



Customer Web Mobile

October 2019

Customer Web Mobile

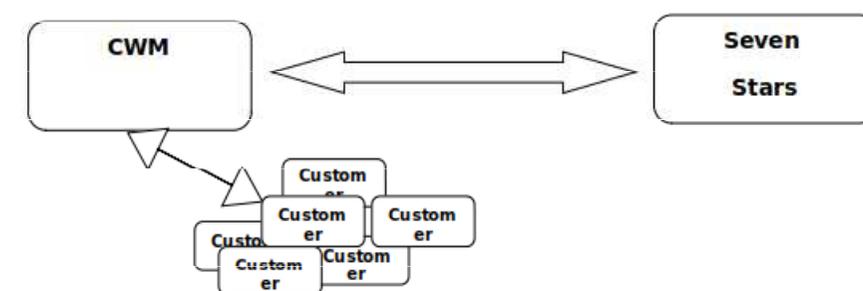
- I. [Definition](#)
- II. [CWM](#)
- III. [First steps. Configuration](#)
- IV. [Individual Configuration of each Hotel](#)

CWM. Definition

El **CWM** (Customer Web Mobile), lo podemos definir como un elemento de comunicación directa entre el *CLIENTE* y el *HOTEL* en aquellas funciones que, gracias a él, no necesitan una intervención del personal de recepción.

El **CWM** como sistema **interactivo** dotado de una interfaz gráfica y responsive, permite al cliente del hotel efectuar directamente diversas operaciones, fundamentalmente su diseño está basado en el uso por Smartphone.

CWM está en permanente conexión con el sistema del hotel, y se comunica con este, mediante Web Service. En lo posible será por https (encriptado), y con token en ambos sistemas. La seguridad depende fundamentalmente de los responsables de IT de los hoteles. Es conveniente que **CWM** esté físicamente en otro hosting separado del hotel, además de multi-hotel, con lo que se podrían “colgar” de él varios hoteles.

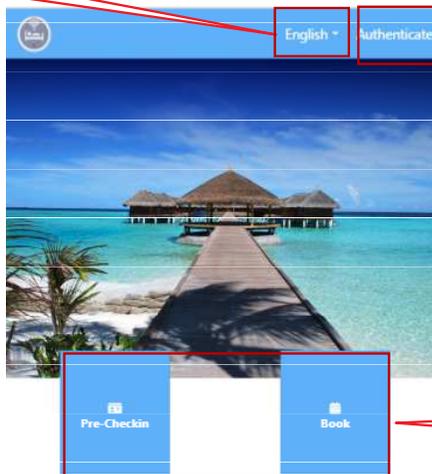


CWM. Home (user without login)

ECWM will be available to both logged-in and unauthenticated users, varying the options available.

Multi-language

Logging in



An unauthenticated user will have the option of **Pre-Checkin of their Reservation** as long as you know the data of the same, and will have access to the **Booking Engine** if it has been defined in configuration.

Available options

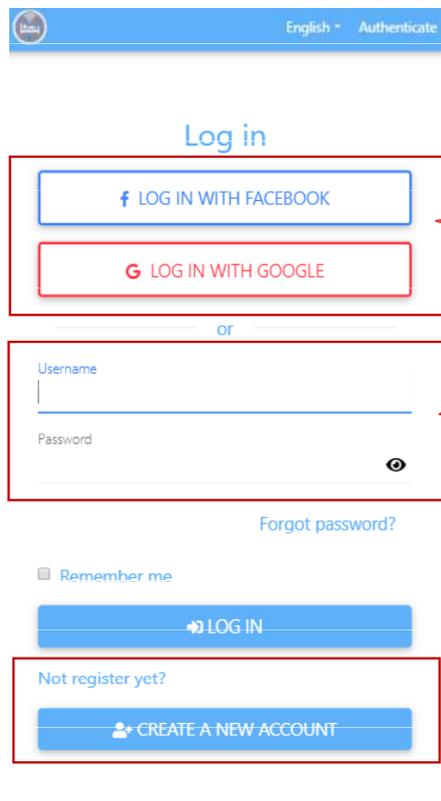
Hotel information

Hotel Class One

El **Hotel Class One** se encuentra en el corazón de la ciudad. Está ubicado cerca del casco antiguo y a tan solo un breve paseo del centro financiero de la ciudad. Por eso, es un punto de partida ideal tanto si te alojas aquí por negocios como por placer.

- el edificio da al mar y está situado a un

CWM. Logging in



English Authenticate

Log in

[f LOG IN WITH FACEBOOK](#)

[G LOG IN WITH GOOGLE](#)

or

Username

Password

[Forgot password?](#)

Remember me

[LOG IN](#)

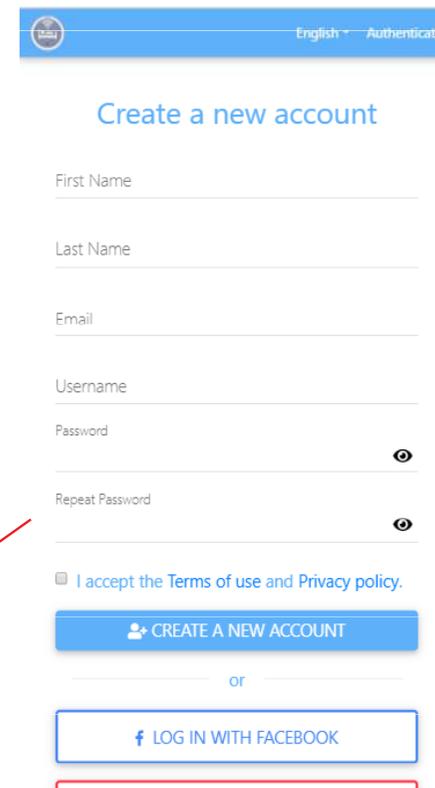
Not register yet?

[CREATE A NEW ACCOUNT](#)

Logging in with social networks

Credentialed Login user

Create new account



English Authenticate

Create a new account

First Name

Last Name

Email

Username

Password

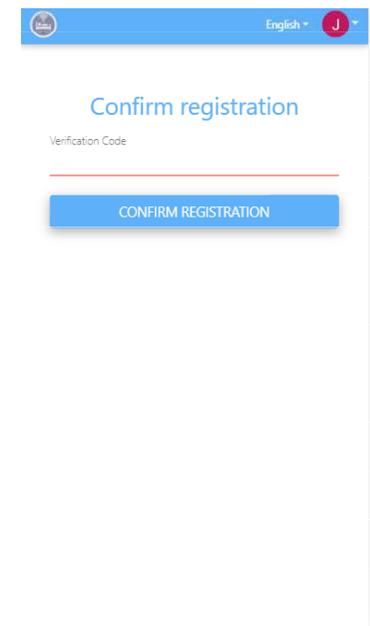
Repeat Password

I accept the [Terms of use](#) and [Privacy policy](#).

[CREATE A NEW ACCOUNT](#)

or

[f LOG IN WITH FACEBOOK](#)



English Authenticate

Confirm registration

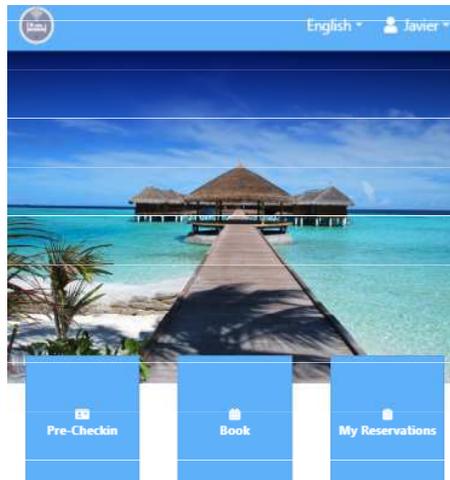
Verification Code

[CONFIRM REGISTRATION](#)

CWM. Home (logged in user)

Once the user logs in, he will have access to more menu options, and the menu will be adapted according to whether or not he is at Stay

Customer without stay

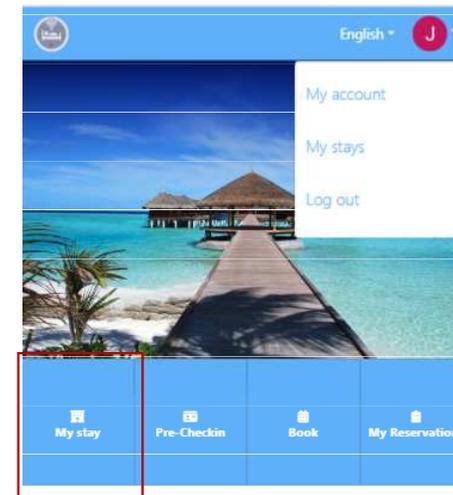


Hotel Class One

El **Hotel Class One** se encuentra en el corazón de la ciudad. Está ubicado cerca del casco antiguo y a tan solo un breve paseo del centro financiero de la ciudad. Por eso, es un punto de partida ideal tanto si te alojas aquí por negocios como por placer.

- el edificio da al mar y está situado a un

Customer in stay

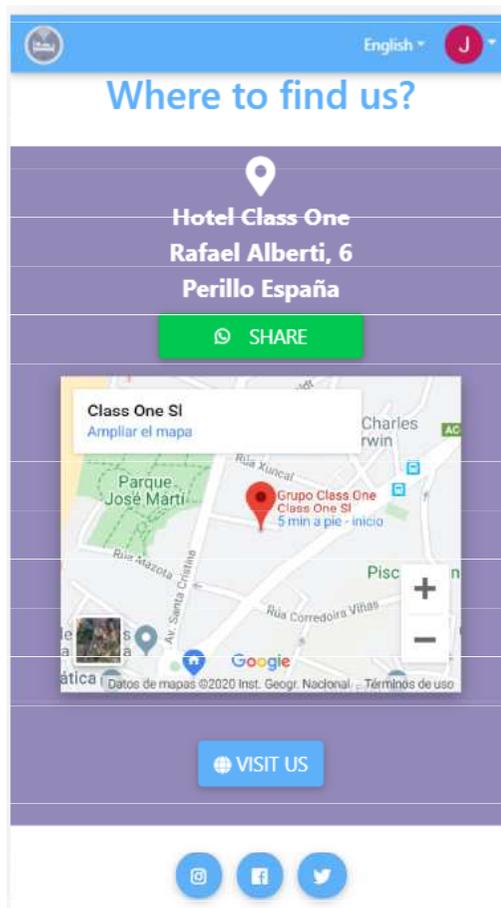


Hotel Class One

El **Hotel Class One** se encuentra en el corazón de la ciudad. Está ubicado cerca del casco antiguo y a tan solo un breve paseo del centro financiero de la ciudad. Por eso, es un punto de partida ideal tanto si te alojas aquí por negocios como por placer.

- el edificio da al mar y está situado a un

CWM. My Hotel



Within the hotel information, apart from all the relevant features of our establishment that we want to show to customers, there is Another important section is **Where to find us?**

There we will show the address of the establishment with its exact location in Google Maps, which is a guest can share directly with who **want using Whatsaap**.

Within this section you will also find the **direct link to the page Hotel website** and links to **social networks** that have been configured.

In addition, the direct **contact** forms available to you will also be available. We offer our clients such as:

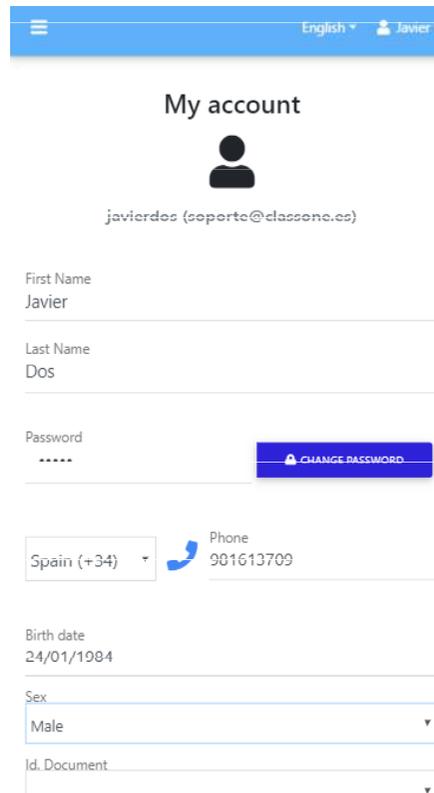
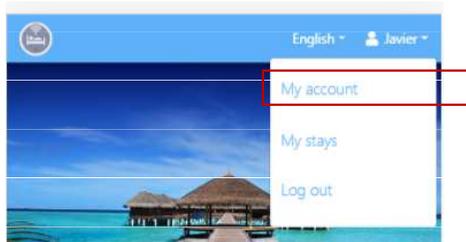
- Email**
- Phone**
- Contact with the reception via Whatsaap**

CWM. My Account

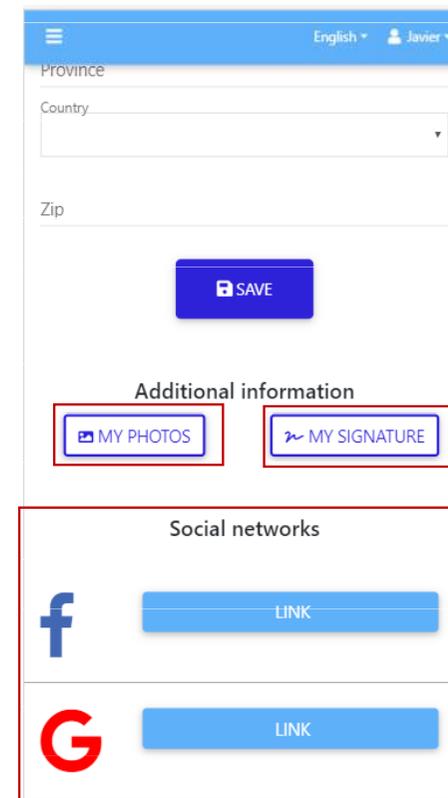
In the drop-down menu at the top the client will find the section **My Account**.

In this section he will have the option to complete their personal data, add photos to his user profile, his signature or linking/unlinking user account to social network accounts.

It will be very useful for customers to have filled in all their profile data, as it will prevent them from having to do it again in the different forms of the application by using the **I Am button** that will appear on them.



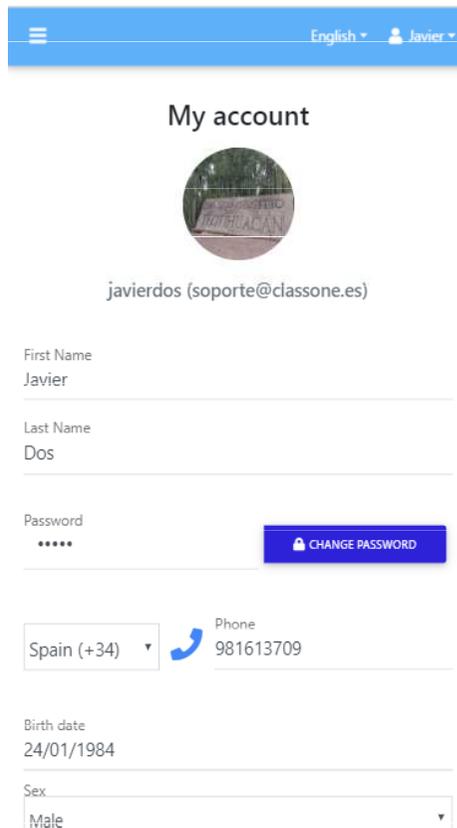
A screenshot of the 'My account' profile page. The page has a blue header with 'English' and 'Javier'. The main heading is 'My account' with a user icon. Below the icon is the email address 'javierdos (coporte@classone.es)'. The form contains the following fields: 'First Name' (Javier), 'Last Name' (Dos), 'Password' (masked with dots) with a 'CHANGE PASSWORD' button, 'Phone' (Spain (+34) 901613709), 'Birth date' (24/01/1984), 'Sex' (Male), and 'Id. Document'.



A screenshot of the 'Additional information' and 'Social networks' sections. The 'Additional information' section includes 'Province', 'Country', and 'Zip' fields, followed by a 'SAVE' button. Below this are two buttons: 'MY PHOTOS' and 'MY SIGNATURE', both highlighted with red boxes. The 'Social networks' section features icons for Facebook and Google+ with 'LINK' buttons next to them.

CWM. My Account

From this section the client will also be able to update his access credentials.

A screenshot of a user's account profile page. At the top, there is a blue header with a menu icon, the language "English", and the user's name "Javier". The main heading is "My account". Below it is a circular profile picture of a person in a park. The name "javierdos (soporte@classone.es)" is displayed. The form contains fields for "First Name" (Javier), "Last Name" (Dos), "Password" (masked with dots), "Phone" (Spain (+34) 981613709), "Birth date" (24/01/1984), and "Sex" (Male). A blue "CHANGE PASSWORD" button is located next to the password field.

English Javier

My account

javierdos (soporte@classone.es)

First Name
Javier

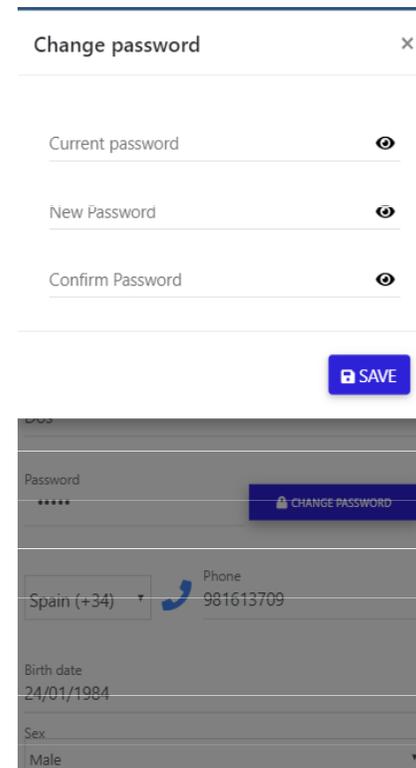
Last Name
Dos

Password
..... [CHANGE PASSWORD](#)

Spain (+34) Phone
981613709

Birth date
24/01/1984

Sex
Male

A screenshot of a "Change password" modal window. It has a title bar with "Change password" and a close button. The form contains three password fields: "Current password", "New Password", and "Confirm Password", each with an eye icon for visibility. A blue "SAVE" button is at the bottom right. Below this, a darker version of the same form is visible, showing the "CHANGE PASSWORD" button and the "Phone" field.

Change password

Current password

New Password

Confirm Password

[SAVE](#)

Phone
Spain (+34) 981613709

Birth date
24/01/1984

Sex
Male



CWM. Link by mail

The guest will receive an email, sent automatically when the date of his reservation is approaching, when he the Check-In of his stay or after you have checked out. In these emails a link will be sent to the CWM so that our guest can access certain functionalities according to their needs at the time.

Email Pre Check-In

This email will be received by the client when the date of his stay approaches. It will contain a link that will direct him directly to the Pre-checkin options on that reservation. If the user is logged in, the link will be direct. In case he is not logged in, he must enter his last name to verify their identity.



Español (España) Autenticarse

Apellidos

BUSCAR

English J

Hotel Class One
Reservation number : 782348

Room 1
2 Dorm Montaña / 2 Bedroom Mountain - Alojamiento / Sc

Check-in 6 JUN | Check-out 13 JUN

Guests >

Remarks >

Pillows >



CWM. Pre-checkin

In this section you will find basic information about his reservation.
He will be able to complete the data of the guests of each one of the rooms that compose and select their preferences within the available options.

