

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.

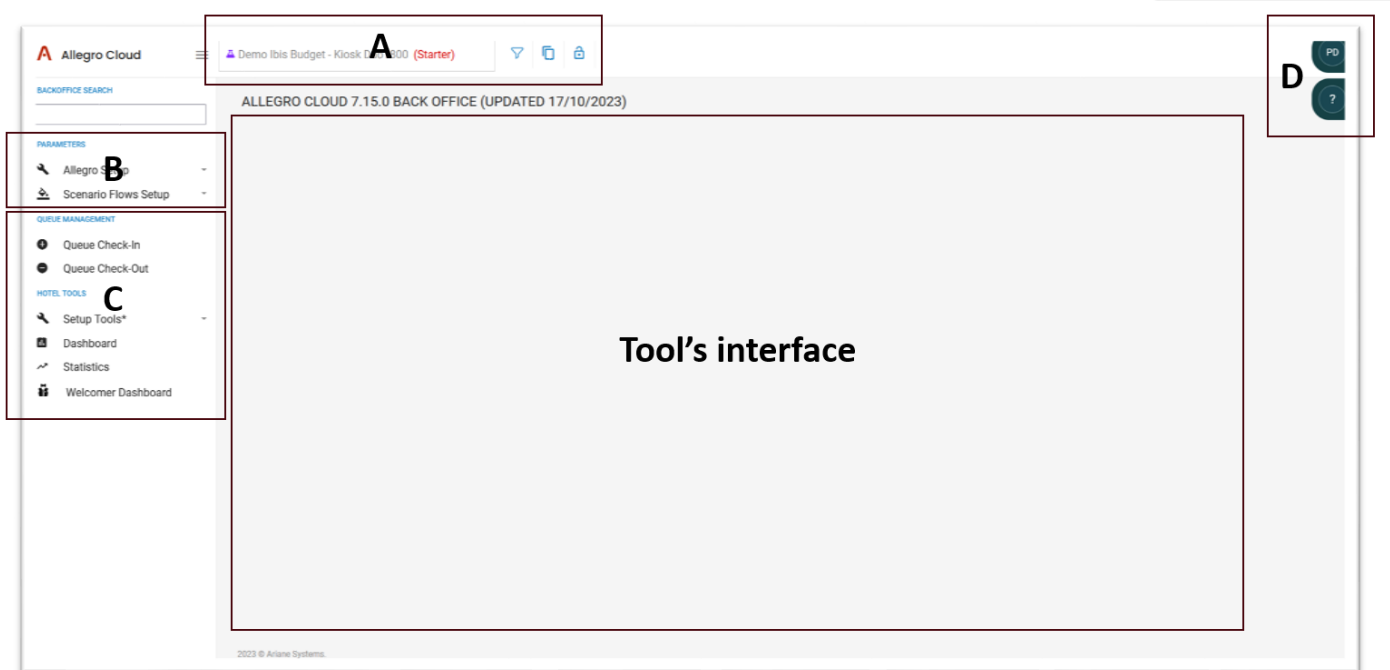
PRACTICAL INFORMATION

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
- C. Hotel tools
- D. User menu

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 two user role.

QUEUE

CHECK IN

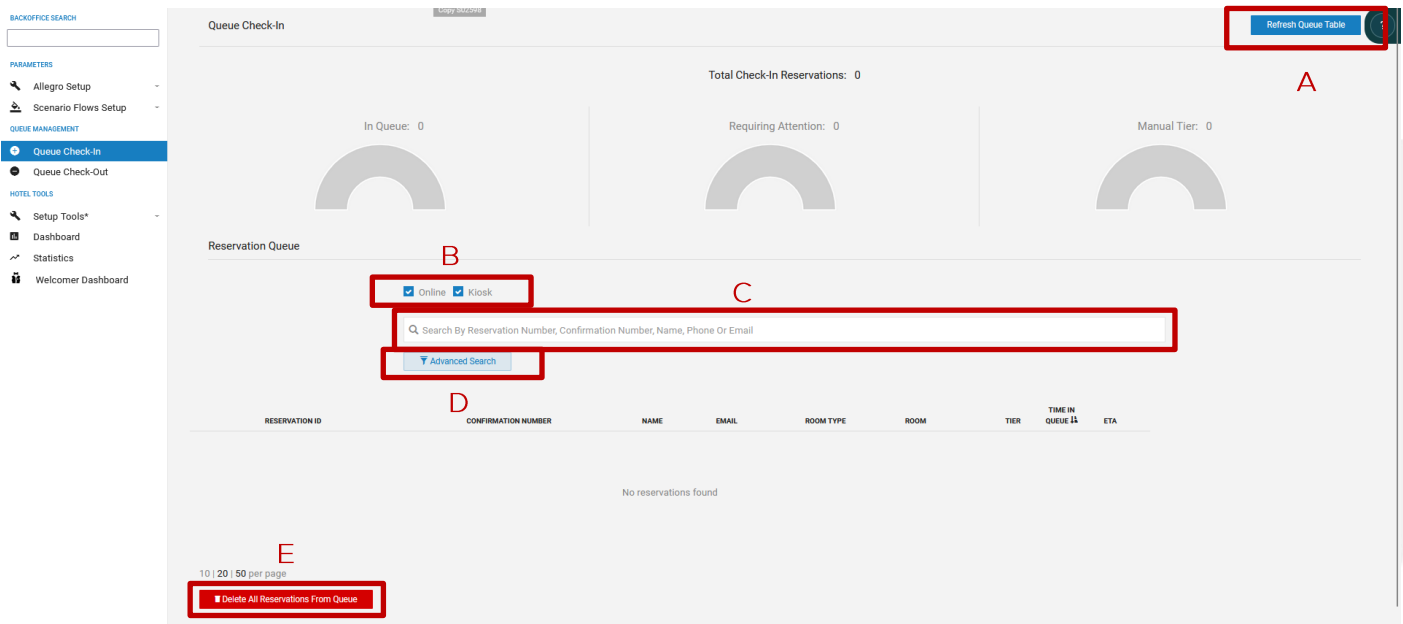
The queue for check in is a dashboard where the user can find all the different reservation that are waiting to be processed by the system.

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)

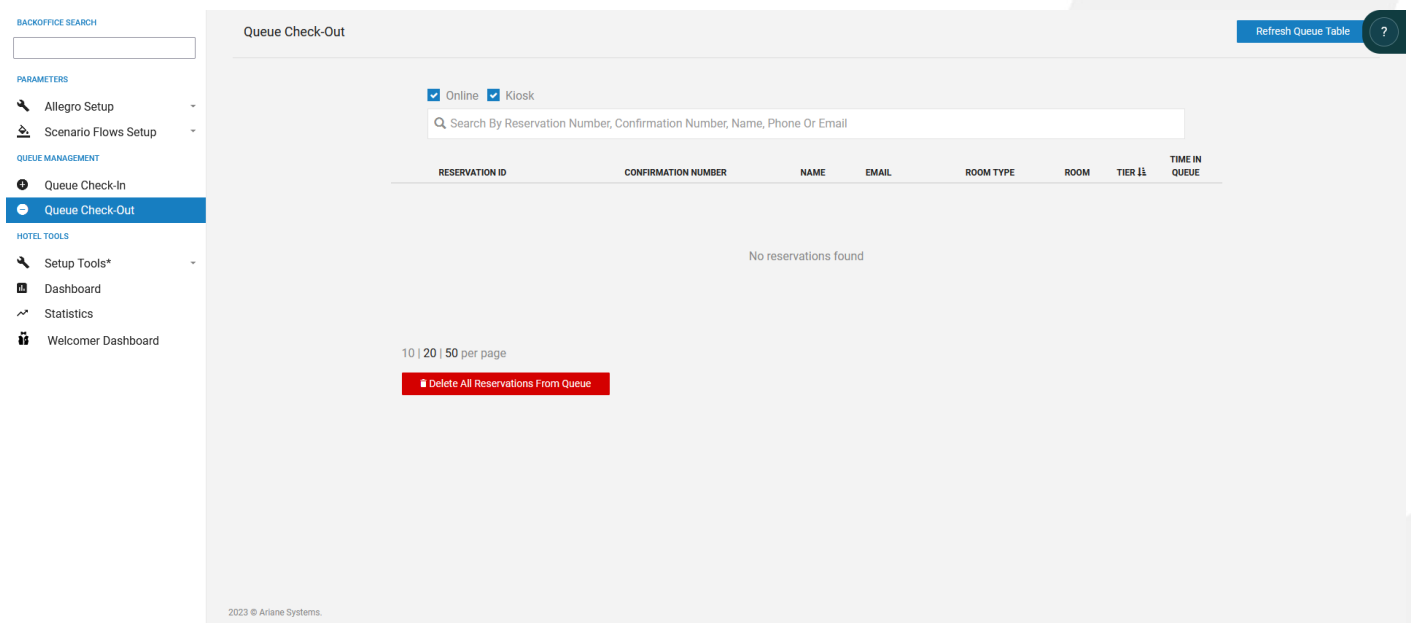
CHECK OUT

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.



The screenshot shows the 'Queue Check-Out' interface. On the left is a navigation sidebar with categories: BACKOFFICE SEARCH, PARAMETERS (Allegro Setup, Scenario Flows Setup), QUEUE MANAGEMENT (Queue Check-In, Queue Check-Out), and HOTEL TOOLS (Setup Tools*, Dashboard, Statistics, Welcomer Dashboard). The main content area has a title 'Queue Check-Out' and a 'Refresh Queue Table' button. Below the title are filter checkboxes for 'Online' and 'Kiosk', and a search bar with the placeholder 'Search By Reservation Number, Confirmation Number, Name, Phone Or Email'. A table with columns: RESERVATION ID, CONFIRMATION NUMBER, NAME, EMAIL, ROOM TYPE, ROOM, TIER 1, and TIME IN QUEUE is shown. The table is currently empty with the message 'No reservations found'. At the bottom of the table area, there is a pagination indicator '10 | 20 | 50 per page' and a red button labeled 'Delete All Reservations From Queue'. The footer of the page contains the text '2023 © Ariane Systems'.

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

[Advanced Search](#)

RESERVATION ID	CONFIRMATION NUMBER	NAME	EMAIL	ROOM TYPE	ROOM	TIER	TIME IN QUEUE	ETA
1001547	100402	Shawn Thomas	s.thomas@mgmresort.com	SECUA	336	DI	T2 02:22:50	10:00 AM
114888	117076	Sarah Williams	sarahw@mgmresort.co.uk	SECUA	502	DI	T2 02:22:37	10:00 AM
121125	122448	Kate Brewer	kateb@mgmresort.co.uk	SECUA	257	CL	T2 02:21:24	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:
 Added By: Online-379

[TZ \(Current\) -](#) [Delete From Queue](#)

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](#)

[Reservation Summary](#)

[Back To Queue Check-In](#)

[Reservation Summary](#)

[Delete From Queue](#) [TZ \(Current\) -](#)

[Queue Events](#)

RESERVATION SUMMARY

Reservation ID: 1001547
 Confirmation Number: 100402
 Reason For Queuing: Online Pre-Check-In Was Processed Successfully

CI Attempts: 115/3000 03:10 PM
 Added By: Online-379

Arrival Date: December 20 2023
 Departure Date: December 22 2023

Reservation Number: 1001547
 Confirmation Number: 100402

Check-in Start: 10:00 AM
 Early Check-in: -

Room Number: 336
 Time In Queue: 02:23:06
 Room Type: SECUA
 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	UpdateReservationWithPreassignedRoom method started.	Automatic process	

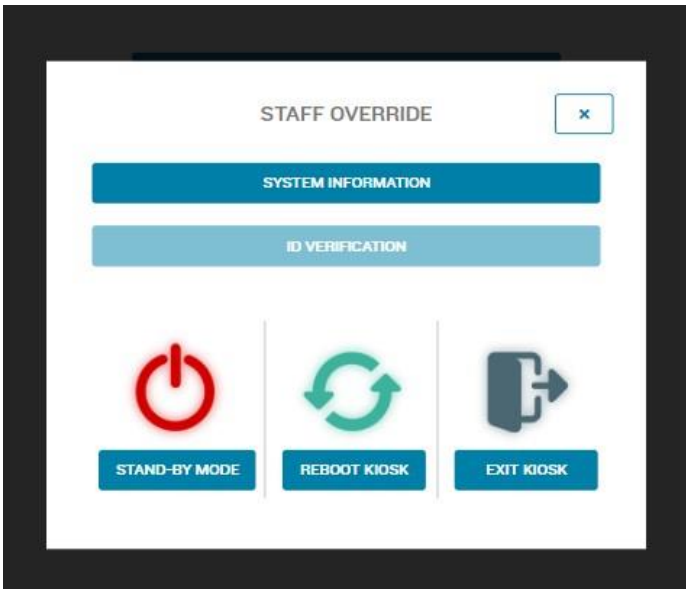
[Toggle Logs](#)

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:

Dashboard

14/12/2023
Last Pms Update: 14/12/2023 12:55

Arrivals

Check-in

- TOTAL RESERVATIONS: 90
- Processed Online: 28
- Processed on Kiosk: 6
- Cancellations: 19

B.1

Walk-In

- Reservations made on kiosk: 0

Arrivals Processed by Ariane

- Waiting for key pickup: 8
- Scheduled: 0
- Requiring attention: 0

B.2

Departures

Check-Out

- Processed by staff: 18
- Processed Online: 12
- Processed on Kiosk: 7
- Remaining: 11

C.1

Departing Guests

- Check-Out completed: 37
- Scheduled: 0
- Requiring attention: 0

C.2

Kiosk Overview

KIOSK ID	DATE	DESCRIPTION	STATUS	MESSAGE
2023 © Ariane Systems.				

A: The first tool of the page is 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.

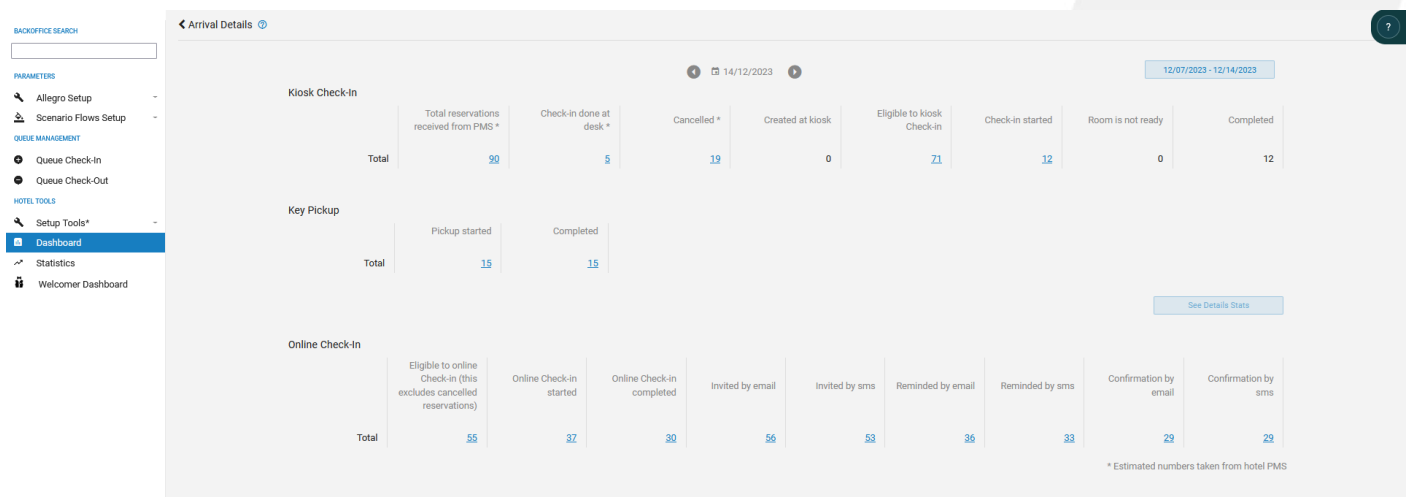
Please note that the dashboard is a day-to-day tool, historic data is still accessible via the date picker but may contains inaccurate data.

