

Creating guest cards (Gstaad Card) in the WebClient4

GSTAAD®
COME UP  SLOW DOWN

Gstaad Card Bus / Train

Gstaad Card
Max Muster
24.07.2021 - 31.07.2021
01.01.1980



CardNr: 1225782232
Pension Gstaad (Testobjekt)

 Add to Wallet

Die Karte ist persönlich sowie nicht übertragbar! Es gelten die auf der Website aufgeführten Bedingungen: www.gstaad.ch
The card is personal and non-transferable! The conditions listed on the website apply: www.gstaad.ch
La carte est personnelle et non transférable! Les conditions énumérées sur le site web s'appliquent: www.gstaad.ch
www.gstaad.ch/gstaadcard T +41 33 748 81 81



IHRE GSTAAD CARD

Herzlich Willkommen in Gstaad! Geniessen Sie mit Ihrer Gstaad Card die Vielfalt der Region und entdecken Sie viele spannende Angebote. Diverses Vergünstigungen oder kostenlose Leistungsbezüge sind in unserer Gästekarte inbegriffen. Die Übersicht aller Leistungen finden Sie unter: www.gstaad.ch/gstaadcard

Wir wünschen einen genussvollen Aufenthalt in Gstaad

Ihr Tourismsteam Gstaad

VOTRE GSTAAD CARD

Bienvenue à Gstaad! Profitez de la diversité de la région avec votre carte Gstaad et découvrez de nombreuses offres intéressantes. Diverses réductions ou services gratuits sont inclus dans notre carte de visiteur. Vous trouverez un aperçu de tous les avantages à l'adresse suivante: www.gstaad.ch/gstaadcard

Nous vous souhaitons un agréable séjour à Gstaad.

Votre équipe de tourisme de Gstaad

YOUR GSTAAD CARD

Welcome to Gstaad! Enjoy the diversity of the region with your Gstaad Card and discover many exciting offers. Various discounts or free services are included in our guest card. You will find an overview of all the benefits at: www.gstaad.ch/gstaadcard

We wish you an enjoyable stay in Gstaad.

Your Gstaad Tourism Team

NAME NOM NAME	Max Muster
GEBURTSTAG ANNIVERSAIRE BIRTHDAY	01.01.1980
UNTERKUNFT HÉBERGEMENT ACCOMODATION	Pension Gstaad (Testobjekt)
GÜLTIGKEIT VALIDITÉ VALIDITY	24.07.2021 - 31.07.2021
CARD-NR. N° DE CARTE CARD NO.	1225782232

GSTAAD CARD



Die Gästekarte ist persönlich sowie nicht übertragbar und nur gültig mit Anreise (Anreise datum, Vor- und Nachname des Holders, Geburtsdatum) auch in Kombination mit den Leistungen. Auf Verlangen des Kontrollpersonals hat sich der Gast auszuweisen. Missbrauch wird bestraft. Änderungen vorbehalten.

Le carte de visiteur est personnelle et non transférable et n'est valable qu'avec la date d'arrivée/départ, le nom du titulaire, la date de naissance et le nom de l'hôte. À la demande du personnel de contrôle, l'hôte doit s'identifier. Les abus seront punis. Sous réserve de modifications sans préavis.

The guest card is personal and non-transferable and only valid with the date of arrival/departure, name of the holder, date of birth and name of the host. Upon request of the control staff, the guest has to identify himself. Misuse will be punished. Subject to change without further notice.

Public Transp.



