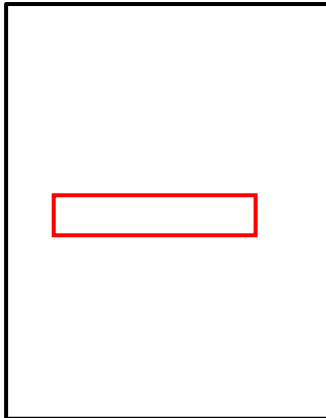


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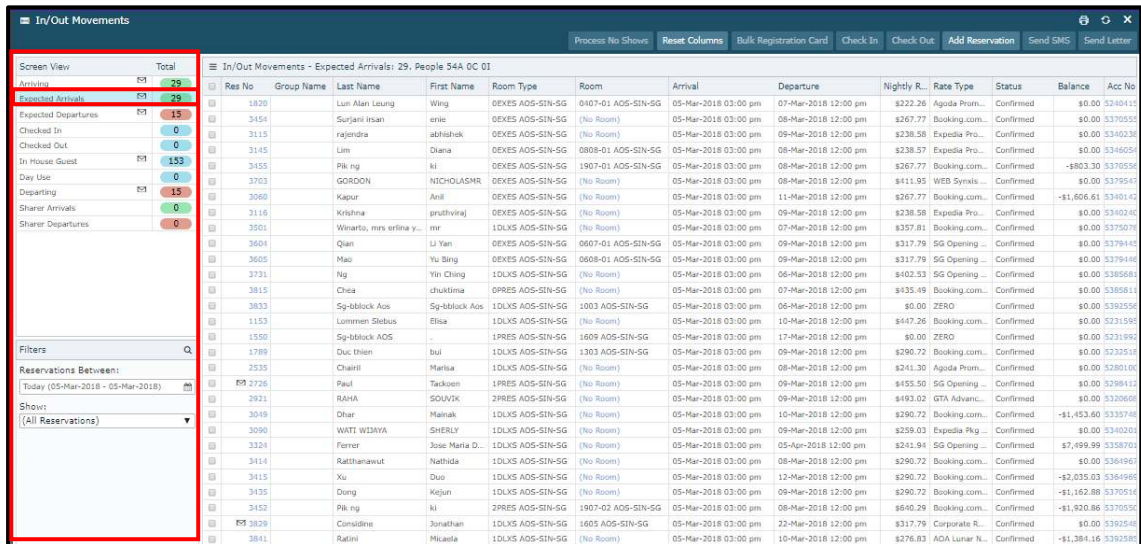
Check In a Reservation

- 1) Access **In/Out Movements** by clicking on the icon '☰' in the horizontal bar or access **'Reservation' > 'In/Out Movements'** in left panel.



- 2) In the **In/Out Movements** screen, utilise the left panel to filter and locate the reservation.

(Tip: Use the 'Expected Arrivals' filter as it shows reservations which have yet to check in)



Res No	Group Name	Last Name	First Name	Room Type	Room	Arrival	Departure	Nightly R.	Rate Type	Status	Balance	Acc No
1820	Lun Alan Leung	Wing	DEXES AOS-SIN-SG	0407-01 AOS-SIN-SG	05-Mar-2018 03:00 pm	07-Mar-2018 12:00 pm	\$222.26	Agoda Prom...	Confirmed	\$0.00	\$240415	
3454	Surjani Irsan	erie	DEXES AOS-SIN-SG	(No Room)	05-Mar-2018 03:00 pm	08-Mar-2018 12:00 pm	\$267.77	Booking.com...	Confirmed	\$0.00	\$370555	
3115	rajendra	abhishek	DEXES AOS-SIN-SG	(No Room)	05-Mar-2018 03:00 pm	09-Mar-2018 12:00 pm	\$238.58	Expedia Pro...	Confirmed	\$0.00	\$340238	
3145	Lim	Diana	DEXES AOS-SIN-SG	0808-01 AOS-SIN-SG	05-Mar-2018 03:00 pm	08-Mar-2018 12:00 pm	\$238.57	Expedia Pro...	Confirmed	\$0.00	\$346054	
3455	Pik ng	ki	DEXES AOS-SIN-SG	1907-01 AOS-SIN-SG	05-Mar-2018 03:00 pm	08-Mar-2018 12:00 pm	\$267.77	Booking.com...	Confirmed	-\$803.30	\$370556	
3703	GORDON	NICHOLASMR	DEXES AOS-SIN-SG	(No Room)	05-Mar-2018 03:00 pm	08-Mar-2018 12:00 pm	\$411.95	WEB Synxis...	Confirmed	\$0.00	\$379541	

