







The Wheel: Customer Centric Design



CUSTOMER CENTRIC DESIGN

- Identify CDP customer data platform with extensive CRM
- *Connect* Single or bulk blast e-mail, SMS, fax and snail-mail
- *Collaborate* Local server to Web and mobile device data interchange
- *Live* Food, Beverage and Retail points of sale with stock control and procurement
- *Play* Schedule and manage Golf, SPA and Leisure activities
- *Rest* Reservations, Lodging PMS, Leasing and Timeshare
- *Finance* GAAP, IAS and IFRS financial control to balance sheet







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The Online Group Booking Process:



2020-05-11

Note: the *Home* tab, contains the Hotel's introduction and links to other tabs / pages. The Home page will vary according to the individual Hotel









The Online Group Booking Process:









The Online Group Booking Process:

- Webres Group Bookings page
 Login window
- **3 Email**: Fill in your Login Details
- **Password**: Fill in your Login Details
- 5 Select the Log In button





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The Online Group Booking Process:

Webres Group Bookings page
 The Logged-In Profile

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The Online Group Booking: Cart Creation Process





The Online Group Booking: Cart Creation



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The Online Group Booking Process:

 Webres Group Bookings page
 Locate & Select: select to highlight the required Resort
 Locate & Select: select to highlight the required date(s)

Note: if more than one night is required, simply Click on the start date and drag over the balance of the dates till the End date of the Reservation



🕖 Cimsoweb

The Online Group Booking: Cart Creation



The Online Group Booking Process:

 Webres Group Bookings page
 The Selected Resort
 Selected Date(s): Right-Click to access the Hidden Menu – select the Reserve button

Note: once you have selected the Reserve button; this only adds the reservation to the cart, it Does Not confirm & book the reservation



The Online Group Booking: Cart Creation

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The Online Group Booking Process:

Webres Group Bookings page
 The Selected Resort
 The Selected Date(s)
 Please Complete Information
window
 Units: type in the amount of units
 No Of People: type in the amount
of people
 Select the Create Reservations

button

Note: the Max Units and Max people will automatically show the maximum amount per the units available and the maximum amount of people for total selected units







The Online Group Booking: Cart Creation

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The Online Group Booking Process:

Webres Group Bookings page
 The Created Reservation (in the cart view)

Note: remember the reservation is only in the cart, it has not been confirmed / booked yet. This allows you to edit / delete the reservation.

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The Online Group Booking: Cart Edit Process

 Webres Group Bookings page
 Select to highlight the Reservation (in the cart view)

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The Online Group Booking: Cart Edit Process

 Webres Group Bookings page
 The Selected Reservation (cart)
 Selected Reservation: Right-Click to access the Hidden Menu – select the Edit button









The Online Group Booking: Cart Edit Process

 Webres Group Bookings page
 The Selected Reservation (cart)
 Please Complete Information window

4 Duration: type in the new information to edit the reservation
5 Select the Save Changes button

Note: the Edit Example on the reservation in the cart is Duration (night) from creation of 1 night to Edited of 3 nights

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The Online Group Booking: Cart Edit Process

 Webres Group Bookings page
 The Selected Reservation (cart)
 Nights column: the Duration (nights) Edited view

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The Online Group Booking: Edited Booking Rates View







NWR Online Group Booking: Edited Rates View



The Online Group Booking: Rates View

 Webres Group Bookings page
 Select to highlight the Reservation (in the cart view)

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NWR Online Group Booking: Edited Rates View



The Online Group Booking: Rates View

 Webres Group Bookings page
 The Selected Reservation (cart)
 Selected Reservation: Right-Click to access the Hidden Menu – select the Rates button







NWR Online Group Booking: Edited Rates View

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The Online Group Booking: Rates View

 Webres Group Bookings page
 Please Complete Information window

3 Locate & Select: select to highlight the required Rate (if needed to be changed)

4 Select the **Save** button

Note: the Value on the Rates will reflect the total amount for all nights in the booking



CIMSOWED NWR Online Group Booking: E.g. - Deleting The Cart

The Online Group Booking: Example - Deleting The Cart

(Before The Booking Is Confirmation)

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NWR Online Group Booking: E.g. - Deleting The Cart



The Online Group Booking: **Deleting The Cart**

 Webres Group Bookings page
 Select to highlight the Reservation (in the cart view)

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Product: CiMSOweb Ver: 4.1.8



NWR Online Group Booking: E.g. - Deleting The Cart



The Online Group Booking: Deleting The Cart

 Webres Group Bookings page
 The Selected Reservation (cart)
 Selected Reservation: Right-Click to access the Hidden Menu – select the Delete button

Note: if you select to delete the reservation, *it* will remove the reservation from the cart. You will need to create a new reservation if you accidently delete the reservation. Remember you have not confirmed the booking yet

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NWR Online Group Booking: E.g. - Deleting The Cart



The Online Group Booking: **Deleting The Cart**

 Webres Group Bookings page
 The Reservation has been deleted and the cart is empty

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The Online Group Booking: Processing The Booking

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Product: CiMSOweb Ver: 4.1.8