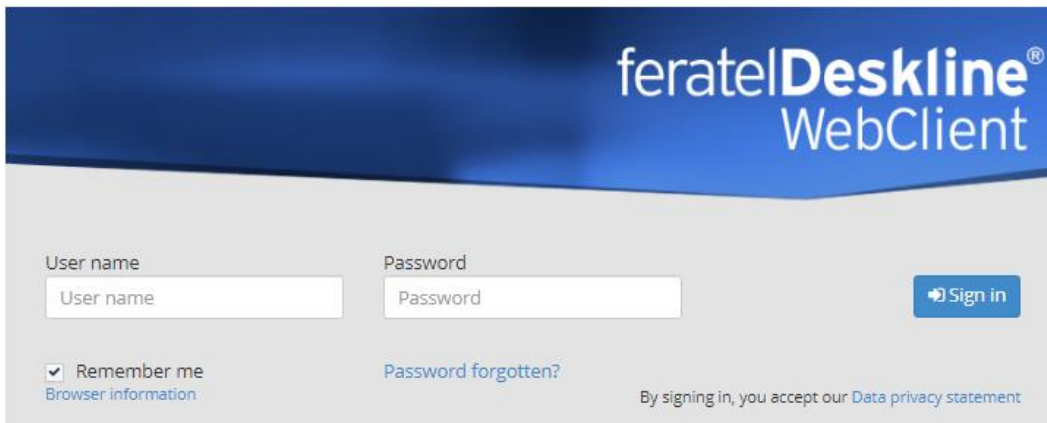
Guest registrations via PMS

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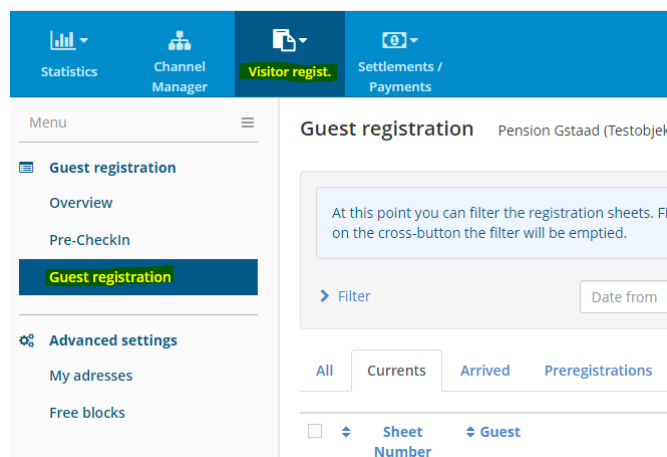
1 Login

- Login under the following link <https://webclient4.deskline.net/GRI/en/login>
- Enter user name & password
- «Sign in»



2 Guest registrations

- After a guest registration has been made via the hotel program solution, the cards for your guests are automatically created and are located directly in the «Guest card system»
- The guest data imported via the PMS interface can also be seen under «Visitor regist.» - «Guest registration»

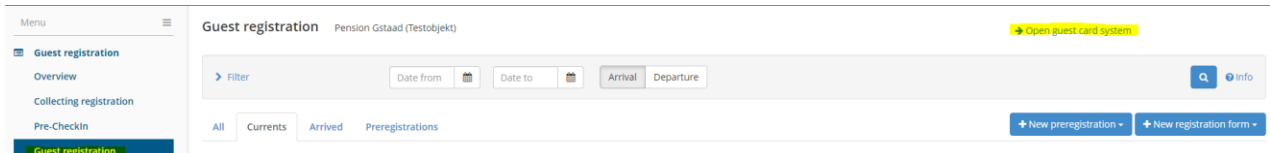


- **ATTENTION:**
Guest data from the PMS import must not be treated in the WebClient!
It may lead to interface problems!
- Any import errors (e.g. if a child is defined as an adult in the PMS or the country code does not match) are displayed under «Guest registration»
- In such cases, make the correction in the PMS and transmit the guest data again!
(If not possible, contact the PMS provider)
- If something changes on the arrival / departure date or the number of people, this must be adjusted in the PMS and the guest registration updated.
By updating the guest registration, the changes are also transferred to the CardSystem and new cards can be triggered (if card (s) have been printed previously, you need to print them again).