- 3) Locate the reservation required and select by clicking on the corresponding **'Res No'** (Eg. 3703)

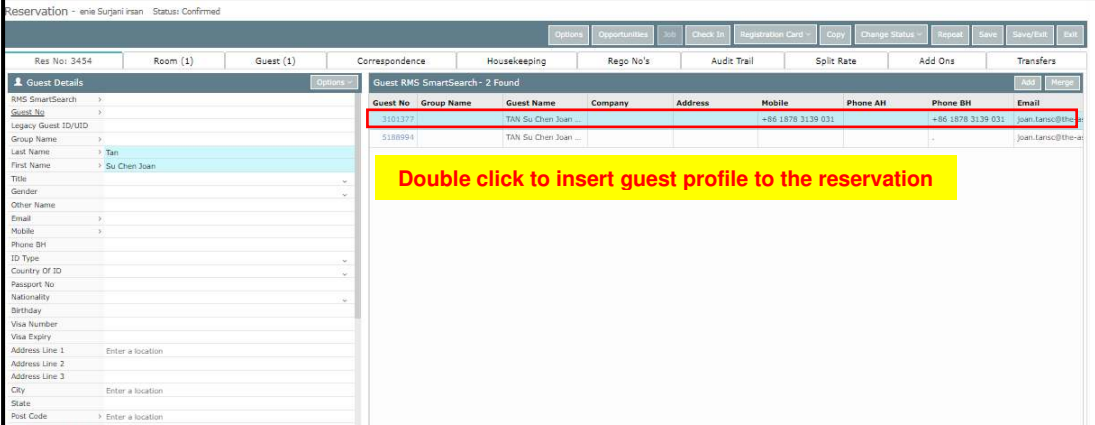


Res No	Group Name	Last Name	First Name	Room Type	Room	Arrival	Departure	Nightly R.	Rate Type	Status	Balance	Acc No
1820	Lun Alan Leung	Wing	DEXES AOS-SIN-SG	0407-01 AOS-SIN-SG	05-Mar-2018 03:00 pm	07-Mar-2018 12:00 pm	\$222.26	Agoda Prom...	Confirmed	\$0.00	\$240415	
3454	Surjani Irsan	erie	DEXES AOS-SIN-SG	(No Room)	05-Mar-2018 03:00 pm	08-Mar-2018 12:00 pm	\$267.77	Booking.com...	Confirmed	\$0.00	\$370555	
3115	rajendra	abhishek	DEXES AOS-SIN-SG	(No Room)	05-Mar-2018 03:00 pm	09-Mar-2018 12:00 pm	\$238.58	Expedia Pro...	Confirmed	\$0.00	\$340238	
3145	Lim	Diana	DEXES AOS-SIN-SG	0808-01 AOS-SIN-SG	05-Mar-2018 03:00 pm	08-Mar-2018 12:00 pm	\$238.57	Expedia Pro...	Confirmed	\$0.00	\$346054	
3455	Pik ng	ki	DEXES AOS-SIN-SG	1907-01 AOS-SIN-SG	05-Mar-2018 03:00 pm	08-Mar-2018 12:00 pm	\$267.77	Booking.com...	Confirmed	-\$803.30	\$370556	
3703	GORDON	NICHOLASMR	DEXES AOS-SIN-SG	(No Room)	05-Mar-2018 03:00 pm	08-Mar-2018 12:00 pm	\$411.95	WEB Synxis...	Confirmed	\$0.00	\$379541	