B: the first section of the Dashboard is the arrival section; this covers details regarding all the arriving guest for the selected date. The arrivals section is divided in 2 subsections: Check in and Arriving guests.

B.1: The Check-in subsection of the Dashboard gather all different reservation of the day and sort them through different categories. The visual chart gives a quick overview to the user regarding the total number of reservations, the reservations processed on Kiosk and Online and the cancelled one, it also covers the number Walk-in if this feature is available in the selected hotel.

By clicking on the “kiosk check in and online check in button” at the bottom of the section, the user can access a detailed view of the check in section.

Check in details:

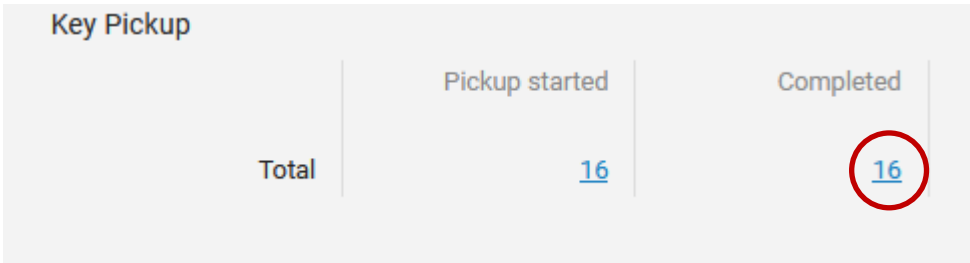


The detailed view of check-in data covers 3 main channels of check in done with Ariane:

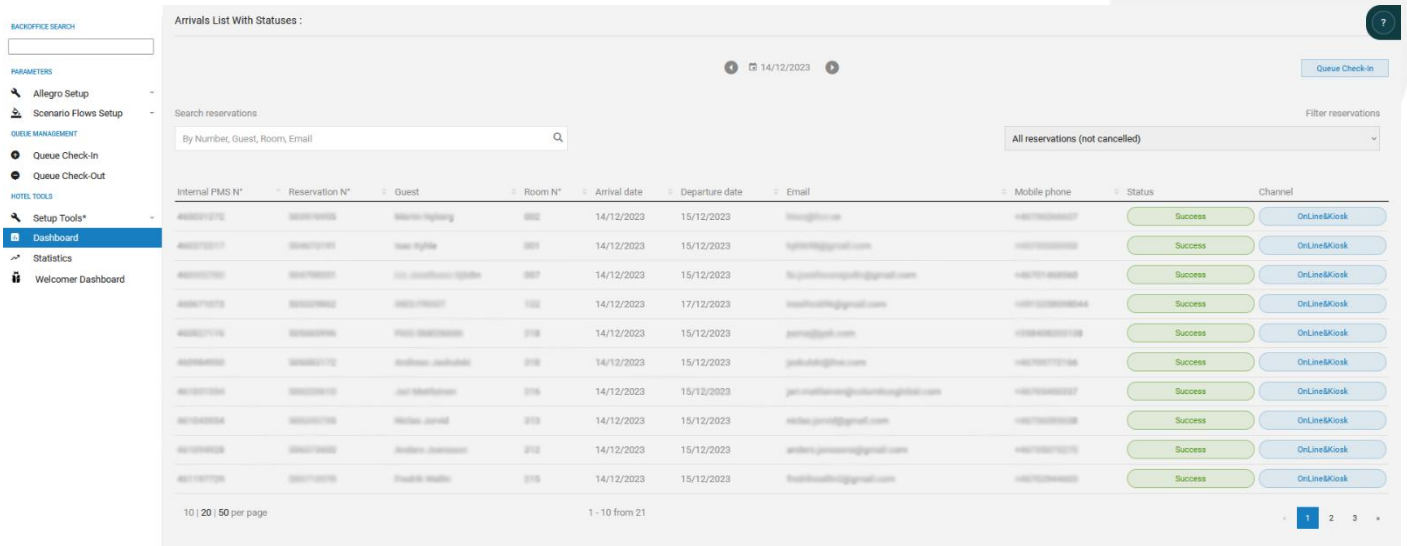
- The kiosk check-in contains global data related to the kiosk usage and the overall reservations of the hotel.
- The key pick-up covers the reservation that started and completed a key pick up at the kiosk.
- The Online check in section covers every different step of the online flow of the guest.

The “see details stats” button on the right of each section allows the user to select a period and download an Excel file containing all reservations from each section on that period.

On each of the 3 different lane in the detailed view, it is possible to click on the blue number of reservations to access a list of the reservation regarding the specific status you clicked on.



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
440001212	440001212	Walter Klings	802	14/12/2023	15/12/2023	Walter@house	+33700000007	Success	OnLine&Kiosk
440001211	440001211	Yves Nijls	801	14/12/2023	15/12/2023	YvesNijls@gmail.com	+33700000000	Success	OnLine&Kiosk
440001210	440001210	Dr. Jochen Guder	807	14/12/2023	15/12/2023	Dr.jochen.guder@gmail.com	+49701488888	Success	OnLine&Kiosk
440001209	440001209	Walter Klings	102	14/12/2023	17/12/2023	WalterKlings@gmail.com	+33690000004	Success	OnLine&Kiosk
440001214	440001214	Paula Baudouin	318	14/12/2023	15/12/2023	paubaudouin.com	+33690000108	Success	OnLine&Kiosk
440001213	440001213	Andreas Jochims	319	14/12/2023	15/12/2023	jochims@the.com	+4970077194	Success	OnLine&Kiosk
440001214	440001214	Jan Mathiasen	316	14/12/2023	15/12/2023	janmathiasen@studierhuset.dk.com	+45700000007	Success	OnLine&Kiosk
440001214	440001214	Walter Klings	315	14/12/2023	15/12/2023	Walter.Klings@gmail.com	+49700000008	Success	OnLine&Kiosk
440001212	440001212	Andreas Jochims	312	14/12/2023	15/12/2023	andreas.jochims@gmail.com	+49700070070	Success	OnLine&Kiosk
440001212	440001212	Frank Mathis	315	14/12/2023	15/12/2023	frankmathis@gmail.com	+49700000000	Success	OnLine&Kiosk

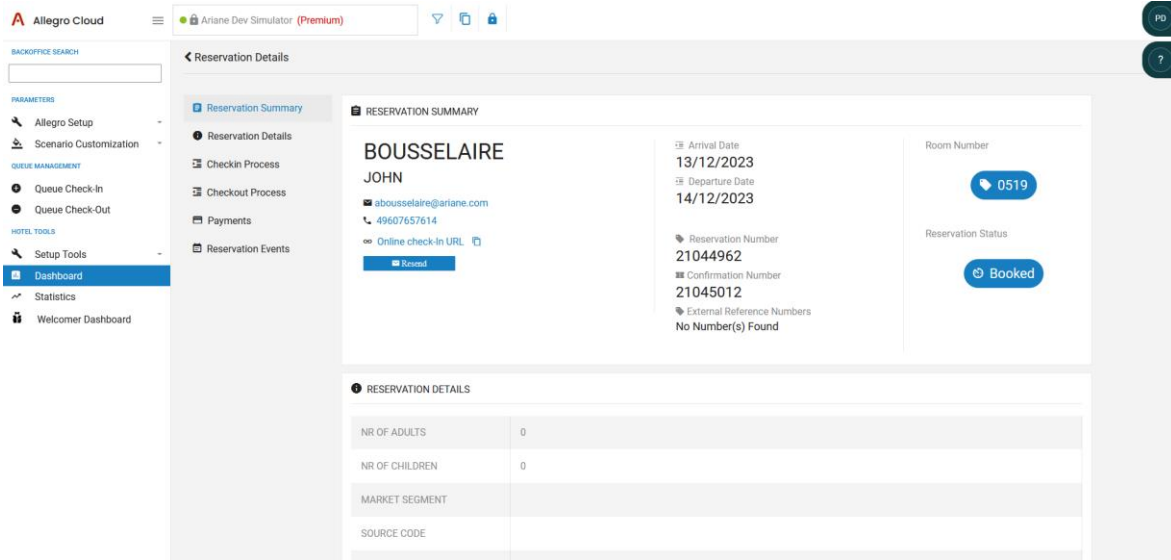
10 | 20 | 50 per page

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. It is also possible to access the queue directly from this page by clicking on the top right "queue check in" button.

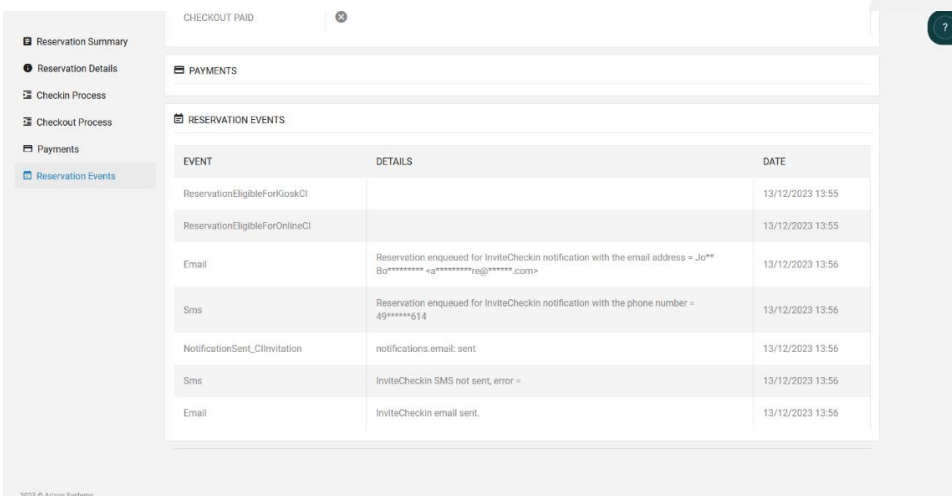
The final level of details accessible on the Dashboard regarding a reservation is the “reservation details” page.



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

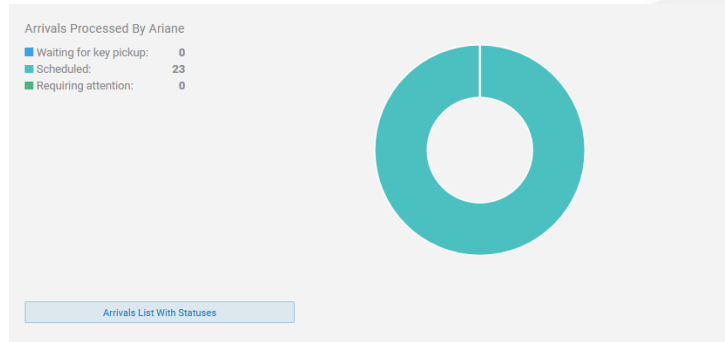


B.2: The “arrivals processed by Ariane” section covers the different reservations that are waiting to be checked in, it is a section directly related to the queue system. The reservations are sorted in 3 statuses on the global overview:

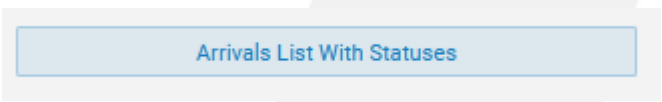
- **Waiting for key pick up:** a guest that has done an Online check in and is expected to go get his key at the kiosk upon arrival.

- **Scheduled:** an online reservation waiting to be processed by the system and sent to the queue for room assignment.

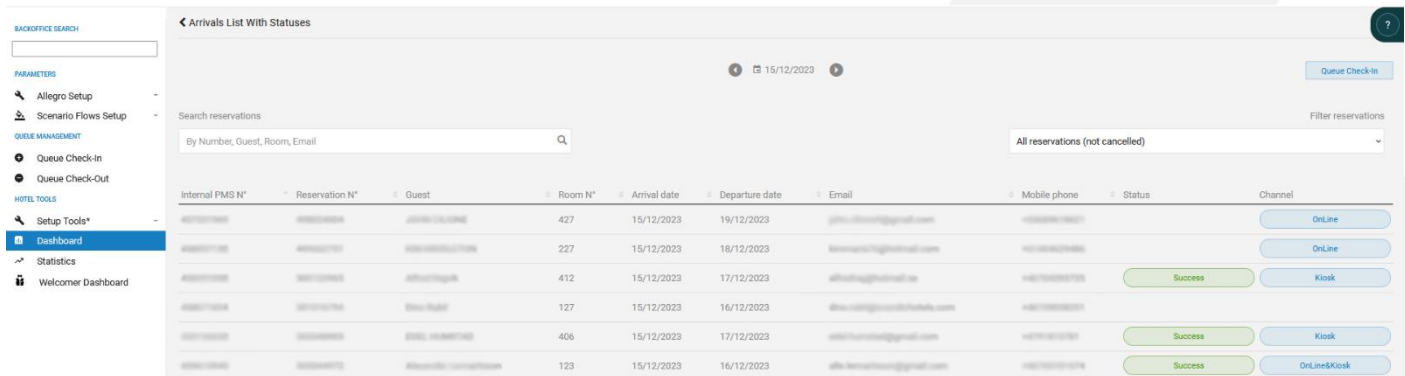
- **Requiring attention:** Any reservation flagged with a requiring status from the queue, reservation will be processed manually.



By clicking on the “arrival list with statuses” button, it opens the detailed list of reservation working the same way as the check in section. (see above)



Example of a list with statuses and different channel on the rights columns.

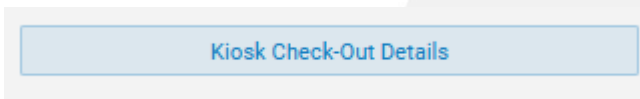


Internal PMS N°	Reservation N°	Guest	Room N°	Arrival date	Departure date	Email	Mobile phone	Status	Channel
40000000	40000000	JOHN DOE	427	15/12/2023	19/12/2023	john.doe@gmail.com	+3361234567		OnLine
40000001	40000001	JANE SMITH	227	15/12/2023	18/12/2023	jane.smith@gmail.com	+3367654321		OnLine
40000002	40000002	ALICE BROWN	412	15/12/2023	17/12/2023	alice.brown@gmail.com	+3369876543	Success	Kiosk
40000003	40000003	BOB BLACK	127	15/12/2023	16/12/2023	bob.black@gmail.com	+3361122334		
40000004	40000004	CHARLIE GREEN	406	15/12/2023	17/12/2023	charlie.green@gmail.com	+3365566778	Success	Kiosk
40000005	40000005	DAVIDE ROSSIGNOL	123	15/12/2023	16/12/2023	david.rossignol@gmail.com	+3369988776	Success	OnLine&Kiosk

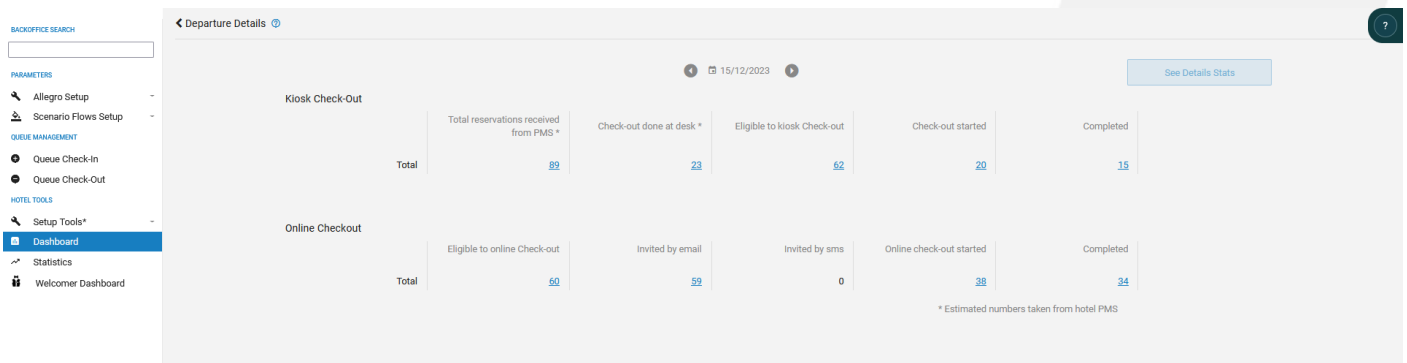
C: The second major section of the Dashboard is the departures; this covers all departing guests from the hotel on the selected date. The departures section is divided in two subsections: check out and departing guests.