3 Produce and send guest cards

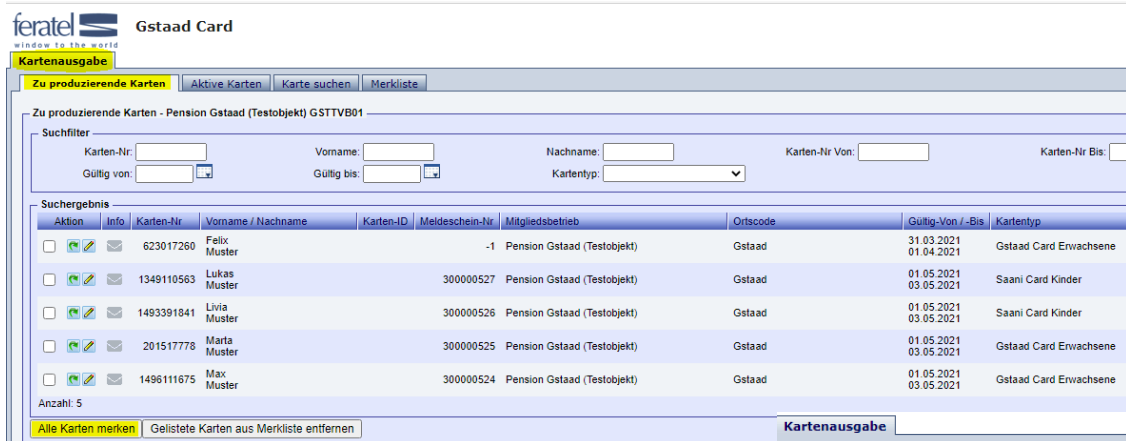
→ The CardSoftware is in German

- «Guest registration»
- «→ Open guest card system»
- The system now changes into the «feratelCardSystem»



3.1 Send cards to the same e-mail address

- «Alle Karten merken» (= «Memorize all cards»)



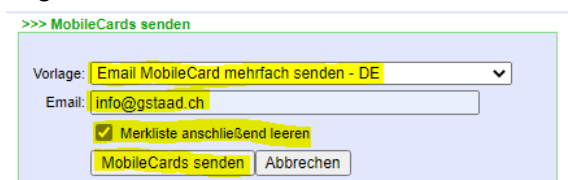
- ...or, if not all cards listed under «Zu produzierende Karten» (= «Cards to produce») has to be sent to the same e-mail address:
for the desired cards, click on the green arrow «Karten merken» (= «Memorize Card») (arrow turns red)



- Go to the register «Merkliste» (= «Memory List»)
- Select «MobileCards senden» (= «Send MobileCards»)



- «Vorlage» (= «Template»): select the desired language
- Check respectively enter the e-mail address
- activate at «Merkliste anschliessend leeren» (= «Then clear Memory List»)
- Click on «MobileCards senden» (= «Send MobileCards»)



3.2. Send card individually to an e-mail address

- click on the desired card (name) in the «Zu produzierende Karten» (= «Cards to produce») menu

Kartenausgabe

Zu produzierende Karten | Aktive Karten | Karte suchen | Merkleiste

Zu produzierende Karten - Pension Gstaad (Testobjekt) GSTTVB01

Suchfilter

Karten-Nr.: Vorname:
 Gültig von: Gültig bis:

Suchergebnis

Aktion	Karten-Nr.	Vorname / Nachname	Karten-ID	Meldeschein
<input type="checkbox"/>	1874878968	Mara Muster		
<input checked="" type="checkbox"/>	1223295681	Max Muster		

Anzahl: 2

- Check respectively enter the e-mail address
- «Mobile Card versenden» (= «Send MobileCard»)

Kartenausgabe

Karte bearbeiten | Aktive Karten | Karte suchen | Merkleiste

Karte bearbeiten - Pension Gstaad (Testobjekt) GSTTVB01 (Pension Gstaad (Testobjekt) GSTTVB01)

Kundendaten

Anrede: Herr Titel:
 Nachname: Muster Meldeschein-Nr.: -1
 Vorname: Max
 Geburtsdatum: 01.01.1980
 Email:

Kartendaten

Kartentyp: GSTAAD Card Erwachsene
 Gültig von: 15.05.2021
 Gültig bis: 22.05.2021
 Ant. Tage: 0

Karten-Nr.: 1223295681
 Karten-ID:

Berechtigung: Default
 12.03.2021 08:42:37 Karte erstellt, gültig von 15.05.21 bis 22.05.21 (CS)