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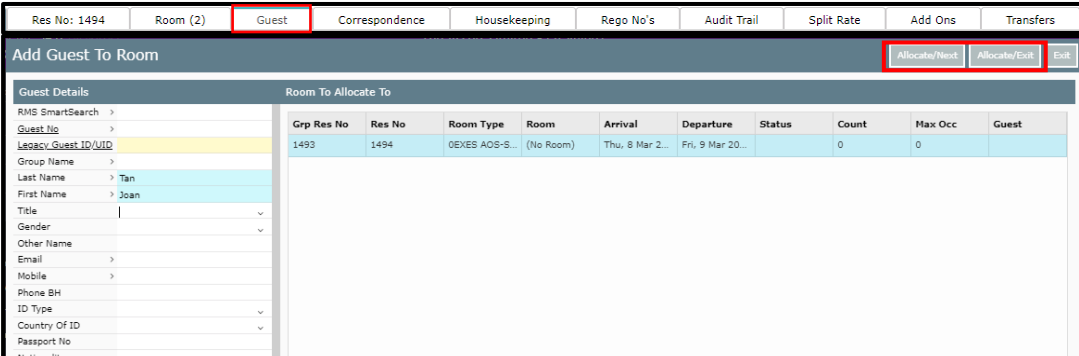
- 4) The reservation screen appears automatically. Update the guest profile accordingly. If the RMS Smart Search locates an existing guest profile, *double click* on the profile to add the guest to the reservation.



The screenshot shows the 'Reservation' screen for 'enie Surjani Inan' with status 'Confirmed'. The 'Guest' tab is active, showing search results for 'Guest RMS SmartSearch - 2 Found'. The first result is highlighted in red, and a yellow callout box with red text says 'Double click to insert guest profile to the reservation'.

Guest No	Group Name	Guest Name	Company	Address	Mobile	Phone AH	Phone BH	Email
3161377		TAN Su Chen Joan ...			+86 1878 3139 031		+86 1878 3139 031	joan.tan@theascott.com
5188994		TAN Su Chen Joan ...						joan.tan@theascott.com

For sharing guests, access the 'Guest' tab and click 'Add'. A new guest profile screen will be initiated. Input the 'Last Name' and 'First Name' and the *RMS Smart Search* would detect any existing profiles. Otherwise, fill in the guest details and click 'Allocate/Next' to add another sharer or 'Allocate/Exit' if there is only one sharer.




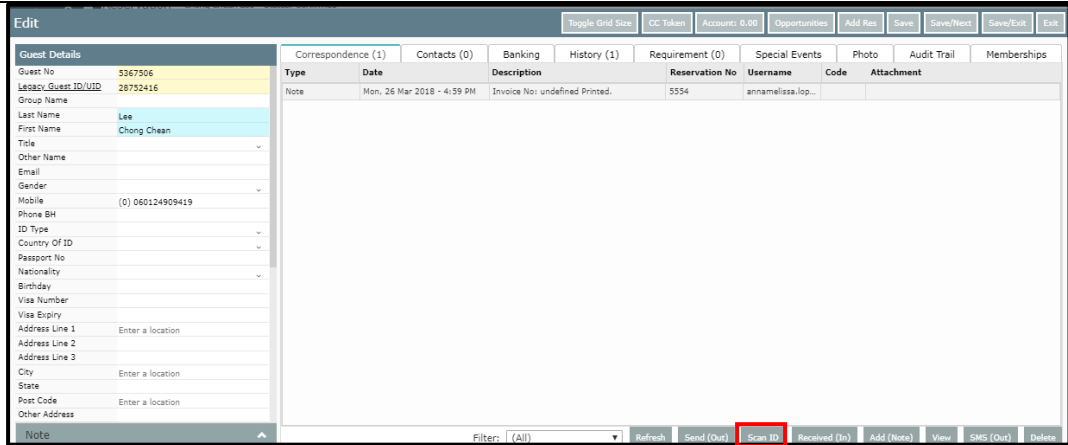
The screenshot shows the 'Add Guest To Room' screen. The 'Guest' tab is active. A table titled 'Room To Allocate To' is displayed with the following data:

Grp Res No	Res No	Room Type	Room	Arrival	Departure	Status	Count	Max Occ	Guest
1493	1494	OEXES AOS-S...	(No Room)	Thu, 8 Mar 20...	Fri, 9 Mar 20...		0	0	

- 5) For clusters with passport scanner interfaces activated, scan the passport or document of the guest by clicking on each Guest Profile and click 'Scan ID'.

