connect on the back office using the back-office link where his hotel is located (US / rest of the world).

For more information about the user creation you can follow this video guide:

<https://www.loom.com/share/36d4b4c4c70a4766a5cbd24703ae0080?sid=dee4041e-7b76-45cd-9ade-c21cb98e908c>

The screenshot shows the 'Create User' form within the 'User Management' section. The form includes the following fields and sections:

- Assigned Brand:** Ariane Test Brand
- Email:** Text input field
- UserName:** Text input field
- FirstName:** Text input field
- LastName:** Text input field
- Permitted Hotels:** Dropdown menu showing 'Nothing Selected'
- UserRoles:** Dropdown menu showing 'Nothing Selected'

At the bottom right of the form are 'Cancel' and 'Save' buttons.

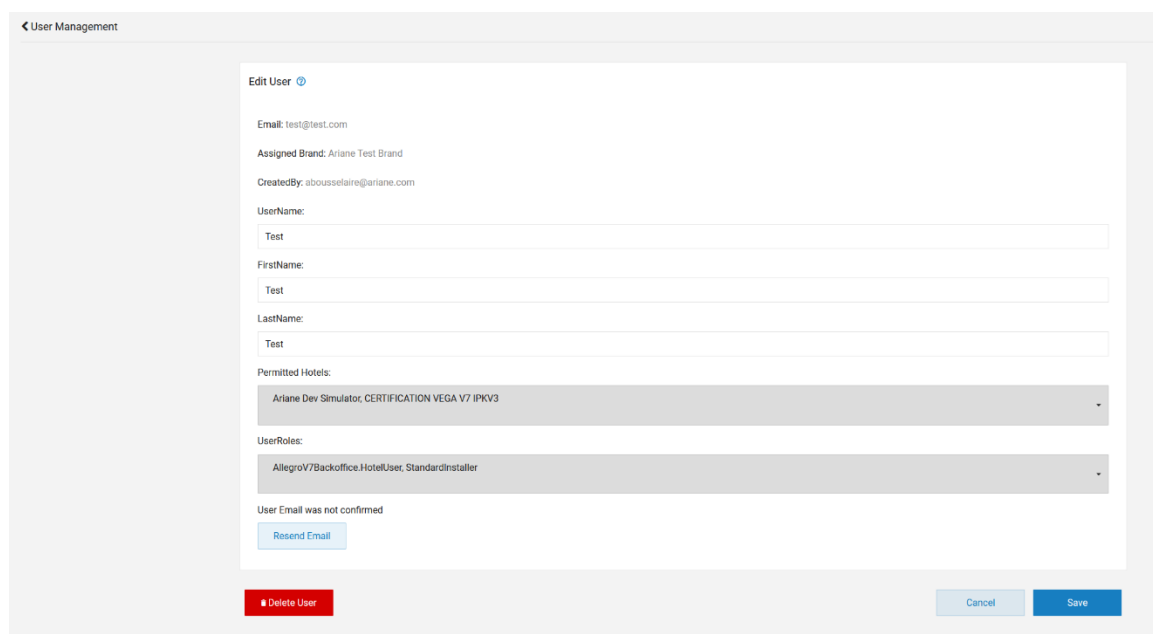
Below is the list of different access levels available for a user in the back office. This list is conditioned by the current access level the connected user has, meaning a user cannot create another user with a higher access level than himself.

The screenshot shows a dropdown menu for selecting user roles. The available roles are:

- AllegroV7Backoffice.HotelAdmin
- AllegroV7Backoffice.ProfService
- AllegroV7Backoffice.HotelUser
- StandardInstaller
- AllegroV7Backoffice.Level2Manager
- AllegroV7Backoffice.HotelPowerUser

The dropdown is currently set to 'Nothing Selected'.

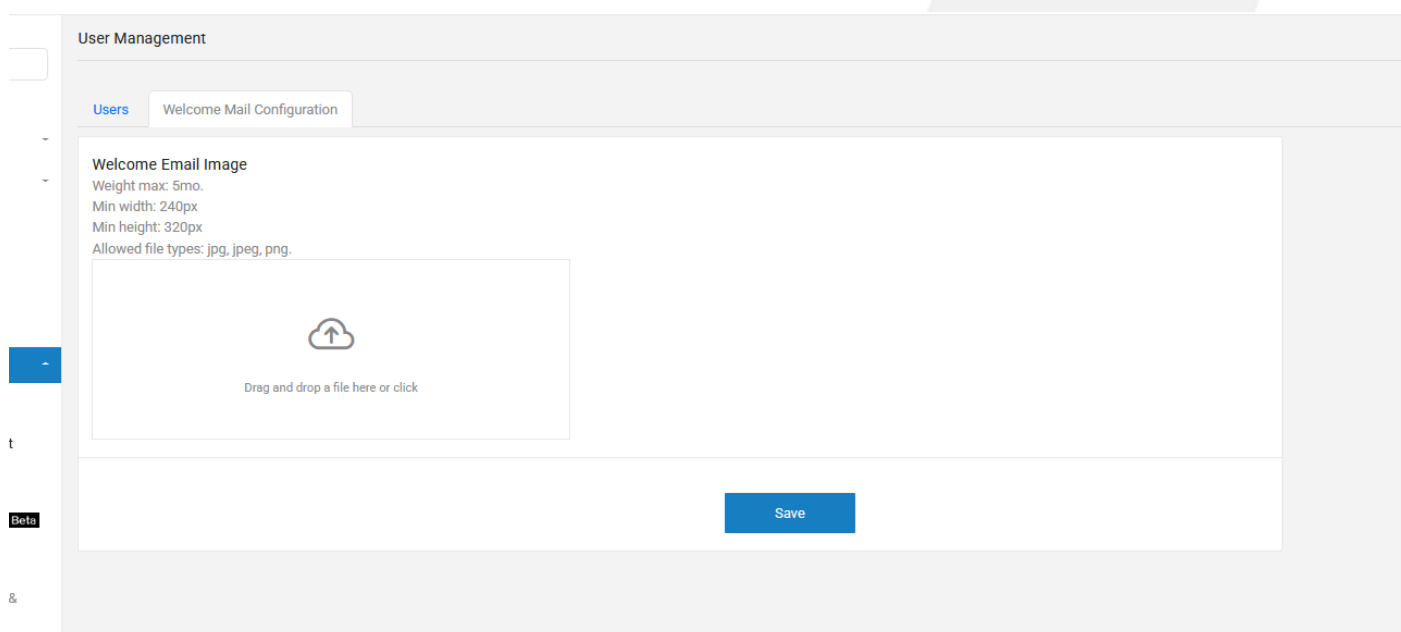
The user management module also allows to edit existing user, to update information for instance. The editing module is the same as the creation one, prefilled with the current information of the user.