The screenshot shows the top navigation bar with a menu icon, 'English', and a user profile icon 'J'. Below is a back arrow and the hotel name 'Hotel Class One' with reservation number '782348'. A room card for 'Room 1' is displayed, showing '2 Dorm Montaña / 2 Bedroom Mountain - Alojamiento / Sc' with check-in on '6 JUN' and check-out on '13 JUN'. A red 'CANCEL RESERVATION' button is at the bottom.

Rooms from which the reservation are recorded

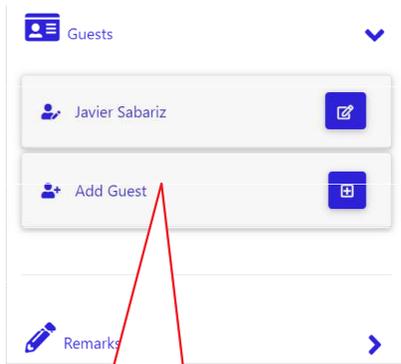
Cancel Reservation
It will only be available if this option has been enabled in the PMS
Only users who have logged in to the CWM will have access to this option.

Options

The screenshot shows the top navigation bar with 'English' and a user profile icon 'J'. Below is a back arrow and the hotel name 'Hotel Class One' with reservation number '773171'. A room card for 'Room 1' is displayed, showing '1 Dormitorio Interior - Alojamiento / Sc' with check-in on '22 DEC' and check-out on '29 DEC'. A list of options is shown below, each with a right-pointing arrow: Guests, Remarks, Pillows, Extra Services, Room, Amenities, and Ecofriendly.

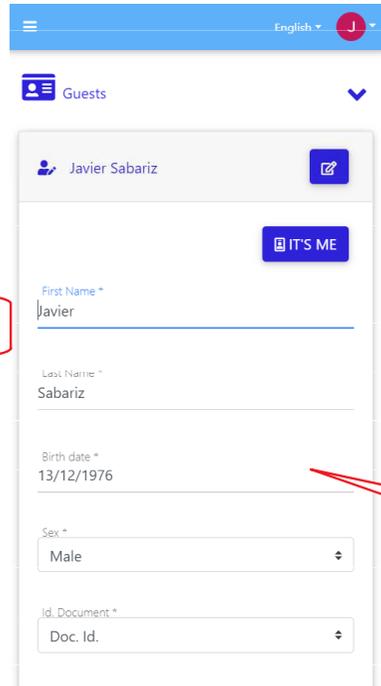
CWM. Pre-checkin. Guests

The client may provide the personal data of each of the guests that make up the reservation. The data will be sent immediately to the PMS, updating the reservation data.



Guests

- Javier Sabariz
- Add Guest
- Remarks



Guests

Javier Sabariz

IT'S ME

First Name *
Javier

Last Name *
Sabariz

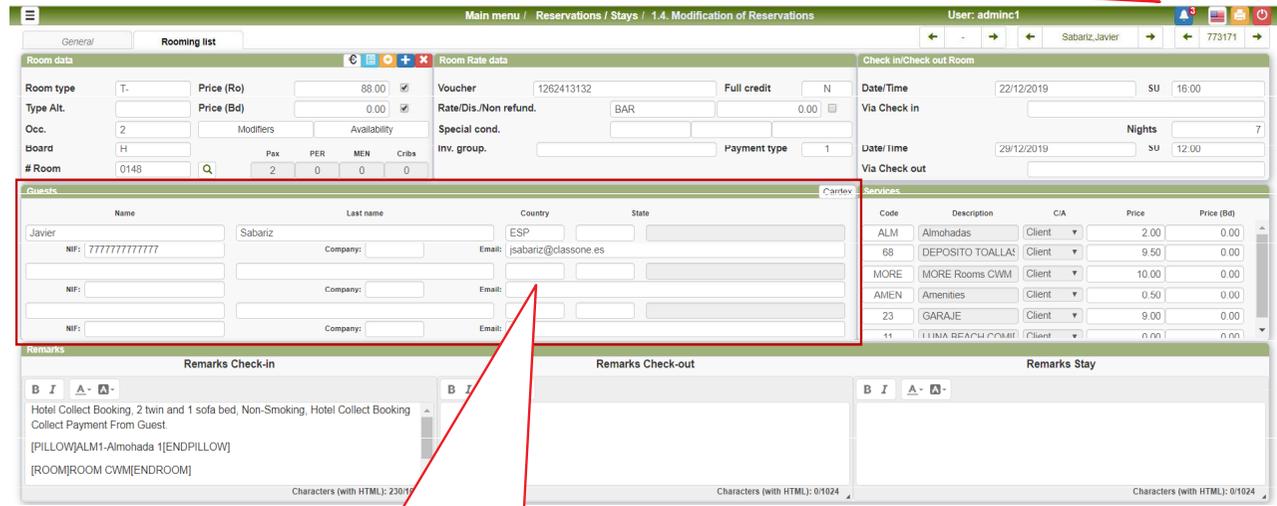
Birth date *
13/12/1976

Sex *
Male

Id. Document *
Doc. Id.

You can add as many guests as occupants have the room.

Data update notification



Main menu / Reservations / Stays / 1.4. Modification of Reservations

User: adminc1

Rooming list

Room data: Room type T-, Price (Ro) 88.00, Price (Bd) 0.00, Occ. 2, Board H, # Room 0148

Room Rate data: Voucher 1262413132, Rate/Dis./Non refund. BAR, Special cond., Inv. group.

Check in/Check out Room: Date/Time 22/12/2019 SU 16:00, Via Check in, Date/Time 29/12/2019 SU 12:00, Via Check out, Nights 7

Guests: Name, Last name, Country, State, NIF, Company, Email

Code	Description	Client	Price	Price (Bd)
ALM	Almohadas	Client	2.00	0.00
68	DEPOSITO TOALLAS	Client	9.50	0.00
MORE	MORE Rooms CWM	Client	10.00	0.00
AMEN	Amenities	Client	0.50	0.00
23	GARAJE	Client	9.00	0.00
14	UTINA BEACH CLUB	Client	0.00	0.00

Remarks: Remarks Check-in, Remarks Check-out, Remarks Stay

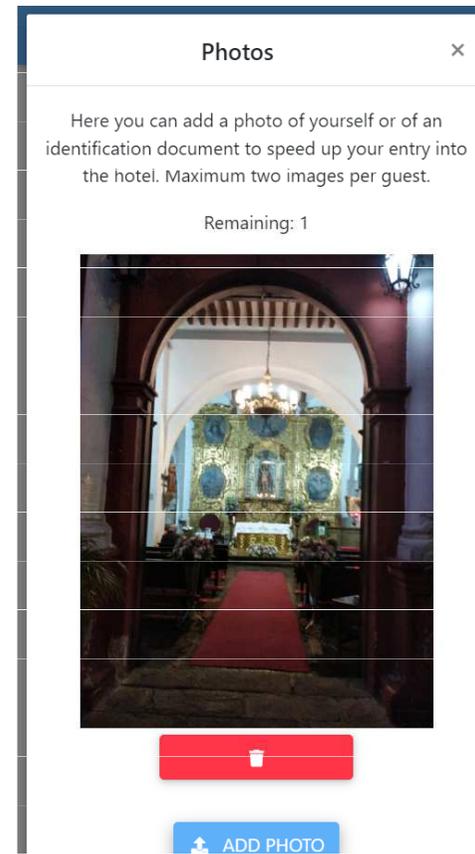
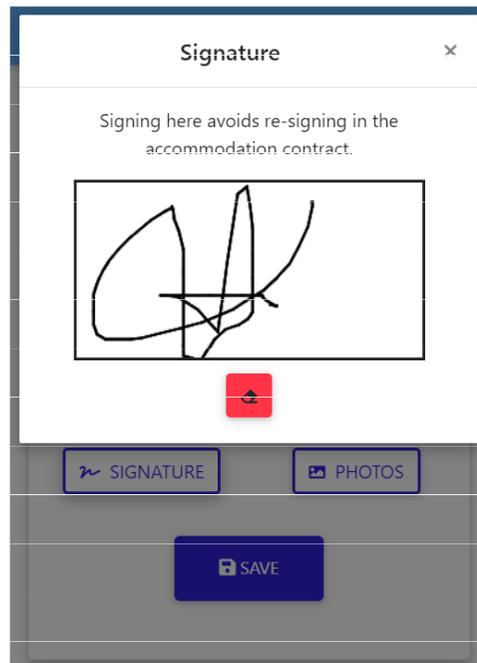
Update guest data in PMS

It's me. It facilitates the insertion of guest data by completing the form with the data stored in the CWM user account. Only available for logged-in users

CWM. Pre-checkin. Guests

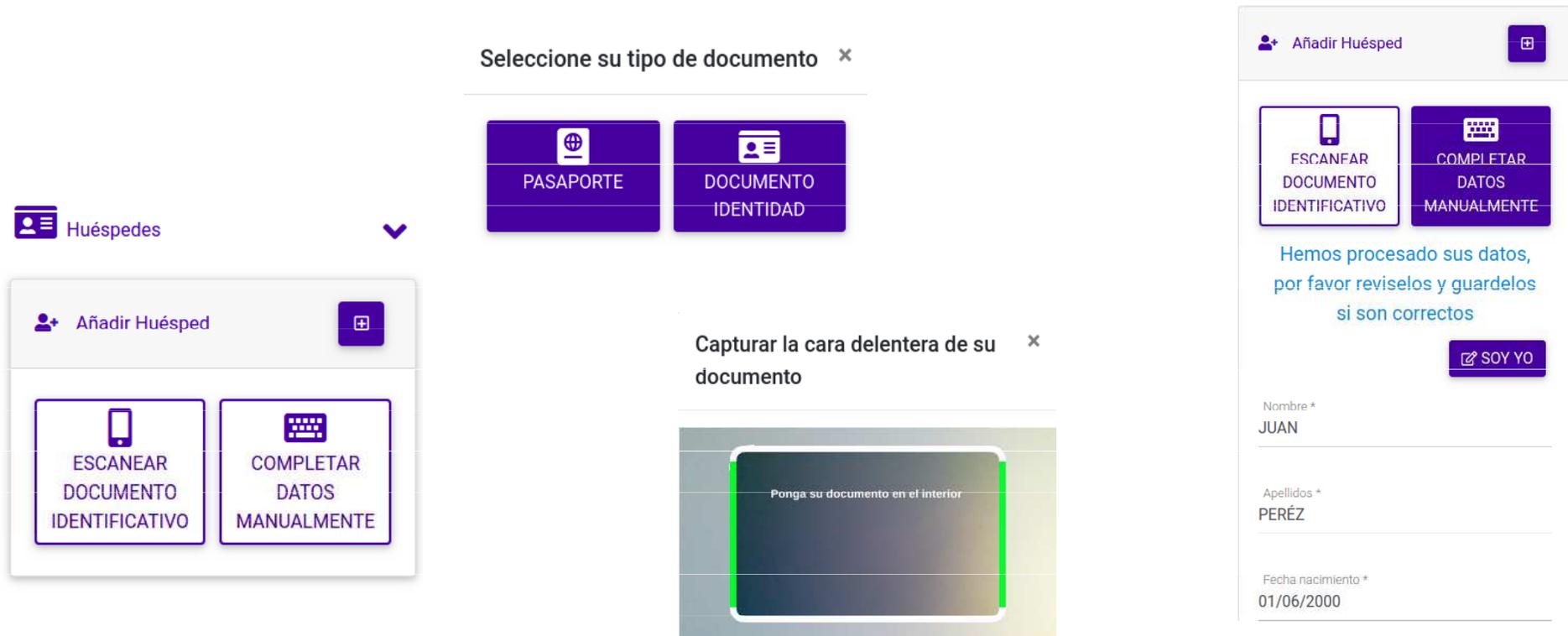
Signature when completing the data the guest can provide us with his signature, which will be stored to be inserted in the Accommodation contract.

Photos in this option you can add up to two photos to speed up his identification.



CWM. Pre-checkin. Guests

Each guest can enter their personal data manually by filling in the form, or if the option is activated, by scanning the ID from their mobile phone. This way their personal data, signature and photo will be automatically extracted from the document. The guest will choose whether to scan their documentation or enter the data manually. If he select the **Scan** option he will have to select the type of ID document and the camera on his device when the scanner window opens, where he should frame his document. Once the data has been scanned it will be processed and the form will be automatically filled in.



The interface is divided into several sections:

- Guests Management:** A header with a menu icon and the text "Huéspedes" and a dropdown arrow.
- Document Selection:** A modal titled "Seleccione su tipo de documento" with two buttons: "PASAPORTE" (Passport) and "DOCUMENTO IDENTIDAD" (ID Document).
- Scanning Options:** A modal titled "Capturar la cara delentera de su documento" (Capture the back of your document) with a camera viewfinder. The viewfinder shows a document being scanned with the instruction "Ponga su documento en el interior" (Place your document inside).
- Guest Form:** A form titled "Añadir Huésped" (Add Guest) with two main options: "ESCANEAR DOCUMENTO IDENTIFICATIVO" (Scan ID Document) and "COMPLETAR DATOS MANUALMENTE" (Complete data manually). Below these options, a message states: "Hemos procesado sus datos, por favor reviselos y guardelos si son correctos" (We have processed your data, please review and save it if it is correct). A "SOY YO" (It's me) button is present. The form fields are: "Nombre*" (Name) with value "JUAN", "Apellidos*" (Surnames) with value "PERÉZ", and "Fecha nacimiento*" (Date of birth) with value "01/06/2000".

CWM. Pre-checkin. Guests

The screenshot shows a booking system interface with the following fields and sections:

- General / Rooming list** (Navigation tabs)
- Cabecera** (Header section):
 - Booker: Cliente
 - Nombre/Apellidos: GRUENEWALD DANA
 - Cardex: [Field]
 - Modificación: [Field]
 - NIF: 254333875
 - Tarjeta corporativa: [Field]
 - Matricula: [Field]
 - Anticipo / NR: 0.00
 - Fecha alta: 03/09/2019
- Voucher**: # Reserva: 2000
- Contacto**: [Field]
- Email**: [Field]
- Reserva confirmada**: S
- Fecha Delay**: 11/12/2017
- Canal**: NUR
- Segm.**: KIOS
- Com.1, Com.2, Com.3**: [Fields]



In the booking attachments we will be able to consult the documents guest identification and signatures that have been added via the online scanner

The 'Adjuntar' window displays a list of files under 'Ficheros privados':

- Signature_2390...
- JUANPEREZ_8...
- JUANPEREZ_8...

Below the list, there are options for 'Ficheros públicos' and 'Carpeta pública vacía'. At the bottom, there is an 'Adjuntar' button and a checkbox for 'Adjuntar como ficheros públicos'.

Signature

Scanned document

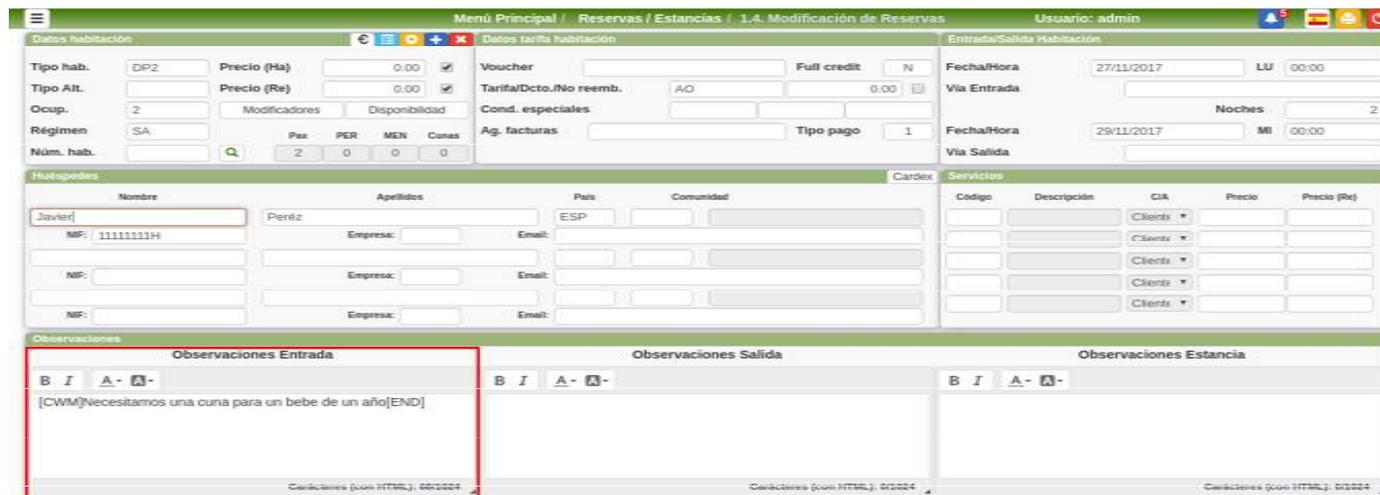
CWM. Pre-checkin. Remarks

In remarks, the guest can enter his comments or needs about his reservation. These comments will be uploaded directly to the **Entry Comments in the PMS**. We will be able to know that they are observations introduced directly by the user because they will be within the labels [CWM] [END].

 Remarks ▼

We need a crib for a one year old baby

SAVE



Menú Principal / Reservas / Estancias / 1.4. Modificación de Reservas Usuario: admin

Datos habitación

Tipo hab. DP2 Precio (Ha) 0.00 ✓
 Tipo Alt. Precio (Re) 0.00 ✓
 Ocup. 2 Modificadores Disponibilidad
 Régimen SA Pax PER MEN Cunas 2 0 0 0
 Núm. hab. 2

Datos tarifa habitación

Voucher Full credit N
 Tarifa/Dcto.No reemb. AO 0.00
 Cond. especiales
 Ag. facturas Tipo pago 1

Entrada/Salida Habitación

Fecha/Hora 27/11/2017 LUJ 00:00
 Via Entrada
 Fecha/Hora 29/11/2017 MI 00:00
 Via Salida Noches 2

Huéspedes

Nombre	Apellidos	País	Comunidad
Javier	Peréz	ESP	
NIF: 11111111H	Empresa:	Email:	
NIF:	Empresa:	Email:	
NIF:	Empresa:	Email:	

Servicios

Código	Descripción	CIA	Precio	Precio (Re)
		Clientes		

Observaciones

Observaciones Entrada	Observaciones Salida	Observaciones Estancia
B I A- A- [CWM]Necesitamos una cuna para un bebe de un año[END]	B I A- A-	B I A- A-

Carácteres (con HTML): 68/1024



Observaciones

Observaciones Entrada	Observaciones Salida	Observaciones Estancia
B I A- A- [CWM]Necesitamos una cuna para un bebe de un año[END]	B I A- A-	B I A- A-

Carácteres (con HTML): 68/1024

CWM. Pre-checkin. Pillows

If the option has been registered in the PMS our clients will be able to choose their type of pillow within the Charter of pillows we offer you. These can be priced or free and as we have already seen we can assign them a discount for their online selection.

When the client selects a type of pillow he will no longer be able to modify his selection without contacting the Hotel directly.