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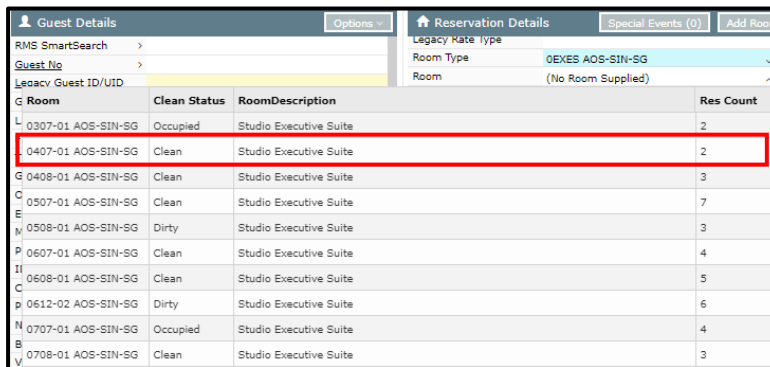
Department: Guest Service	 <p style="font-size: small;">A Member of CapitalLand</p>	Section:	GS SOP – 3.3
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6) Proceed to input/check all compulsory fields. The **compulsory fields** are:

Last Name	First Name	Arrival
Departure	Rate Type	Room Type
Market Segment	Source Code	

7) Assign a room number. Under **Room**, use the dropdown list to view available rooms. Assign a room with **'Clean'** status.



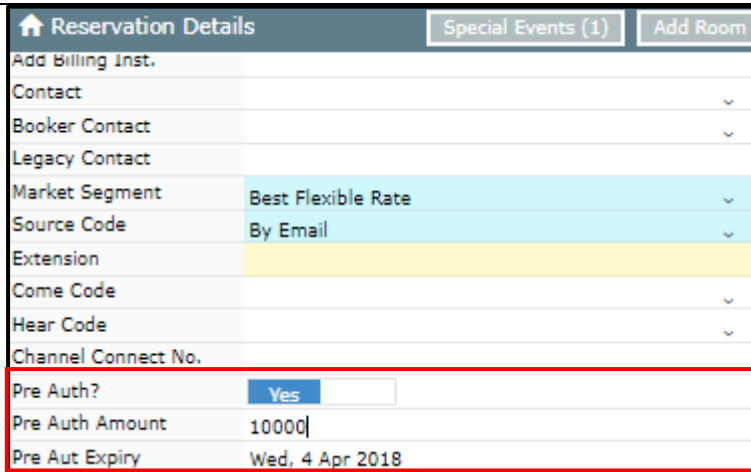
8) Check the rate by referring to the **'\$Account'** box and refer to **'Base Rate'** or **'Total Rate'**. For more details on the rates, click **'Total Rate'**.



9) To take a Pre-Authorization, flip **'Pre Auth?'** to **'Yes'** and input the amount pre-authorized under **Pre Auth Amount**. After which, select the validity of the pre-authorization in **Pre Aut Expiry**.

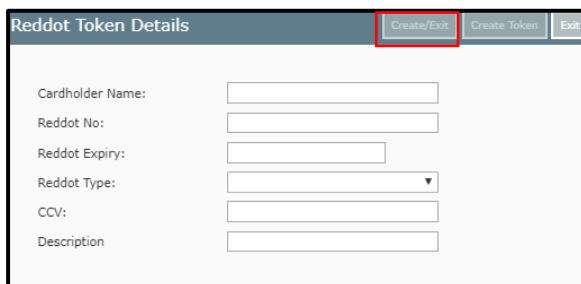
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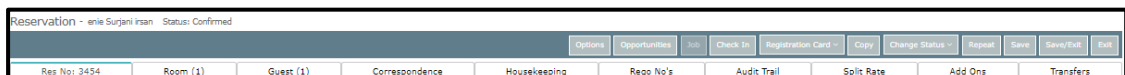


10) To save credit card details, click **CC Token** and input Credit Card details and click **'Create Token'** to save. The credit card details are automatically saved in the Vault.

(Note: Do not ask for the CCV code from guest. Enter '000' in the field to save the token.)

11) To check in the reservation, click **'Check In'**. 



12) The system prompts for the user to confirm the check in. Click **'Yes'** and the reservation will be checked in.

Split Rate


13) Should the guest requests to split the rental with other occupants, click on the **Split Rate** tab.