The screenshot shows the 'Edit User' form within the 'User Management' module. The form is titled 'Edit User' with a help icon. It contains the following fields and information:

- Email:** test@test.com
- Assigned Brand:** Ariane Test Brand
- CreatedBy:** abousseilaire@ariane.com
- UserName:** Test
- FirstName:** Test
- LastName:** Test
- Permitted Hotels:** Ariane Dev Simulator, CERTIFICATION VEGA V7 IPKV3
- UserRoles:** AllegroV7Backoffice.HotelUser, StandardInstaller
- User Email was not confirmed:** Resend Email button
- Buttons:** Delete User (red), Cancel, Save (blue)

It is also available for the user to modify the image that will be sent in the welcome email. The option is in the Welcome Mail Configuration tab.



The screenshot shows the 'Welcome Mail Configuration' tab within the 'User Management' module. The tab is titled 'Welcome Email Image' and includes the following information:

- Weight max:** 5mo.
- Min width:** 240px
- Min height:** 320px
- Allowed file types:** jpg, jpeg, png.
- Image Upload Area:** A large box with a cloud icon and the text 'Drag and drop a file here or click'.
- Buttons:** Save (blue)

STAFF ASSISTANCE

The staff assistance module is accessible through the back office on the left-hand side menu under the set-up tools section.

This module allows the use to enable or not the staff assistance option, if enable with the right switch button, this option will display a phone number when a guest is clicking on the help button on the kiosk. This feature is used when kiosks are left with no staff supervision for some time and guests might encounter a problem, so they need someone to contact.

Kiosk Type
 Status: Attended Kiosk

☐

Cancel

Save

By default, the feature is disable, and need activation regarding the operational needs of the hotel.

When enabled the user needs to register a valid phone number that will be displayed when a guest

Kiosk Type
 Status: Unattended Kiosk

☒

Emergency Phone Number

Cancel

Save

needs assistance.

ARRIVAL DOCUMENT

The arrival document module is accessible through the back office on the left-hand side menu under the set-up tools section.

This tool allows the user to configure and display different information on the document the guest is receiving after a successful check-in, two options are available for the hotel regarding their installation: the guest can receive the document as an email, a printed document at the kiosk or both.

The screenshot displays the 'Arrival Document' configuration interface. On the left, a sidebar menu lists various setup tools, with 'Setup Tools' currently selected. The main content area is divided into two sections: 'Print' and 'Email'. The 'Print' section is active, showing a list of document components that can be included in the printed arrival document. Each component has a status toggle switch on the right, indicating whether it is 'Enabled' or 'Disabled'.

Document Component	Status
Room Type	Enabled
Arrival And Departure	Enabled
Confirmation Number	Disabled
Reservation Number	Disabled
Free Text Section 1	Disabled
WiFi	Disabled
Parking	Disabled
Free Text Section 2	Disabled
Included Products & Extras	Disabled
Guest Greetings	Enabled
Hotel Name	Enabled
Hotel Address	Enabled
Hotel Phone	Enabled
[#Hotel Email#]	Enabled
Is Custom Template	Disabled
Use Translated Template	Enabled

At the bottom right of the configuration area, there are 'Cancel' and 'Save' buttons.

Above is the configuration section of the print document, to enable a section of the document the user needs to use the switch button on the right. Most of the data displayed on this document are dynamic and extracted from different sources and doesn't need any configuration (example: the hotel address is extracted from the hotel information module of the back office, any specific information regarding the guest is extracted directly from the reservation)

Free Text Section 1 Status: Enabled ☒

<> B / U [List Icons] [Align Icons] [Font Icons] [Size Icons] [Color Icons] [Link Icons]

This is the christmas special promotion of the hotel !

WiFi Status: Enabled ☒

Network Name: Access Code:

Parking Status: Enabled ☒

Access Code - Instructions:

Some of the information displayed in the document requires configuration:

- The 2 free text section where the user can write any message he wants, available for every guests.
- The Wi-Fi section to register the Wi-Fi name and the password
- The parking section to register the parking access code if needed.