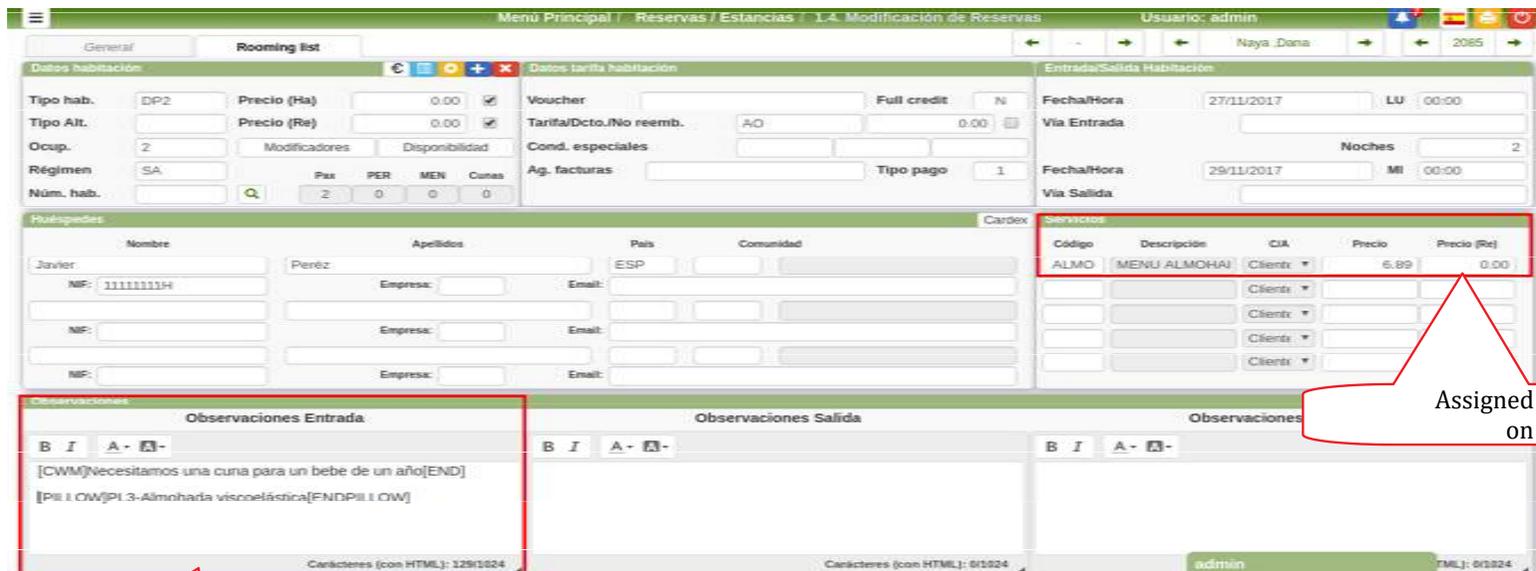
The image displays a mobile application interface for selecting pillows. On the left, a list of options includes 'Almohada Infantil' (marked 'Gratis') and 'Almohada Viscoelástica' (priced at 7.65 € and 6.89 €). A red box highlights the 6.89 € price. In the center, a confirmation screen shows the selected 'Almohada Viscoelástica' with a 'CONFIRMAR' button. On the right, the selected option is shown in a blue confirmation card with the text 'Ya ha seleccionado su tipo de almohada, para modificar su selección contacte con el hotel.' Below the interface, two labels with arrows point to the price elements: 'Pillow price' points to the 6.89 € price, and 'New online price' points to the 'CONFIRMAR' button.

Pillow price

New online price

CWM. Pre-checkin. Pillows

Once the client has confirmed his selection, the data of the reservation will be updated in the PMS, where we will be able to see the pillow that has been selected in Entrance Observations and in addition the associated Service will be added with its corresponding code for its later invoicing



Código	Descripción	CIA	Precio	Precio (Re)
ALMO	MENU ALMOHA	Cien	6.89	0.00

Observaciones Entrada:
 [CWM]Necesitamos una cuna para un bebe de un año[END]
 [PILLOW]PI 3-Almohada viscoelástica[ENDPILLOW]

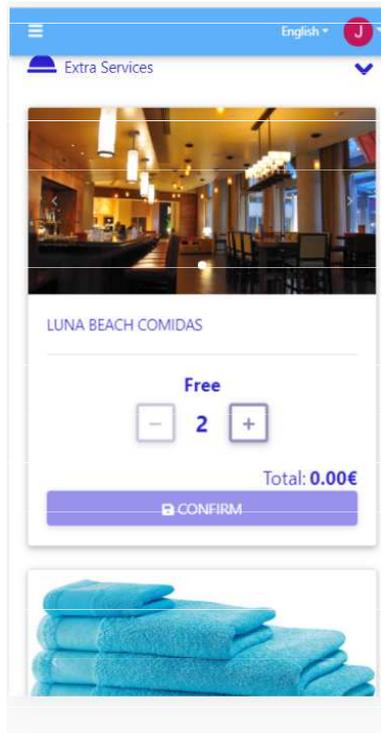
Assigned service is added on the pillow

Comments indicating the type of pillow selected
 For quick identification always between the labels
 [PILLOW]... [ENDPILLOW]

CWM. Pre-checkin. Extra Services

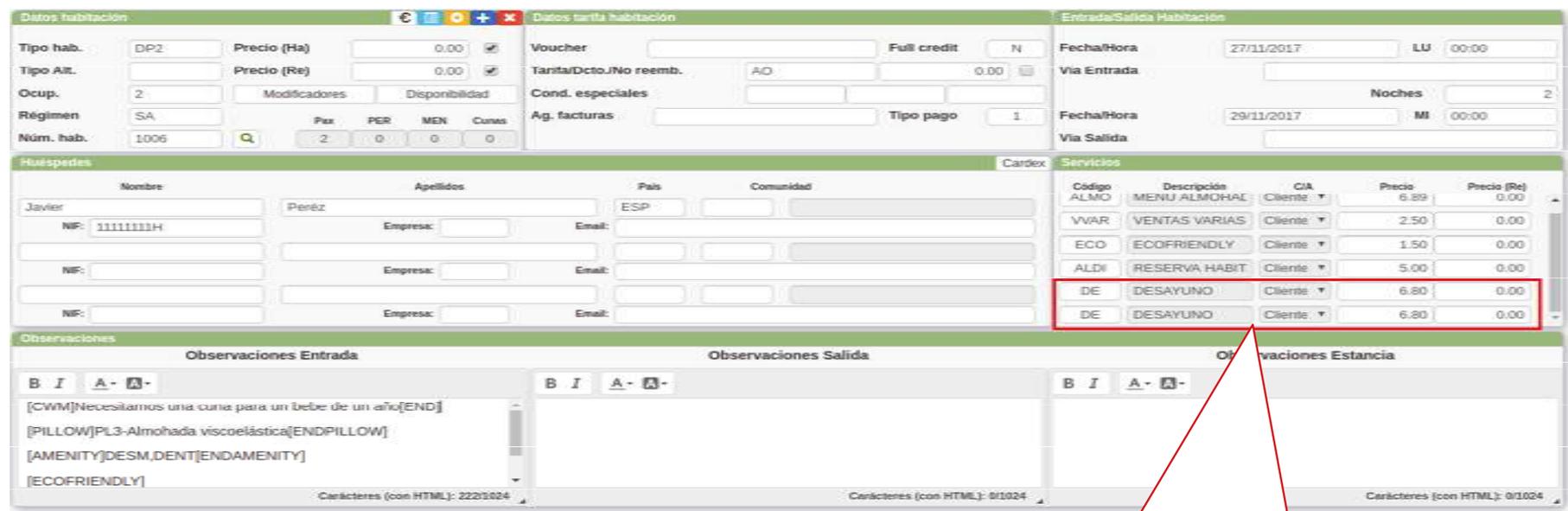
In this section customers can view the catalogue of Extra Services we offer for their next reservation, will be daily services that they wish to attach to the same.

Once a service has been confirmed, the guest will not be able to delete it from the application, he will have to contact the reception staff directly, but he will be able to add more similar services



CWM. Pre-checkin. Extra Services

Once the user has confirmed the selection of services, the data in the reservation will be updated, adding the selected services to it.



The screenshot displays a reservation management interface with several sections:

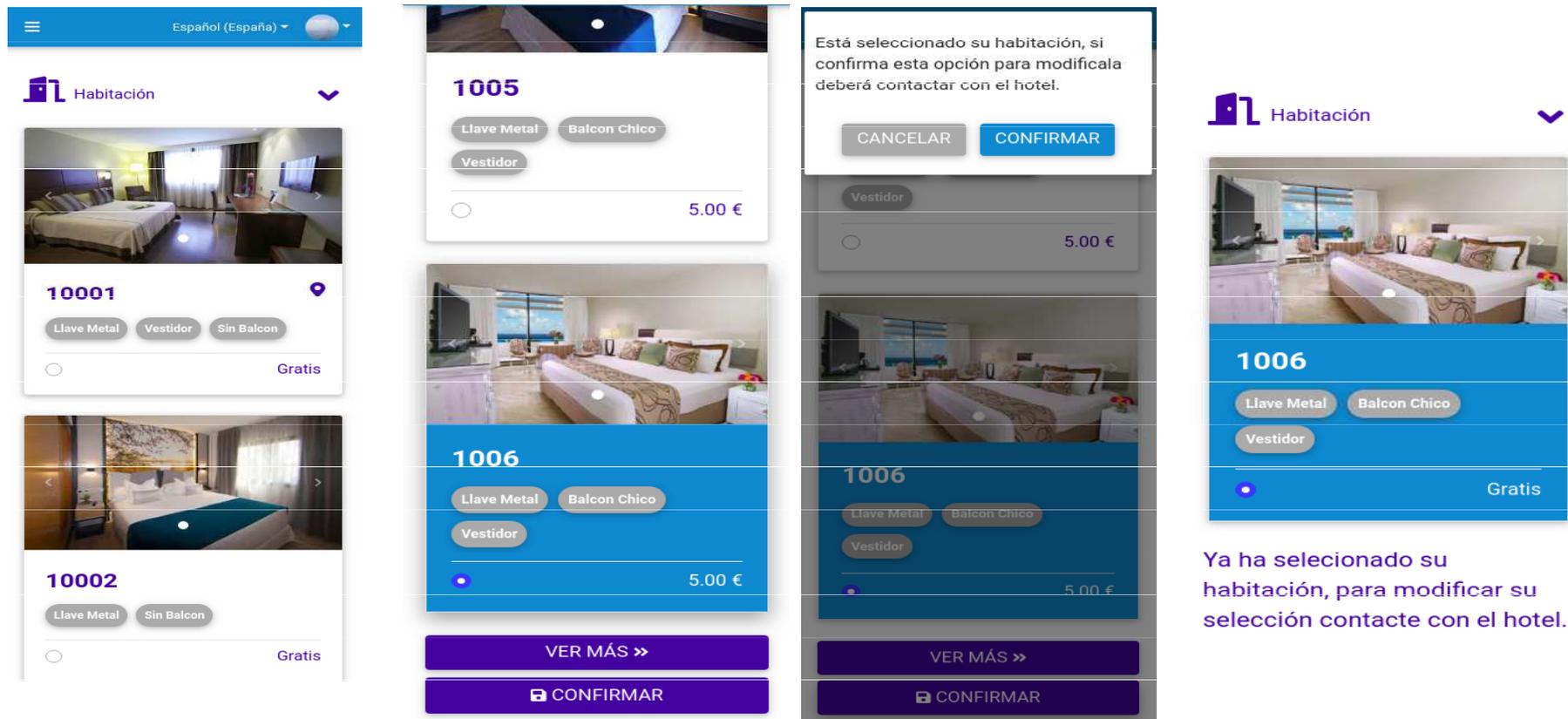
- Datos habitación:** Fields for room type (DP2), price (0.00), occupancy (2), and other details.
- Datos tarifa habitación:** Fields for voucher, taxes, and special conditions.
- Entrada/Salida Habitación:** Check-in and check-out dates (27/11/2017 and 29/11/2017) and times.
- Huéspedes:** Guest information table with columns for name, surnames, country, and contact details.
- Cardex:** A table of services added to the reservation, with two rows for 'DESAYUNO' (Breakfast) highlighted in red.
- Observaciones:** Three text areas for notes on arrival, departure, and stay.

Código	Descripción	CIA	Precio	Precio (Re)
ALMO	MENU ALMOHAL	Cliente	6.89	0.00
VVAR	VENTAS VARIAS	Cliente	2.50	0.00
ECO	ECOFRIENDLY	Cliente	1.50	0.00
ALDI	RESERVA HABIT	Cliente	5.00	0.00
DE	DESAYUNO	Cliente	6.80	0.00
DE	DESAYUNO	Cliente	6.80	0.00

Services added by the client during the PreCheckin.

CWM. Pre-checkin. Select a room

With the CWM we will give our clients the possibility to select their room. This selection may have an added cost or not. Initially, the default rooms within each property that we have defined as available online will be displayed. The client will be able to see their photos, location, price or outstanding features, and based on that make their selection.



The screenshots illustrate the user interface for selecting a room. The first screen shows a list of available rooms with their photos, IDs, features, and prices. The second screen shows room 1005 selected. The third screen shows a confirmation dialog for room 1006. The fourth screen shows room 1006 selected.

Room 1005: Llave Metal, Balcon Chico, Vestidor, 5.00 €

Room 1006: Llave Metal, Balcon Chico, Vestidor, 5.00 €

Room 10001: Llave Metal, Vestidor, Sin Balcon, Gratis

Room 10002: Llave Metal, Sin Balcon, Gratis

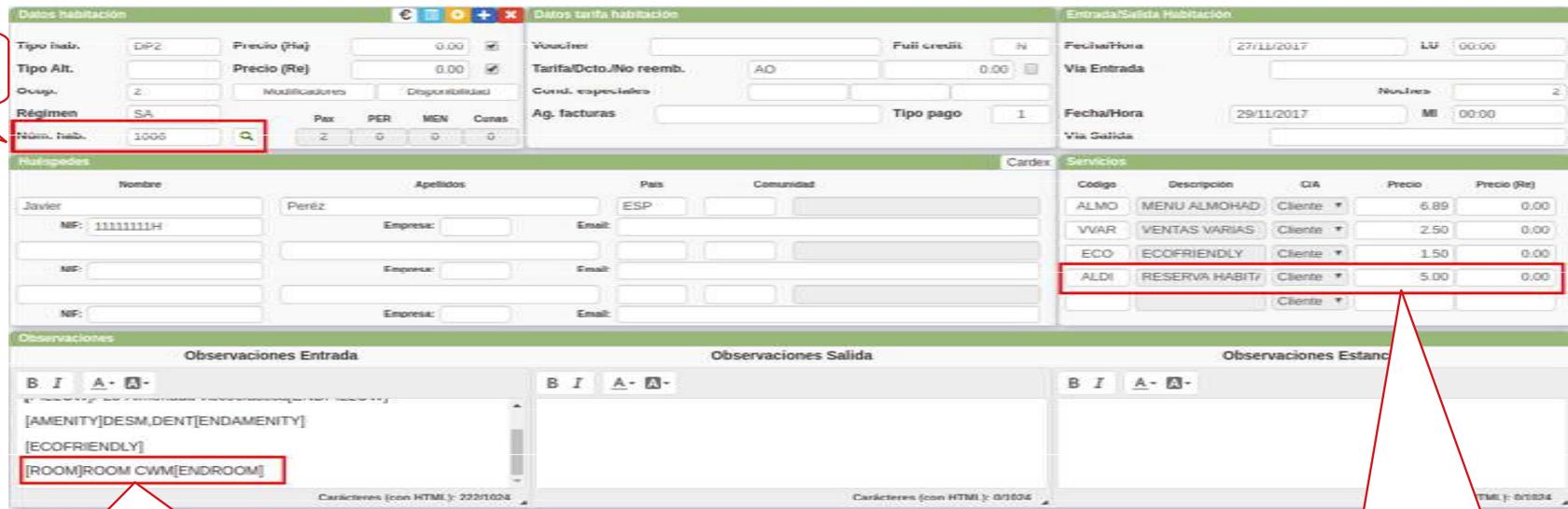
Confirmation Dialog: Está seleccionado su habitación, si confirma esta opción para modificarla deberá contactar con el hotel. CANCELAR CONFIRMAR

Room 1006 (Selected): Llave Metal, Balcon Chico, Vestidor, Gratis

Ya ha seleccionado su habitación, para modificar su selección contacte con el hotel.

CWM. Pre-checkin. Select a room

Once the client has confirmed the room selection, the data of the reservation at PMS with the number of the selected room and the service associated with the room selection.



The screenshot shows a PMS reservation form with several sections:

- Datos habitación:** Includes fields for Tipo Habitación (DIP2), Precio (Re) (0.00), Tipo Alt. (0.00), Régimen (SA), and Habitación (1005). A red box highlights the 'Habitación' field with the annotation 'Room number updated'.
- Datos tarifa habitación:** Includes fields for Voucher, Tarifa/Dcto./No reemb. (AD), and Tipo pago (1).
- Entrada/Salida Habitación:** Includes fields for Fecha/Hora (27/11/2017 LU 00:00) and Fecha/Hora (29/11/2017 MI 00:00).
- Clientes:** Includes fields for Nombre (Javier), Apellidos (Peréz), Pas (ESP), and Comunitat.
- Servicios:** A table listing services with columns for Código, Descripción, CIA, Precio, and Precio (Re). A red box highlights the row for 'ALDI RESERVA HABIT' with a price of 5.00 and 0.00. A red arrow points to this row with the annotation 'Service selection of room'.
- Observaciones:** Includes sections for Observaciones Entrada, Salida, and Estancia. A red box highlights the text '[ROOM]ROOM CWM[ENDROOM]' in the Observaciones Entrada section with the annotation 'Indicator that the room has been self-selected through the CWM'.

Room number updated

Indicator that the room has been self-selected through the CWM

Service selection of room

CWM. Pre-checkin. Amenities

 Amenities

▼



Set Desmaquillante

Este set contiene discos, lima y bastoncillos suaves y muy delicados que ayudan a mantener limpia, agradable y relucientesu piel

1.00 €



Set Dental

Contiene un cepillo con cerdas suaves y un mini tubo de pasta dental para cuidar de su la salud bucal garantizándole una estancia mucho más cómoda y completa.

1.50 €

Está seleccionando los amenities que encontrará en su habitación, si confirma su selección para eliminar cualquiera de ellos deberá contactar con el hotel.

CANCELAR
CONFIRMAR

Set Desmaquillante

Este set contiene discos, lima y bastoncillos suaves y muy delicados que ayudan a mantener limpia, agradable y relucientesu piel

1.00 €

Set Dental

Contiene un cepillo con cerdas suaves y un mini tubo de pasta dental para cuidar de su la salud bucal garantizándole una estancia mucho más cómoda y completa.

1.50 €

CARGANDO...