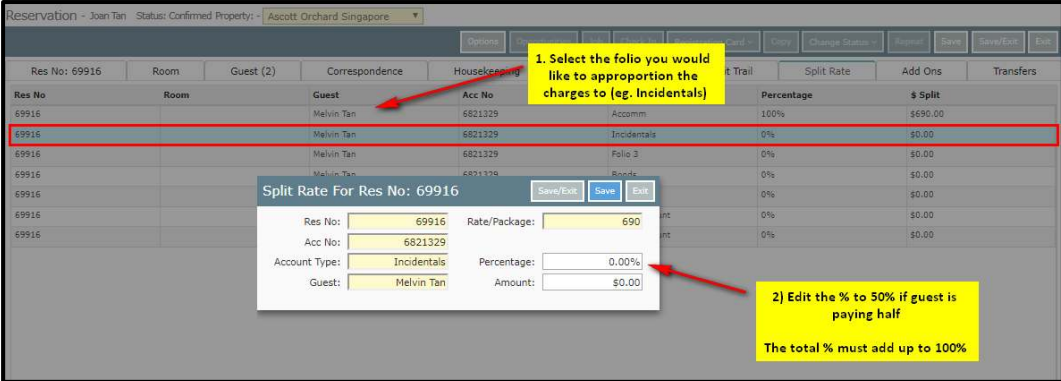
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Res No: 69916	Room	Guest (2)	Correspondence	Housekeeping	Rego/Access No's	Audit Trail	Split Rate	Add Ons	Transfers
Res No	Room	Guest	Acc No	Account Type	Percentage	\$ Split			
69916		Melvin Tan	6821329	Accomm	100%	\$690.00			
69916		Melvin Tan	6821329	Incidentals	0%	\$0.00			
69916		Melvin Tan	6821329	Folio 3	0%	\$0.00			
69916		Melvin Tan	6821329	Bonds	0%	\$0.00			
69916		Melvin Tan	6821329	Folio 5	0%	\$0.00			
69916		Joan Tan	6821331	Guest Account	0%	\$0.00			
69916		Melvin Tan	6821332	Guest Account	0%	\$0.00			

14) Select either the *Incidentals*, *Folio 3* or *Folio 5* to apportion the charges. Double Click for the Split Rate function to appear. Input the percentage or amount that the secondary guest will be paying. The total percentage across folios must add up to 100%. Click **'Save'** to save the reservation.

 **Note:** Ignore the Guest Name as it defaults to the primary guest. The name of guest can be amended via the Bill To or Folio screen.



1. Select the folio you would like to apportion the charges to (eg. Incidentals)

2) Edit the % to 50% if guest is paying half
The total % must add up to 100%

15) Using the Bill To screen or the dropdown in the folio, amend the Bill To instruction to the secondary guest. This will ensure that the invoice reflects the secondary guest name.

Bill To


Account Type	Bill To	Name	Contact	Invoiced
Accomm	Guest	Joan Tan (Primary)		No
Incidentals	Guest	Melvin Tan		No
Folio 3	Guest	Joan Tan (Primary)		
Bonds	Guest			
Folio 5	Guest	Melvin Tan		

OR

Folio Screen

Date	Tax	Debit	Credit	Balance
30 Oct 2018		115.00		
		0.08		
		0.75		115.83 DR

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Additional Key Information

- I. Data Protection Notice and Consent (GDPR compliant)
- II. Handling Credit Card Information
- I. **Data Protection Notice and Consent (GDPR Compliant)**

The Data Protection Notice and Consent is incorporated into the registration card and the PMS.

In PMS, the default setup automatically reflects Yes to record data (Data Privacy), Yes to **decline** marketing materials (Marketing Opt Out) and Yes to receive Guest Satisfaction Survey (GSS). (**Figure 17**)