Below is the email configuration page, requiring a little bit less option to configure than the printed one.

Allegro Cloud Exhibition-Kiosk Duo1800 (Starter)

Arrival Document

Print E-Mail

Confirmation Number Status: Enabled ☒

Reservation Number Status: Enabled ☒

Free Text Section 1 Status: Disabled ☐

WiFi Code Setup Status: Disabled ☐

Parking Code Setup Status: Enabled ☒

Code:

Free Text Section 2 Status: Disabled ☐

Included Products & Extras Status: Enabled ☒

Cancel Save

Step by step guide available following this link:

https://scribehow.com/shared/How_to_Set_Up_and_Customize_Arrival_Document_Emails_and_print_Dz_d0-JnnRk-vmFkpBrTMgw

ADDITIONAL TICKET

The additional ticket module is accessible through the back office on the left-hand side menu under the set-up tools section.

The additional tickets serves as complementary tickets that can be printed (Be sure to have a printer installed on the kiosk to use this feature) and used by guests for several purposes, coupons, parking tickets... etc.

The tool is built the same way as the arrival document configuration module and allows the user to enable or disable different sections of the document. Most of the sections are dynamic content, and there are 2 free text sections that can be filled by the user.

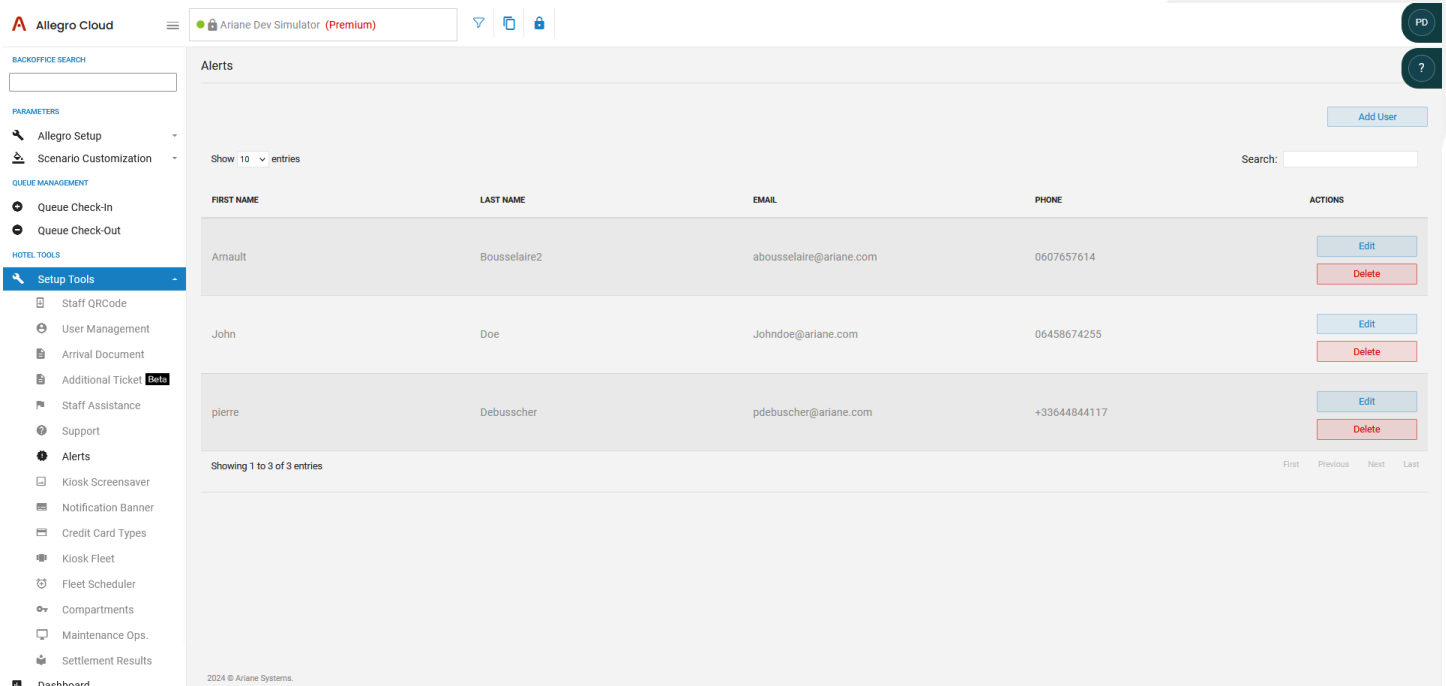
The screenshot displays the 'Additional Ticket' configuration page in the Allegro Cloud system. The left sidebar contains a navigation menu with the following items: Allegro Setup, Scenario Flows Setup, QUEUE MANAGEMENT (Check-In Queue, Check-Out Queue), HOTEL TOOLS (Setup Tools*, Staff QRCode, User Management, Arrival Document, Additional Ticket, Staff Assistance, Hotel Installation & Maintenance Guides, Alerts, Kiosk Screensaver, Notification Banner, Credit Card Types, Kiosk Fleet, Fleet Scheduler, Compartments (Manual), Maintenance Ops.), Dashboard, Dashboard V2, and Statistics. The 'Additional Ticket' option is highlighted under 'HOTEL TOOLS'. The main content area shows a list of ticket sections with toggle switches to enable or disable them. The sections are: Additional Welcome Ticket, Hotel Logo, Free Text Zone, Arrival And Departure, Confirmation Number, Reservation Number, Room Number, Free Text Zone, and Logo / Icon. All sections are currently disabled. At the bottom right, there are 'Cancel' and 'Save' buttons.