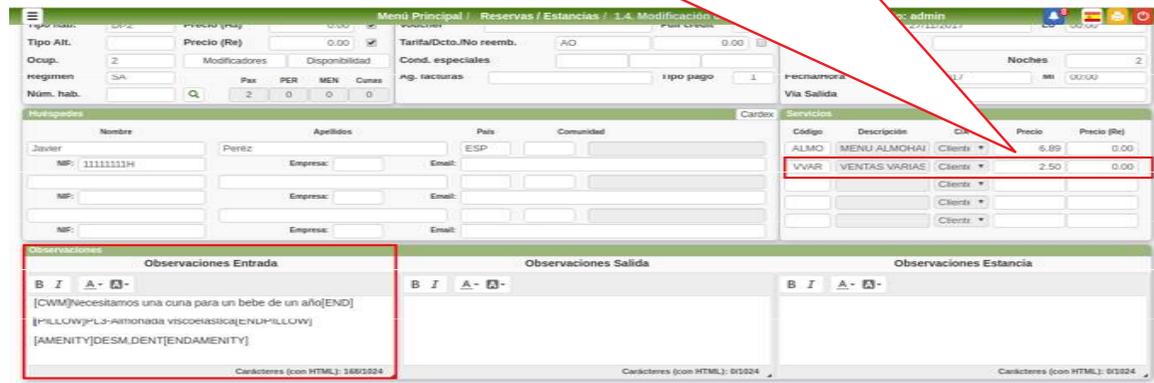
CONFIRMAR

In Amenities the customer can choose the products he wants to be found in their room upon arrival, among those available in the hotel catalogue.

These may have an associated price or be free.

Once his selection is confirmed, the data will be updated at the hotel, indicating which amenities have been selected and will add the corresponding associated service.

Service associated to Amenities
The price will be the total of all the selected amenities



Código	Descripción	Ci.	Precio	Precio (Re)
ALMO	MENU ALMOHA	Cienci	6.89	0.00
VVAR	VENTAS VARIAS	Cienci	2.50	0.00

Listing with the code of the selected amenities.
We will always find it among the [AMENITY]... [ENDAMENITY]

CWM. Pre-checkin. Ecofriendly

More and more travelers recognize the importance of preserving the environment and are looking for environmentally friendly accommodations. For this reason the customer can be given the option to select an Ecofriendly room by enabling the option in the configuration of the CWM in the Hotel.

In this section the client will be shown what it entails to be in an Ecofriendly stay and the cost associated with it modality in case of having it.



En nuestro firme compromiso con medioambiente y nuestro entorno, llevamos a cabo diferentes acciones medioambientales que van desde la recogida selectiva de residuos mediante "puntos limpios" en los pasillos del hotel a talleres lúdico-educativos realizados semanalmente por nuestro equipo de animación infantil.

Por ello también queremos ofrecerte la posibilidad de seleccionar una estancia **Eco-friendly** en la que:

- No encontrará elementos con embases de plástico en su habitación.
- La iluminación será a través de bombillas de bajo consumo.
- La limpieza de la habitación se realizará cada dos días para reducir el consumo de agua

1.50 €

CONFIRMAR

Menú Principal | Reservas / Estancias / 1.4. Modificación de Reservas | Usuario: admin

Datos habitación

Tipo hab.: DP2 Precio (Ha): 0.00 Precio (Re): 0.00

Ocup.: 2 Regimen: SA

Datos tarifa habitación

Voucher: Full credit No Tarifa/Dcto./No reemb.: AO Cond. especiales: Ag. facturas: Tipo pago: 1

Entrada/Salida Habitación

Fecha/Hora: 27/11/2017 LU 00:00 Noches: 2

Fecha/Hora: 29/11/2017 MI 00:00

Reservaciones

Nombre: Javier Pérez Apellidos: Empresa: Email: País: Comunidad:

NIF: 11111111H

NIF: Empresa: Email:

NIF: Empresa: Email:

Observaciones Entrada

[PILLOW]PL3-Almohada viscoelástica[ENDPILLOW]
[AMENITY]DESM_DENT[ENDAMENITY]
Ecofriendly

Observaciones Salida

Observaciones Estancia

Servicios

Código	Descripción	CJA	Precio	Precio (Re)
ALMO	MENU ALMOHAJ	Client	6.89	0.00
VVAR	VENTAS VARIAS	Client	2.50	0.00
ECO	ECOFRIENDLY	Client	1.50	0.00

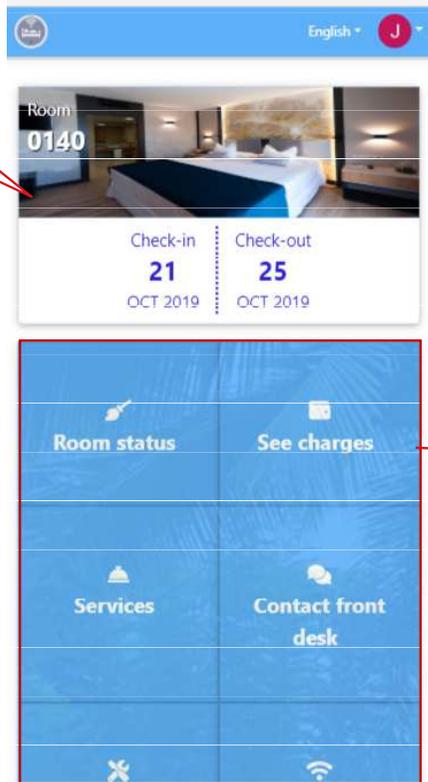
Ecofriendly stay and associated service

CWM. Stay

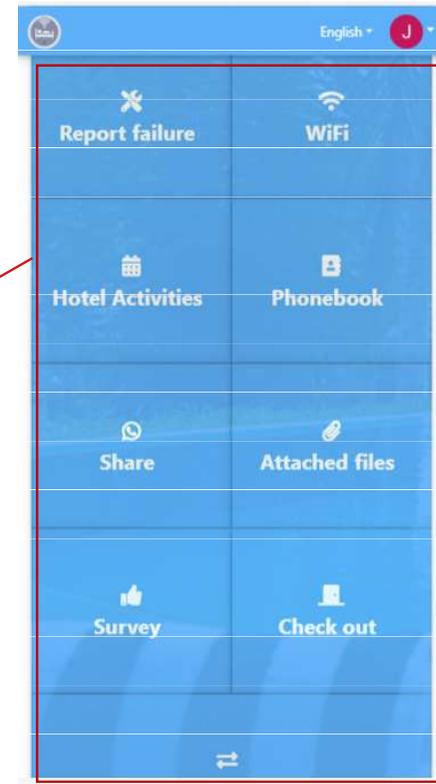
When our guests are on a stay they have special needs that CWM can help solve, so when they check in at the hotel will automatically be sent an email it will link their current stay to the CWM.

From that moment until they check out will have access to a menu with new features that can help them to have a more pleasant stay.

Basic information stay

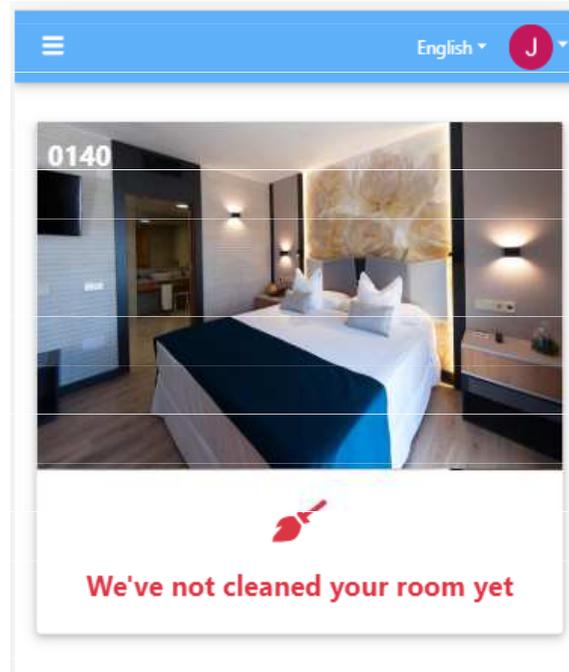
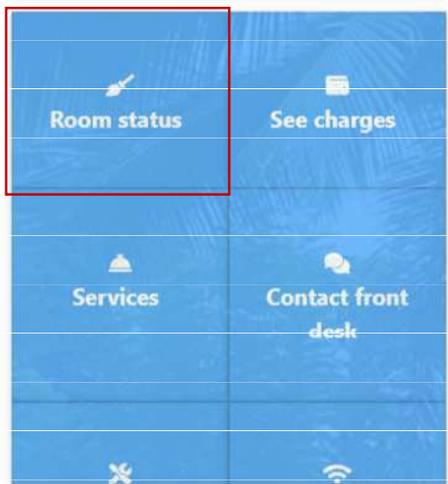


Options stay



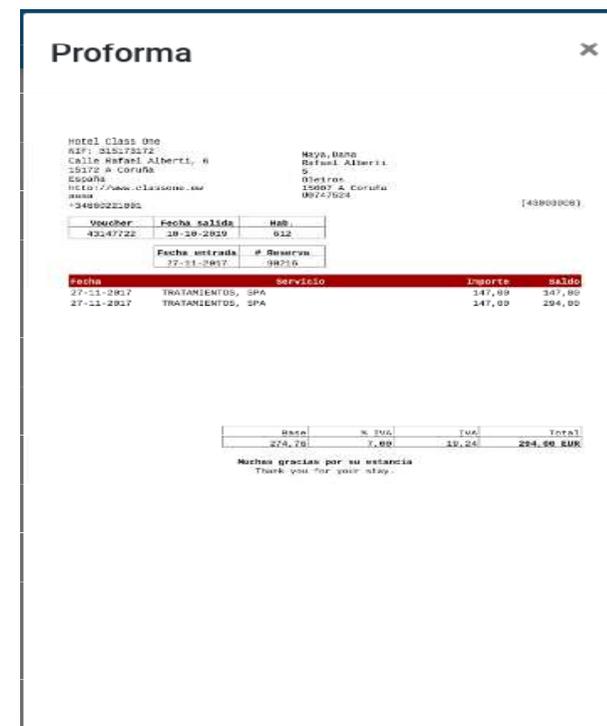
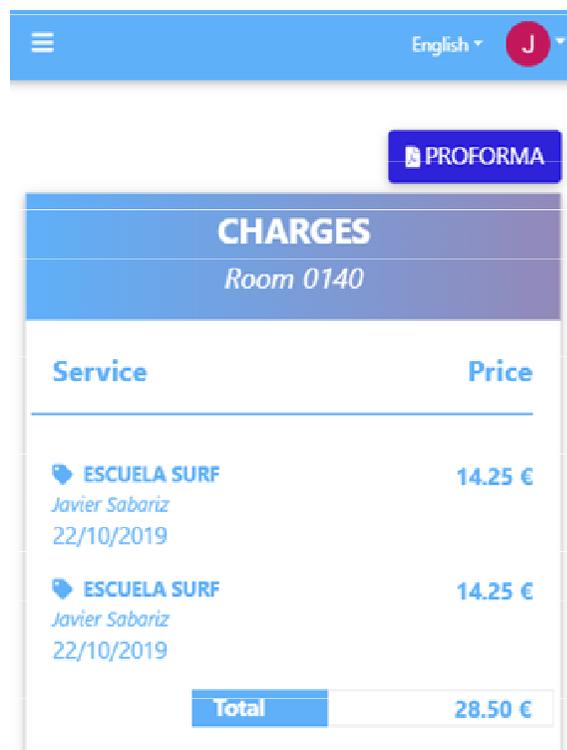
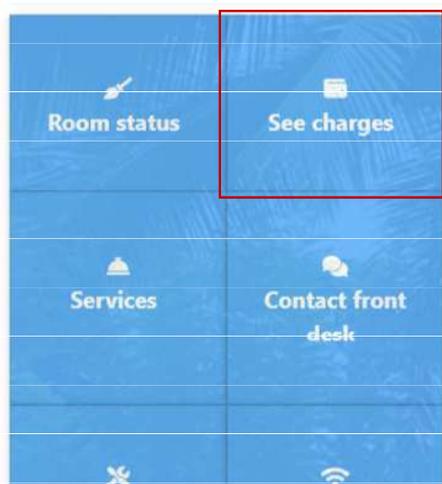
CWM. Stay. Room status

The guest will be able to know at all times the state of cleanliness in which his room is

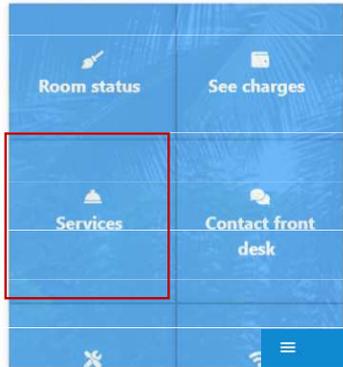


CWM. Stay. View Charges

In **View Charges** they will be able to consult their **pending charges** and view a **Proforma** of them



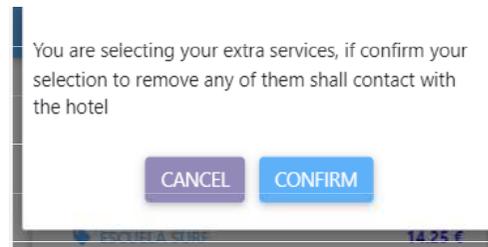
CWM. Stay. Services



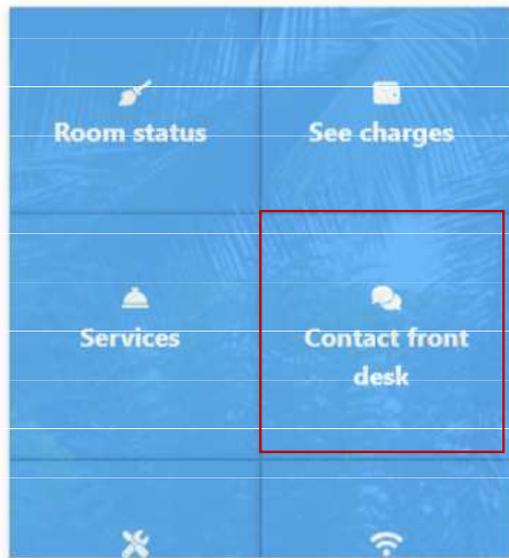
As we have seen, during the configuration process, we can offer our guests a series of Services for their online hiring when they are in a room.

In this section they can view the catalogue of services we offer and select the Number of the same that they wish to hire. Once they have confirmed their selection, they will be able to consult the list of contracted services.

Once confirmed the hiring of a service the guest will not be able to eliminate it from the application, they will have to contact the reception staff directly, but will be able to add more services of the same type.



CWM. Stay. Reception Contact



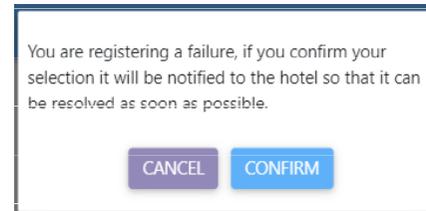
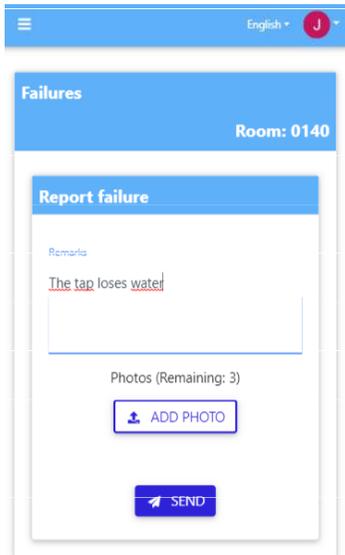
The contact section with Reception will automatically open Whatsapp application on our guest's smartphone with the reception staff

CWM. Stay. Report a breakdown



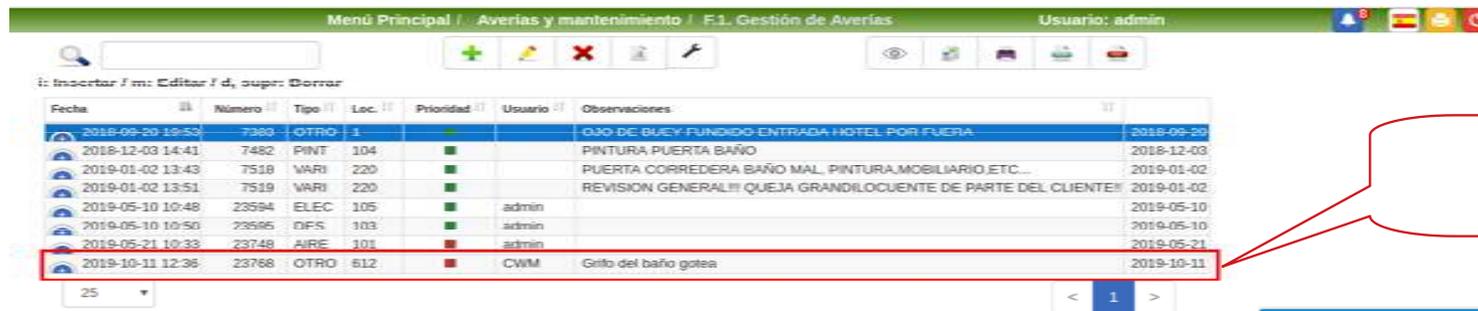
For a more effective and fluid communication with our guests, they can directly register all the breakdowns they find in the establishment's facilities during their stay. To register a fault they must add a description of the problem found and additionally attach a photograph of it.

Once confirmed the creation of the fault they can consult the resolution status in which it is.



CWM. Stay. Report a breakdown

When a guest registers a breakdown, it is automatically registered in the hotel for management, with the priority we have assigned to it in the CWM configuration.



Fecha	Número	Tipo	Loc.	Prioridad	Usuario	Observaciones
2018-09-20 19:53	7389	OTRO	1			OJO DE BUEY FUNDIDO ENTRADA HOTEL POR FUERA
2018-12-03 14:41	7482	PINT	104			PINTURA PUERTA BAÑO
2019-01-02 13:43	7518	VARI	220			PUERTA CORREDERA BAÑO MAL, PINTURA, MOBILIARIO, ETC...
2019-01-02 13:51	7519	VARI	220			REVISION GENERAL!!! QUEJA GRANDILOCUENTE DE PARTE DEL CLIENTE!!!
2019-05-10 10:48	23594	ELEC	105		admin	
2019-05-10 10:50	23595	DFS	103		admin	
2019-05-21 10:33	23748	AIRE	101		admin	
2019-10-11 12:36	23768	OTRO	612		CWM	Grifo del baño gotea

Breakdown discharged from CWM

Once our technical staff has managed the problem as solved, the status will be updated in the CWM for the guest's knowledge

Avería 11/10/2019

Grifo del baño gotea

Estado: Terminada

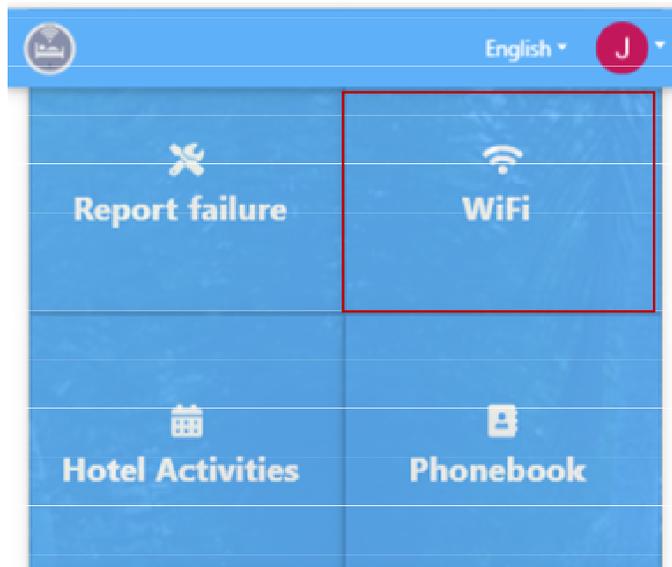
Fecha de reparación: 12:38 11/10/2019





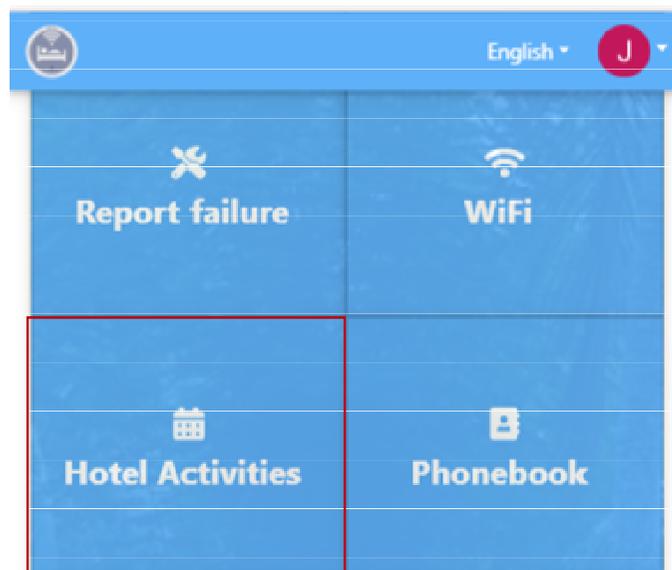
CWM. Stay. WiFi

In **WiFi** the guest will have access to all the information related to the WiFi network of our establishment, name, forms access codes or different rates.