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iMSOweb Ref: TD-SOP-WRGBGRPB The Online Group Booking Process

2020-05-11



The Reservation Cart: **Processing The Booking**

 Webres Group Bookings page
 The Selected Booking (highlighted in the cart)
 Select the Make Booking button



Product: CiMSOweb Ver: 4.1.8





The Reservation Cart: **Processing The Booking**

- Webres Group Bookings page
 Please Complete Information window
- Group Name: type in the name
 Group Contact Details: Select
 the Add button







The Reservation Cart: **Processing The Booking**

- Webres Group Bookings page
 Please Complete Information window
- **3** Group Name: type in the name
- 4 Group Contact Details: Add button
- **5** Group Contact Details: fill in details
- First Name
- Last Name
- Email
- Tel

6 Select the Save Group button

Note: the Group Contact Details, should be the person responsible for the group (bill(s) and emergencies)







The Reservation Cart: **Processing The Booking – Overview of Booking**

Webres Group Bookings page
 Group Details tab
 The Created Group
 The Confirmed Booking





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The Reservation Cart: **Processing The Booking – Add Roomlist Entry**

 Webres Group Bookings page
 Group Details tab
 The Selected Group
 Select the Add Roomlist Entry button
 Add Roomlist Entry window







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The Reservation Cart: **Processing The Booking – Add Roomlist Entry**

 Webres Group Bookings page
 Group Details tab
 The Selected Group
 Add Roomlist Entry button
 Add Roomlist Entry window
 Name: use the Drop Down to access the list of options







The Reservation Cart: **Processing The Booking – Add Roomlist Entry**

Webres Group Bookings page
 Group Details tab
 The Selected Group
 Add Roomlist Entry button
 Add Roomlist Entry window
 Add Roomlist Entry window
 Name: type in the Name & surname
 Email: type in the email
 Tel: type in the contact number
 Children: use the Drop Down to access the list of option



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The Reservation Cart: **Processing The Booking – Add Roomlist Entry**

Webres Group Bookings page
 Group Details tab
 The Selected Group
 Add Roomlist Entry button
 Add Roomlist Entry window
 Name: type in the Name & surname
 Email: type in the email
 Tel: type in the contact number
 Children
 Select the Save button



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NWR Online Group Booking: Processing The Booking **Cimso**web



The Reservation Cart: Processing The Booking – Switch View

1 Webres Group Bookings page 2 Group Details tab The Selected Group 3 The **Overview** of the **Booking** 5 Select the Switch View button





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The Reservation Cart: **Processing The Booking – Switch View**

 Webres Group Bookings page
 Group Details tab
 The Selected Group
 The Overview of the Roomlist (switched view from Booking overview to Roomlist)







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The Reservation Cart: **Processing The Booking – Roomlist Edit**

 Webres Group Bookings page
 Group Details tab
 The Selected Group
 The Selected Roomlist Entry
 Selected Roomlist Entry: Right-Click to access the list of options – select the Edit option





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The Reservation Cart: **Processing The Booking** – **Roomlist Edit**

 Webres Group Bookings page
 Group Details tab
 The Selected Group
 Add Roomlist Entry window
 Locate & Select: Edit the Roomlist Entry Information
 Select the Save Button





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The Reservation Cart: **Processing The Booking – Switch View**

 Webres Group Bookings page
 Group Details tab
 The Selected Group
 The Overview of the Roomlist (switched view from Booking overview to Roomlist)







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The Reservation Cart: **Processing The Booking – Roomlist Delete**

 Webres Group Bookings page
 Group Details tab
 The Selected Group
 The Selected Roomlist Entry
 Selected Roomlist Entry: Right-Click to access the list of options – select the Delete option

Note: if you select to delete the Roomlist Entry, it will remove the Roomlist Entry reservation. You will need to create a new Roomlist entry again

2020-05-11



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The Reservation Cart: **Processing The Booking – Switch View**

Webres Group Bookings page
 Group Details tab
 The Selected Group
 The Roomlist Entry has been
 removed (deleted) from the reservation









The Reservation Cart: **Processing The Booking – Print / Email**

Webres Group Bookings page
 Group Details tab
 The Selected Group
 Select the Print / Email button

2020-05-11







The Reservation Cart: **Processing The Booking – Print / Email**

1 Webres Group Bookings page Group Details tab 2 The Selected Group Select the **Print / Email** button **Options** window Select **Document** option Print All **Print Itinerary** Print Roomlist 7 Select the Print / Email button Note: this Example will show the Email option



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The Reservation Cart: **Processing The Booking – Print / Email**

 Webres Group Bookings page
 Group Details tab
 The Selected Group
 Email Group Details window
 To: type in the email address
 Subject: type in the Subject / reference of the Email
 Message: type in the message
 Select the Send button



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The Reservation Cart: **Processing The Booking – Print / Email**

 Webres Group Bookings page
 Group Details tab
 The Selected Group
 Email Group Details window, confirming the email has been sent to the email address





Example: The Emailed Booking Confirmation

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The Example of the Emailed Booking Confirmation

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Thank you!

