

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 the version 'Módulos 1.1.0.0.1.1', the current menu 'Menú Principal / B. Backoffice', and the user 'Usuario: adminc1'. The main content area is titled 'B. Backoffice' and contains two columns of menu items. The item '9 Setup - CWM' is highlighted with a red border. The right sidebar contains various utility icons and a 'Cambiar Menú Principal' button.

Item	Description
1	Auditoria de facturación
2	Auditoria de producción
3	Auditoria informática
4	Auditoria de reservas
5	Auditoria Cargas de Trabajo front-desk
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	Importar datos Medallion
F	
G	Regenerar índice de clientes
H	
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:** Contains fields for 'Endpoint', 'Token' (value: miCWM), 'Id. Hotel' (value: 1), and a checked 'Debug' checkbox.
- Programador de tareas CWM:** Contains a field for 'Hora de envío de emails relacionados con el CWM'.

On the right side, there is a section for 'Avisos CWM' with a 'Mostrar Avisos CWM' toggle. Below it, a list of 'Avisos CWM gestión necesaria' includes items like 'Alta avería', 'Encuesta calidad', 'Actualización datos reserva', etc., each with a toggle switch.

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. On the left, a sidebar menu is visible with 'Conectividad' highlighted. The main content area is divided into two sections: 'Conectividad CWM' and 'Programador de tareas CWM'. The 'Conectividad CWM' section contains fields for 'Endpoint' (http://reservamimesa.com:9055/cwm), 'Token' (miCWM), 'Id. Hotel' (1), and a checked 'Debug' checkbox. The 'Programador de tareas CWM' section includes a dropdown for 'Hora de envío de emails relacionados con el CWM'. On the right, the 'Avisos CWM' section is titled 'Mostrar Avisos CWM' and lists various notification types, each with a checkbox for activation. A red callout box points to the 'Mostrar Avisos CWM' header, and another red callout box points to the list of notification types.

Avisos CWM	
Mostrar Avisos CWM	
Avisos CWM gestión necesaria	
Alta avería	<input type="checkbox"/>
Encuesta calidad	<input type="checkbox"/>
Actualización datos reserva	<input type="checkbox"/>
Alta observaciones entrada en reserva	<input type="checkbox"/>
Selección servicio en reserva	<input type="checkbox"/>
Selección almohada	<input type="checkbox"/>
Selección habitación	<input type="checkbox"/>
Selección servicio en estancia	<input type="checkbox"/>
Generación factura	<input type="checkbox"/>
Pago factura	<input type="checkbox"/>
Reserva cancelada	<input type="checkbox"/>
Checkout	<input type="checkbox"/>
Selección amenities	<input type="checkbox"/>
Ecofriendly	<input type="checkbox"/>

Activating the notifications of the CWM

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.

The screenshot displays a web application interface for CWM Notifications. The header shows the user is logged in as 'admin' and the current page is 'B.9. Setup - CWM'. A notification bell icon in the top right corner indicates 3 notifications. The main content area lists several notifications, each with a timestamp and a description. A red callout points to the notification bell icon, labeled 'CWM Notifications'. Another red callout points to a blue eye icon next to a notification, labeled 'Notification that needs to be manage by the staff. When you click on the will be marked as managed'. A third red callout points to a blue eye icon next to another notification, labeled 'Mark all notifications as managed'. The bottom bar contains buttons for 'Cargar más', a refresh icon, and 'Gestionar todos'.

Timestamp	Description	Action
10/10/2019 18:07	Factura generada 396. Habitación 612	...
10/10/2019 18:03	Selección 2 servicio/s de TRATAMIENTOS SPA. Habitación 612	Eye icon, ...
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	Eye icon, ...
10/10/2019 16:27	Alta observaciones. Reserva 2085 - Fecha entrada 27/11/2017	Eye icon, ...

Buttons: Cargar más, Refresh, Gestionar todos

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.