C.1: The Check-out subsection of the Dashboard gather all different reservation checking out the selecting day and sort them through different categories. The visual chart gives a quick overview to the user regarding the check-outs processed by staff, online or on the kiosk, and the remaining reservations to be checked-out.

Working the same way as for the check in section, it is possible to access a detailed page of the different status available for each reservation, by clicking on the “kiosk check-out details” button.



The Departures details page:



The detailed view of check-out data covers the 2 main channels of check-out done with Ariane:

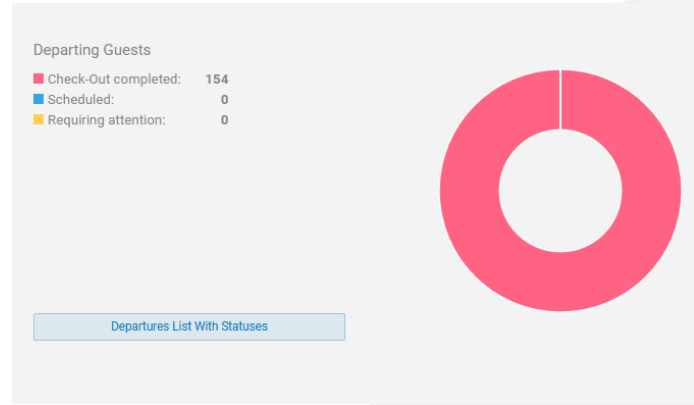
- The kiosk check-out contains global data related to the kiosk usage regarding check-out.
- The Online check-out section covers every different step of the online flow of the guest.

It is also possible, the same way as for the check-in detailed page to download an Excel report on a specific period by clicking on the “see details stats” button.

All the different numbers of reservations are clickable to access the detailed list of reservation and each reservation can be opened to access the reservations details and event, refer at the check-in section above for more information.

C.2: The departing guest subsection covers all the checking out reservations which have been processed by the queue. It is a section directly related to the queue system. The reservations are sorted in 3 statuses on the global overview:

- **Check-out completed:** the number of reservations that are already processed and checked out.
- **Scheduled:** the number of reservations that are waiting in the queue to be processed by the system for check out.
- **Requiring attention:** Any reservation flagged with a requiring status from the queue, reservation will be processed manually.



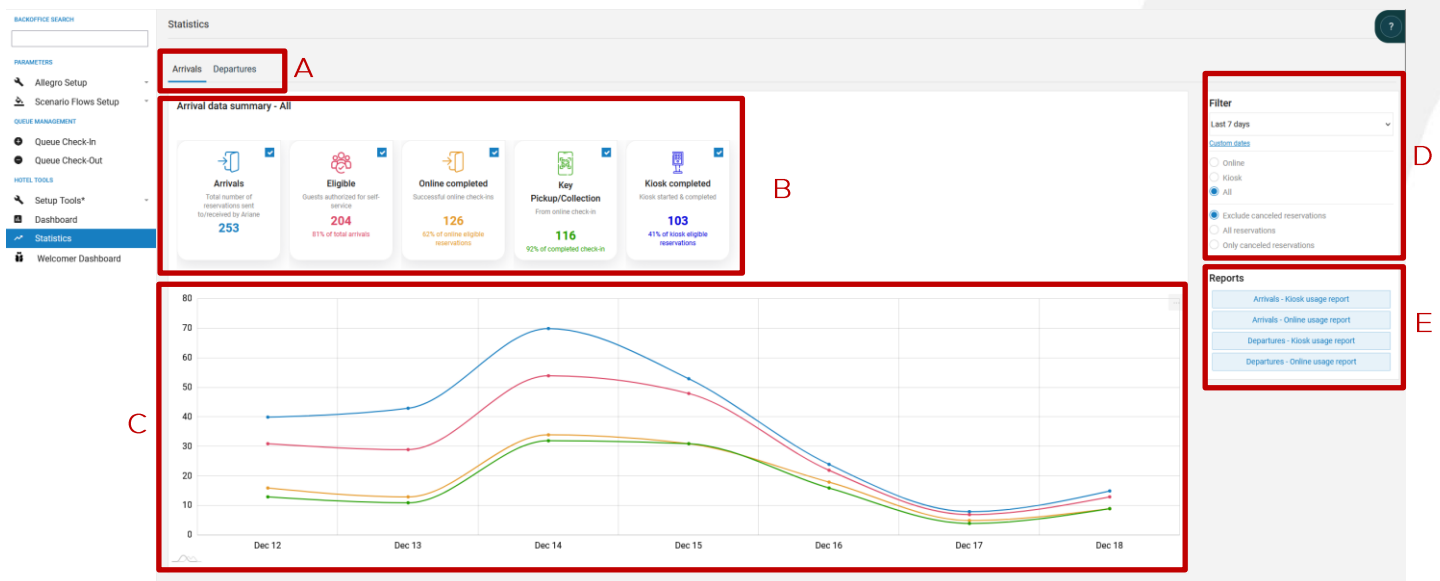
D: the kiosk overview section at the bottom of the page records the different alerts that could occur on the kiosk. The alert stays until it is resolved, the impacted kiosk can be found by the kiosk ID, the date and hour of the issue are recorded.

Kiosk Overview					
	KIOSK ID	DATE	DESCRIPTION	STATUS	MESSAGE
Alert		20/12/2023 11:20	Reservations storage		null
Alert	Kiosk 346	19/12/2023 14:04	kiosk Standard - ibtisam	Standby	Lost Printer connectivity

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.

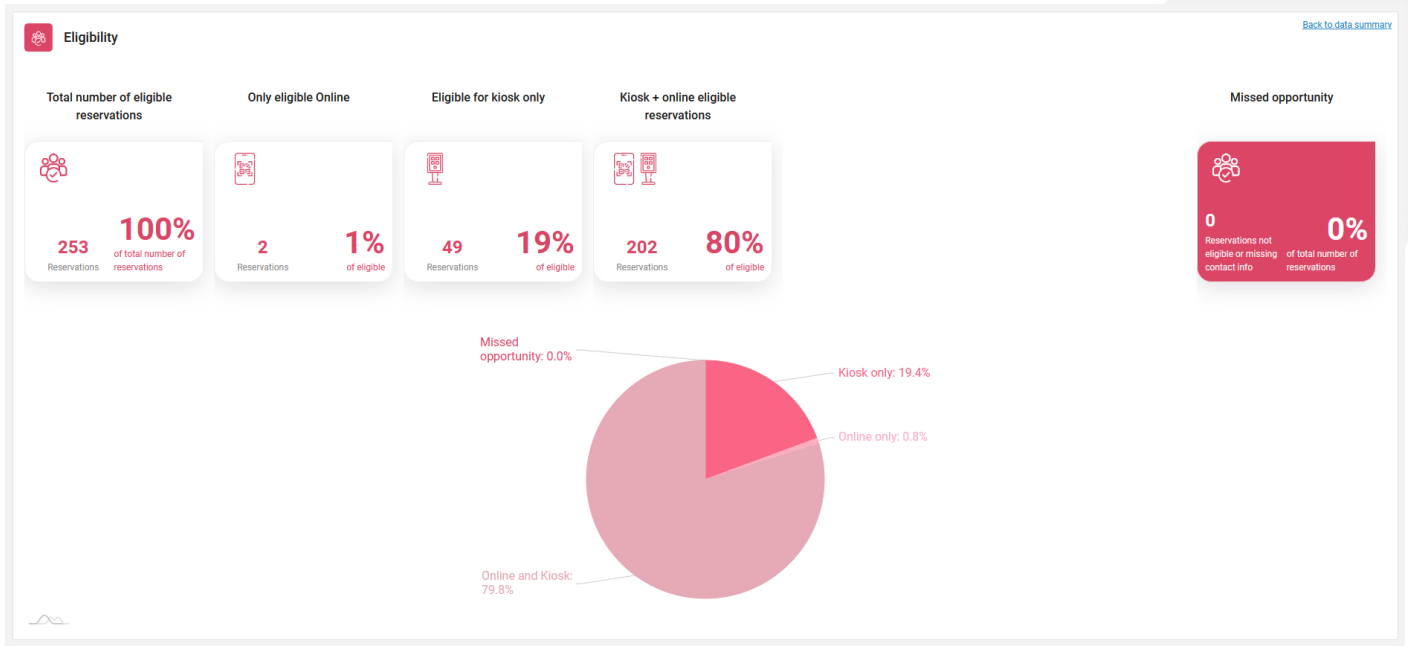


- Selector to choose between Arrival and Departure (A)
- Data summary, it is possible to enable or disable each data channel to look for a targeted data overview (B)
- Data graph using the data from the selected channels on (B), this is a numerical graph displaying the number of reservations over a period. (C)
- 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. (D)
- The report downloads section to download detailed reports excel files for arrival or departure and for kiosk or online. (regarding the selected period) (E)

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:

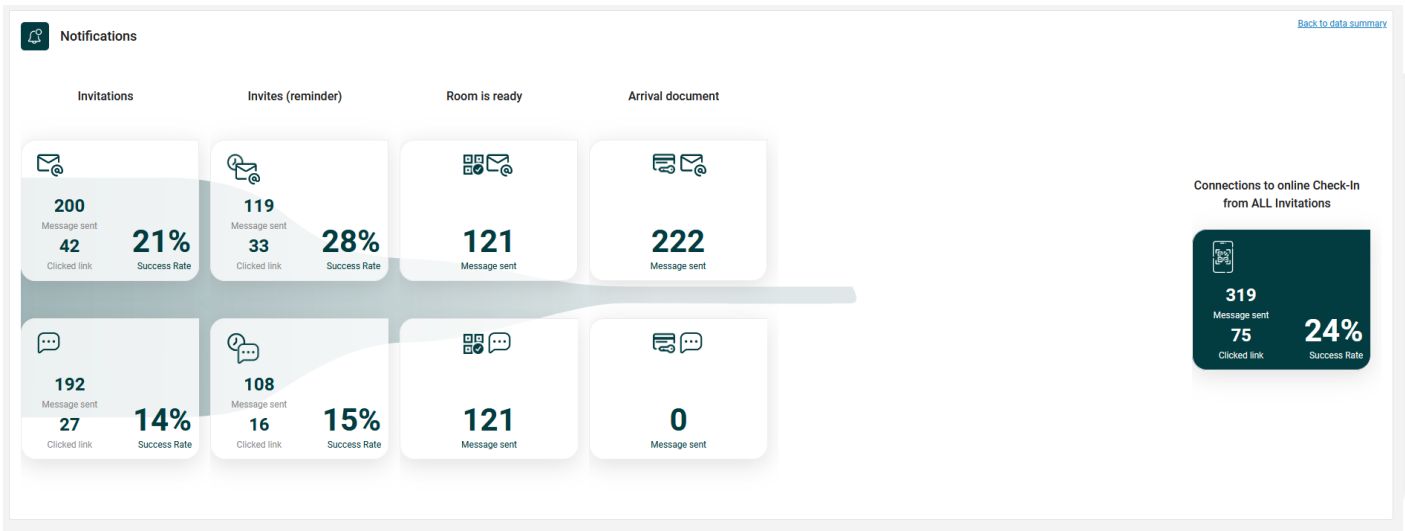


The eligibility section displays the different eligibility status reservation can have regarding the information available in the system and the eligibility criterions on the hotel.

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.

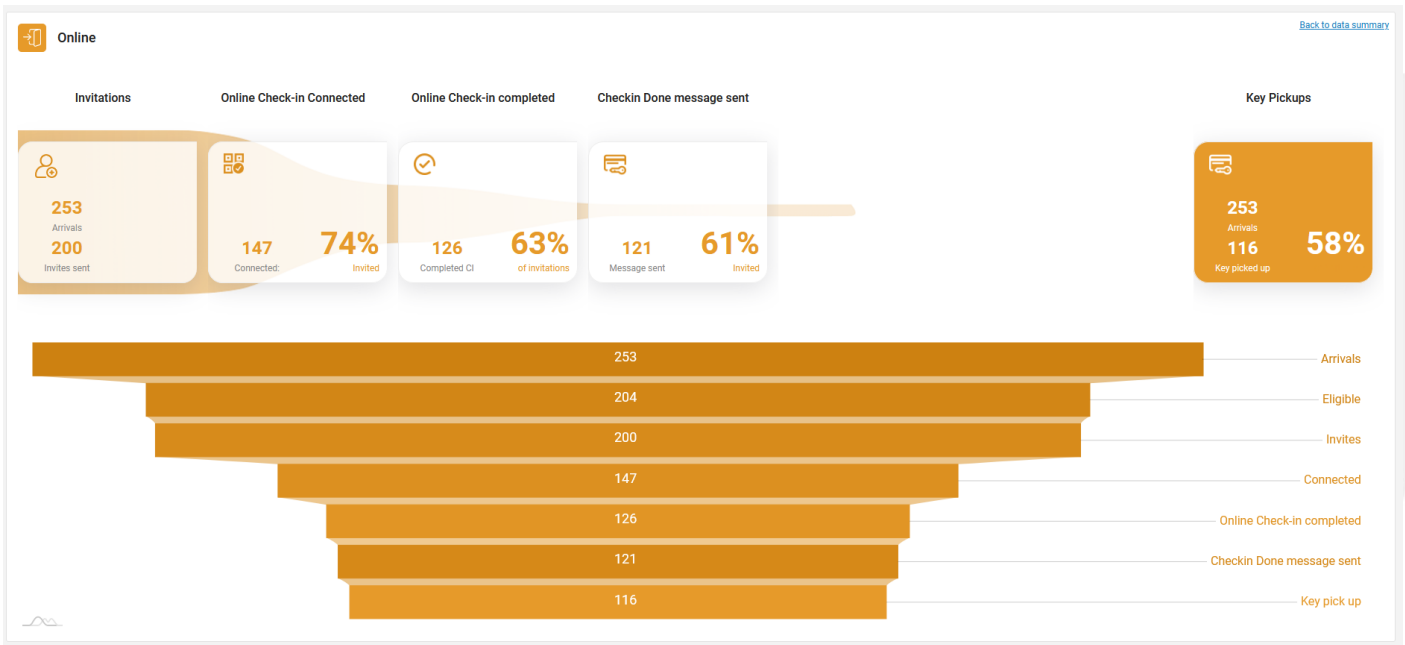
The invitations tiles are divided between the number of messages sent and the number of users which clicked the link in the message. The percentage of success represent the number of guests clicking on the link, a low rate might indicate that the message is not clear enough for the guest.

