

Guest Mobile Check-in Web Portal

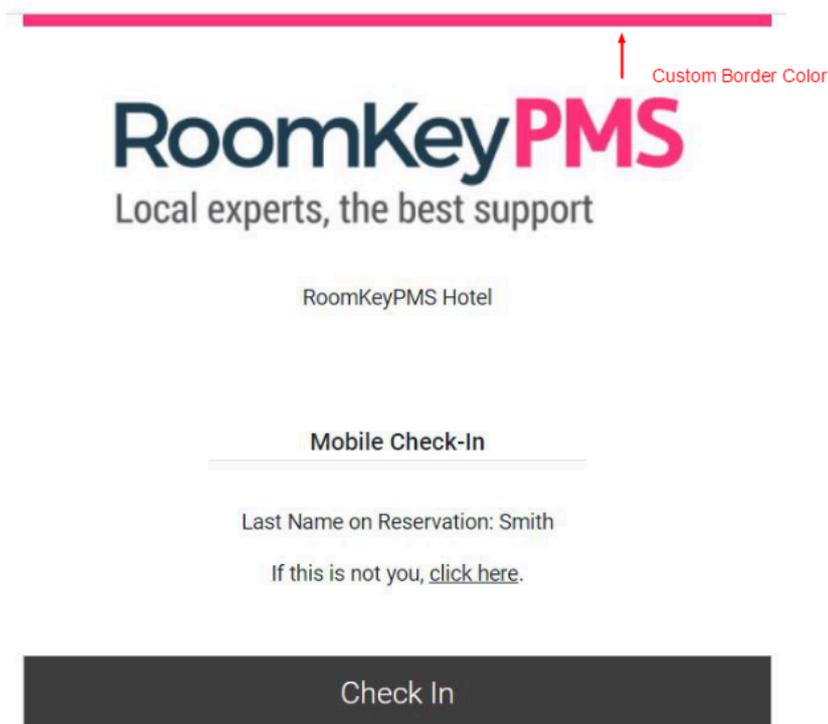
The RoomKeyPMS Mobile feature enables properties to integrate a physically distanced arrival and departure process for their guests.

This is an add-on feature to RoomKeyPMS. Please contact us if you are interested in [Mobile Check-In/Out](#).

Note: This feature is only available on versions of RoomKeyPMS 10.0.0.15 or later.

Guest Pre-Arrival Workflow

Guests will receive a link from the property prior to arrival to complete the registration process. Each property will have customized landing page according to their branding standards. The color of the top bar and logo can be customized directly within RoomKeyPMS. However, the overall layout of the landing page will be similar for all properties.



Any details attached to the guest reservation will appear on the next screen. The guest can input any missing data or make any corrections necessary. If there is a correction made to either the first name or last name of the guest, a new profile will be created in RoomKeyPMS. Otherwise, any other fields that are added or modified will be updated to the current guest profile attached to the reservation.

Your Information

To expedite your check-in please verify your information:

EMAIL (REQUIRED)

jbrown@gmail.com

FIRST NAME

Jeff

LAST NAME

Brown

PHONE NUMBER

604-984-6001

ADDRESS

Unit 8152 - 200-375 Water Street

CITY

Vancouve ← Example of spelling error

COUNTRY

Canada

STATE/PROVINCE

British Columbia

ZIP/POSTAL CODE

V6B 0M9

There are additional fields properties may choose to include as part of this process such as loyalty number, marketing opt-in, or vehicle information. These fields will also update to the current guest profile attached to the reservation. The guest can proceed to the next page by selecting **Next**.

LOYALTY NUMBER (OPTIONAL)

2345695

MARKETING OPT-IN



VEHICLE LICENSE PLATE

BVX 559

VEHICLE MAKE

BMW

VEHICLE MODEL

SUV

VEHICLE COLOR

Black

Next

Questions? Please call the Front Desk at 1-800-234-5695

The next screen allows the guest to review their reservation details that the property has on file. The standard information will include the arrival date, departure date, room type, number of adults and children. and an overview of their room charge summary.

Reservation Details

ARRIVAL	Wed, Jun 10, 2020
DEPARTURE	Sat, Jun 13, 2020
ROOM TYPE	Standard King
ADULTS	2
CHILDREN	0

ROOM CHARGE SUMMARY
All Prices displayed in: CAD

Room Charge	330.00
Other Charge	0.00
Tax	16.50
Total Charges	346.50
Credits	0.00
Balance Due	346.50

An additional option properties can customize is to display the daily rate breakdown. Before the guest can proceed to the next page, each guest must accept the Terms and Conditions. This can either be done by selecting the tick box or selecting **Terms and Conditions**.