Bemerkung:

Mobile Card versenden | Drucken | Für PIA aktivieren | Speichern | Abbrechen

- «Vorlage» (= «Template»): select the desired language
- (Check email address (adjust if necessary))
- Click on «Versand bestätigen» (= «Confirm sending»)

Mobile Card an E-Mail versenden

Vorlage:

Email:

Versand bestätigen | Abbrechen

3.3. Print

- If the guest only wants a printed card, click on the desired card in the «Zu produzierende Karten» (= «Cards to produce») menu

Kartenausgabe

Zu produzierende Karten | Aktive Karten | Karte suchen | Merkleiste

Zu produzierende Karten - Pension Gstaad (Testobjekt) GSTTVB01

Suchfilter

Karten-Nr.: Vorname: Nachname: Karten-Nr Von:
 Gültig von: Gültig bis: Kartentyp:

Suchergebnis

Aktion	Info	Karten-Nr.	Vorname / Nachname	Karten-ID	Meldeschein-Nr.	Mitgliedsbetrieb	Ortscode	Gültig-Von / -Bis	Kartentyp
<input checked="" type="checkbox"/>		310359524	Maxi Muster		-1	Pension Gstaad (Testobjekt M)	Gstaad	22.07.2021 25.07.2021	Saani Card
<input checked="" type="checkbox"/>		338359311	Max Muster		-1	Pension Gstaad (Testobjekt M)	Gstaad	22.07.2021 25.07.2021	Gstaad Card

- «Drucken» (= «Print») button on the bottom right
- Please note: As soon as the MobileCard has been sent, this «Print» button disappears. In this case, it is advisable to send the card again to your own e-mail address and to print the card from the e-mail attachment.
- Use the «Zurück» (= «Back») button (top right) to return to the WebClient.

Mobile Card versenden | **Drucken** | Für PIA aktivieren | Speichern | Abbrechen

feratelCardSystem
CardSoftware

Zurück

3.4. Send cards for groups of more than 25 persons

→ **PLEASE NOTE:** Bei mehr als 25 Personen:

- Under «Zu produzierende Karten» («Cards to produce»), increase the number of cards of «je Seite» (= «per page») (for 25-49 persons to 50; for 50-99 person to 100; for more than 99 person to 500)
- «Suchen» (= «Search»)

- Check at the bottom left whether the number corresponds to the size of the group*
- «Alle Karten merken» (= «Memorize all cards»)

- Go to register «Merkliste» (= «Memory List»)
- Check at the bottom left whether the number corresponds to the size of the group

- If necessary, increase the number of «je Seite» (= «per page») and click on «Suchen» (= «Search»)

- Aktion für alle gelisteten Karten (= Action for all listed cards): Select «MobileCards senden» (= «Send MobileCards»)
- «Vorlage» (= «Template»): select the desired language
- Check respectively enter the e-mail address
- activate at «Merkliste anschliessend leeren» (= «Then clear Memory List»)
- Click on «MobileCards senden» (= «Send MobileCards»)

→ * If several groups are listed under «Zu produzierende Karten» (= «Cards to produce»):

- Filter by date of stay: «Gültig von/bis» (= «Valid from/until») (select date via calendar!)
- «Suchen» (= «Search») This will only display the cards to be sent in the corresponding group.

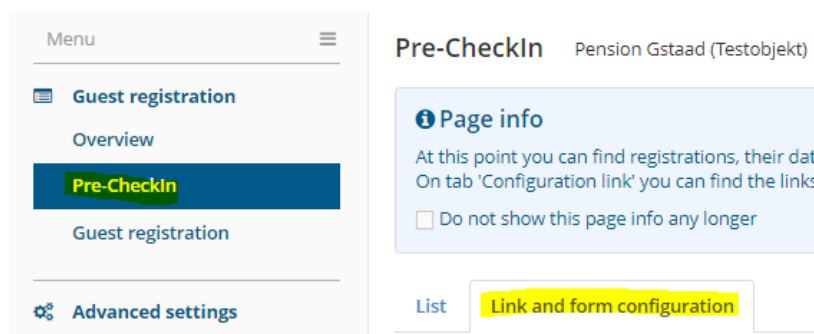
4 Travel groups (if not transmitted via PMS)

- **Only relevant if your PMS cannot transmit groups!**
- Travel groups can be entered either via Pre-CheckIn (4.1.) Before arrival by the tour group leader, or by yourself via pre-registration (4.2.) in the WebClient.