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 form 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?

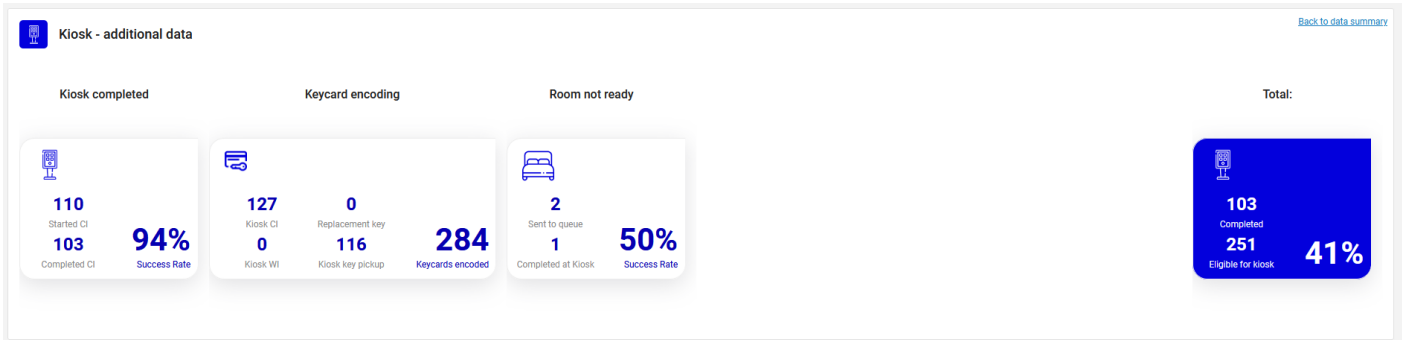
How many completed it?

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.

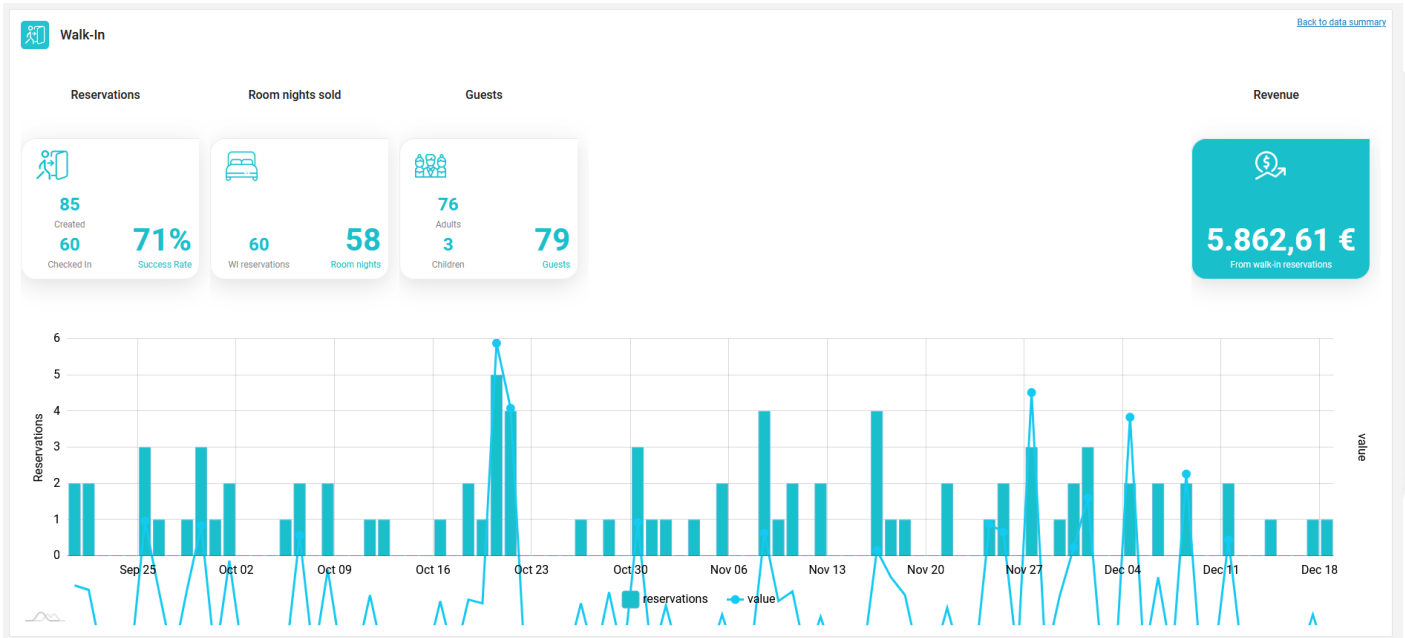
The first tile displays the total number of check-ins started at the kiosk and number of completions, with a percentage of success rate, a low number could indicate that the scenario might be too long or complicated and might need to be adjusted.

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:



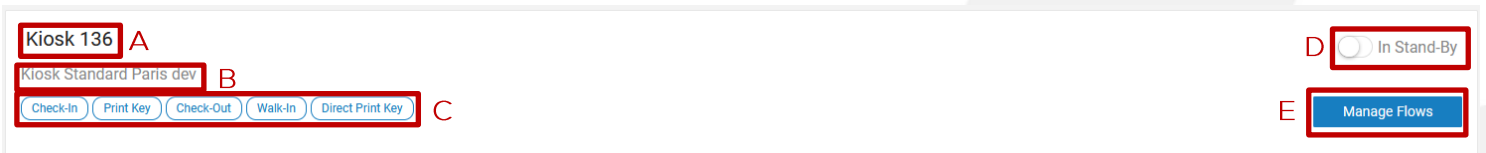
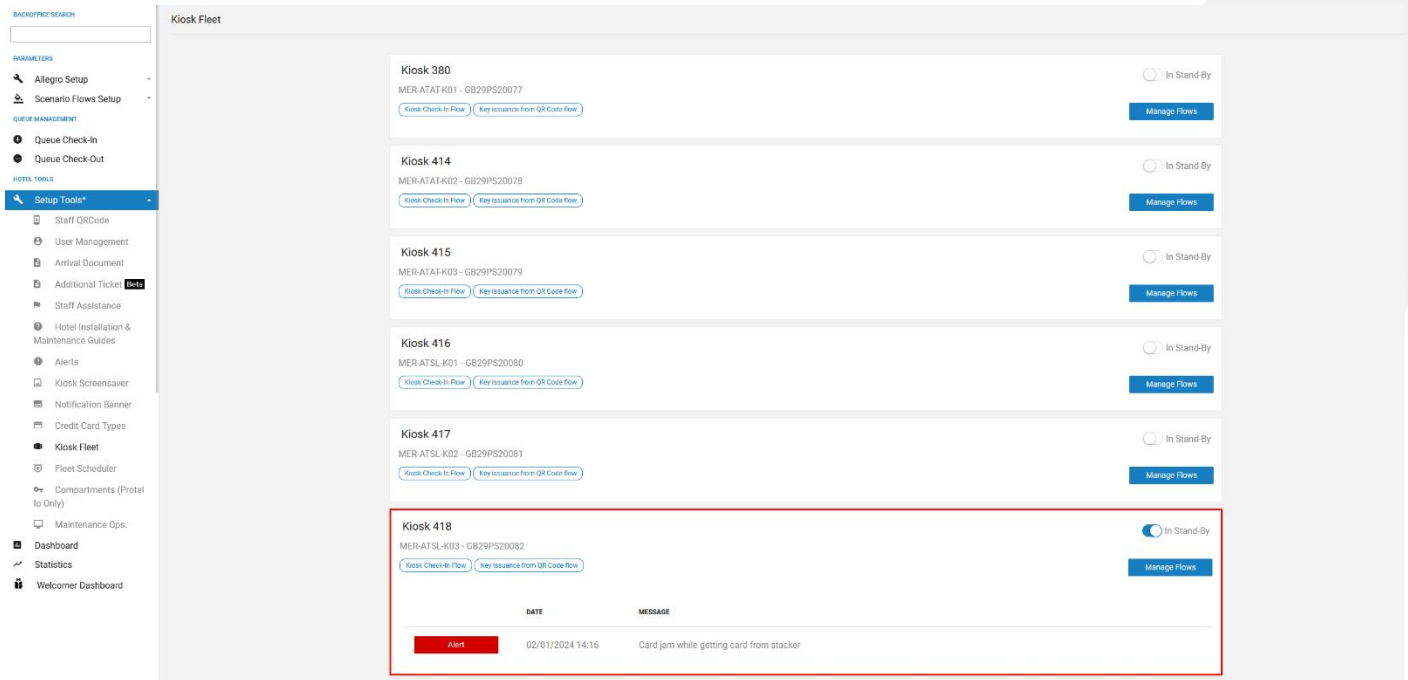
The Walk-in is a special section at the end of the statistics portal, it is only available when the hotel has enabled walk-ins' scenarios at the kiosk. The walk-in scenario refers to guests coming to the hotel and creating a reservation on the kiosk.

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.

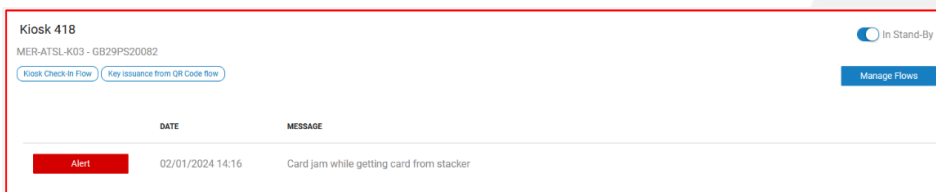
The graph at the bottom displays the revenue and the number of reservations.

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.

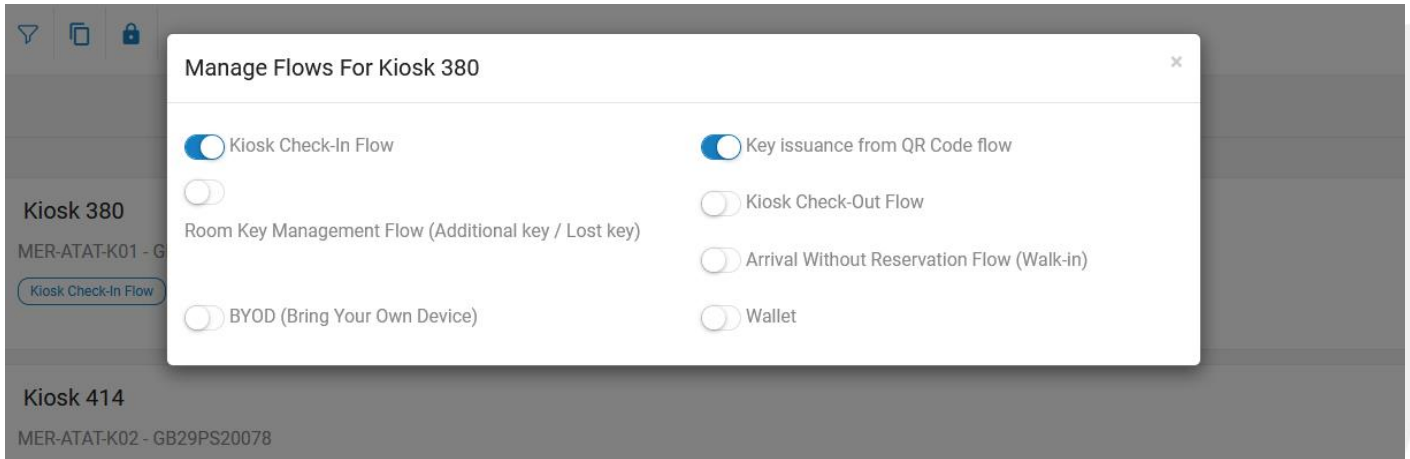


- The number of the kiosk (A)
- The name of the kiosk (B)
- The different flows enabled on the kiosk (C)
- The button to put the kiosk in standby mode (D)
- The button to manage the different flows on the kiosk (E)



When a n 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.

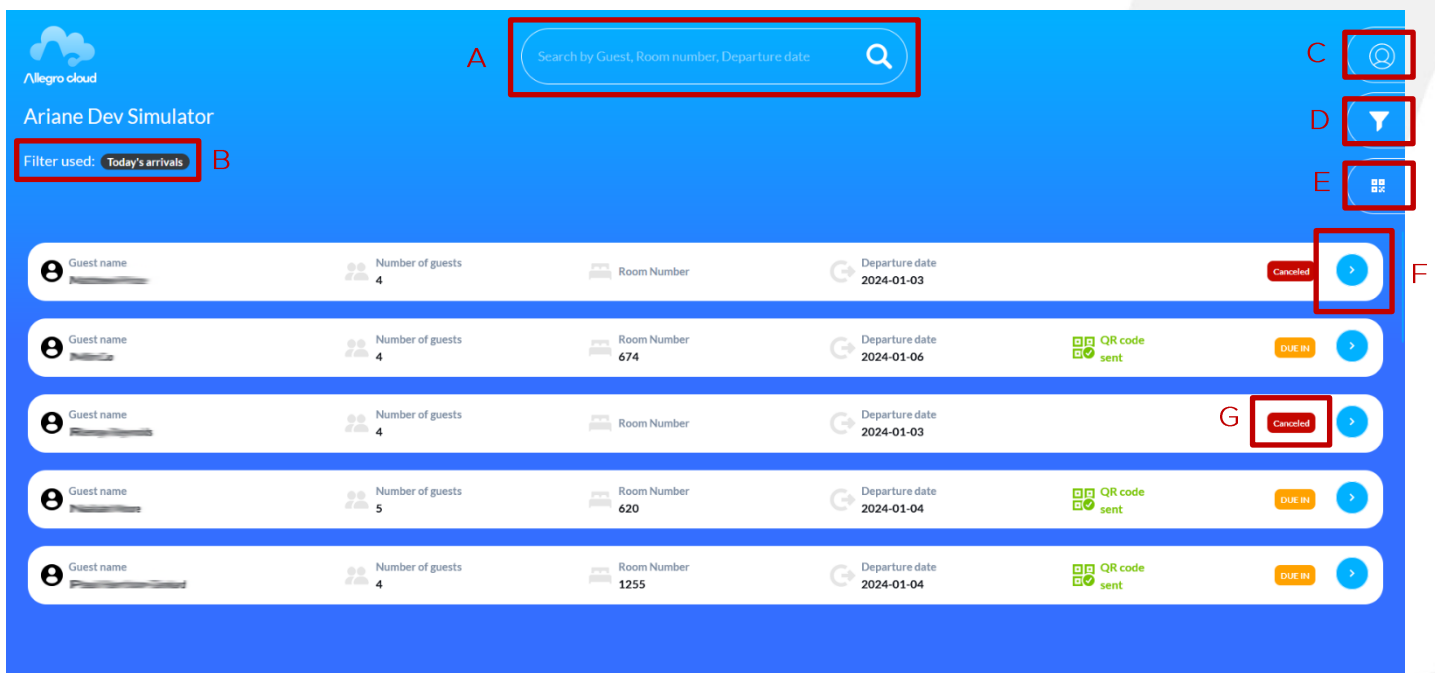
When clicking on the “manage flow” button it opens the pop-up below. Using the different toggle button, it is possible enable or disable the different flow on the kiosk.