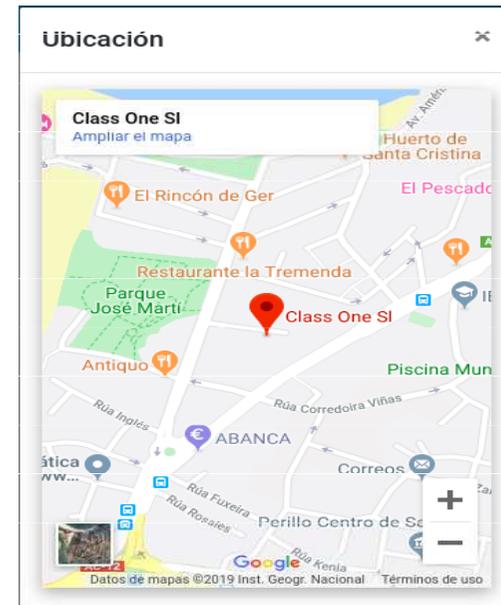
CWM. Stay. Activities of the Hotel

In **Activities of the Hotel** the guest will be informed about the last news of our establishment.

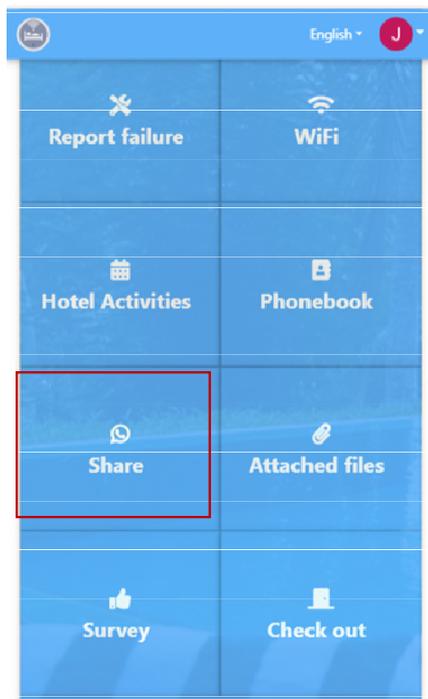


CWM. Stay. Phone book

The **Phone Book**, will contain the Hotel's own agenda grouped by categories. The guest will be able to obtain information about nearby restaurants, taxi service or all the recommendations that we want to offer. Therefore, it will be convenient to have our agenda updated with the name, telephone and data of location of the different establishments.

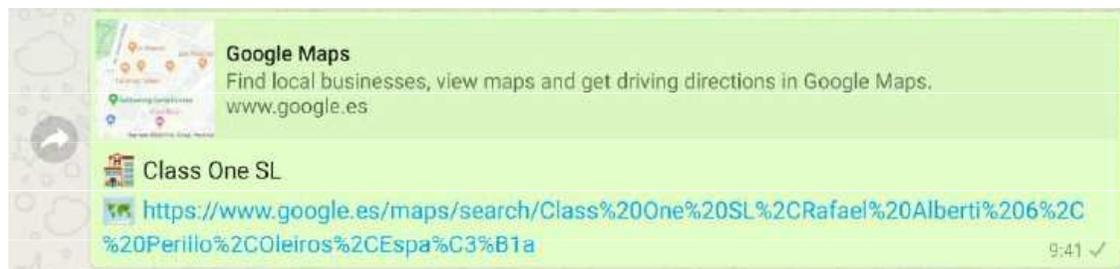


CWM. Stay. Share



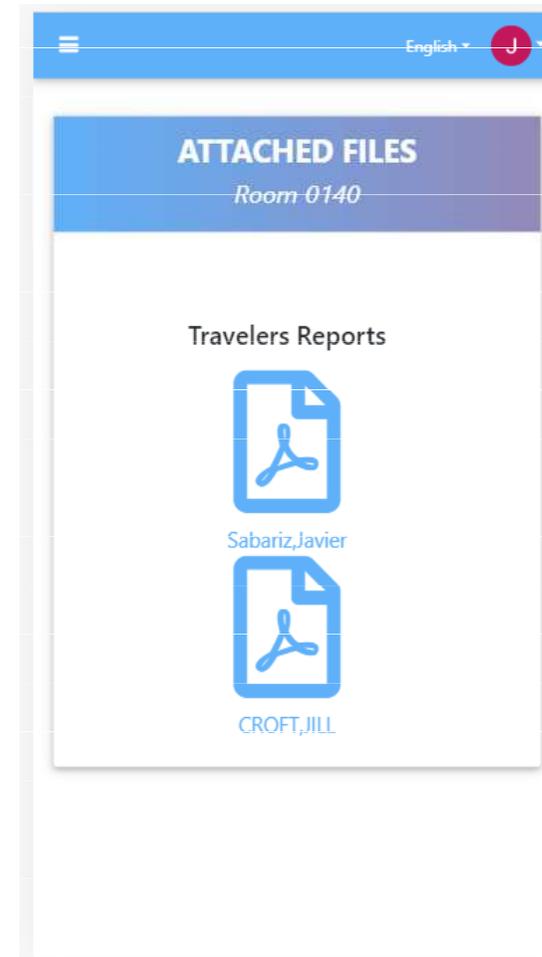
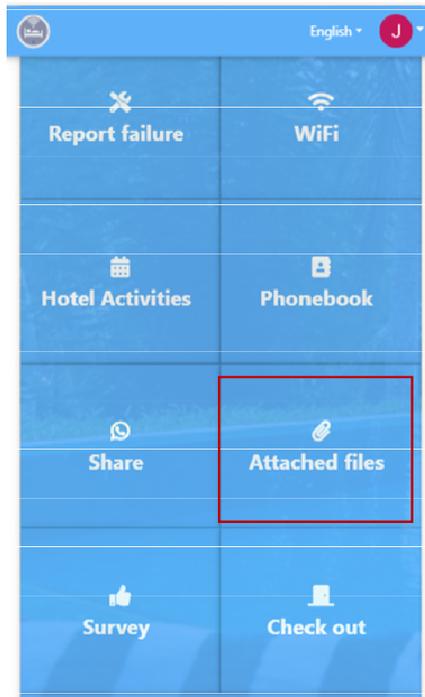
In the Share section, our guest can share the location of the hotel with whom you want through WhatsApp.

Clicking on the option will open your WhatsApp application directly with the hotel's location card to share with your contacts.



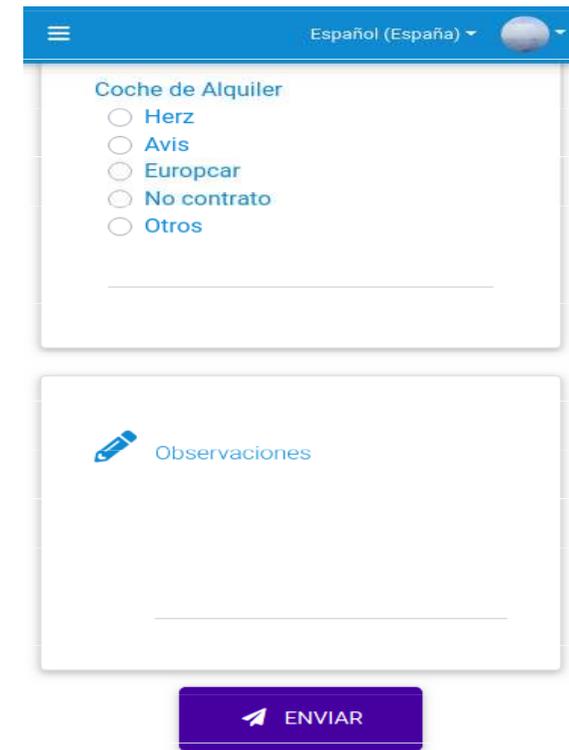
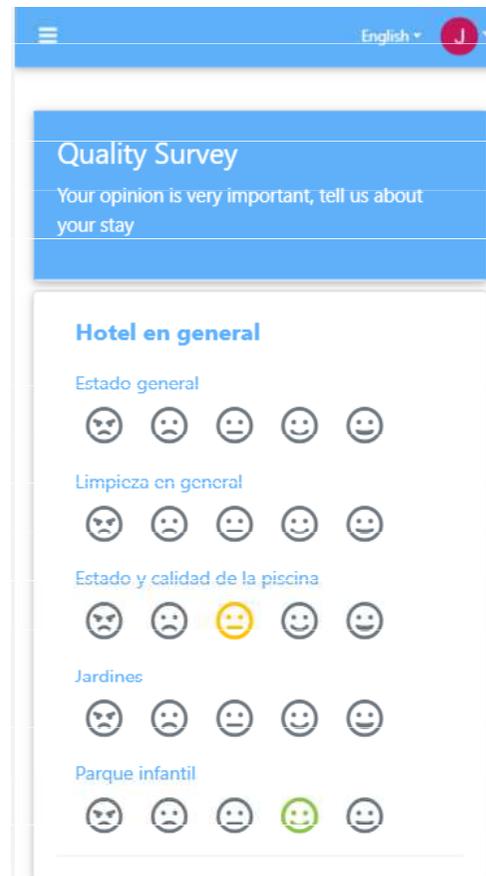
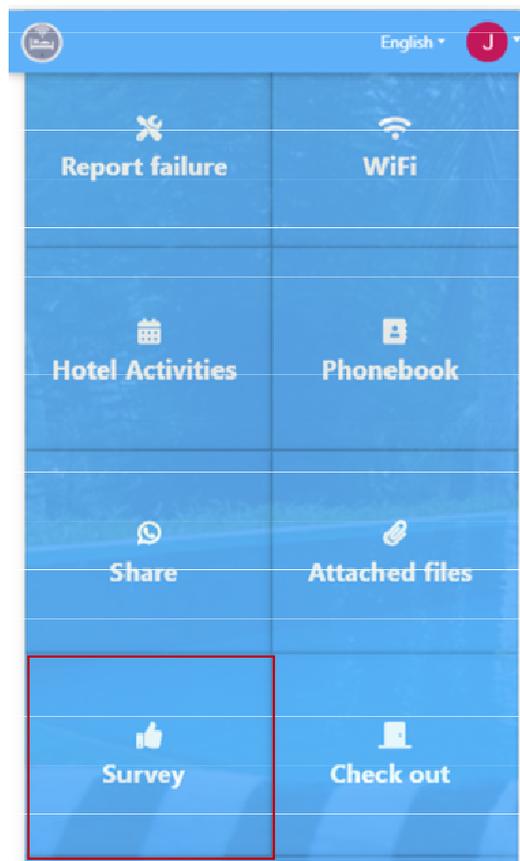
CWM. Stay. Attached files

Under Attachments files the guest can access all files associated with their stay, such as his Accomodation Contract.



CWM. Stay. Survey

The **Hotel Quality Survey** will be available to our guests **from the day before their departure date**. They will be able to answer the various questions we ask them and add any comments that they deem appropriate.



CWM. Stay. Check Out

From the section of **Check Out** the guest will be able to ask for the invoice of his Pending Charges and to make the payment of the same one using the different means of payment that we will make available to him, or with an advance if he has one.

In the same way, he will have at his disposal a list of all the invoices of the stay, both paid and pending, which appear at his name and will be able to pay the outstanding amounts.

Once he is free of both charges and outstanding bills he can proceed to check out of his room, as long as the date corresponds to the date of departure from his Stay. In the case of having pending charges from the agency or other guests of the stay, the guest will be redirected to the direct contact with the reception staff.



Para realizar el check out online de su habitación deberá abonar sus cargos y facturas pendientes

CARGOS PENDIENTES
Habitación 612

Servicio	Precio
TRATAMIENTOS. SPA Dana Naya 27/11/2017	147.00 €
TRATAMIENTOS. SPA Dana Naya 27/11/2017	147.00 €
Total	294.00 €

GENERAR FACTURA

FACTURAS
Habitación 612

Total 0.00€	Total 294.00€
-------------	---------------



←

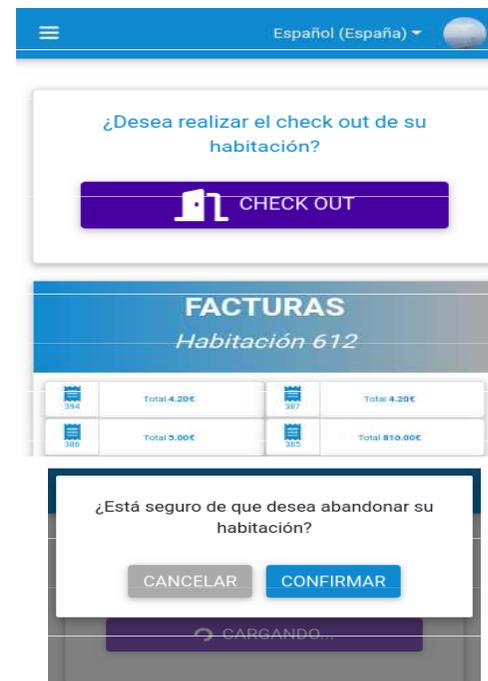
Formas de pago

PAYPAL

TARJETA

Pendiente de pago 294.00€

< 1 / 1 >



¿Desea realizar el check out de su habitación?

CHECK OUT

FACTURAS
Habitación 612

394	Total 4.20€	387	Total 4.20€
395	Total 5.00€	393	Total 810.00€
390	Total 5.00€	392	Total 180.00€

¿Está seguro de que desea abandonar su habitación?

CANCELAR **CONFIRMAR**

CARGANDO...



¿Desea realizar el check out de su habitación?

CHECK OUT

FACTURAS
Habitación 612

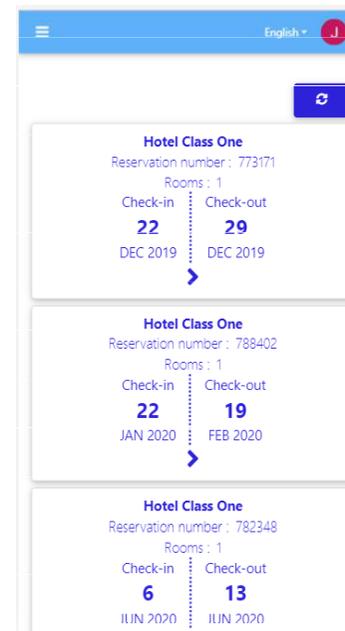
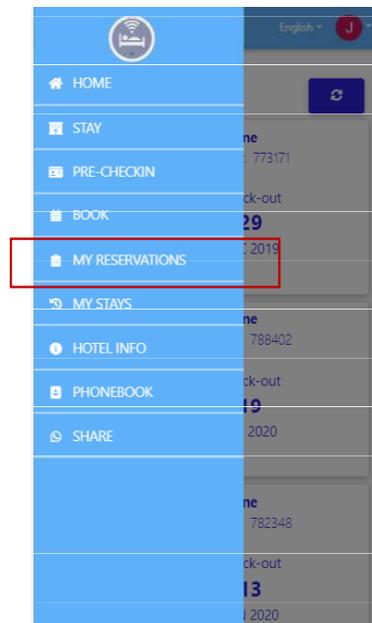
394	Total 4.20€	397	Total 4.20€
395	Total 5.00€	393	Total 810.00€
394	Total 2.00€	390	Total 180.00€
379	Total 182.00€	378	Total 5.00€
377	Total 5.00€	376	Total 7.00€
375	Total 5.00€	374	Total 2.00€

Tiene cargos pendientes de agencia, para poder realizar el check out contacte con recepción.

CWM. My Bookings

In **My Bookings** the client will be able to access the complete list of his future reservations in our establishment, or in case of multi-hotel to those of all the hotels of the chain.

From each of the reservations in the list he can directly access the **Pre-checkin** option of the same, where he will complete his data and will be able to configure, as we have already seen, the different options of his future stay.



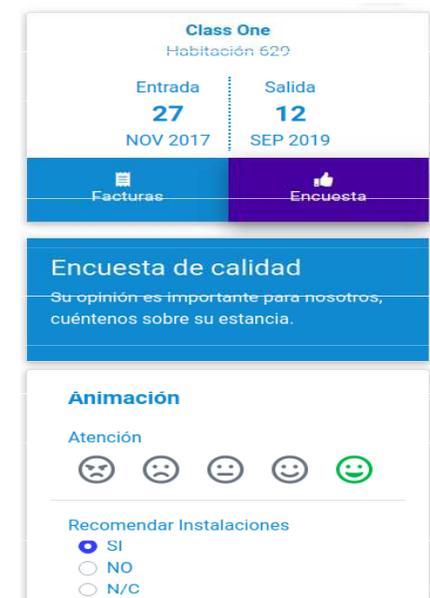
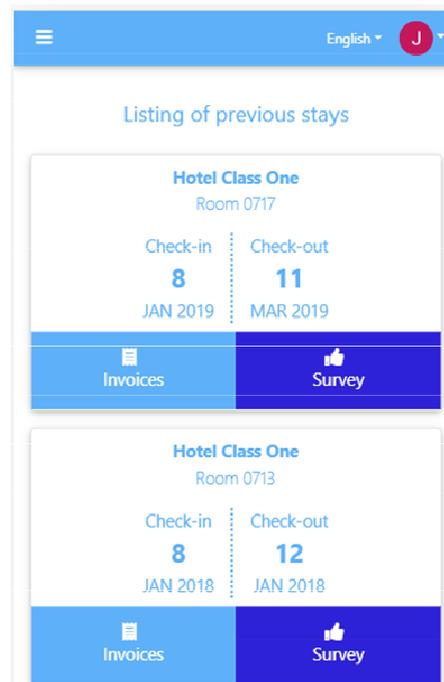
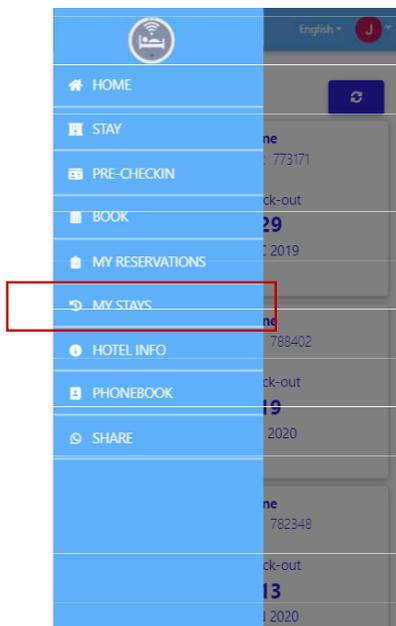


CWM. My Stays

In **My Stays** the client will be able to access the history of all his stays in our hotel. In each element of the list he will be able to **consult the Invoices** of that stay and consult or **complete the quality** of the hotel if it has not been done before.