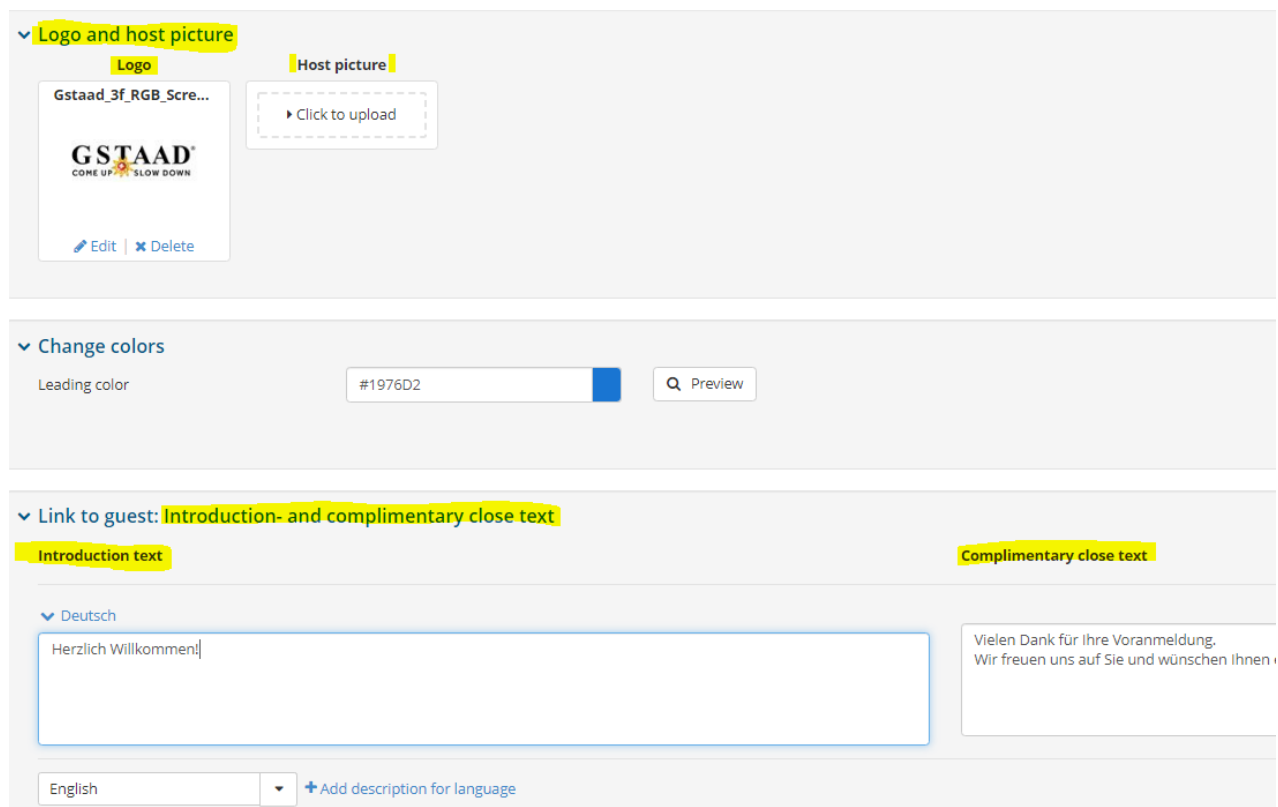
4.1. Pre-CheckIn: Creation of guest cards using guest's self-registration → **recommended!**

4.1.1. Setting up & sending the Pre-CheckIn link

- «Visitor regist.» - «Pre-CheckIn»
- Register «Link and form configuration»



- Here you can create a logo, host photo as well as introduction and complementary close text, which will later be displayed to the guest during self-registration.
These settings can be changed at any time.