DAILY RATE

Wed, Jun 10, 2020	110.00
Thu, Jun 11, 2020	110.00
Fri, Jun 12, 2020	110.00

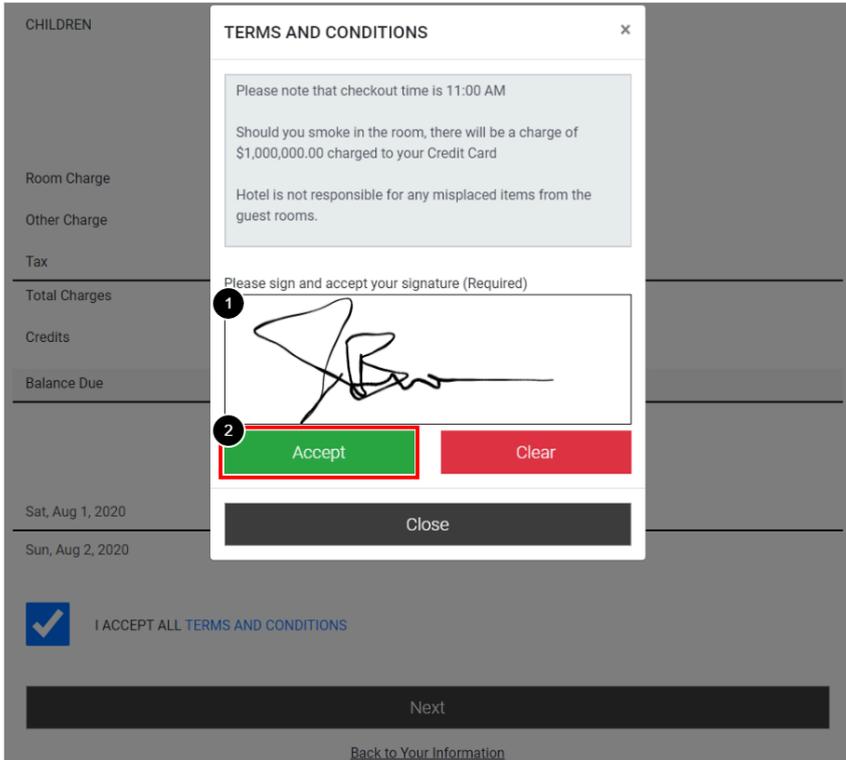
I ACCEPT ALL [TERMS AND CONDITIONS](#)

Next

[Back to Your Information](#)

Questions? Please call the Front Desk at 1-800-234-5695

After selecting either option, an overlay window will appear displaying the Terms and Conditions. The text displayed can be fully customized by the property or can pull the default Reg Card note in RoomKeyPMS. The guest will be required to sign using the touch screen on a mobile device to acknowledge the Terms and Conditions. Once the guest has signed, they can select **Accept** to proceed or **Clear** to re-input their signature. The window will automatically close once the signature is accepted.



Once the guest has reviewed and acknowledged the Terms and Conditions, the tick box will be marked as checked. The guest is now able to proceed to the next page by selecting Next. If there are any discrepancies with the reservation details, properties can choose to include a customized footer at the bottom of the screen with instructions on how to contact the property.

DAILY RATE

Wed, Jun 10, 2020	110.00
Thu, Jun 11, 2020	110.00
Fri, Jun 12, 2020	110.00



I ACCEPT ALL [TERMS AND CONDITIONS](#)

Next

[Back to Your Information](#)

Custom Footer → Questions? Please call the Front Desk at 1-800-234-5695

The next page allows the guest to add their credit card information or indicate if they will be providing an alternative form of payment.

Payment Details

BALANCE DUE 230.00

Your credit card will be authorized for the indicated amount plus an additional \$100.00 for incidentals.

[Add Credit Card for Payment](#)

USING ALTERNATE PAYMENT

We do not accept cash. However, if you have an alternative form of payment, please click the checkbox above to proceed.

[Next](#)

[Back to Reservation Details](#)

Questions? Please contact the Front Desk at support@roomkeypms.com or call 1-800-234-5695.

Clicking "Add Credit Card for Payment" opens a secure box for the guest to enter details.

CREDIT CARD DETAILS ×

Cardholder Name

Card Number

Expiration
Month... Year...

Card Security Code
(what's this?)

[Secure My Payment Information](#)

Once the payment information is complete, the guest will be asked to provide identification in the form of a picture of the ID and a picture of themselves. They can opt to instead provide ID at the front desk.

Identification

This identification will be used to verify your identity prior to issuing your room keys. Please note, these pictures will be deleted from our system immediately at check-out.

Photo Identification

Picture of Yourself

[Next](#)

Provide ID at Property

[Back to Payment Details](#)

The next page will provide the guest the opportunity enter the expected arrival time to the hotel - below this field the check-in time is stated as configured by the property. In addition, the

guest can advise the property of any requests or comments. This information will add a reservation note in RoomKeyPMS and trigger a notification to the property via a task in the Message Centre. The guest can complete their pre-arrival process by selecting **Complete**.

RoomKeyPMS

Local experts, the best support

RoomKeyPMS Hotel

Arrival Details

Please select your expected arrival time

05:45 PM 

1

Additional Comments

Request for dinner reservation for 2 people at the hotel's restaurant for 6:30 PM.

2

Complete

[Back to Reservation Details](#)

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The guest will receive a final landing page to advise that the pre-arrival process has successfully been completed. Properties have the ability to customize a note advising guests of any hotel arrival instructions.

RoomKeyPMS

Local experts, the best support

RoomKeyPMS Hotel

Successfully Completed

Custom Text



RESERVATION #: 1185

When you arrive please pull up to the main doors and wait for our Concierge to greet you. The Concierge will take your name and advise you to park in a designated parking spot. Shortly after you park a Front Desk Agent will come to your car with everything you need to access your Guest Room.

Once you have everything you need, please proceed to the nearest elevator to your room and be sure to use the hand sanitizer before & after using the elevator.

Enjoy your stay!

Questions? Please call the Front Desk at 1-800-234-5695

Immediate Updates in RoomKeyPMS

All modifications to reservation details will be updated immediately in RoomKeyPMS. If the reservation is currently open, any pertinent information will update as soon as the screen is refreshed. All clerks attached to the Mobile Notifications Department in the Clerks module will receive a notification via a task in the Message Centre that a mobile check-in has been completed along with any new or updated information.