WELCOMER DASHBOARD

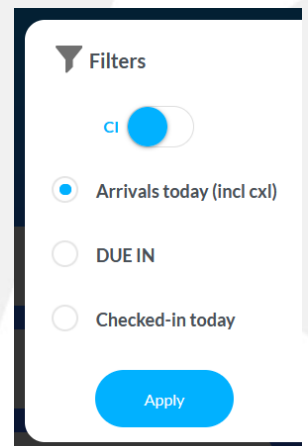
The welcomer dashboard is a special tool in the back office, it is accessible under the setup tools section on the left-hand side menu of the back office; clicking on the Welcomer Dashboard button opens a new tab for the tool itself.

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 screenshot shows the Welcomer Dashboard interface. At the top left is the Allegro cloud logo and 'Ariane Dev Simulator'. A search bar (A) is located at the top center. A filter dropdown (B) is set to 'Today's arrivals'. On the right side, there is a user menu (C), a filter menu (D), and a QR code button (E). The main area displays a list of reservations with columns for Guest name, Number of guests, Room Number, and Departure date. Each reservation row has a status (e.g., 'Canceled', 'DUE IN') and an expand button (F). A 'Canceled' status (G) is highlighted in one of the rows.

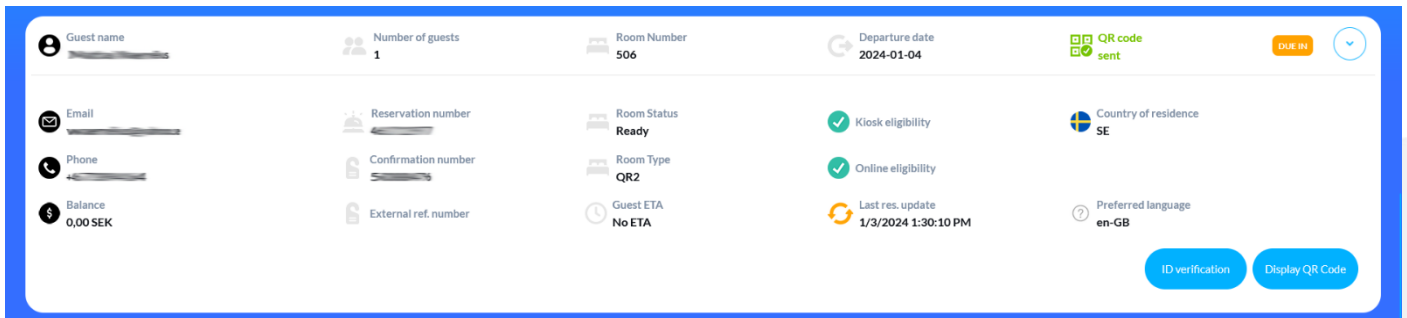
- The search bar to look for reservations (A)
- The filter in place on the list (B)
- The user menu (C)
- The filter menu (D)
- The QR code button (E)
- The expand button to open the details of a reservation (F)
- The status of the reservation (G)



The Filters panel shows the following options:

- CI
- Arrivals today (incl cxi)
- DUE IN
- Checked-in today

An 'Apply' button is located at the bottom of the panel.



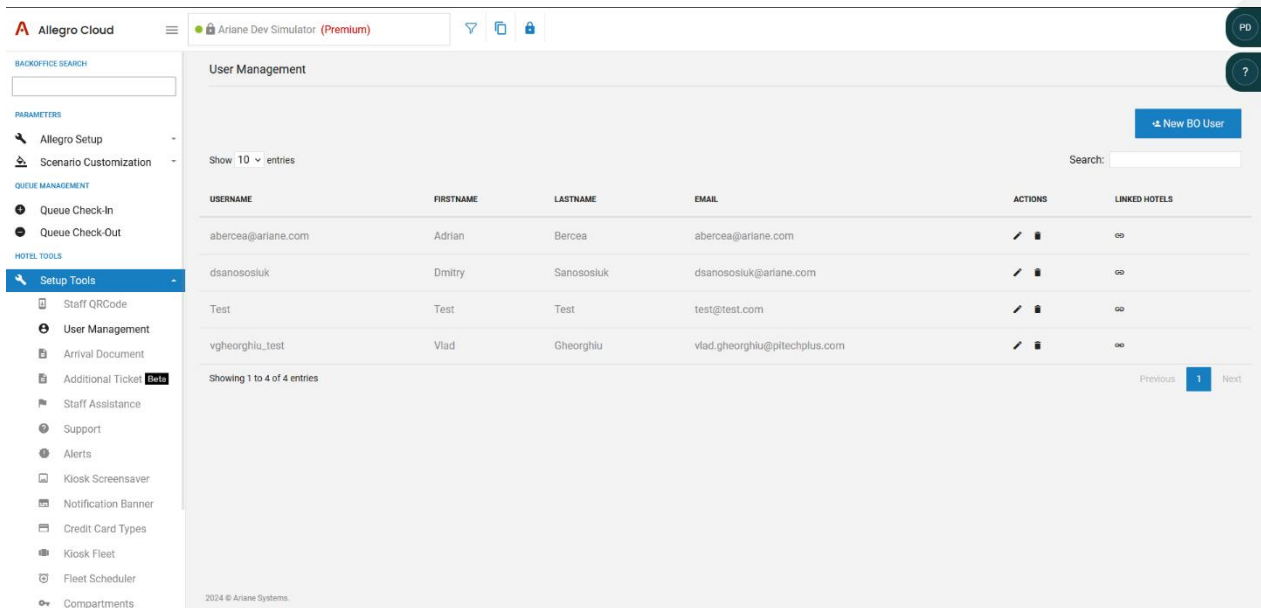
When clicking on the expand button on the list of reservation it opens the reservations detail's view like above.

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.

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.

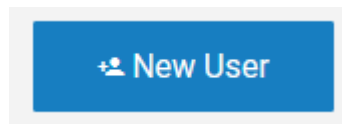


The screenshot shows the 'User Management' page in the Allegro Cloud back office. The left-hand navigation menu includes 'Setup Tools' which is expanded to show 'User Management'. The main content area displays a table of users with columns for USERNAME, FIRSTNAME, LASTNAME, EMAIL, ACTIONS, and LINKED HOTELS. A 'New BO User' button is visible in the top right corner of the table area.

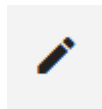
USERNAME	FIRSTNAME	LASTNAME	EMAIL	ACTIONS	LINKED HOTELS
abercea@ariane.com	Adrian	Bercea	abercea@ariane.com	[Edit] [Delete]	∞
dsanososliuk	Dmitry	Sanososluk	dsanososliuk@ariane.com	[Edit] [Delete]	∞
Test	Test	Test	test@test.com	[Edit] [Delete]	∞
vgheorghiu_test	Vlad	Gheorghiu	vlad.gheorghiu@pitechplus.com	[Edit] [Delete]	∞

On this page it is possible to:

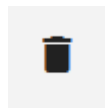
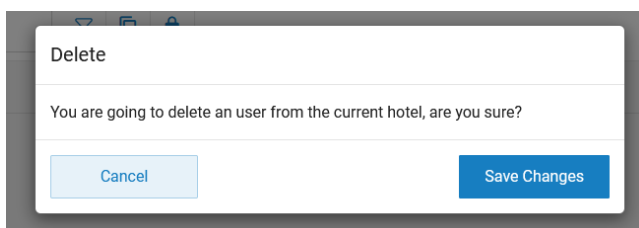
- Create a new user.



- Edit existing users.



- Delete existing users.

A modal dialog box titled 'Delete' with the text 'You are going to delete an user from the current hotel, are you sure?'. It contains two buttons: 'Cancel' and 'Save Changes'.

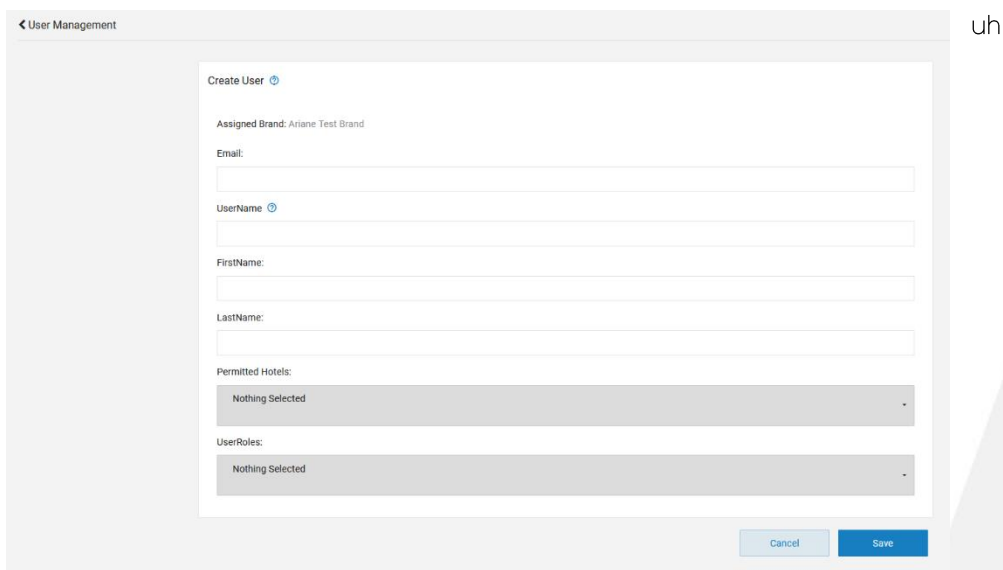
USER CREATION

Below is a 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>



uh

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.

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

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.

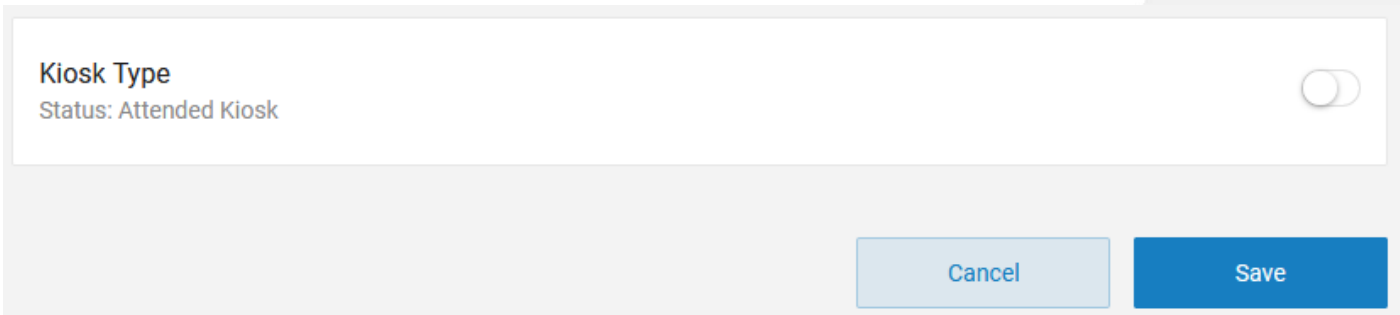
The screenshot shows the 'Edit User' form within the 'User Management' module. The form is titled 'Edit User' and contains the following fields and controls:

- 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 (light blue), Save (dark blue)

STAFF ASSISTANCE

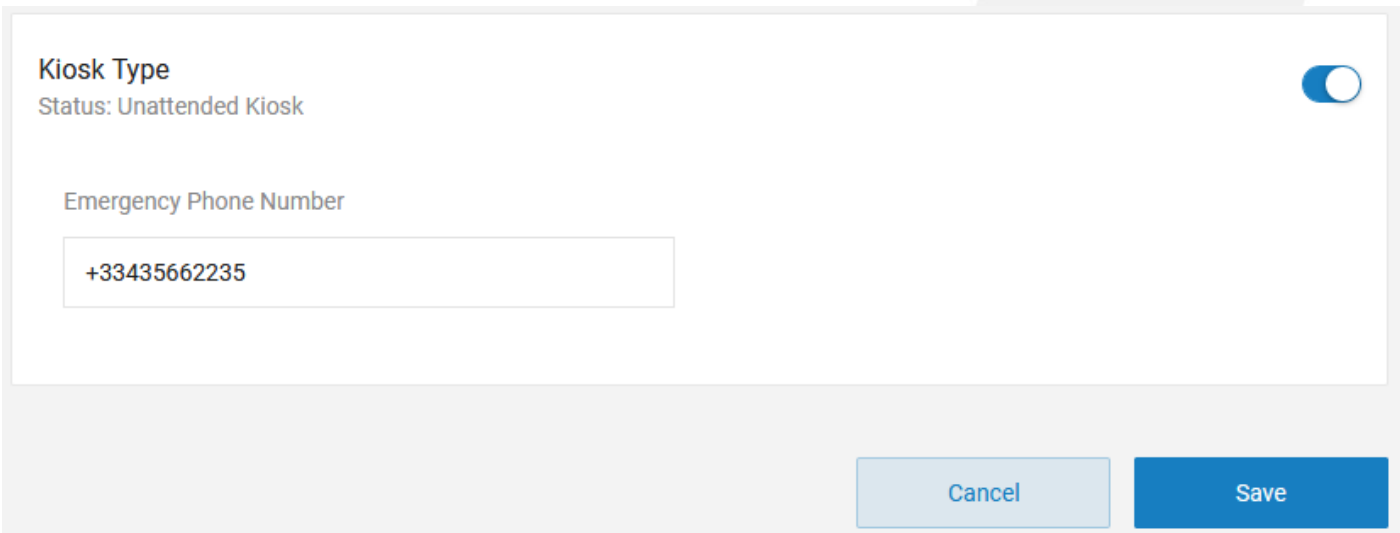
The staff assistance module is accessible through the back office on the left-hand side menu under the set-up tools section.

This module allows the user 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.



The screenshot shows a configuration panel for 'Kiosk Type'. The title is 'Kiosk Type' and the status is 'Attended Kiosk'. A toggle switch on the right is in the 'off' position. At the bottom right, there are two buttons: 'Cancel' (light blue) and 'Save' (dark blue).