- You can now send the pre-checkIn link, which is also displayed on this page (see picture below), to the tour group leader in advance (either incorporated into your own booking confirmation or in a separate e-mail) so that they can enter their data for the guest cards themselves before arrival.

→ see «6 E-mail text template», page 13 (example)

List Link and form configuration

Pre-checkin link for the implementation in your booking confirmation: Thereby the guest could inform about his registration data from home, already BEFORE arrival. You will receive an email and you can take over all data to a preregistration.
<https://portal.deskline.net/all/checkin/provider/GRI/b786c20c-05fa-433a-8afd-cc2850abcae9?userId=70d6415d-e1db-4e9c-a581-7bf56e7e462d> Copy link | Open link

Arrival day self-checkin: This form can be used at the reception desk, the guest will be able to fill in his registration data himself.
<https://portal.deskline.net/all/checkin/reception/GRI/b786c20c-05fa-433a-8afd-cc2850abcae9?userId=70d6415d-e1db-4e9c-a581-7bf56e7e462d> Copy link | Open link

4.1.2. Receipt of Pre-CheckIn & saving pre-registration

- After successful self-registration of the tour group leader you will receive a notification by e-mail:

Dear owner

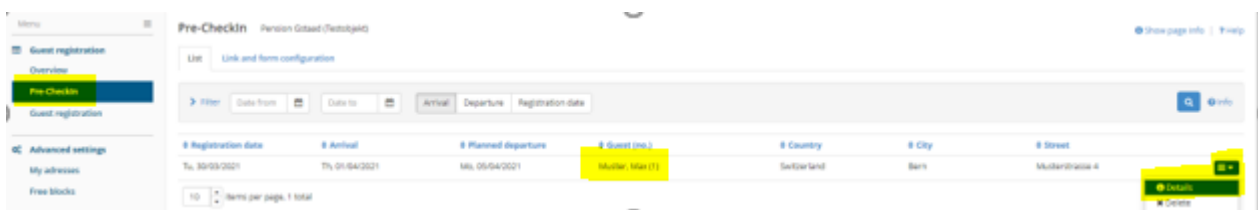
The following pre-check-in for Pension Gstaad (Testobjekt) has just been received:

Guest: Madlen Carini
Persons: 1
Arrival: 20.08.2021
Departure: 27.08.2021

You can view the details [here](#).

Next steps:

- «Open as preregistration»
 - Check data
 - «Produce guest card»
 - Send guest card(s)
- Click on «[here](#)» to get directly to the checkIn details
 - Alternatively, you can call up the data under «Pre-CheckIn» - «List» and open by clicking on the name or on «Details» (symbol on the right)



The screenshot shows the 'Pre-CheckIn' interface for 'Pension Gstaad (Testobjekt)'. It features a table with columns for Registration date, Arrival, Planned departure, Guest (1), Country, City, and Street. The first row is highlighted in yellow, showing registration for Madlen Carini on 20/08/2021, arriving on 20/08/2021, and departing on 27/08/2021. A 'Details' button is visible on the right side of the table.

- «Convert to pre-registration» - «Open as preregistration»



This screenshot shows a dropdown menu with the following options: 'Convert to pre-registration' (highlighted in yellow), 'Open as preregistration', 'Close', 'Delete', 'Convert to pre-registration' (with a dropdown arrow), and 'Load to registration'.

- Check data and adjust if necessary
- If everything is correct, «Produce guest card»

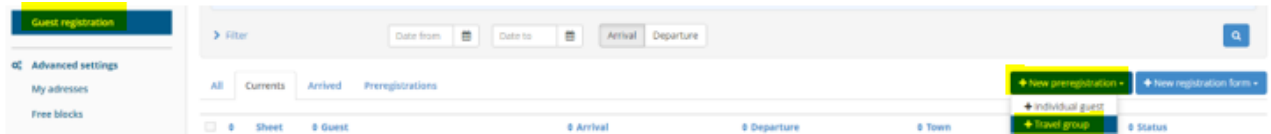


The bottom action bar contains the following buttons: 'Close', 'Delete', 'Convert to standard form', 'Print sheet', 'Produce guest card' (highlighted in yellow), 'Duplicate', and 'Save preregistration'.