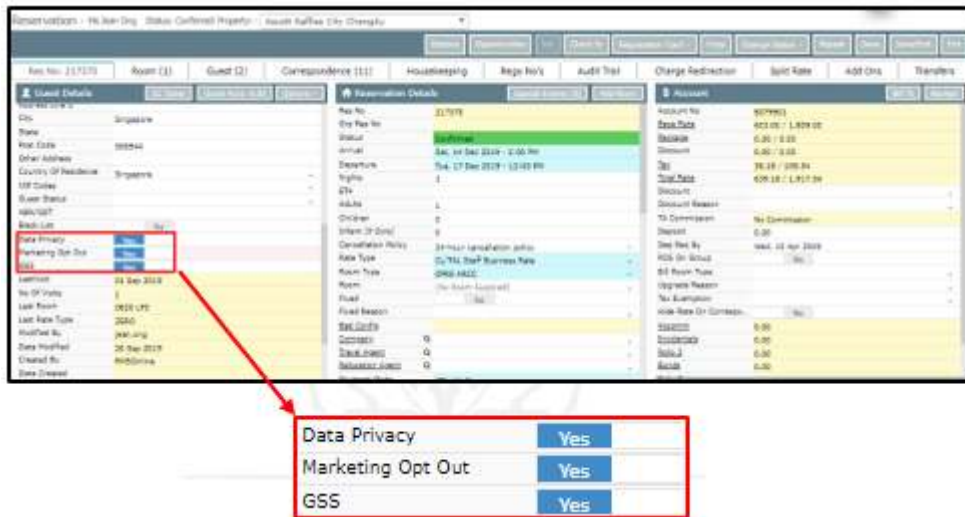


Figure 17 – System Default

1. Should the guest **Agree** with the Data Protection Notice and Consent clause and would like to **opt in** for marketing materials,
 - Guest to indicate a 'tick' on the marketing materials clause check box and proceed to sign the registration card (**Figure 18**)

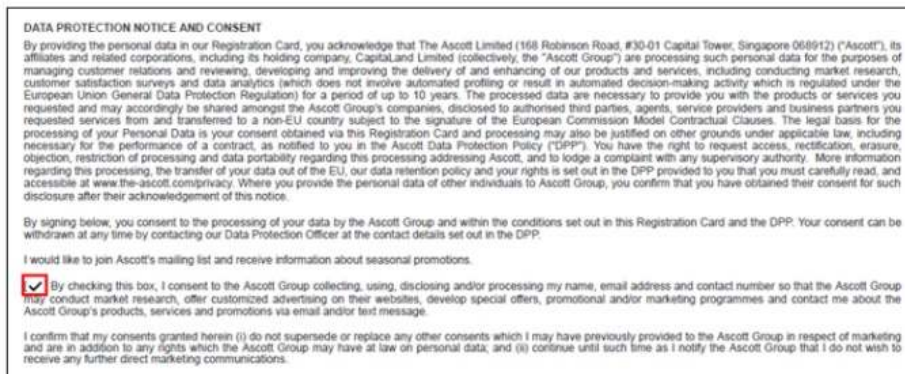


Figure 18 – Yes to Marketing Materials

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- Guest Service will need to flip **Marketing Opt Out** to a **'No'** in guest profile before checking in the guest. (See **Figure 19**). This is to ensure guest will receive marketing updates and special promotions on ASR as well.

Data Privacy	Yes
Marketing Opt Out	No
GSS	Yes

Figure 19 – RMS Setting for Figure 18

2. Should the guest **Agree** with the Data Protection Notice and Consent clause but would like to **opt out** for marketing materials,

- Guest will leave the marketing materials clause *unchecked* before proceeding to sign the registration card. (**Figure 20**)
- Guest service need not do anything as the system default is Yes to **decline** marketing materials (Marketing Opt Out).

DATA PROTECTION NOTICE AND CONSENT

By providing the personal data in our Registration Card, you acknowledge that The Ascott Limited (168 Robinson Road, #30-01 Capital Tower, Singapore 068912) ("Ascott"), its affiliates and related corporations, including its holding company, CapitalLand Limited (collectively, the "Ascott Group") are processing such personal data for the purposes of managing customer relations and reviewing, developing and improving the delivery of and enhancing of our products and services, including conducting market research, customer satisfaction surveys and data analytics (which does not involve automated profiling or result in automated decision-making activity which is regulated under the European Union General Data Protection Regulation) for a period of up to 10 years. The processed data are necessary to provide you with the products or services you requested and may accordingly be shared amongst the Ascott Group's companies, disclosed to authorised third parties, agents, service providers and business partners you requested services from and transferred to a non-EU country subject to the signature of the European Commission Model Contractual Clauses. The legal basis for the processing of your Personal Data is your consent obtained via this Registration Card and processing may also be justified on other grounds under applicable law, including necessary for the performance of a contract, as notified to you in the Ascott Data Protection Policy ("DPP"). You have the right to request access, rectification, erasure, objection, restriction of processing and data portability regarding this processing addressing Ascott, and to lodge a complaint with any supervisory authority. More information regarding this processing, the transfer of your data out of the EU, our data retention policy and your rights is set out in the DPP provided to you that you must carefully read, and accessible at www.the-ascott.com/privacy. Where you provide the personal data of other individuals to Ascott Group, you confirm that you have obtained their consent for such disclosure after their acknowledgement of this notice.