Fecha	Núm. Rsva.	Habitación	Tipo	Aviso	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	
10/09/2019 13:23	90216	612	Alta avería	Alta avería. Habitación 612	
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**

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

The screenshot shows the 'Pre-Checkin CWM' configuration page. It includes sections for 'Permitir Cancelaciones', 'Pre-Checkin CWM' (with fields for codes and discounts), 'Pre-Checkin Habitaciones' (with a table of room characteristics), and 'Pre-Checkin Servicios' (with a table of services and discounts). A 'Pre-Checkin Ecofriendly' section contains an HTML editor with a description of eco-friendly services.

Característica	Precio	N Habs. defecto	Precio ver más habs.
CS	0.0	5	10.0
TT	4.0	5	10.0
V+	10.0	5	10.0

Servicio	% Descuento
11	10
23	10
68	5
14	10
16	5
54	5

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..

Característica	Precio	N Habs. defecto	Precio ver más habs.	
CS	0.0	5	10.0	×
TT	4.0	5	10.0	×
V+	10.0	5	10.0	×
				+

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	
1	+

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.

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

Servicio	% Descuento	
45	2	X
26	10	X
41	5	X
		✓

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)**

Editar Servicio

General Online

Publicado

Fotos (1)

Desc. larga

Otros idiomas

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' (Reservation Engine) configuration page. The browser address bar shows 'https://reservahotel.com/demo'. The page title is 'Motor de reservas'. The 'Dirección' field contains 'https://reservahotel.com/demo'. Below this is the 'Información sobre el wifi' (WiFi Information) section, which includes a rich text editor with the following content: 'WiFi gratuito para todos los huéspedes del hotel.', 'Nombre de Red: VACACIONAL_TIME_SHARING', and 'Clave: Hotel_Classone'. The left sidebar contains a menu with 'Información del hotel' selected. The top navigation bar shows 'Principal / Backoffice / B.9. Setup - CWM' and 'Usuario: adminc1'.

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.

Menú Principal / Backoffice / B.9. Setup - C...

Usuario: adminc1

Conectividad
Pre-Checkin
Estancia
Información del hotel
Email Entradas previstas
Email Estancia
Email Salida
Formas de pago CWM
Averías
Control de calidad

Configuración Email Entradas previstas

Días de antelación: 195

Asunto: Pre check-in

Plantilla Email

Querido #@2@#

Como se acerca su estancia en nuestro hotel, le enviamos un enlace para que pueda cumplimentar datos y evitarse colas en su llegada.

#@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.

Carácteres (con HTML): 721/15000

Legenda: #@1@#: Número de reserva. #@2@#: Nombre huésped

Canales a los que no enviar
Canal: [input checked="checked" type="checkbox"]

Agencias a las que no enviar
Agencia: [input checked="checked" type="checkbox"]

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

The screenshot displays the 'Configuración Email Estancia' (Stay Email Configuration) interface. At the top, the breadcrumb trail reads 'Menú Principal / Backoffice / B.9. Setup - CWM' and the user is identified as 'Usuario: adminc1'. On the left, a sidebar menu lists various system settings, with 'Email Estancia' highlighted in red. The main content area is titled 'Configuración Email Estancia' and features a subject line field containing 'Bienvenido al hotel'. Below this is a rich text editor with a toolbar and a text area containing a sample email body. The email body starts with 'Querido #@2@#', followed by 'Bienvenido al hotel', a line about finding a link to interact with the hotel, and a placeholder '#@5@#'. The body concludes with a paragraph of Lorem Ipsum text. At the bottom of the editor, it shows 'Caracteres (con HTML): 602/15000'. A legend at the bottom left defines the placeholders: '#@1@#': Número de reserva, '#@3@#': Fecha entrada, '#@5@#': Enlace estancia cwm, and '#@7@#': Url estancia cwm. A second legend on the right defines: '#@2@#': Nombre huésped, '#@4@#': Fecha salida, '#@6@#': Datos del Hotel, and '#@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 navigation options: Conectividad, Pre-Checkin, Estancia, Información del hotel, Email Entradas previstas, Email Estancia, **Email Salida** (highlighted), Formas de pago CWM, Averías, 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 placeholder text: 'Lorem ipsum dolor sit amet consectetur adipiscing elit, liqua 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.' Below the text area, there are two lines of placeholder text: 'Su reserva n. / Your Reservation : #@1@#' and 'Fecha de Entrada / Data Entry : #@2@#'.
- Caracteres (con HTML):** A status bar at the bottom right of the text editor showing '57015000'.
- Leyenda:** A legend at the bottom of the page defining the placeholders:

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

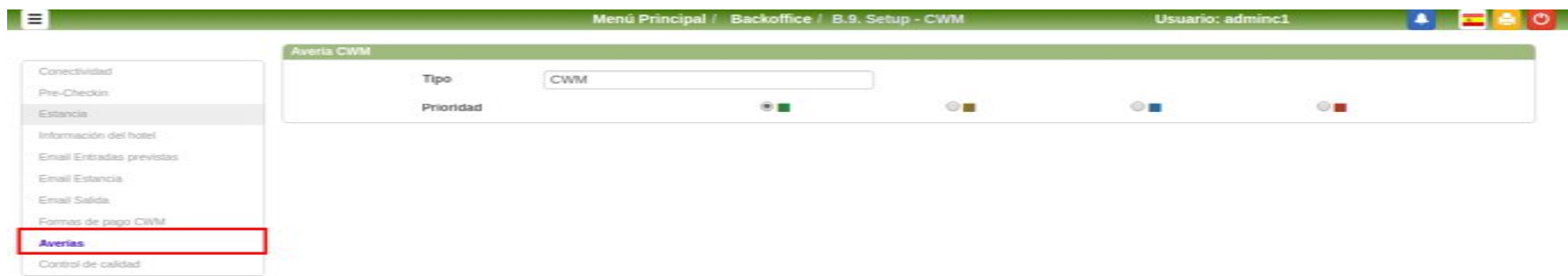
The screenshot shows a web-based configuration interface for CWM. The top navigation bar includes 'Menú Principal / Backoffice / B.9. Setup - CWM' and 'Usuario: adminc1'. On the left, a sidebar menu lists various settings, with 'Formas de pago CWM' highlighted in red. The main content area is divided into three sections:

- Credenciales PayPal:** Fields for 'Cliente Id.', 'Clave secreta', 'Forma de pago' (set to 'CH'), and 'Moneda'.
- Parámetros de TPV virtual:** Fields for 'Código entidad', 'Código comercio', 'Terminal ID', and 'Clave de encriptación'.
- Paylands:** Fields for 'Signature', 'API Key', 'Forma de pago', 'Service', 'Template UUID', and 'Endpoint'.

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.



The screenshot shows a web application interface with a green header bar. The header contains a menu icon, the text "Menú Principal / Backoffice / B.9. Setup - CWM", and the user name "Usuario: adminc1". On the left side, there is a vertical menu with several items: "Conectividad", "Pre-Checkin", "Estancia", "Información del hotel", "Email Entradas previstas", "Email Estancia", "Email Salida", "Formas de pago CWM", "Averías", and "Control de calidad". The "Averías" item is highlighted with a red border. The main content area is titled "Avería CWM" and contains a form with two fields: "Tipo" with a dropdown menu set to "CWM", and "Prioridad" with four radio buttons, each accompanied by a small colored square (green, yellow, blue, and red).

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**.

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

Control de calidad

Test de Evaluación Marcar todos Desmarcar todos

Hotel en general

- Estado general
- Limpieza en general
- Estado y calidad de la piscina
- Jardines
- Parque infantil

Habitación

- Amplitud
- Equipamiento
- Limpieza y cambio de ropa
- Atención del personal de limpieza

Recepción

- Atención
- Competencia
- Conocimiento de idiomas
- Ambiente y equipamiento

Restaurante

- Atención
- Competencia
- Ambiente y equipamiento
- Limpieza en la mesa
- Limpieza en el restaurante

Test de Información Marcar todos Desmarcar todos

Hotel en general

- ¿Como nos conocio?
- Grado de satisfacción
- Recomendar Instalaciones

Nuestros colaboradores

- Contrato servicio de Golf
- Coche de alquiler