Section	Status
Additional Welcome Ticket	Disabled
Hotel Logo	Disabled
Free Text Zone	Disabled
Arrival And Departure	Disabled
Confirmation Number	Disabled
Reservation Number	Disabled
Room Number	Disabled
Free Text Zone	Disabled
Logo / Icon	Disabled

ALERTS

The alert module is accessible through the back office on the left-hand side menu under the set-up tools section.

This module allows the user to manage the different user receiving the different alerts that can occur on a kiosk, and the channel of communication for each user, phone, email or both. When an issue is detected on the kiosk, an alert is triggered, and the registered users receive a message describing the alert type and some advice to solve it as fast as possible.



Alerts

Search:

Show 10 entries

FIRST NAME	LAST NAME	EMAIL	PHONE	ACTIONS
Amault	Bousseilaire2	abousseilaire@ariane.com	0607657614	Edit Delete
John	Doe	Johndoe@ariane.com	06458674255	Edit Delete
pierre	Debusscher	pdebusscher@ariane.com	+33644844117	Edit Delete

Showing 1 to 3 of 3 entries

First Previous Next Last

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On the module, it is possible to:

- Add a user.
- Edit an existing one.
- Delete an existing one.

Create New User

Email

Email

Name

First Name

Last Name

Phone

Phone Number With Country Code (+44 123456789)

Alerts Types

☐ Select/Unselect all email
 ☐ Select/Unselect all sms

Webkiosk Connection lost	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Device Unavailable	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Encoder Communication error	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Encoder Card still inside	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Encoder Stacker error	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Encoder Card jam	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Encoder No more cards	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Connection timed out	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Scanner error	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
WebService error	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
General error	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Printer connection lost	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Printer out of paper	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Printer paper jam	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Printer server issue	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
PMS Connection lost	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Staff Request On	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Low level of keycards	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
[#No new Reservations#]	<input type="checkbox"/> Email	<input type="checkbox"/> Sms

Send Test Message

Add User

The user creation for the alerts requires to register basic information about the user: email, name, and phone.

After that, the user needs to select the different alerts he wants to receive by ticking each box, and decide the channel of communication, either by email, phone, or both.

It is possible to trigger a test message at the bottom of the tool.

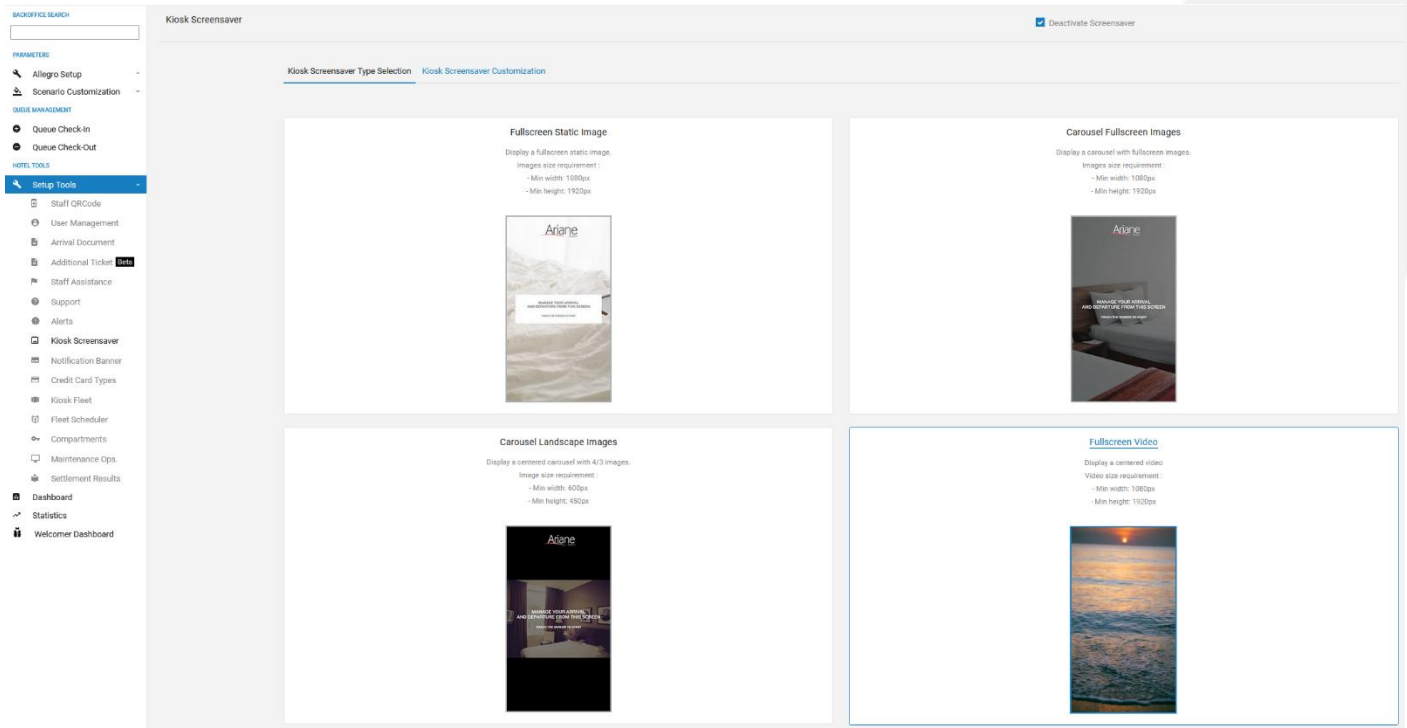
When the user selected all the alerts, he can save the user. The newly created user will be displayed on the list on the alert's page.