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



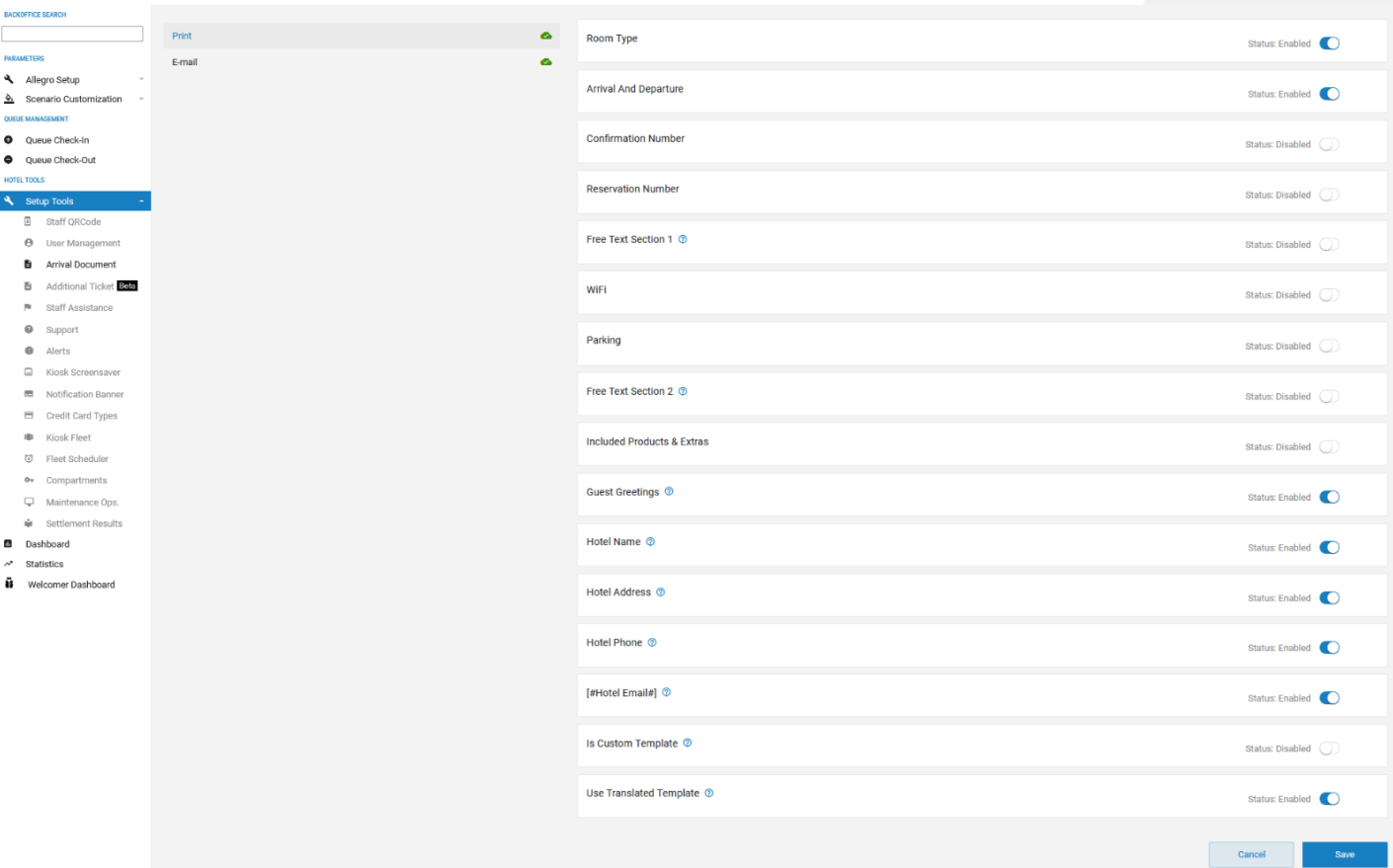
The screenshot shows the same configuration panel, but the toggle switch is now in the 'on' position. Below the title, the status is 'Unattended Kiosk'. There is a text input field labeled 'Emergency Phone Number' containing the value '+33435662235'. The 'Cancel' and 'Save' buttons are still present at the bottom right.

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

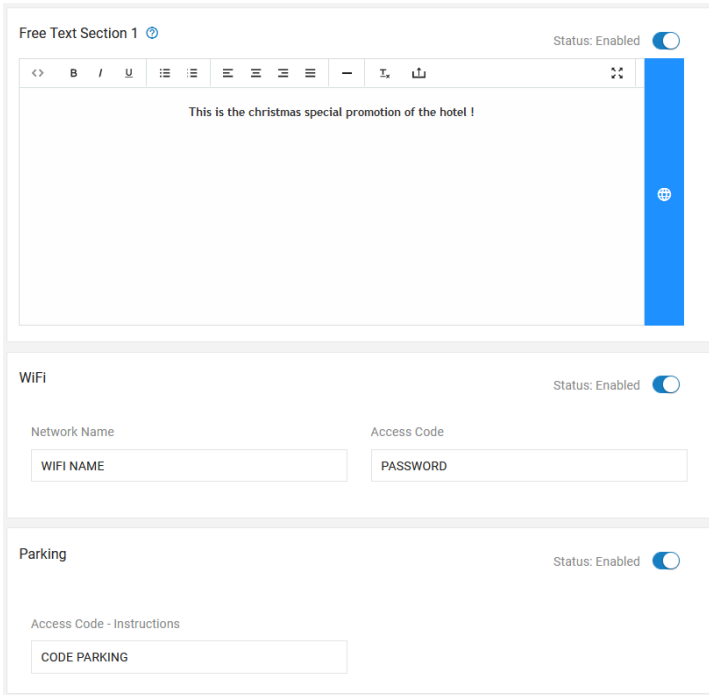


The screenshot shows the 'Arrival Document' configuration page in the Ariane back office. The left sidebar contains navigation options such as 'Parameters', 'Queue Management', and 'Hotel Tools'. The main content area displays a list of configuration items, each with a status indicator and a toggle switch:

Configuration Item	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)



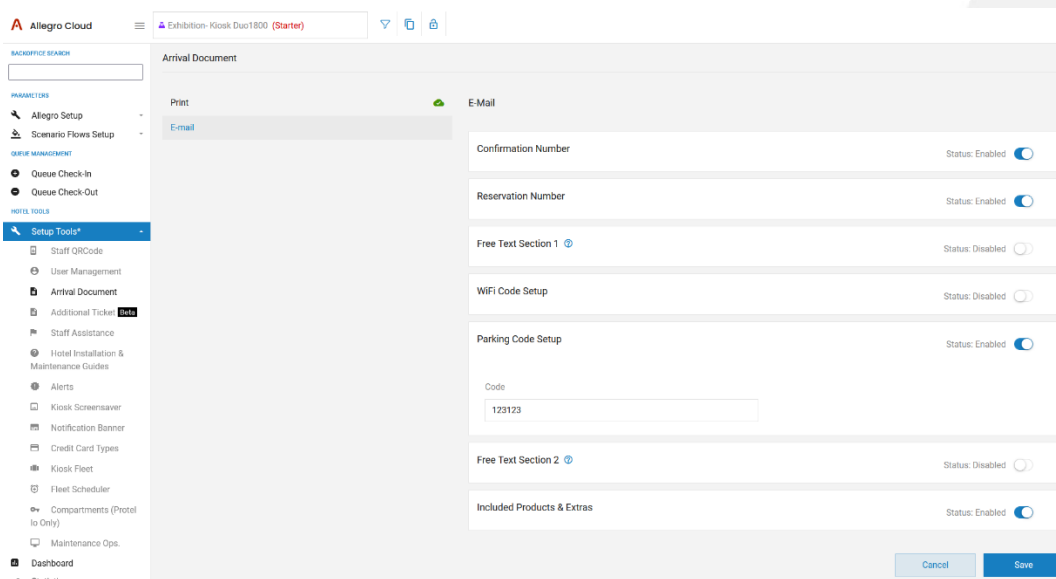
The screenshot shows three configuration panels, each with a 'Status: Enabled' toggle switch:

- Free Text Section 1:** Contains a rich text editor with the text "This is the christmas special promotion of the hotel !".
- WiFi:** Includes input fields for 'WIFI NAME' and 'PASSWORD' under the heading 'Access Code'.
- Parking:** Includes an input field for 'CODE PARKING' under the heading '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.



The screenshot shows the 'Arrival Document' configuration page in the Allegro Cloud interface. The left sidebar lists various setup options, with 'Setup Tools' expanded to show 'Arrival Document' selected. The main content area shows configuration for 'E-Mail' with the following settings:

- 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: 123123)
- Free Text Section 2: Status: Disabled
- Included Products & Extras: Status: Enabled

'Cancel' and 'Save' buttons are located at the bottom right of the configuration area.

Step by step guide available following this link:

https://scribehow.com/shared/How_to_Set_Up_and_Customize_Arrival_Document_Emails_and_print_Dzd0-JnnRk-vmFkpBrTMgw

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.

Allegro Cloud | Ariane Dev Simulator (Premium)

BACKOFFICE SEARCH

PARAMETERS

- Allegro Setup
- Scenario Customization

QUEUE MANAGEMENT

- Queue Check-In
- Queue Check-Out

HOTEL TOOLS

- Setup Tools
- Staff QRCode
- User Management
- Arrival Document
- Additional Ticket **Beta**
- Staff Assistance
- Support
- Alerts**
- Kiosk Screensaver
- Notification Banner
- Credit Card Types
- Kiosk Fleet
- Fleet Scheduler
- Compartment
- Maintenance Ops.
- Settlement Results

Alerts

Show 10 entries

Search:

FIRST NAME	LAST NAME	EMAIL	PHONE	ACTIONS
Arnault	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

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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 x

Email

Name

Phone

Alerts Types ⓘ

	<input type="checkbox"/> Select/Unselect all email	<input type="checkbox"/> 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.

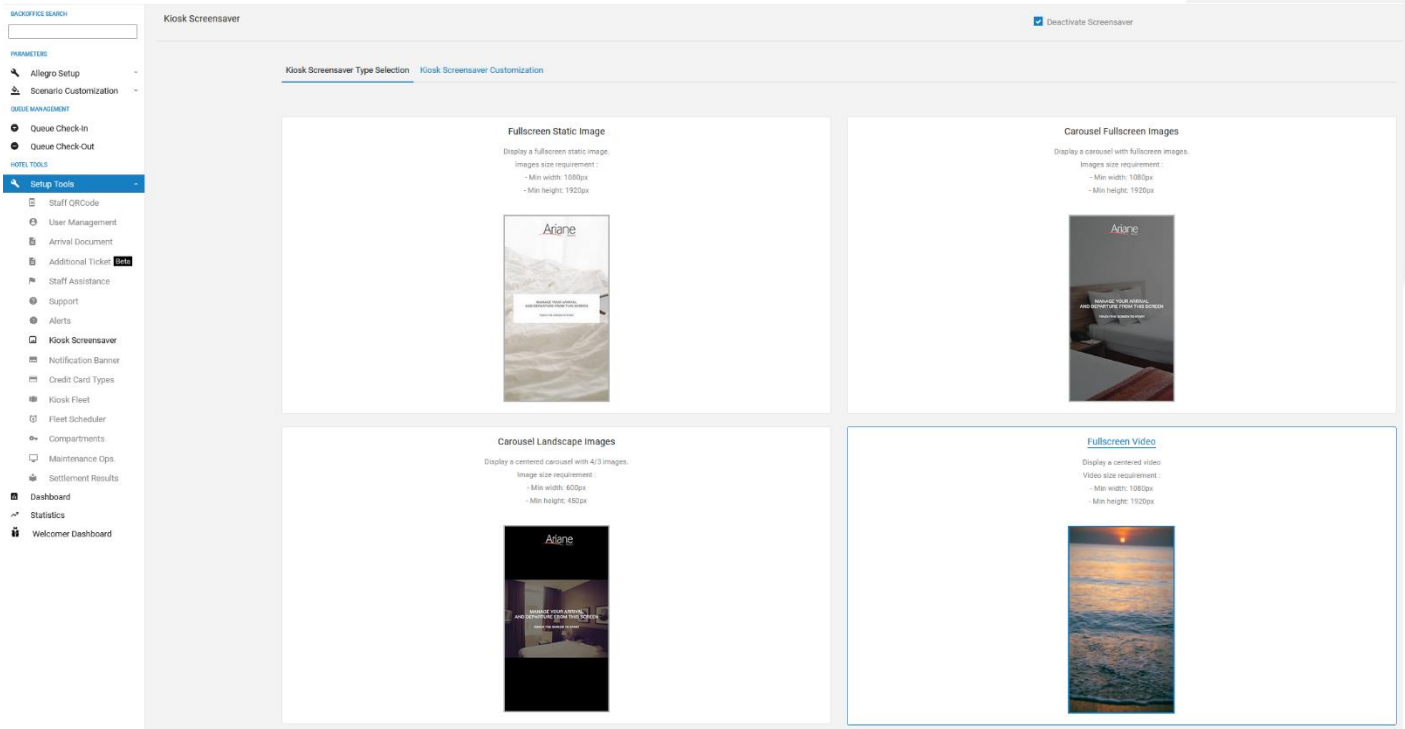
When the user selected all the alerts, he can save the user. The newly created user will be displayed on the list on the alert's page.

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.

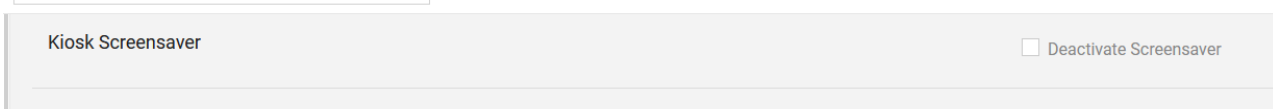


The tool is separated in 2 different tabs, the first one is the kiosk screensaver type selection and the second one is the kiosk screensaver customization.

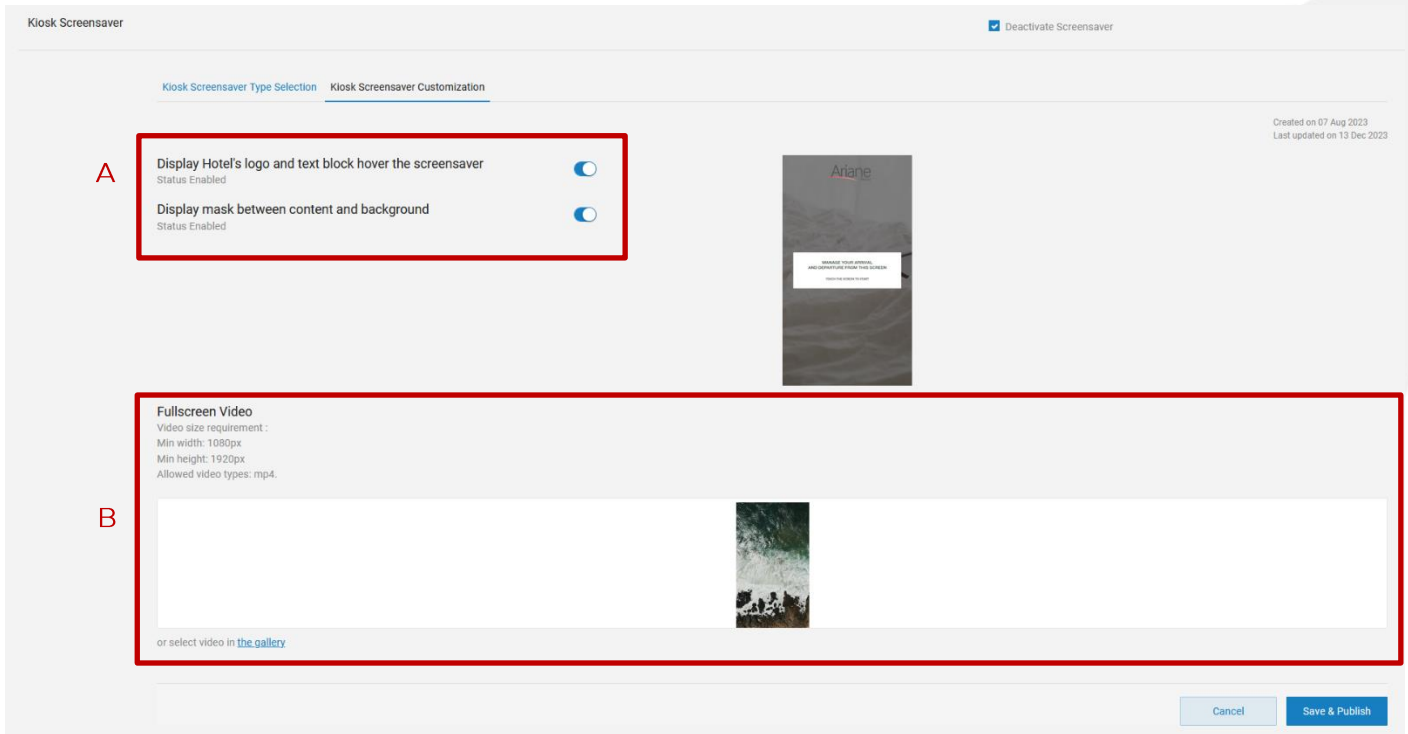
The user needs to start by selection the type of screensaver he wants on the kiosk:

- 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.