The quality survey will only be available for editing during the 15 days following the check out, After that time it will only be available for consultation.

In case of multi-hotel it can also display the direct link to your Booking Engine, to facilitate in this way the Reservation in a hotel where he has already stayed before.



First steps. Configuration

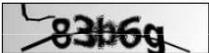
- The CWM as any other application needs to establish some initial configuration for its proper functioning, for this purpose, we will access the administration panel with the credentials that have been provided initially.
- Once inside we will see the Menu from which we will be able to manage the different options.

Authenticate

Username

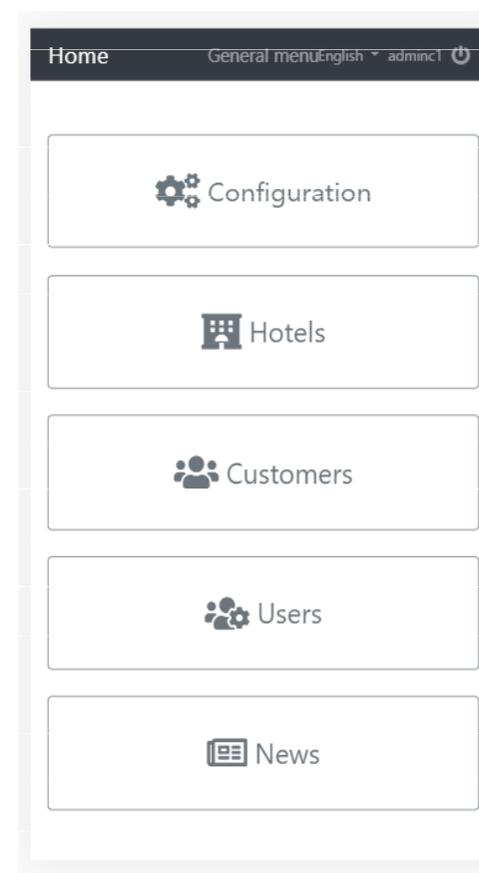
Password

Remember me



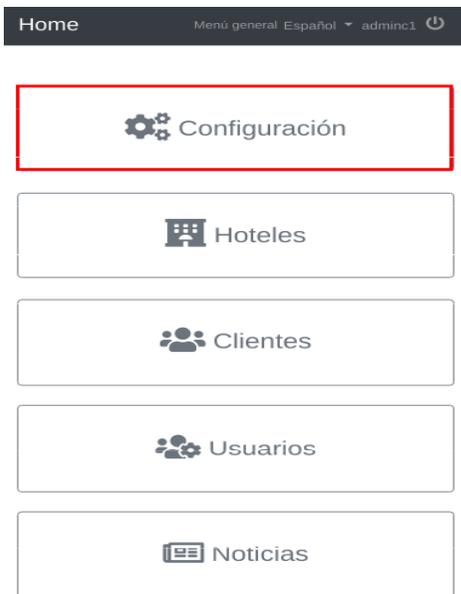
Enter the text displayed in the image

Log in



First steps. Configuration

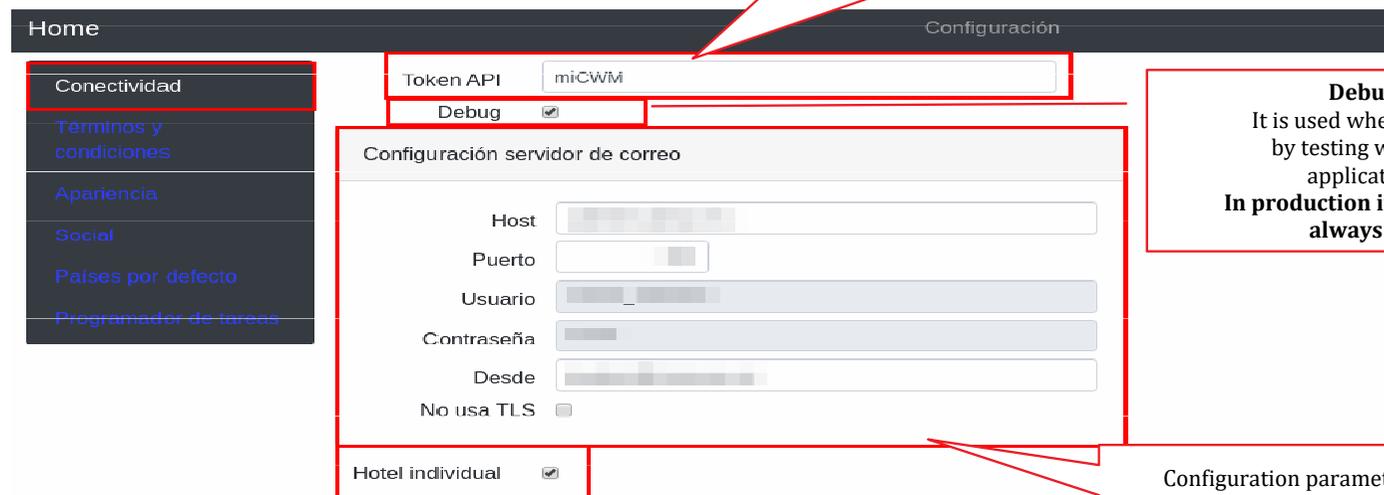
In Configuration we can define the application's connectivity parameters, as well as its appearance or set the terms and conditions of use for the user.



Home Menú general Español adminc1

- Configuración
- Hoteles
- Clientes
- Usuarios
- Noticias

Connectivity



Home Configuración

- Conectividad
- Terminos y condiciones
- Apariencia
- Social
- Países por defecto
- Programador de tareas

Token API

Debug

Configuración servidor de correo

Host

Puerto

Usuario

Contraseña

Desde

No usa TLS

Hotel individual

Token API: token established for all communication with the application.

Debug
It is used when we are by testing with our application.
In production it should be always off

Configuration parameters of the mail server that will use the application

Hotel individual
The CWM can be used by a single hotel or by a chain with several establishments. With this control parameter we will indicate whether we are using it with a single hotel or not so that the program automatically adapts to our needs.

First steps. Configuration

Connectivity

In this section we can also set the configuration of the online scanner that can be used by our customers to add their documentation and complete their data automatically during the pre-check-in process.

For this option to be enabled, all the configuration data provided must be entered by Mitek Systems, these are:

- Company identifier
- User name
- Password

If any of the fields are not completed, the option to scan the ID document will not be enabled during the pre-check-in process .



First steps. Configuration

Terms and Conditions

We will have to define which is the **Policy of privacy and treatment of cookies** as well as the **Terms and conditions** of use that our Guest must agree to in order to access the application. It is recommended to set the texts in two languages, local and English.

The screenshot shows a configuration interface for a website. On the left, a sidebar menu contains 'Terminos y condiciones' (highlighted in red), 'Apariencia', 'Social', 'Integración de canales', and 'Programación de emails'. The main content area is split into two panels, both titled 'Política de privacidad' and 'Términos de uso' (highlighted in red).

Política de privacidad (Left Panel):

Responsable. ¿Quién es el responsable del tratamiento de los datos?

Identidad: Hotel Class One
Domicilio social: Rafael Alberti, Perillo
CIF: |
Nombre del dominio:

Finalidades. ¿Con qué finalidades tratamos tus datos?

En cumplimiento de lo dispuesto en el Reglamento Europeo 2016/679 General de Protección de Datos, te informamos de que trataremos los datos que nos facilites para:

- Gestionar la contratación de servicios que realice a través de la Plataforma, así como la facturación y entrega correspondiente.
- Remitir periódicamente comunicaciones sobre servicios, eventos y noticias relacionadas con las actividades desarrolladas por Hotel Class One, por cualquier medio (teléfono, correo postal o email), salvo que se indique lo contrario o el usuario se oponga o revoque su consentimiento.
- Remitir información comercial y / o promocional relacionada con el sector de servicios contratados y valor añadido para usuarios finales, salvo que se indique lo contrario o el usuario se oponga o revoque su

Términos de uso (Right Panel):

En este espacio, el USUARIO, podrá encontrar toda la información relativa a los términos y condiciones legales que definen las relaciones entre los usuarios y nosotros como responsables de esta web. Como usuario, es importante que conozcas estos términos antes de continuar tu navegación. Hotel Class One. Como responsable de esta web, asume el compromiso de procesar la información de nuestros usuarios y clientes con plenas garantías y cumplir con los requisitos nacionales y europeos que regulan la recopilación y uso de los datos personales de nuestros usuarios. Esta web, por tanto, cumple rigurosamente con el RGPD (REGLAMENTO (UE) 2016/679 de protección de datos) y la LSSI-CE la Ley 34/2002, de 11 de julio, de servicios de la sociedad de la información y de comercio electrónico.

CONDICIONES GENERALES DE USO

Las presentes Condiciones Generales regulan el uso (incluyendo el mero acceso) de las páginas de la web, integrantes del sitio web de www.classone.es incluidos los contenidos y servicios puestos a disposición en ellas. Toda persona que acceda a la web, www.classone.es ("Usuario") acepta someterse a las Condiciones Generales vigentes en cada momento del portal www.classone.es.

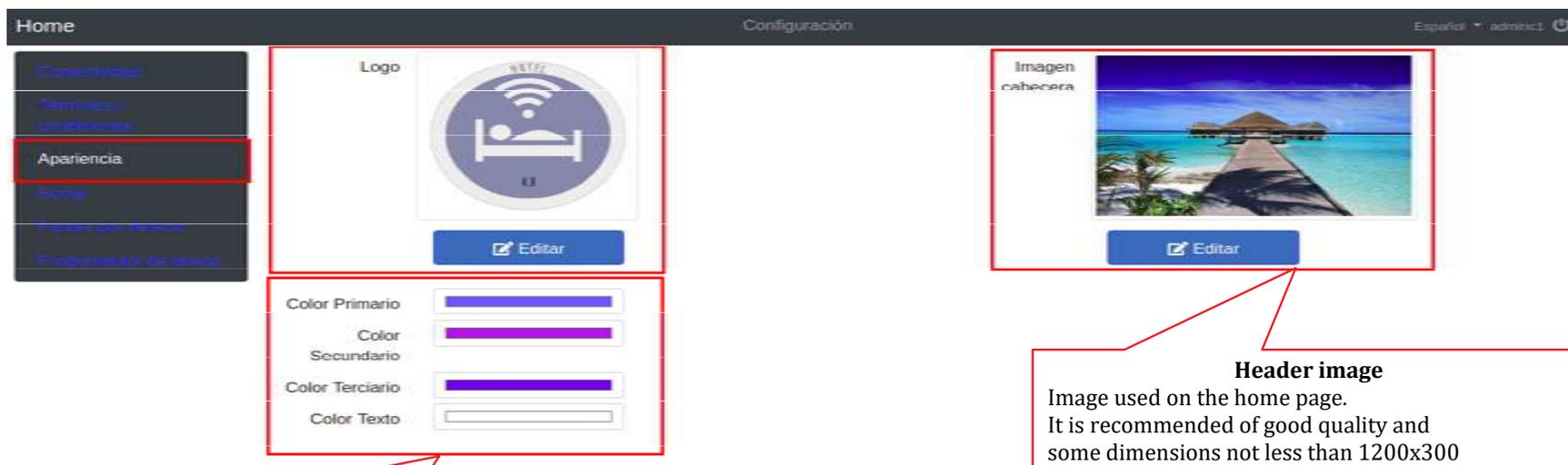
COMPROMISOS Y OBLIGACIONES DE LOS USUARIOS

First steps. Configuration

Appearance

The CWM allows us to customize the appearance with which our guests that we will see us for a better identification and help us strengthen our brand image.

To do this we can add our hotel or chain logo, configure the colours used in the different areas of the application and define the header image on our home page.



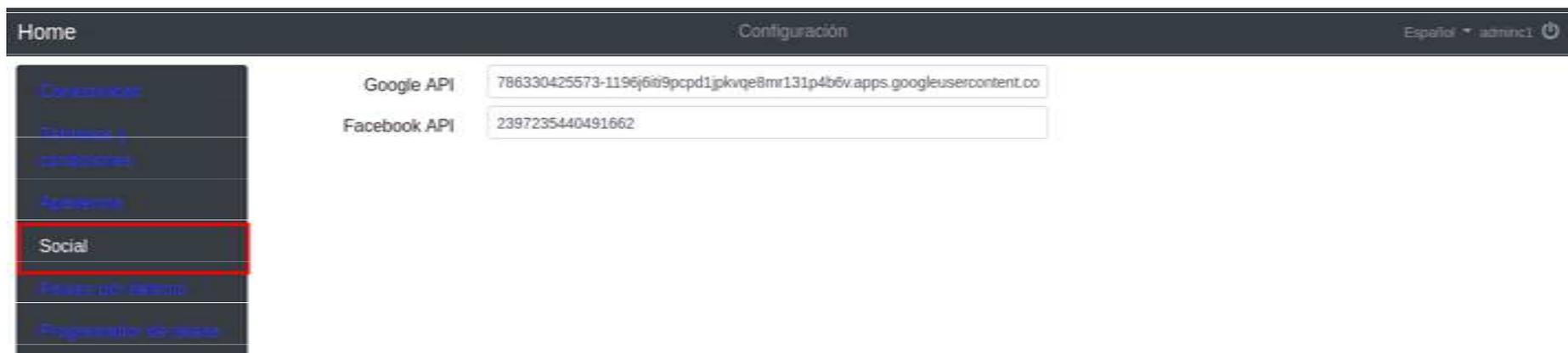
Header image

Image used on the home page.
It is recommended of good quality and some dimensions not less than 1200x300

First steps. Configuration

Social

Our customers can register in the application by directly registering through our registration form but we can also offer them the possibility to access with their social networks. To do this we must register our application on different platforms through which we would like to offer access to and enter the connection parameters in this section.



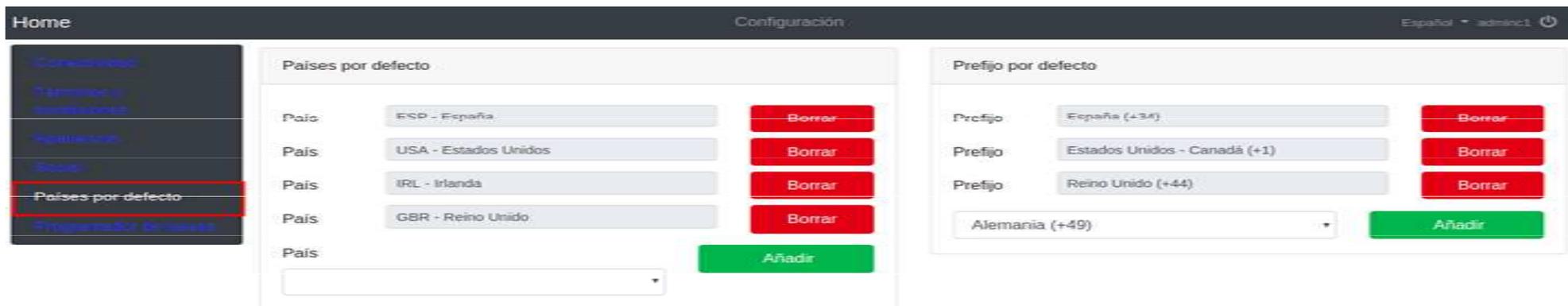
The screenshot shows a configuration page with a dark header. The header contains 'Home' on the left, 'Configuración' in the center, and 'Español' and 'admin1' on the right. A sidebar on the left lists menu items: 'Características', 'Integración', 'Configuración', 'Seguridad', 'Social', 'Flujo de trabajo', and 'Programación de tareas'. The 'Social' item is highlighted with a red border. The main content area shows two API configuration fields: 'Google API' with the value '786330425573-1196j6ii9pcpd1jpkvqe8mr131p4b6v.apps.googleusercontent.co' and 'Facebook API' with the value '2397235440491662'.

First steps. Configuration

Default countries

As is well known, many customers are desperate with the tedious task of finding their country or area code between long listings. From this section, to give a greater usability to the web, we offer the possibility of defining the most common countries and telephone prefixes of our guests.

In this way they will be shown at the top of each list facilitating their identification.

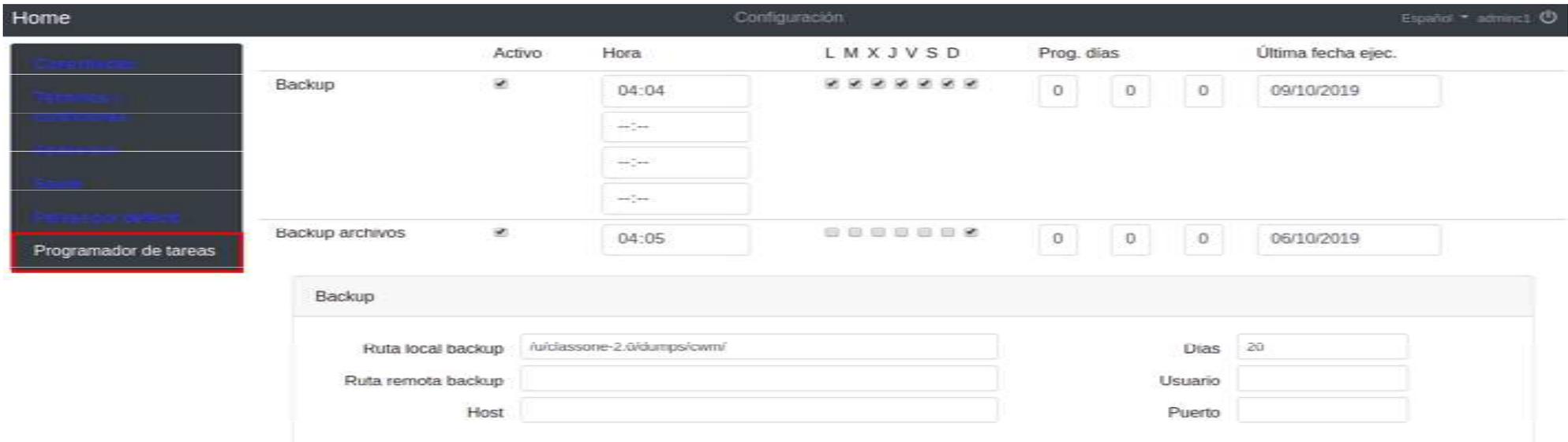


The screenshot shows a web application interface for configuration. The top navigation bar includes 'Home', 'Configuración', and 'Español + admin1'. A sidebar on the left contains a menu with items: 'Comercio', 'Fornecedores', 'Reservas', 'Países', 'Países por defecto' (highlighted with a red box), and 'Programas de Incentivos'. The main content area is divided into two panels: 'Países por defecto' and 'Prefijo por defecto'. The 'Países por defecto' panel lists four countries with their codes and names: 'ESP - España', 'USA - Estados Unidos', 'IRL - Irlanda', and 'GBR - Reino Unido'. Each entry has a red 'Borrar' button. Below the list is an empty 'País' input field and a green 'Añadir' button. The 'Prefijo por defecto' panel lists three prefixes: 'España (+34)', 'Estados Unidos - Canadá (+1)', and 'Reino Unido (+44)'. Each entry has a red 'Borrar' button. Below the list is an input field containing 'Alemania (+49)' and a green 'Añadir' button.