The editing user tool is the same as the creation one prefilled with the alerts registered for the user.

KIOSK SCREENSAVER

The kiosk screensaver module is accessible through the back office on the left-hand side menu under the set-up tools section.

The kiosk screensaver module allows the user to manage the screensaver displayed on the kiosk. The screensaver is displayed when the kiosk is unused for a period.

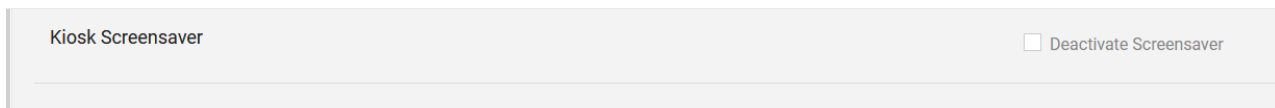


The tool is separated in 2 different tabs, the first one is the kiosk screensaver type selection and the second one is the kiosk screensaver customization.

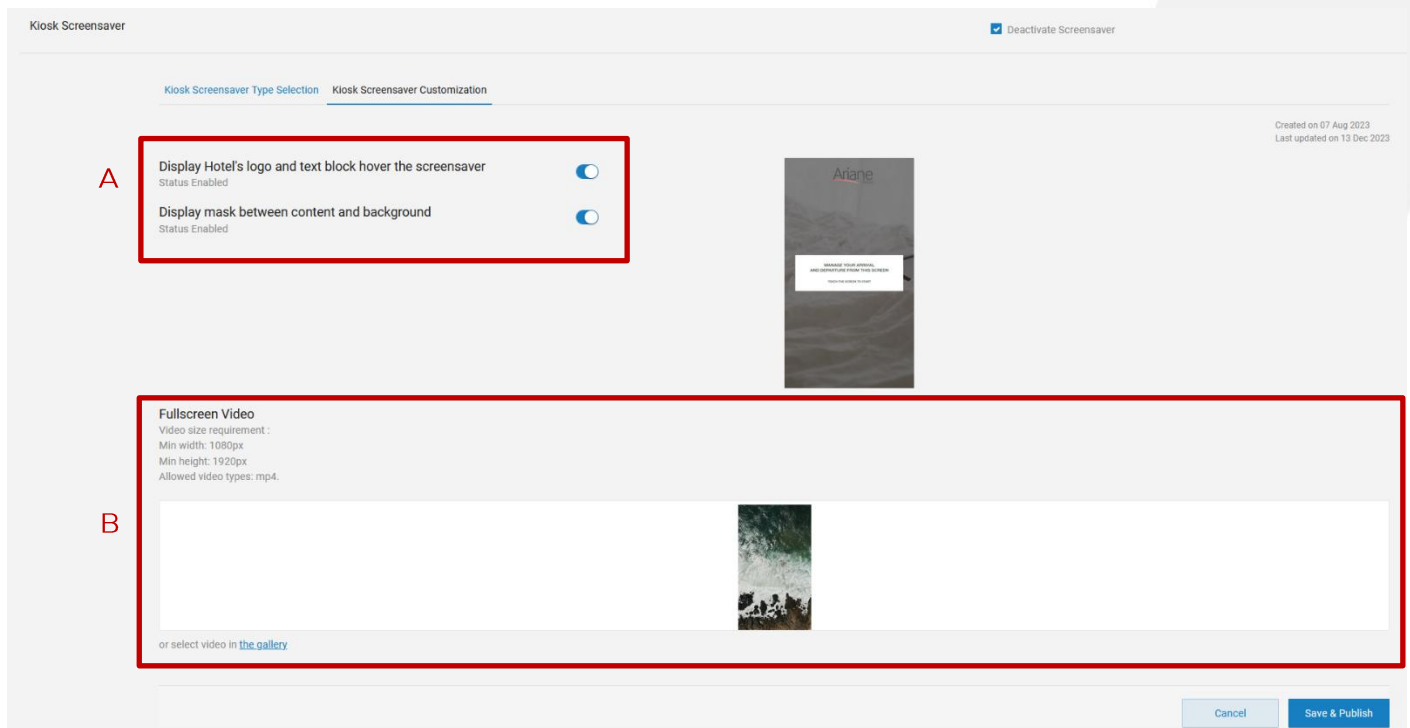
The user needs to start by selection the type of screensaver he wants on the kiosk:

- Full screen static image
- Carousell full screen images
- Carrousel landscape images
- Full screen video

It is also possible on the top of the page to deactivate the screen saver feature. In that case no screensaver is displayed, and the kiosk stays on the home screen.