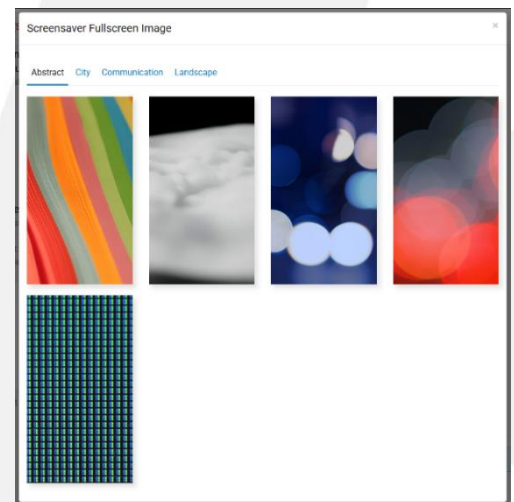


Once the type of screen saver is selected, the user can customize the selected type of screen saver on the customization tab. (See below)



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)



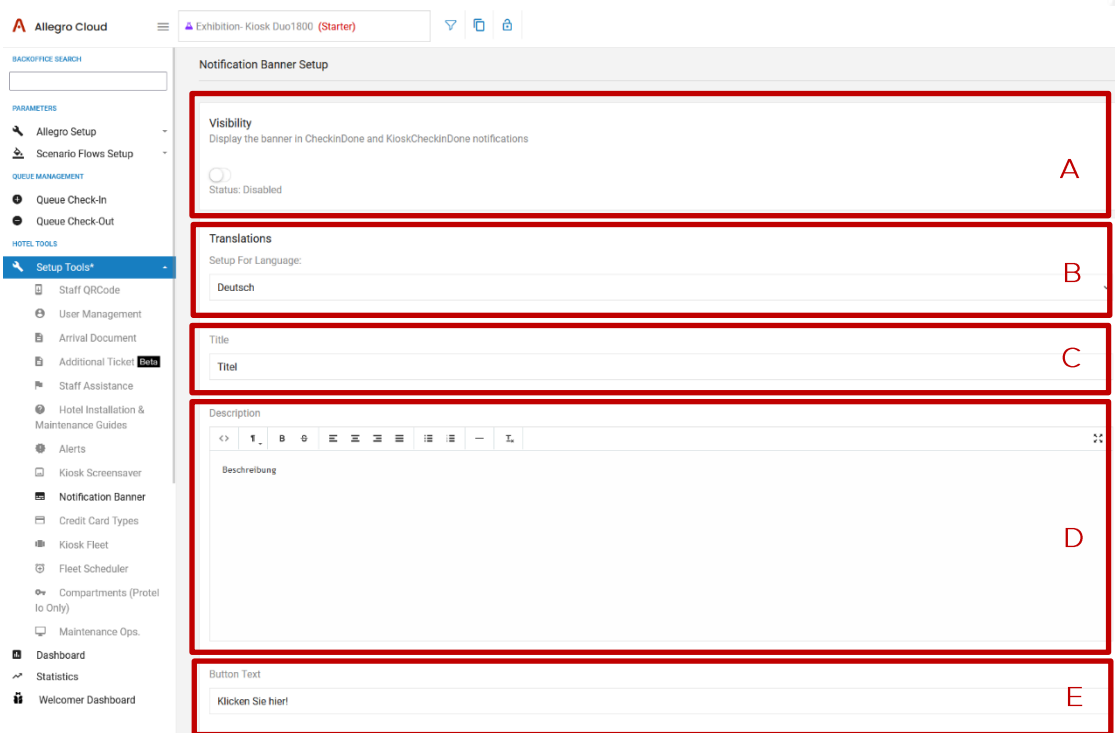
or select image in [the gallery](#)

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.



The screenshot shows the 'Notification Banner Setup' page in the Allegro Cloud back office. The interface includes a left-hand navigation menu with categories like 'PARAMETERS', 'QUEUE MANAGEMENT', and 'HOTEL TOOLS'. The main content area is titled 'Notification Banner Setup' and contains several configuration sections:

- A:** A 'Visibility' section with a toggle switch labeled 'Status: Disabled'.
- B:** A 'Translations' section with a 'Setup For Language:' dropdown menu currently set to 'Deutsch'.
- C:** A 'Title' section with a text input field labeled 'Titel'.
- D:** A 'Description' section with a rich text editor containing the text 'Beschreibung'.
- E:** A 'Button Text' section with a text input field containing 'Klicken Sie hier!'.

- 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)

BACKOFFICE SEARCH

PARAMETERS

- Allegro Setup
- Scenario Flows Setup

QUEUE MANAGEMENT

- Queue Check-In
- Queue Check-Out

HOTEL TOOLS

- Setup Tools***
 - Staff QRCode
 - User Management
 - Arrival Document
 - Additional Ticket **Beta**
 - Staff Assistance
 - Hotel Installation & Maintenance Guides
 - Alerts
 - Kiosk Screensaver
 - Notification Banner**
 - Credit Card Types
 - Kiosk Fleet
 - Fleet Scheduler
 - Compartments (Protel Io Only)
 - Maintenance Ops.
- Dashboard
- Statistics
- Welcomer Dashboard

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)

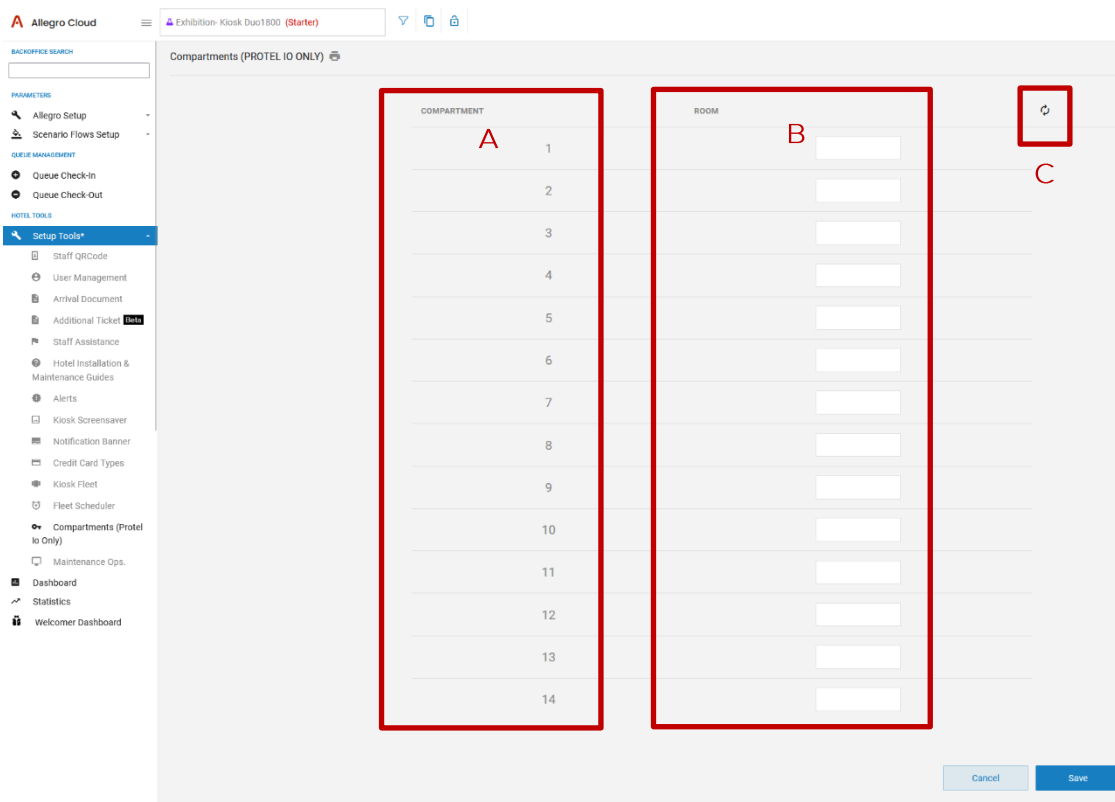
The user needs to save the different customization configurations done before exiting the module.

COMPARTMENTS

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

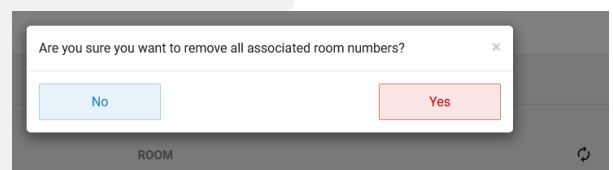
This is a specific feature only available with Protel IO PMS system and within a hotel using compartment with physical keys in the kiosk.

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.



- 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)

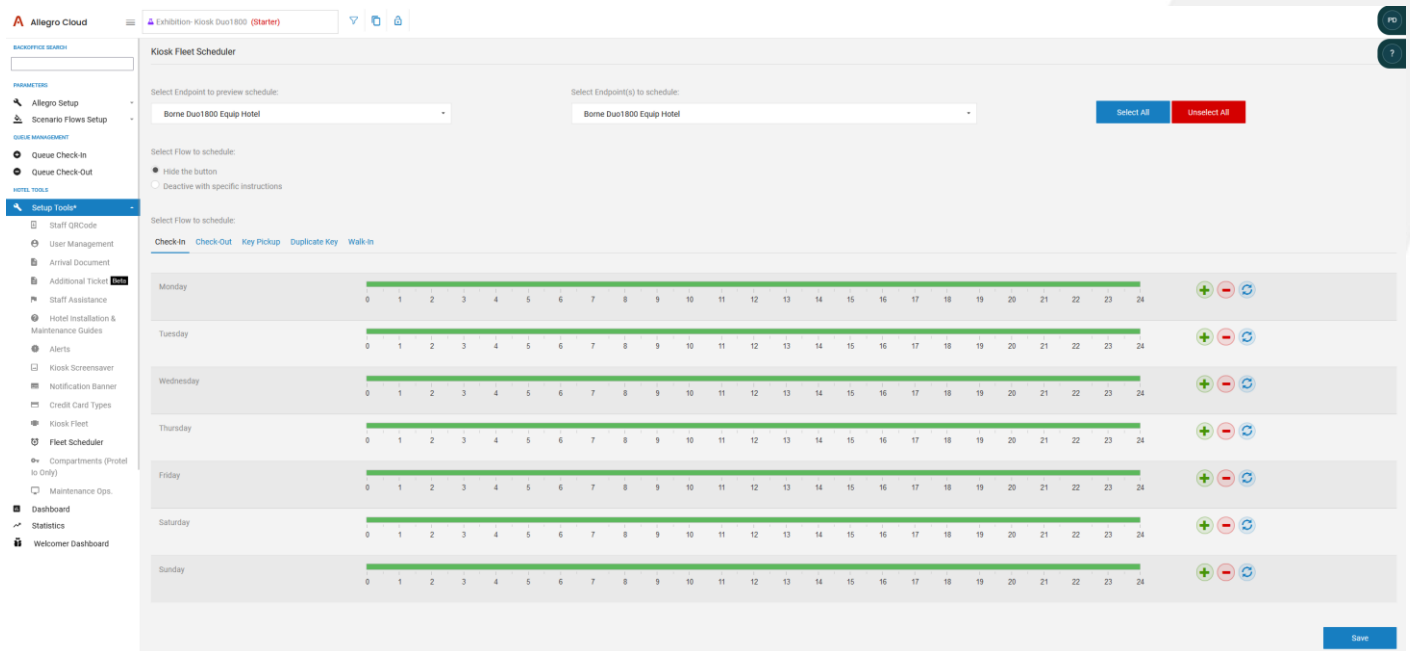
Once the configuration is done the user needs to save with the save button at the bottom of the page.



FLEET SCHEDULER

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

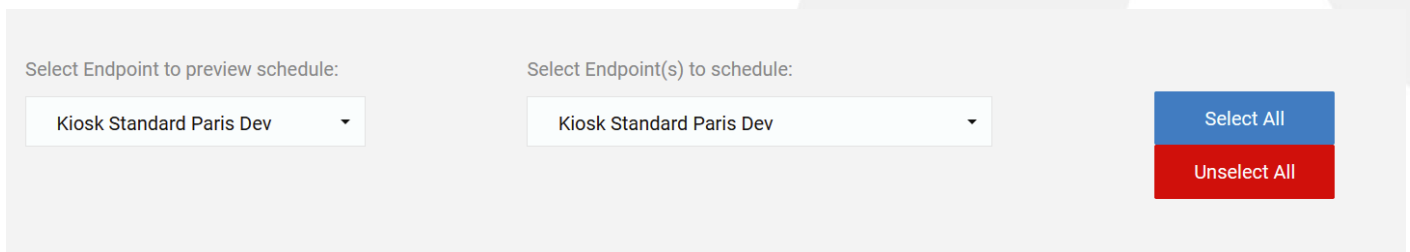
The “fleet scheduler” is an extension of the “kiosk fleet” tool. It allows the user to control the different flows from the kiosk regarding the hotel’s schedule. They can enable or disable these flows on a time basis.



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.

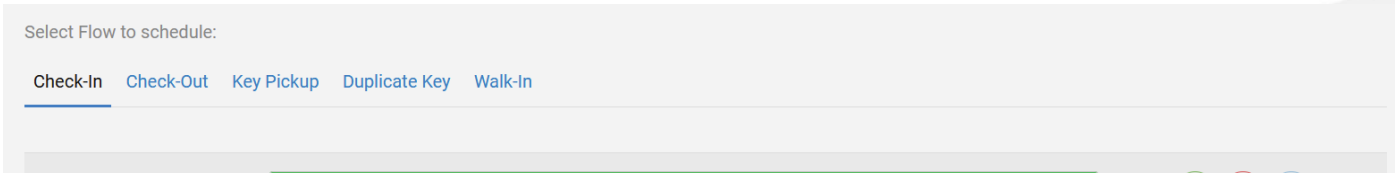
From there the user can select which kiosk he wants to schedule based on another kiosk already scheduled.

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.