- The system now changes into the «feratelCardSystem»
- Further see «3 produce & send guest card» (page 4)

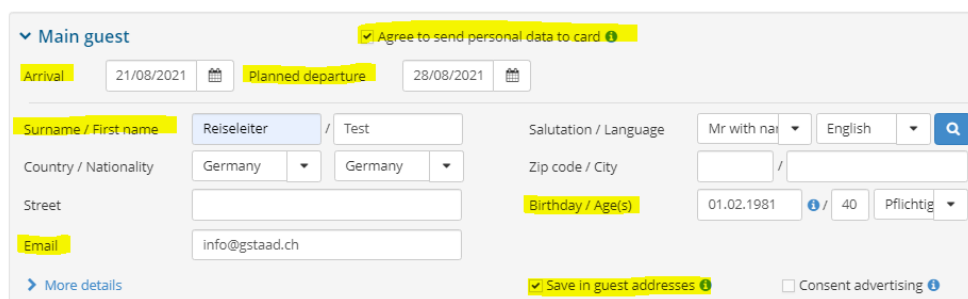
4.2. Variant 2: Creation of the guest cards by direct entry of a pre-registration

- «Guest registration»
«New preregistration» - «+ Travel group»



- Under «Main guest» (= tour guide) fill in at least all the data with * / *; if known, also e-mail
→ «Agree to send personal data to card» must be activated, otherwise the guest cards will not be produced.

New pre-registration



Main guest Agree to send personal data to card ⓘ

Arrival: 21/08/2021 Planned departure: 28/08/2021

Surname / First name: Reiseleiter / Test Salutation / Language: Mr with nai English

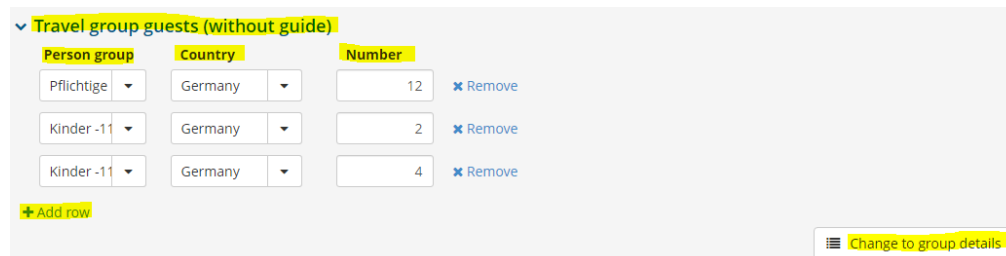
Country / Nationality: Germany Germany Zip code / City: /

Street: Birthday / Age(s): 01.02.1981 40 Pflichtig

Email: info@gstaad.ch

Save in guest addresses ⓘ Consent advertising ⓘ

- Record the number of guests (without guide) per group of people
«Pflichtige» (= adults from 17 years) / «Kinder 12-16» (= children 12-16 years) / «Kinder - 11» (= children up to 11 years)
 - *Children under 6 years of age do not have to be registered (do not receive a Gstaad Card)*



Person group	Country	Number	
Pflichtige	Germany	12	<input type="button" value="Remove"/>
Kinder -11	Germany	2	<input type="button" value="Remove"/>
Kinder -11	Germany	4	<input type="button" value="Remove"/>

- «Change to group details»

- The specified number of guest fields per group of people will now appear

▼ Group details (without guide)

[Fill and change data automatically](#)

	Surname / First name	Birthday *				
2	Muster / Felix	01.01.1970	P		Deu ...	Edit Delete
3	Muster / Anna	01.05.1975	P		Deu ...	Edit Delete
4	Muster / Walter	01.02.1950	P		Deu ...	Edit Delete
5	Muster / Klara	01.05.1954	P		Deu ...	Edit Delete