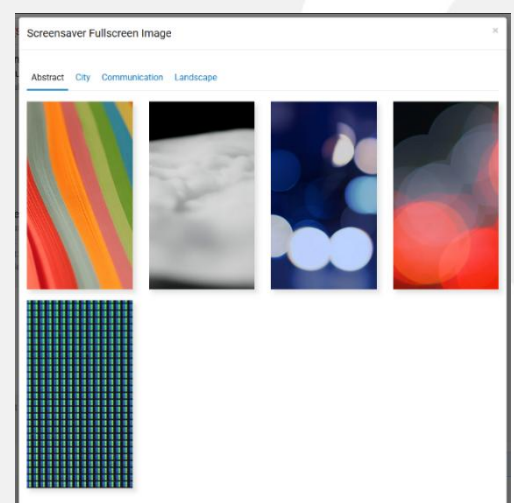


Once the type of screen saver is selected, the user can customize the selected type of screen saver on the customization tab. (See below)



The customization module is divided in 2 sections:

- The first section displays 2 options for the screensaver, to display the hotel logo and a text block over the screensaver image. The user can previsualize the result of each option with the screen saver example on the right. (A)
- The second section is specific to each different type of screensavers and allows to either personalize the images or video used as screensaver. For each different type of screensaver, it is possible for the user to either upload its own images or videos (following the



right with and height requirements) or use the available images and videos on the gallery. the gallery is divided in different style tabs. (B)

or select image in [the gallery](#)

NOTIFICATION BANNER

The notification banner module is accessible through the back office on the left-hand side menu under the set-up tools section.

The notification banner is an optional feature to display a banner at the bottom of the Online check in done email (the email received when the room is ready after a successful online check in) and the kiosk check in done email or arrival document (the email sent after a successful check in).

The banner can be used for various purposes regarding the need of the hotel and offer various configuration options.

Allegro Cloud | Exhibition- Kiosk Duo1800 (Starter)

Notification Banner Setup

Visibility
Display the banner in CheckinDone and KioskCheckinDone notifications
Status: Disabled (A)

Translations
Setup For Language:
Deutsch (B)

Title
Titel (C)

Description
Beschreibung (D)

Button Text
Klicken Sie hier! (E)

- The switch button to enable or not the banner (A)
- The language of the banner (B)
- The title of the banner (C)
- The description text for the banner (D)

- If a button is enabled, the text on the button (E)

Allegro Cloud Exhibition- Kiosk Duo1800 (Starter)

Image
Weight max: 5mo.
Min width: 240px
Min height: 320px
Allowed file types: jpg, jpeg, png.

Drag and drop a file here or click

Button
Display the button in the banner
☐ Status: Disabled
URL

Appearance

Background Color
Applied to the background color of the banner
#FFFFFF

Text Color
Applied to the text color of the banner
#333333

Button Background Color
Applied to the background color of the button
#007FA8

Button Text Color
Applied to the text color of the button
#FFFFFF

Cancel Save

- The image upload tool to put an image on the banner. (F)
- The switch button to enable the button in the banner or not (G)
- The color customization panel (H)

The user needs to save the different customization configurations done before exiting the module.

COMPARTMENTS

The compartments module is accessible through the back office on the left-hand side menu under the set-up tools section.

This is a specific feature only available with Protel IO PMS system and within a hotel using compartment with physical keys in the kiosk.

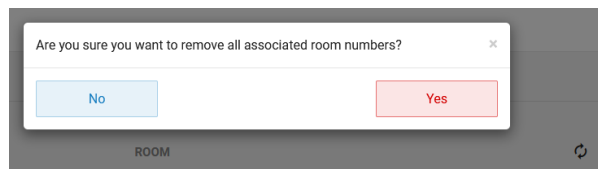
The compartment module displays all the compartment available in the kiosk and which room they are connected to, to give the key when the guest checks-in at the kiosk.

COMPARTMENT	ROOM	
A 1	B <input type="text"/>	C
2	<input type="text"/>	
3	<input type="text"/>	
4	<input type="text"/>	
5	<input type="text"/>	
6	<input type="text"/>	
7	<input type="text"/>	
8	<input type="text"/>	
9	<input type="text"/>	
10	<input type="text"/>	
11	<input type="text"/>	
12	<input type="text"/>	
13	<input type="text"/>	
14	<input type="text"/>	

- The right column displays all the compartment on the kiosk. (A)
- On the left column the user needs to enter the proper room number for the compartment. (B)

- The refresh button allows to remove all mapping on the module. (C)

Once the configuration is done the user needs to save with the save button at the bottom of the page.



FLEET SCHEDULER

The fleet scheduler is accessible through the back office on the left-hand side menu under the set-up tools section.

The “fleet scheduler” is an extension of the “kiosk fleet” tool. It allows the user to control the different flows from the kiosk regarding the hotel’s schedule. They can enable or disable these flows on a time basis.

The upper part of the screen displays two list sections. The right one named “Select Endpoint to preview schedule” refers to the source endpoint from which the user wants to base the left list selection named “Select Endpoint(s) to schedule”, this is the target of the scheduler.

From there the user can select which kiosk he wants to schedule based on another kiosk already scheduled.

The “select all/Unselect all” button, allows the user to select or unselect every kiosk from the right target list. (Select Endpoint(s) to schedule)

When the user selected from where he wants to base his schedule and on which kiosk. He can start working with the different tools.

The user will select which one of the kiosk's flows he wants to schedule by selecting it.

Select Flow to schedule:

Check-In Check-Out Key Pickup Duplicate Key Walk-In

The tool displays every day of the week, a vertical slide bar indicates the hours during each day. By default, the slide bar is green indicating that the selected flow is enable during all day.

If the user wants to disable the flow for a certain amount of time. He must click on the right green plus, next to the day he wants to schedule a disabled time.