First steps. Configuration

Task scheduler

With the task scheduler we can configure the time and days of the application's backup and its associated files, as well as consult the date of the last execution carried out.



The screenshot shows the 'Configuración' (Configuration) page of a task scheduler. On the left, a sidebar menu has 'Programador de tareas' (Task Scheduler) highlighted. The main area displays a table of tasks and a detailed configuration panel for the selected 'Backup' task.

Nombre	Activo	Hora	L M X J V S D	Prog. días	Última fecha ejec.
Backup	<input checked="" type="checkbox"/>	04:04	<input checked="" type="checkbox"/>	0 0 0	09/10/2019
Backup archivos	<input checked="" type="checkbox"/>	04:05	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	0 0 0	06/10/2019

Backup

Ruta local backup:

Ruta remota backup:

Host:

Días:

Usuario:

Puerto:

Hotels

- **CWM** is designed to be a **multi-hotel** application.
- In the **Hotels** section we will be able to see the list of our establishments, as well as to register new ones, to modify their characteristics or to eliminate some of the already existing ones.



Unique identifier for each hotel

It will be necessary to know this information at the time to configure the connection in our PMS

We'll be able to check if it has been established properly the connection parameters and communication with each of the hotels selected is the right one

Home Hoteles Probar conexión: OK

Id.	Nombre	Host	Token	Dirección1	Dirección2	Ciudad	País	Teléfono
1	Hotel Class One		sunset	Rafael Alberti, 6	-	Perillo	España	+34961613709

25 < >

Hotels

Hotel Features

Editar Hotel

Datos (+) Redes sociales

Nombre	Hotel Class One	
Host	http://www.example.com/hotel	
Token	tokenHotel	
Dirección 1	Rafael Alberti, 6	
Dirección 2		
Ciudad	Perillo	
País	España	
Teléfono	+34981613709	Teléfono  34604061102
Email	soporte@classone.es	
Página web	http://www.classone.es	
Símbolo divisa	€	



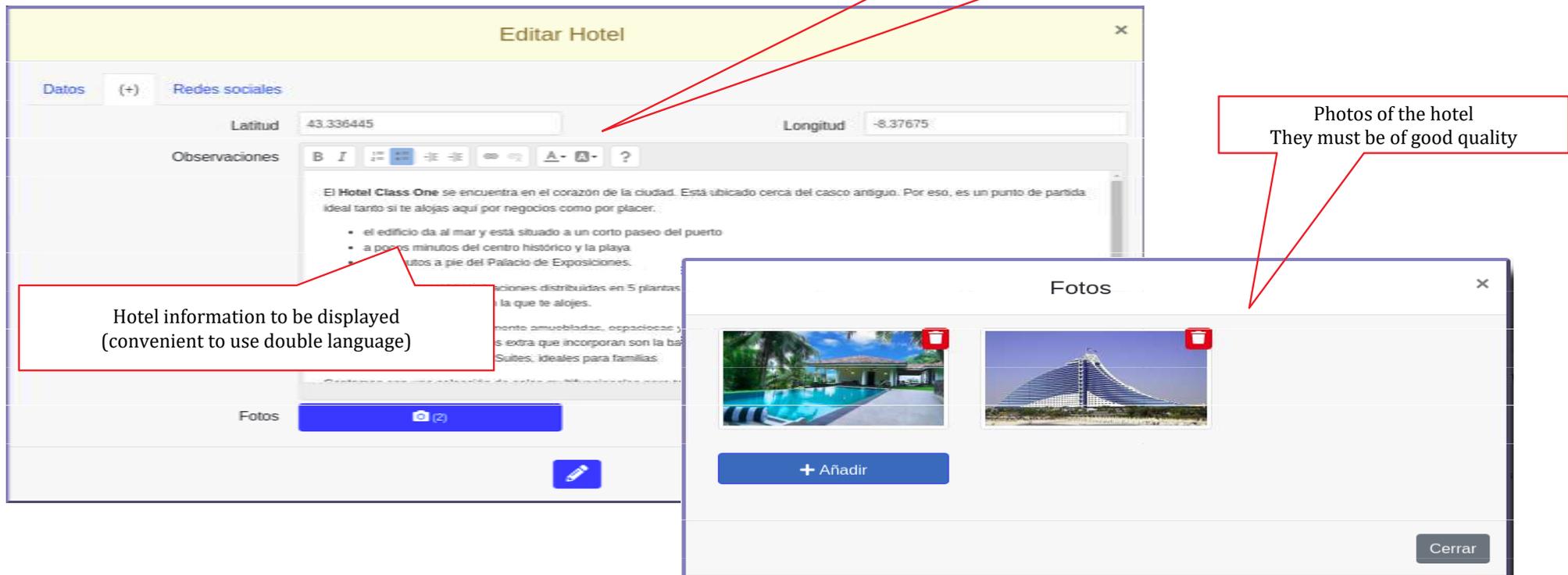
Host: the address for the connection will be established with this hotel's PMS.

Token: connecting token established at the hotel's PMS. They must match for a correct communication.

WhatsApp phone
By setting this number to guest from his smartphone a conversation will be opened from WhatsApp with the hotel for a more fluid conversation. It may or may not coincide with the previous.

Hotels

Hotel Features



The image displays two overlapping windows from a web application. The main window, titled "Editar Hotel", contains a form with the following elements:

- Datos (+) Redes sociales** (Data (+) Social networks)
- Latitud** (Latitude): 43.336445
- Longitud** (Longitude): -8.37675
- Observaciones** (Observations): A text area with a rich text editor toolbar. The text reads: "El Hotel Class One se encuentra en el corazón de la ciudad. Está ubicado cerca del casco antiguo. Por eso, es un punto de partida ideal tanto si te alojas aquí por negocios como por placer.":
 - el edificio da al mar y está situado a un corto paseo del puerto
 - a pocos minutos del centro histórico y la playa
 - autos a pie del Palacio de Exposiciones.
- Fotos** (Photos): A blue button with a camera icon and "(2)" next to it.

The second window, titled "Fotos", shows a gallery of two photos:

- A swimming pool with a building in the background.
- A modern building with a distinctive curved roof.

Below the photos is a blue button labeled "+ Añadir" (Add) and a grey button labeled "Cerrar" (Close).

Annotations with red boxes and arrows point to specific features:

- Data for the location of the hotel**: Points to the latitude and longitude input fields.
- Hotel information to be displayed (convenient to use double language)**: Points to the text area for observations.
- Photos of the hotel They must be of good quality**: Points to the photo gallery.

Hotels

Hotel Features

In **Social Networks** we will put the address of the different social networks that the hotel has to show with link to the guests.



The screenshot shows a web form titled "Editar Hotel" with a close button (X) in the top right corner. The form has two tabs: "Datos (+)" and "Redes sociales". The "Redes sociales" tab is active, displaying five input fields for social media links:

Social Network	Link
INSTAGRAM	<input type="text" value="https://instagram.com"/>
FACEBOOK	<input type="text" value="https://facebook.com"/>
TWITTER	<input type="text" value="https://twitter.com"/>
TRIPADVISOR	<input type="text"/>
FOURSQUARE	<input type="text"/>

At the bottom center of the form is a blue button with a white pencil icon, indicating an edit function.



Hotels

In **Users** we will be able to access the list of users registered as CWM administrators. Here you can register new users, delete existing ones or modify their access credentials.

Home Menú general español admin1

- Configuración
- Hoteles
- Clientes
- Usuarios**
- Noticias

Home Usuarios Español admin1

Q

Nombre de usuario	Contraseña	IP
admin1	*****	*****

25

Añadir Usuario

Nombre de usuario

Contraseña



News

All establishments like to be able to keep their customers informed of his latest developments and with the CWM it was going to be no less.

From the **News** section we can manage the news or activities that we want to communicate to the customers. These can be defined by hotel or be to all the establishments of a chain.

The news will be composed of a title, a short description and the date publication and additionally we can add some image or link to the website or blog of the hotel where you can get a more detailed description.

Home Menú general español admin1

- Configuración
- Hoteles
- Cientes
- Usuarios
- Noticias**

Home Noticias Español admin1

25

id.	Título	Descripción	Fecha	Hotel	URL	Publicado
1	¡Los niños se alojan gratis!	En Classone queremos que tus vacaciones superen tus expectativas más exigentes. Y, como no podía ser de otro modo, también las de aquellas personas a las que más quieres: tus hijos . Con ellos compartirás uno de los momentos más importantes del año, conviértelo en una experiencia en familia inolvidable. Por eso, la oferta de hoteles con niños pone a tu alcance esas vacaciones familiares que tanto anhelas, con una amplia variedad de propuestas de ocio infantil.	09/10/2019	Hotel Class One	www.classone.es	✓
2	Descubre nuestro programa de afiliación	Queremos mostrar nuestro agradecimiento y premiar la lealtad de nuestros miembros: nuestros clientes ganan puntos que pueden canjear por noches gratuitas, descuentos y beneficios exclusivos en todos nuestros hoteles en más de 20 países .	09/10/2019	-	www.classone.es	✓

1

News

The screenshot shows a web form titled "Añadir Noticias" with a yellow header. The form contains several fields: a "Publicado" checkbox, a "Titulo" field with a rich text editor, a "Descripción" field with a rich text editor, a "Fecha" field with a date input (dd/mm/aaaa), a "URL" field, and a "Hotel" dropdown menu. A blue button with a plus sign is at the bottom. Red callout boxes point to each of these fields with explanatory text.

Published
Control parameter must be marked for publish the news

Date of news
So that users can display it has to be earlier to the current date.

URL optional field with the address of the page where we can find the original news

Hotel
In case of a chain the hotel will be selected to which the news belongs, if none is selected will be considered as news global for all establishments and will show on the main screen
The news with partner hotel will be shown within the information specific to each hotel

In unique hotels all the news will be shown on the home page

Taking into account the **published** control parameter and the **date**, we can leave our news ready to be automatically published when a certain date is reached. To do this we simply have to leave the parameter published marked and set the future date when we want the news to be available to our customers.

Individual Configuration of each Hotel

Each hotel must configure its connection parameters with the CWM in addition to defining all characteristics of the same one they want to give to their customers.

To carry out the configuration we will have the section **B.9 Setup CWM**

The screenshot displays the 'B. Backoffice' section of the 'VACACIONAL TIME SHARING' system. The interface includes a top navigation bar with 'Módulos 11.0.0.1.1', 'Menú Principal | B. Backoffice', and 'Usuario: adminc1'. The main content area is divided into two columns of menu items. The left column lists items 1 through 8, with item 9, 'Setup - CWM', highlighted with a red border. The right column lists items A through I. A sidebar on the left contains various utility icons, and a sidebar on the right contains more icons and a 'Cambiar Menú Principal' button.

1	Auditoria de facturación	A	Borrado de históricos
2	Auditoria de producción	B	Recuperar históricos
3	Auditoria informática	C	Importar datos de 7Stars
4	Auditoria de reservas	D	Traducción de la aplicación
5	Auditoria Cargas de Trabajo front-desk	E	Importar datos Medallion
6	Generar nueva temporada	F	
7	Setup - General	G	Regenerar índice de clientes
8	Setup - Formatos/Interfaces	H	
9	Setup - CWM	I	

Individual Configuration. Connectivity

Connectivity

Endpoint of the CWM with which we want to connect the hotel

Token must correspond to the token that we have previously established in the Configuration section → CWM connectivity

Id Hotel will be the unique identifier of our hotel in the CWM, we can find its value in the list of Hotels

Debug: control parameter to establish when we are in testing or production. It must have the same value as in the CWM

The screenshot displays the 'B.9. Setup - CWM' configuration page. The left sidebar contains a menu with 'Conectividad' highlighted. The main content area is divided into two sections:

- Conectividad CWM:** This section contains four input fields: 'Endpoint' (empty), 'Token' (containing 'miCWM'), 'Id. Hotel' (containing '1'), and 'Debug' (checked).
- Programador de tareas CWM:** This section contains one input field: 'Hora de envío de emails relacionados con el CWM.' (empty).

On the right side, there is a section titled 'Avisos CWM' with a 'Mostrar Avisos CWM' button. Below it, a list of CWM alerts is shown, each with a toggle switch:

- Alta avería
- Encuesta calidad
- Actualización datos reserva
- Alta observaciones entrada en reserva
- Selección servicio en reserva
- Selección almohada
- Selección habitación
- Selección servicio en estancia
- Generación factura
- Pago factura
- Reserva cancelada
- Checkout
- Selección amenities
- Ecofriendly

CWM email sending time

We define the time at which they will be sent the various mails to the customers, as they can pre-check their reservation or have checked out.

Individual Configuration. CWM Notifications

From the CWM each guest will be able to carry out a multitude of actions relating to their reservation or stay, such as room selection, booking services, payments, check-out etc.

For the hotel it will be of vital importance to be aware of each of the new needs of its clients, for this reason the **CWM Notifications** appear, which will show us instantly each of the actions carried out.

The notifications may be merely informative or need to be managed by the hotel staff. You can select which types of notification need to be managed by our staff, so that when they're resolved they'll be marked as such.

The screenshot displays the 'B.S. Setup - CWM' configuration page in a web browser. The interface is divided into several sections:

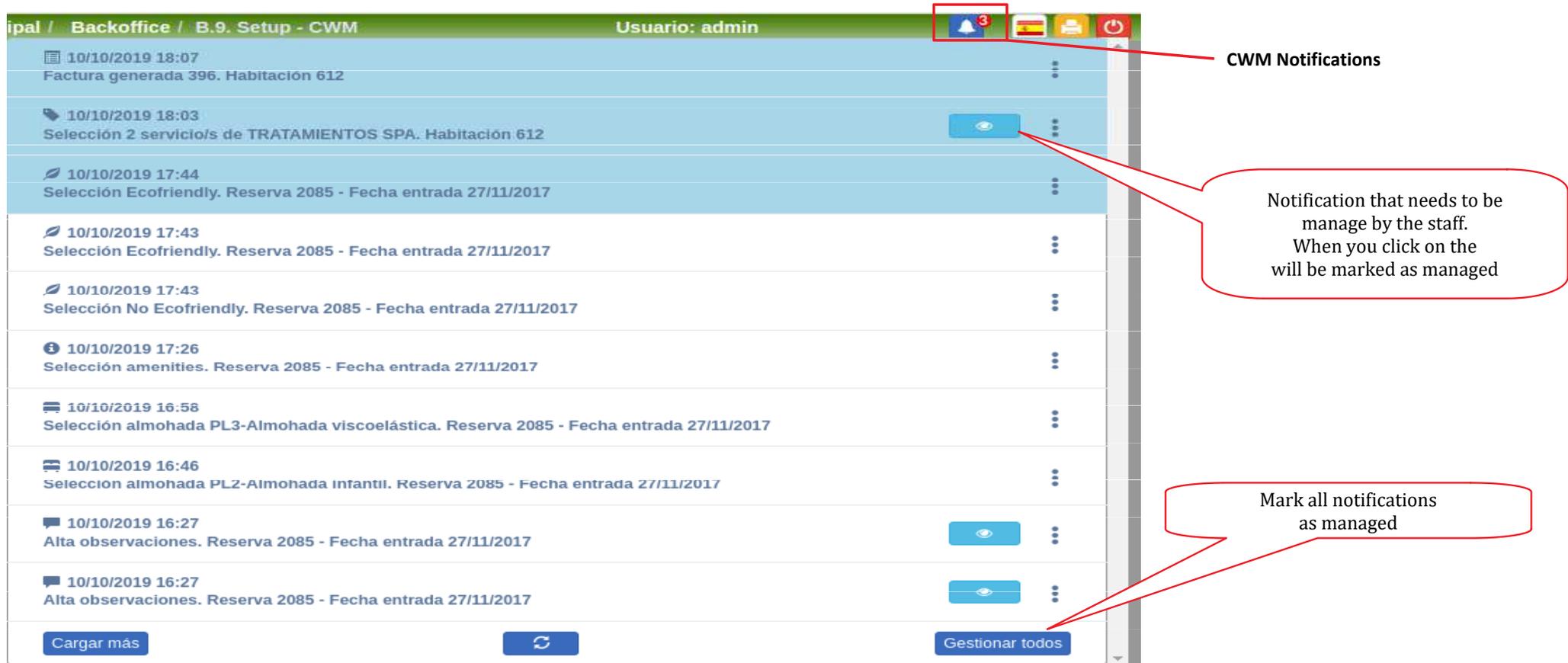
- Conectividad CWM:** Contains fields for 'Endpoint' (http://reservamimesa.com:9055/cwm), 'Token' (miCWM), 'Id. Hotel' (1), and a checked 'Debug' checkbox.
- Programador de tareas CWM:** Includes a field for 'Hora de envío de emails relacionados con el CWM'.
- Notificaciones CWM:** A table with a 'Mostrar Avisos CWM' checkbox and a list of notification types, each with a checkbox for activation. The list includes: Alta avería, Encuesta calidad, Actualización datos reserva, Alta observaciones entrada en reserva, Selección servicio en reserva, Selección almohada, Selección habitación, Selección servicio en estancia, Generación factura, Pago factura, Reserva cancelada, Checkout, Selección amenities, and Ecofriendly.

Annotations on the image:

- A red box highlights the 'Conectividad' menu item in the left sidebar.
- A red callout bubble points to the 'Mostrar Avisos CWM' checkbox with the text: "Activating the notifications of the CWM".
- A red callout bubble points to the notification list with the text: "We will define what kind of notifications they need of any action by the hotel staff".