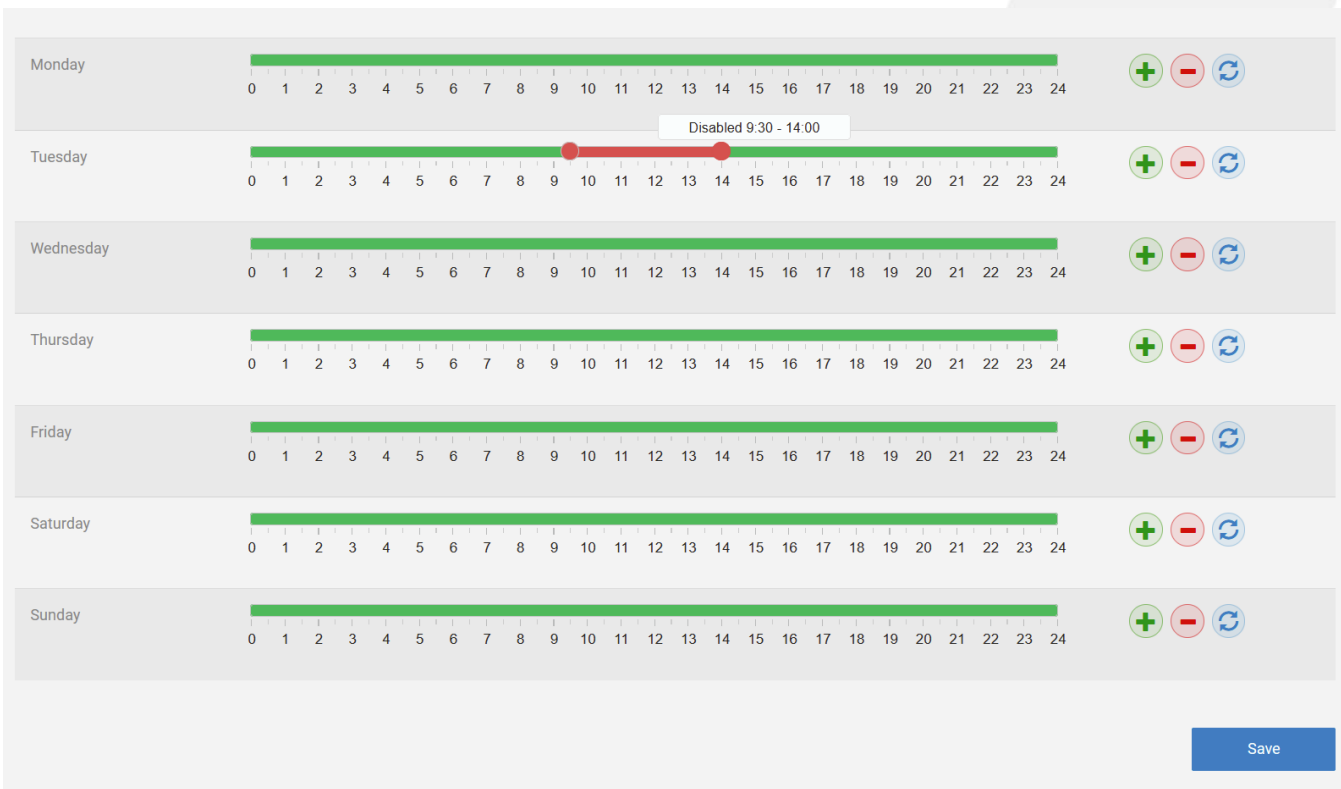


The tool displays every day of the week, a vertical slide bar indicates the hours during each day. By default, the slide bar is green indicating that the selected flow is enable during all day.

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.

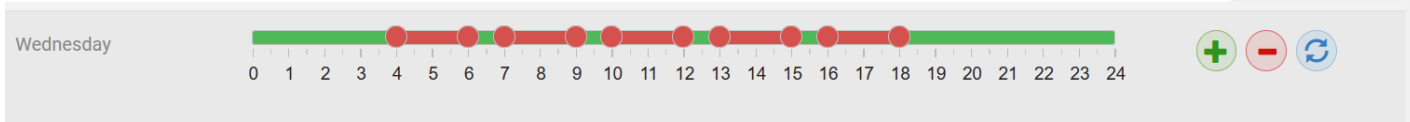
A red bar will appear on the vertical hours bar. You can schedule the disabled time by dragging each dot of the red bar from where you want the disabled time to start and end.

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

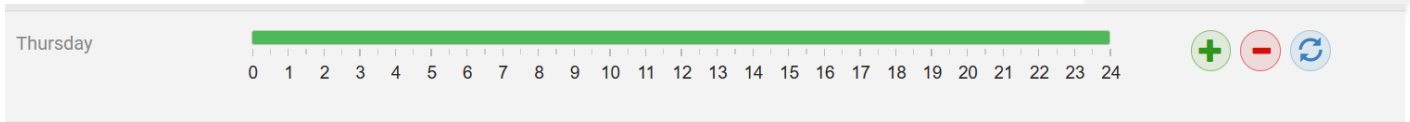


If the user clicks multiple times on the green plus, he can add up to five disabled time on the green bar, he must specify on each one the starting time and the ending time by dragging the dots.

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.



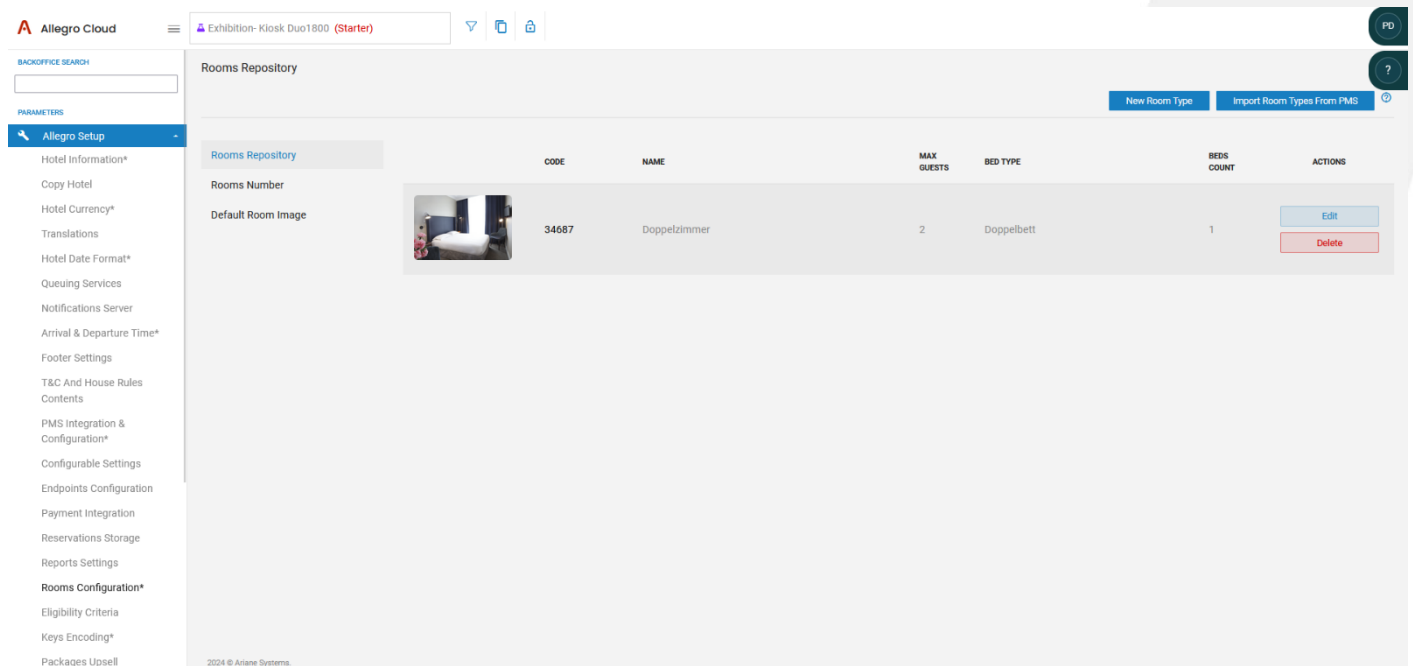
Finally, when the user scheduled every flow he wanted regarding each day of the week, he can click on the right bottom button "save" to save the configuration.

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 shows the Allegro Cloud interface for the 'Rooms Repository' section. The left-hand side menu is expanded to 'Allegro Setup', with 'Rooms Configuration*' selected. The main content area displays a table of room types with columns for CODE, NAME, MAX GUESTS, BED TYPE, BEDS COUNT, and ACTIONS. A row is visible for a room type with CODE 34687, NAME Doppelzimmer, MAX GUESTS 2, BED TYPE Doppelbett, and BEDS COUNT 1. The ACTIONS column contains 'Edit' and 'Delete' buttons. Above the table, there are buttons for 'New Room Type' and 'Import Room Types From PMS'. The interface also includes a search bar, a user profile icon (PD), and a help icon (?).

CODE	NAME	MAX GUESTS	BED TYPE	BEDS COUNT	ACTIONS
34687	Doppelzimmer	2	Doppelbett	1	Edit, Delete

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

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

Display Accommodation Details
Status Enabled

Description
<p>Doppelzimmer</p>

Beds Count
1

Bed Type
Doppelbett

Max capacity
2

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”.

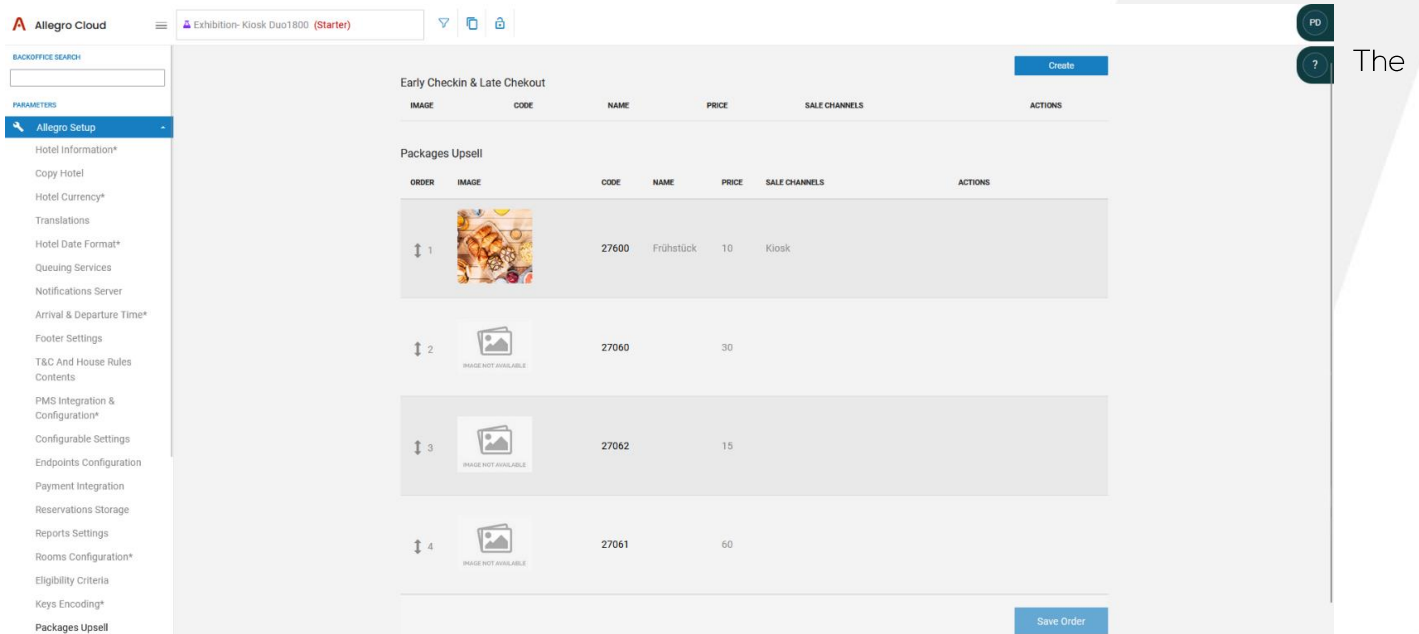
PACKAGES UPSELL

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.

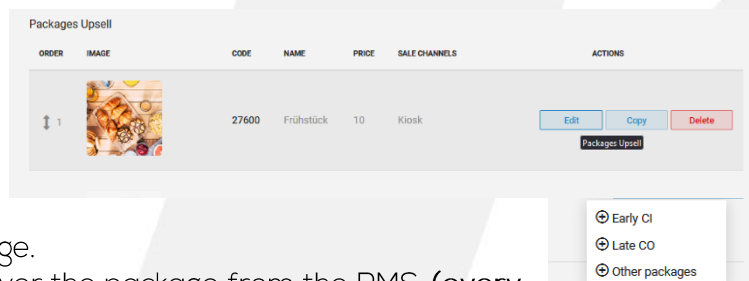
Most of the configuration of this module is done during the installation of the hotel, but it’s possible for the user to create new packages afterwards or edit the existing ones.



The screenshot shows the Allegro Cloud back office interface. The left-hand navigation menu is open, showing 'Allegro Setup' selected. The main content area displays the 'Packages Upsell' configuration page. At the top, there is a 'Create' button. Below it is a table with columns: IMAGE, CODE, NAME, PRICE, SALE CHANNELS, and ACTIONS. The table is titled 'Early Checkin & Late Chekout'. Below this is another table titled 'Packages Upsell' with columns: ORDER, IMAGE, CODE, NAME, PRICE, SALE CHANNELS, and ACTIONS. The table contains four rows of package data. A 'Save Order' button is located at the bottom right of the table. On the right side of the screen, a dropdown menu is open, showing options: 'Early CI', 'Late CO', and 'Other packages'.

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 close-up screenshot shows the 'Packages Upsell' table. The first row is visible with the following data: ORDER: 1, IMAGE: [breakfast image], CODE: 27600, NAME: Frühstück, PRICE: 10, SALE CHANNELS: Kiosk. The ACTIONS column contains 'Edit', 'Copy', and 'Delete' buttons. Below the table, a dropdown menu is open, showing options: 'Early CI', 'Late CO', and 'Other packages'.

The screenshot shows a web form titled 'Add Package'. The form contains several input fields and a text area, each highlighted with a red box and a letter label:

- A**: A large box for an image, containing a cloud upload icon and the text 'Drag and drop a file here or click'. Below it, a link says 'or select image in the gallery'.
- B**: A box for 'Sale Channels' with two checkboxes: 'Kiosk' and 'Online/Web Date Format display'.
- C**: A text input field labeled 'code'.
- D**: A text input field labeled 'Name (DE-DE-Default)' with a dropdown arrow on the right.
- E**: A text input field labeled 'index' with the value '0'.
- F**: A text input field labeled 'Short Name (DE-DE-Default)' with a dropdown arrow on the right.
- G**: A large text area labeled 'Description' with a rich text editor toolbar at the top.

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)

The screenshot shows the configuration interface for a package upsell offer. The interface is divided into several sections:

- Display Condition (H):** A section at the top with a title "Display Condition Only guests who meet the defined and enabled condition will see this package upsell offer". It contains a logic rule: "if Number of nights is equal to 0 THEN DISPLAY UPSELL". A "Status Disabled" toggle is visible on the right.
- Price, Posting Rhythm, and Calculation Rule (I):** A section below the condition. It includes fields for "Price", "Posting Rhythm" (set to "First night"), and "Calculation Rule" (set to "Per Adult").
- Custom Quantity (J):** A section with a "Custom Quantity Enabled" toggle and a "Status Disabled" toggle.
- Use PMS Price (K):** A section with a "Use PMS Price For This Package" toggle and a "Status Disabled" toggle.
- Modify Number of Packages (L):** A section with a "Modify Number Of Packages" toggle and a "Status Disabled" toggle.
- Maximum Quantity (M):** A section with a "Maximum Quantity" dropdown menu set to "No limitation".
- Hide Quantity (N):** A section with a "Hide Quantity" toggle and a "Status Disabled" toggle.
- Hide Posting Rhythm (N):** A section with a "Hide Posting Rhythm" toggle and a "Status Disabled" toggle.
- Package Codes Exceptions (O):** A section with a "Package Codes Exceptions" text area and a "RateExceptions" text area.

At the bottom right of the interface, there are "Cancel" and "Save" buttons.

- 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)