A red bar will appear on the vertical hours bar. You can schedule the disabled time by dragging each dot of the red bar from where you want the disabled time to start and end.

It is possible to cover all day if the user wants to disable a certain flow for a certain day of the week.

Monday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Disabled 9:30 - 14:00

Tuesday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Wednesday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Thursday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Friday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Saturday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

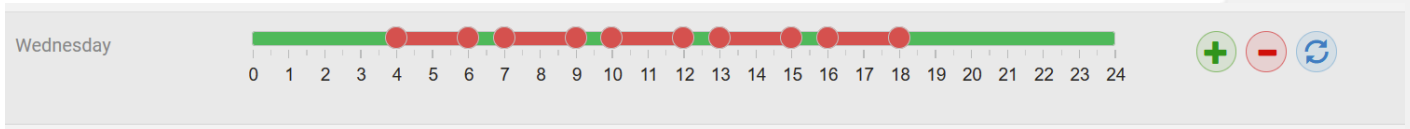
Sunday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

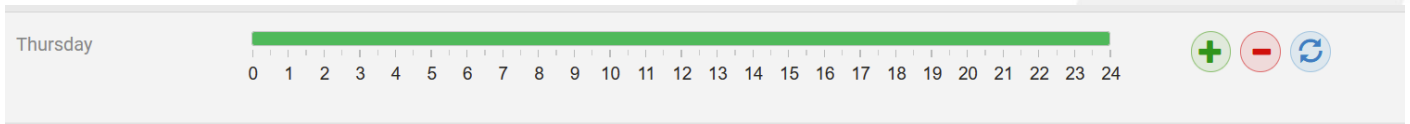
Save

If the user clicks multiple times on the green plus, he can add up to five disabled time on the green bar, he must specify on each one the starting time and the ending time by dragging the dots.

If the user wants to remove the last disabled time you created, you can click on the red minus on the right.



And if the user wants to reset every disabled time you added to the day, he can click on the blue circling arrows on the right. This will reset the day as default, meaning a full green bar.



Finally, when the user scheduled every flow he wanted regarding each day of the week, he can click on the right bottom button "save" to save the configuration.

ROOMS CONFIGURATION

The room configuration module is accessible through the back office on the left-hand side menu in the upper section under “Allegro setup.”

The room configuration module is mainly used by an Ariane user during the installation of the hotel to configure the different room types available in the hotel.

Most of the configure isn’t supposed to be changed on a regular basis, however it is likely that a user might update pictures of the rooms or the description.

The screenshot displays the Allegro Cloud interface for room configuration. On the left, a sidebar menu under 'Allegro Setup' lists various configuration options, including 'Rooms Configuration*'. The main content area is titled 'Rooms Repository' and features a table with the following columns: CODE, NAME, MAX GUESTS, BED TYPE, BEDS COUNT, and ACTIONS. A single room entry is shown with CODE 34687, NAME Doppelzimmer, MAX GUESTS 2, BED TYPE Doppelbett, and BEDS COUNT 1. The ACTIONS column for this entry contains 'Edit' and 'Delete' buttons. Above the table, there are buttons for 'New Room Type' and 'Import Room Types From PMS'. Below the table, there are sections for 'Rooms Number' and 'Default Room Image'.

the room configuration module is divided into 3 different tabs:

- **The room repository:** the main section of the tool displaying all the created rooms and the edit or delete button.
- **The rooms number:** the subsection to enable and configure if needed the mapping of room number regarding the requirement of the key encoding system. (only used by an Ariane user)
- **Default room image:** the section to define the default room images in case no personalized images are uploaded.

Edit Room Type

Room Type Code *
34687

Name *
Doppelzimmer

Display Accommodation Details
Status Enabled

Description
<p>Doppelzimmer</p>

Beds Count
1

Bed Type
Doppelbett

Max capacity
2

Image
or select image in [the gallery](#)

Cancel Save

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When clicking on the “edit” button for a room type on the repository section, it is possible for the user to:

- Modify the description of the room (A)
- Upload a new image for the room (B)

Once the changes are done on the configuration the user can save the configuration by clicking on the bottom right button “save”.