Individual Configuration. CWM Notifications

Once the CWM notices have been activated and the privileges granted to the different users for their visualization, a new menu item will appear through which we will have access to consult the last notifications.



ipal / Backoffice / B.9. Setup - CWM Usuario: admin

CWM Notifications

10/10/2019 18:07	Factura generada 396. Habitación 612	
10/10/2019 18:03	Selección 2 servicio/s de TRATAMIENTOS SPA. Habitación 612	
10/10/2019 17:44	Selección Ecofriendly. Reserva 2085 - Fecha entrada 27/11/2017	
10/10/2019 17:43	Selección Ecofriendly. Reserva 2085 - Fecha entrada 27/11/2017	
10/10/2019 17:43	Selección No Ecofriendly. Reserva 2085 - Fecha entrada 27/11/2017	
10/10/2019 17:26	Selección amenities. Reserva 2085 - Fecha entrada 27/11/2017	
10/10/2019 16:58	Selección almohada PL3-Almohada viscoelástica. Reserva 2085 - Fecha entrada 27/11/2017	
10/10/2019 16:46	Selección almohada PL2-Almohada Infantil. Reserva 2085 - Fecha entrada 27/11/2017	
10/10/2019 16:27	Alta observaciones. Reserva 2085 - Fecha entrada 27/11/2017	
10/10/2019 16:27	Alta observaciones. Reserva 2085 - Fecha entrada 27/11/2017	

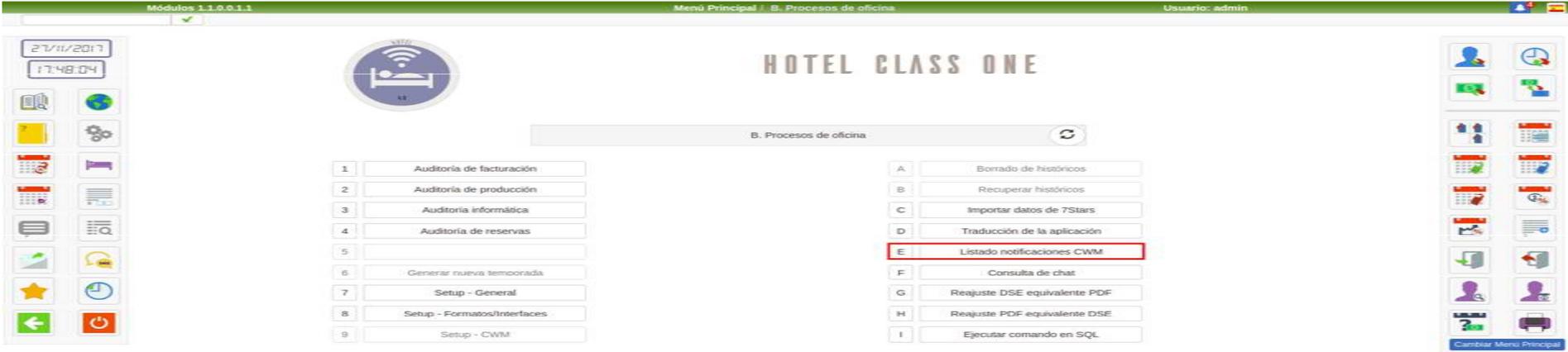
[Cargar más](#) [Gestionar todos](#)

Notification that needs to be managed by the staff.
When you click on the will be marked as managed

Mark all notifications as managed

Individual Configuration. CWM Notifications

In the alternative menu, within the section **B.E List of CWM notifications**, we can access the complete list of all CWM notifications with different search filters.



Módulos 1.1.0.0.1.1 | Menú Principal / B. Procesos de oficina | Usuario: admin

27/11/2017 | 17:48:04

HOTEL CLASS ONE

B. Procesos de oficina

- 1 Auditoría de facturación
- 2 Auditoría de producción
- 3 Auditoría informática
- 4 Auditoría de reservas
- 5
- 6 Generar nueva temporada
- 7 Setup - General
- 8 Setup - Formatos/Interfaces
- 9 Setup - CWM
- A Borrado de históricos
- B Recuperar históricos
- C Importar datos de 7Stars
- D Traducción de la aplicación
- E Listado notificaciones CWM**
- F Consulta de chat
- G Reajuste DSE equivalente PDF
- H Reajuste PDF equivalente DSE
- I Ejecutar comando en SQL



Menú Principal / Procesos de oficina / B.E. Listado notificaciones CWM | Usuario: admin

Fecha entre: 01/09/2019 - 09/10/2019
Tipo: Alta avería

Fecha	Núm. Docs.	Habitación	Tipo	Avión	Gestionado por
09/10/2019 17:30	90216	612	Alta avería	Alta avería. Habitación 612	
20/09/2019 13:29	90216	612	Alta avería	Alta avería. Habitación 612	
16/09/2019 13:29	90716	617	Alta avería	Alta avería. Habitación 617	
10/09/2019 09:18	90216	612	Alta avería	Alta avería. Habitación 612	
09/09/2019 13:38	2081	629	Alta avería	Alta avería. Habitación 629	
09/09/2019 13:27	90216	612	Alta avería	Alta avería. Habitación 612	

Individual Configuration. Pre-checkin

In this section we can configure the different services and options that will be offered to the guest from the **CWM Precheckin**

The screenshot shows the 'Pre-Checkin' configuration page in the CWM system. It is divided into several sections:

- Permitir Cancelaciones:** A section for configuring cancellation policies.
- Pre-Checkin CWM:** A list of options for the guest to select during pre-checkin, such as 'Código Almohada', 'Código Amenities', 'Servicio Escoger hab.', 'Código Ver más hab.', and 'Código Ecofriendly'. Each option has a dropdown menu and a percentage discount field.
- Pre-Checkin Habitaciones:** A table showing room characteristics, prices, and the number of rooms with defects.
- Pre-Checkin Servicios:** A table listing various services and their associated discount percentages.
- Ecofriendly:** A section for configuring the 'Ecofriendly' option, including a detailed service description.

Callouts provide additional context for these sections:

- Mapping of the different options to offer in Precheckin with services of the hotel.** Each of them must have a service partner to be available for the client at CWM and to be able to proceed to its subsequent invoicing.
- Precheckin rooms**
- Service description** which will be offered if the customer select the **Ecofriendly** option (if available) It is recommended to use two Languages in their definition
- Mapping of Extra Hotel Services** that can be selected during prechecking, they will be able to have a discount for online selection.

Mapping of the different options to offer in Precheckin with services of the hotel. Each of them must have a service partner to be available for the client at CWM and to be able to proceed to its subsequent invoicing.

Precheckin rooms

Service description which will be offered if the customer select the **Ecofriendly** option (if available) It is recommended to use two Languages in their definition

Mapping of Extra Hotel Services that can be selected during prechecking, they will be able to have a discount for online selection.

Individual Configuration. Pre-checkin

Pre-Checkin rooms

In CWM we can give the client the option of choosing their room from among those available, inside your room type.

To do this we must map the characteristics of the rooms that will be available online.

In this section we will define those characteristics as well as the price the selection will have.

We will also mark the number of rooms that will be shown by default for that feature as long as there are available and the price of the room if the one selected is not within those initially shown..

Pre-Checkin Habitaciones				
Característica	Precio	N Habs. defecto	Precio ver más habs.	
<input type="text" value="CS"/>	<input type="text" value="0.0"/>	<input type="text" value="5"/>	<input type="text" value="10.0"/>	<input type="button" value="X"/>
<input type="text" value="TT"/>	<input type="text" value="4.0"/>	<input type="text" value="5"/>	<input type="text" value="10.0"/>	<input type="button" value="X"/>
<input type="text" value="V+"/>	<input type="text" value="10.0"/>	<input type="text" value="5"/>	<input type="text" value="10.0"/>	<input type="button" value="X"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="+"/>

When the client is shown the different rooms it may be the case that we do not want them to be seen all the characteristics that it has defined, so it is possible to hide a certain characteristic.

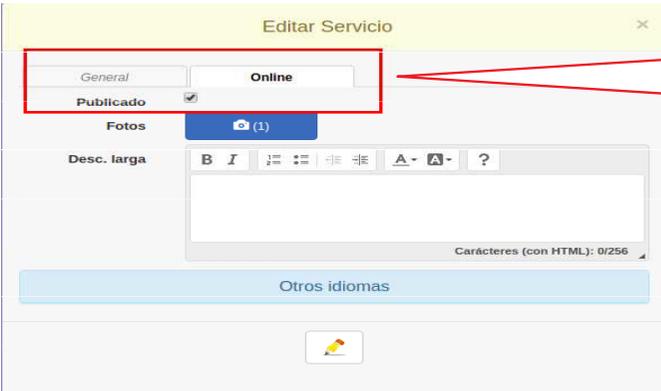
Ocultar Características Habitación	
<input type="text" value="1"/>	<input type="button" value="X"/> <input type="text"/> <input type="button" value="+"/>

Individual Configuration. Stay

In **Stay** we will select which services are available to guests when they are already staying at the hotel. We may add a certain percentage of discount for making your selection through the CWM.



To be able to register a service in stay this has to be marked as **Published Online** in its definition within the **Services File (A.6)**



Published
The service will be available for the mapping within the stay services. If this option is not marked, no will appear in the above drop-down list for your selection.

Individual Configuration. Hotel Information

Booking Engine

The address of the hotel booking engine will be established if available, by creating a direct link with the CWM so that clients can make their new reservations.

The screenshot shows the 'Motor de reservas' (Booking Engine) configuration page in the CWM Backoffice. The page title is 'Motor de reservas' and the breadcrumb is 'Principal / Backoffice / B.9. Setup - CWM'. The user is logged in as 'Usuario: adminc1'. The left sidebar contains a menu with 'Información del hotel' selected. The main content area is titled 'Información sobre el wifi' and contains a text editor with the following text: 'WiFi gratuito para todos los huéspedes del hotel.', 'Nombre de Red: VACACIONAL_TIME_SHARING', and 'Clave: Hotel_Classone'. The text editor has a toolbar with various formatting options and a character count of 'Caracteres (con HTML): 132/15000'.

Hotel Wifi

All the information regarding the hotel's WiFi, prices, access methods, connection keys will be added. It is recommended to use double language

Individual Configuration. Email Checkin

Definition of the days before the guest's checkin with which the mail will be sent offering the possibility of making the Precheckin Online. Up to three dates can be set.

The screenshot shows the 'Configuración Email Entradas previstas' interface. On the left, a sidebar menu lists various settings, with 'Email Entradas previstas' selected. The main area contains a configuration form with the following elements:

- Días de antelación:** A field set to '195'.
- Asunto:** A text field containing 'Pre check in'.
- Plantilla Email:** A rich text editor with a toolbar and a preview area. The preview shows a personalized email template with placeholders like '#@2@#' and '#@5@#'. The text includes a greeting and a link to complete reservation details.
- Canal and Agencia:** Two dropdown menus, both with green checkmarks, indicating they are selected.

At the bottom, a legend defines the placeholders: '#@1@#': Número de reserva and '#@2@#': Nombre huésped.

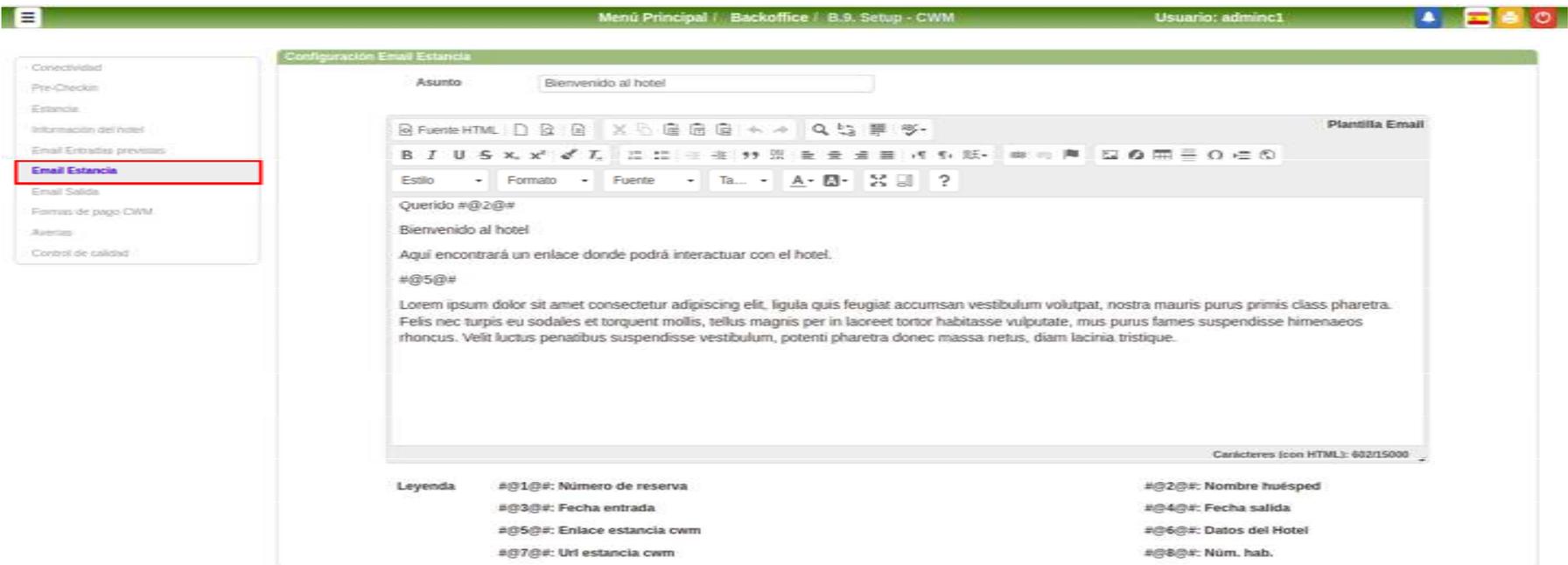
Selection of **agencies and channels** whose reservations will not be sent on incoming mail

Formatter of the incoming email offering the possibility to perform Precheckin online

Individual Configuration. Email Stay

Formatter of the email to be sent to the guest at check-in, **when it has become a stay.**

This email will give access to the Stay section within the CWM



Menú Principal / Backoffice / B.9. Setup - CWM Usuario: adminc1

Configuración Email Estancia

Asunto: Bienvenido al hotel

Plantilla Email

Querido #@2@#

Bienvenido al hotel

Aquí encontrará un enlace donde podrá interactuar con el hotel.

#@5@#

Lorem ipsum dolor sit amet consectetur adipiscing elit, ligula quis feugiat accumsan vestibulum volutpat, nostra mauris purus primis class pharetra. Felis nec turpis eu sodales et torquent mollis, tellus magnis per in laoreet tortor habitasse vulputate, mus purus fames suspendisse himenaeos rhoncus. Velit luctus penatibus suspendisse vestibulum, potenti pharetra donec massa netus, diam lacinia tristique.

Caracteres (con HTML): 602/15000

Leyenda

#@1@#:	Número de reserva	#@2@#:	Nombre huésped
#@3@#:	Fecha entrada	#@4@#:	Fecha salida
#@5@#:	Enlace estancia cwm	#@6@#:	Datos del Hotel
#@7@#:	Url estancia cwm	#@8@#:	Núm. hab.

Individual Configuration. Email Check-out

Formatter of the email to be sent to the client when he **has already left the hotel**.

You can define the number of days from the date of departure to the sending of the email.

With this mail it will be able to access the invoices of their stay and complete the questionnaire about the quality of the hotel in case he's available.

The screenshot displays the 'Configuración Email Salida' (Email Check-out Configuration) page. The interface includes a sidebar on the left with the following menu items: Conectividad, Pre-Checkin, Estancia, Información del hotel, Email Entradas previstas, Email Estancia, **Email Salida** (highlighted), Formas de pago CWM, Avenidas, and Control de calidad. The main configuration area is titled 'Configuración Email Salida' and contains the following elements:

- Días transcurridos:** A text input field containing the value '5'.
- Asunto:** A text input field containing 'Gracias por su Visita / Thanks for your visit'.
- Plantilla Email:** A rich text editor with a toolbar and a text area containing the following content:

Lorem ipsum dolor sit amet consectetur adipiscing elit, ligula quis feugiat accumsan vestibulum volutpat, nostra mauris purus primis class pharetra. Felis nec turpis eu sodales et torquent mollis, tellus magnis per in laoreet tortor habitasse vulputate, mus purus fames suspendisse himenaeos rhoncus. Velit luctus penatibus suspendisse vestibulum, potenti pharetra donec massa netus, diam lacinia tristique.

Su reserva n. / Your Reservation : #@1@#
 Fecha de Entrada / Data Entry : #@2@#
- Caracteres (con HTML):** 570/15000
- Leyenda:**
 - #@1@#: Número de reserva
 - #@3@#: Fecha entrada
 - #@5@#: Enlace salidas cwm
 - #@7@#: Url salidas cwm
 - #@2@#: Nombre huésped
 - #@4@#: Fecha salida
 - #@6@#: Datos del Hotel
 - #@8@#: Núm. hab.

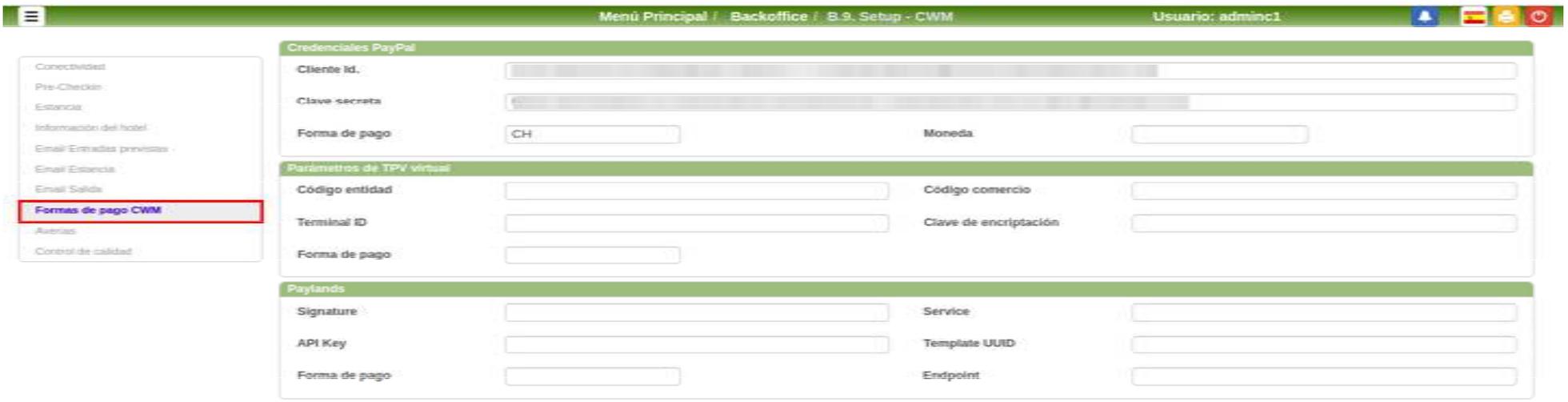
Individual Configuration. Payment methods

EAt CWM, guests can be offered the possibility of making their payments directly through their Smartphone. To do this, the different payment possibilities that you want to offer must be configured on this screen.

For a payment method to be available, all the fields of its configuration must be completed.

Available payment methods:

- .Paypal**
- .Virtual POS (consult homologated)**
- .Paylands**



The screenshot shows a web-based configuration interface for CWM. The top navigation bar includes 'Menú Principal / Backoffice / 8.9. Setup - CWM' and 'Usuario: admin1'. On the left, a sidebar menu lists various configuration options, with 'Formas de pago CWM' highlighted in red. The main content area is divided into three sections: 'Credenciales PayPal', 'Parámetros de TPV virtual', and 'Paylands'. Each section contains several input fields for configuration.

Credenciales PayPal			
Cliente Id.	<input type="text"/>		
Clave secreta	<input type="text"/>		
Forma de pago	<input type="text" value="CH"/>	Moneda	<input type="text"/>

Parámetros de TPV virtual			
Código entidad	<input type="text"/>	Código comercio	<input type="text"/>
Terminal ID	<input type="text"/>	Clave de encriptación	<input type="text"/>
Forma de pago	<input type="text"/>		

Paylands			
Signature	<input type="text"/>	Service	<input type="text"/>
API Key	<input type="text"/>	Template UUID	<input type="text"/>
Forma de pago	<input type="text"/>	Endpoint	<input type="text"/>

Individual Configuration. Failures

The guest will be given the option to report a fault as soon as it is detected.

We will configure what **type of fault** should be associated to and the **priority** of the same.



Individual Configuration. Quality control

The satisfaction of our guests and the quality of our establishment is always an aspect to take into account. In order to know the opinion of each guest after their stay we can have available at the CWM the **quality questionnaire**. We will simply have to select the questions we want to ask within the ones we have defined in the **module G of Quality Control of the Hotel**.

