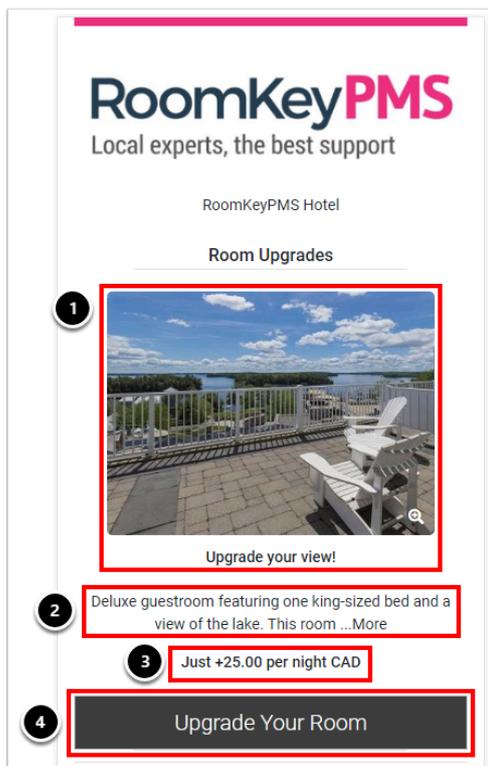


# Guest Mobile Check-in with Upselling

**i** The following article demonstrates the Upselling experience from the guest perspective during Mobile Check-In. For more information about how to setup the Upselling module, check out this article: [How to Customize Upselling for Mobile Check-In](#)

When an upgrade is available, the **Room Upgrade** page will appear after the Guest Details page during guest mobile check-in. The following features appear on this page:

1. Custom Image and Upgrade Description (call to action)
2. Room Type Description
3. Upgrade Fee
4. Upgrade button



When the Upgrade You Room button is selected, the guest **SUMMARY OF CHANGES** popup will appear and display the following:

- **CURRENT RATE:** this is the rate that the guest originally booked
- **NEW RATE:** this is the rate that includes the upgrade fee

The guest can select the **Yes** button to confirm the new rate change, proceed to the Reservation Details page and complete the Guest Mobile Check-In process.



If the Room Type selected was sold to another guest while they pondered their decision, then a warning would appear advising the guest that the room is no longer available and the Room Upgrade page will refresh with only the available upgrades.

### SUMMARY OF CHANGES ×

	CURRENT RATE	NEW RATE
Mon, Oct 31, 2022	195.00	220.00
Tue, Nov 1, 2022	195.00	220.00
Wed, Nov 2, 2022	195.00	220.00

Confirm Changes?



As soon as the guest selects YES, the upgrade is completed in RoomKeyPMS. They cannot "undo" their choice and must call the hotel directly should they change their mind. If they select "No" on this screen, it will return to the Room Upgrade screen where they can select a different upgrade or "Continue Without Upgrade" if they do not want to upgrade at all.