By signing below, you consent to the processing of your data by the Ascott Group and within the conditions set out in this Registration Card and the DPP. Your consent can be withdrawn at any time by contacting our Data Protection Officer at the contact details set out in the DPP.

I would like to join Ascott's mailing list and receive information about seasonal promotions.

By checking this box, I consent to the Ascott Group collecting, using, disclosing and/or processing my name, email address and contact number so that the Ascott Group may conduct market research, offer customized advertising on their websites, develop special offers, promotional and/or marketing programmes and contact me about the Ascott Group's products, services and promotions via email and/or text message.

I confirm that my consents granted herein (i) do not supersede or replace any other consents which I may have previously provided to the Ascott Group in respect of marketing and are in addition to any rights which the Ascott Group may have at law on personal data, and (ii) continue until such time as I notify the Ascott Group that I do not wish to receive any further direct marketing communications.

Figure 20 – No to Marketing Materials

- Guest Service will proceed to check in the guest as per normal, no change required for the guest profile as default setting is applicable.
3. Should the guest **Disagree** with the Data Protection Notice and Consent clause,
- Guest Service will need to explain politely that guest will not be able to check in as stay information is required for the period that guest uses the services of the residence / hotel.
 - However, Guest Service may inform guest that a process of removal of guest data can be initiated upon departure.
 - Guest Service to update the preference in the PMS under the Guest Details column and flip the following fields Data Privacy to 'No', Marketing Opt Out to 'Yes'.

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- Where possible, explain the rationale of the Guest Satisfaction Survey which seeks to gain feedback to improve product and services and is not considered marketing materials. However, if guest insist, flip GSS to 'No'.
- Upon departure, if guest insist to remove their data, initiate the Guest Data Removal process. Kindly inform guest that it may take up to 30 days for a full removal and meanwhile, they may continue to receive correspondence(s) regarding their stay.

Data Privacy	<input type="checkbox"/>	No
Marketing Opt Out	<input checked="" type="checkbox"/>	Yes
GSS	<input type="checkbox"/>	No

Figure 21 – PMS Setting for Guest Data Removal

II. Handling Credit Card Information

- Credit card details which have been pushed into the PMS either by guest via RMS interface or through booking interface, can be viewed under **CC Token** icon in the Guest Details quadrant. The credit card details is automatically encrypted.

Guest Details
CC Token
Guest Acct: 0.00
Options ▾

Reddot Token Details
Save Token
Delete Token
Exit

Cardholder Name:

Reddot No:

Reddot Expiry:

Reddot Type:

Description:

- For arrived guests, to view detailed credit card, enter the Vault. The Vault can only be accessed by authorized personnel with a valid Vault password. The vault will allow users to view full credit card details.

Guest Details
Token ▾
Guest Acct: 0.00
Options ▾

Guest No	52	<input type="text" value="Vault"/>	
Legacy Guest ID/UID	28		
Group Name		Vault - 7320	
Last Name	Kos		
First Name	Jen	CC Token	
Title			
Gender			
Other Name			
Email			
Mobile			
Phone BH			
ID Type			
Country Of ID			
Passport No			
Nationality			
Birthday			
Visa Number			
Visa Expiry			

Retrieve Credit Card

RMS Vault

Please enter your RMS Vault Password.

[Change Password](#)
[I've forgotten my Password](#)
[Help](#)

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- To avoid compromising customer data, all staff should avoid noting or storing credit card information outside of the PMS. Credit card details in the vault will be available throughout the reservation period and up to 7 days after reservation departs.