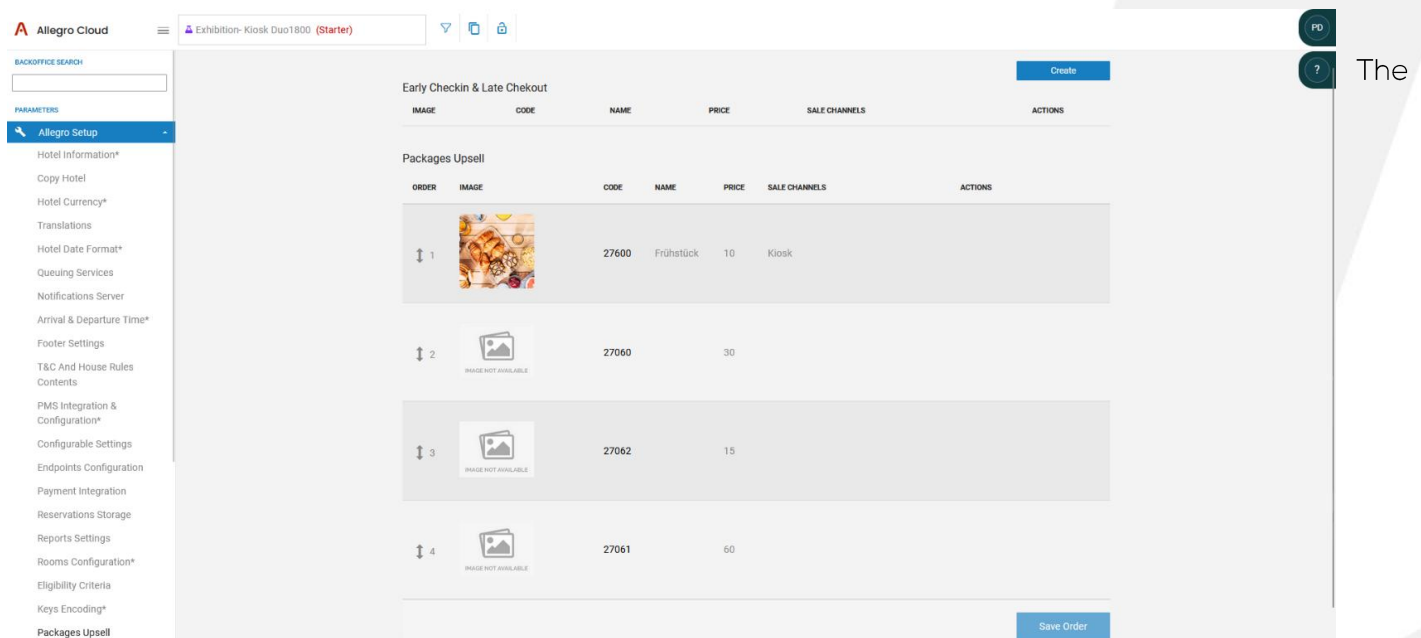
PACKAGES UPSELL

The packages upsell module is accessible through the back office on the left-hand side menu in the upper section under “Allegro setup.”

The packages upsell module allows the user to manage the different packages available during the upsell scene at check in.

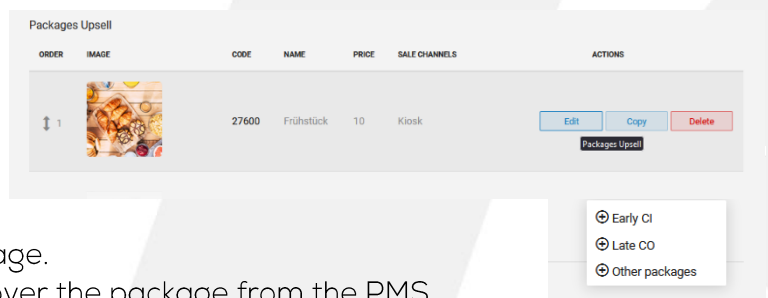
The module is divided into early check in and late check out packages and packages upsell.

Most of the configuration of this module is done during the installation of the hotel, but it's possible for the user to create new packages afterwards or edit the existing ones.



main page displays:

- All the different already created packages.
- The order of display, the user can drag and drop each package to modify the order.
- The name, price, images of each package.
- The code is the PMS code used to recover the package from the PMS.
(every package sold during the check-in process must be registered as packages in the PMS)
- The sale channel, the package can be sold either during online check-in or on the kiosk, or both.
- And the action bar allowing the user to edit, copy or delete a package.



- It is also possible to create a new package with the top right corner. (the user needs to specify at the creation which kind of package he wants to create)

The screenshot shows the 'Add Package' form with the following labeled sections:

- A**: Image upload area with a text box and a 'Drag and drop a file here or click' instruction, and a link to 'select image in the gallery'.
- B**: 'Sale Channels' section with checkboxes for 'Kiosk' and 'Online/Web Date Format display'.
- C**: 'Code' input field.
- D**: 'Name (De-DE-Default)' input field.
- E**: 'Index' input field with the value '0'.
- F**: 'Short Name (De-DE-Default)' input field.
- G**: 'Description' text area with a rich text editor toolbar.

The package creation module requires information as seen above:

- An image to illustrate the package, it is possible to upload an image or use the gallery. (A)
- Decide on which sale channel the package will be sold, kiosk, online or both (B)
- The code retrieved from the existing package in the PMS (C)
- The name of the package, that needs to be translated (D)
- The index (Represents the order in the list of packages) (E)
- The shorter version of the name, also needing to be translated (F)
- A textual description for the package (G)

Display Condition Only guests who meet the defined and enabled condition will see this package upsell offer Status Disabled ☐

If Type Logic Value THEN DISPLAY UPSELL

Price **Posting Rhythm** **Calculation Rule**

Custom Quantity Enabled ☐ **Use Pms Price For This Package** ☐ **Modify Number Of Packages** ☐

Status Disabled ☐ Status Disabled ☐ Status Disabled ☐

Maximum Quantity **Hide Quantity** ☐ **Hide Posting Rhythm** ☐

Status Disabled ☐ Status Disabled ☐

Package Codes Exceptions

Rate Exceptions

- It is also possible when creating a package to condition the display of the package during the upsell scene. (H)
- The price of the package, the posting rhythm, and the calculation rule. (I)
- The custom quantity is only accessible for the hotel installed with IPKV3. (J)
- Use PMS price for this package instead of the defined price in the module. (K)
- Modify the number of packages, allowing the guest to add or remove packages with plus or minus. (L)
- Set up the maximum quantity of packages per reservation. (M)
- The possibility to hide the quantity of the packages or the posting rhythm. (N)
- Packages and rate code exceptions can be defined to remove the display of upsells regarding certain reservations. (O)