- For each group member, first name, last name and date of birth must be entered (other guests: «+ Add guest»)
Important: The data must be filled in correctly. The guest cards are personal, non-transferable and only valid with the name and birthday of the holder. The guest must identify himself on request of the control staff. Therefore, a personal card in their name must be issued for each guest. Abuse is punished.
- If individual group members arrive or depart earlier / later, the arrival / departure date can be adjusted via «Edit» for the corresponding guest - "Change arr./dep".
- «Load guest details»

▼ Guest 2 on same address Agree to send personal data to card [Change arr./dep.](#)

Arrival 10/04/2021 **Planned departure** 12/04/2021

Surname / First name: Muster / Felix Salutation: Please select

Birthday / Age(s): 01.01.1970 / 51 Pflichtig

[More details](#) Save in guest addresses

Close Load guest details

- The deviation is indicated by the «i» next to «Edit»
- If everything is entered correctly, «Save changes and stay»



Close Save changes and new Save changes and stay Save changes and close

If «Save changes and close» is selected,

Close Save changes and new Save changes and stay Save changes and close

kann die Voranmeldung anschliessend im Untermenü «Gästemeldungen» - «Voranmeldungen» aufgerufen und durch Klick auf Gast oder über Details (Symbol rechts) geöffnet werden.

Guest registration

Filter: Date from Date to Arrival Departure

All Currents Arrived **Preregistrations** [New preregistration](#) [New registration form](#)

Guest	Arrival	Departure	Town	Persons	Status
Muster, Max	Sa, 01/05/2021	Sa, 08/05/2021 (P)	CH - Bern	2	

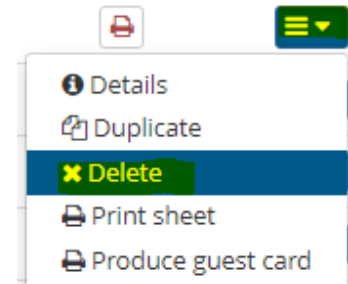
- «Produce guest card»



- The system now changes into the «feratelCardSystem»
- Further see «3 produce & send guest card» (page 4)

4.3. Modifications to manually entered travel groups

- If something should change on the departure date, the number of people or guest data, this can be adjusted in the WebClient in the pre-registration*.
 - The changes in the CardSystem are automatically updated by clicking on «Save preregistration» and new cards can be triggered (if card (s) have been printed, print them again).
 - If the arrival date changes the pre-registration has to be duplicated.
- If a group, for which a preregistration has already been saved, do not arrive, the preregistration can be deleted:
 - Symbol on the right – «Delete»



5 Registration form

- *The registration form is currently not relevant and therefore does not need to be completed*
- **Important:**
As before, the overnight stays are reported by Excel list to kurtaxen@gstaad.ch (electronic billing in the WebClient is not possible)!
Contact for questions about the visitor's tax invoice:
kurtaxen@gstaad.ch, Tel. +41 33 748 81 89
- ***Please note:**
If all mandatory fields required for the registration form are filled in, the preregistration will automatically be converted into a registration form 14 days after arrival.
 - *From then on, the guest registration will no longer be under "Preregistration" but under «All», «Currents» and «Arrived».*
The automatic conversion can be recognised by the cogwheel symbol behind the registration number.
 - *Adjustments (except arrival date) are still possible on the registration form.*
The changes in the CardSystem are automatically updated by clicking on «Save changes» and new cards can be triggered (if card (s) have been printed, print them again).



- If a registration form is cancelled, the guest card will be blocked and a new registration form must be issued:

- Click on the cancelled registration form under the «All» tab

Sheet Number	Guest	Arrival	Departure	Town	Persons	Status
300000535/4	Muster, Max	Th, 01/04/2021	Mo, 05/04/2021 (P)	CH - Bern	1	

- «Duplicate»

- Adjust arrival date if necessary, enter planned departure
- Make the necessary adjustments to guest data
- «Save changes and close»

New registration for individual guest

Agree to send personal data to card

Arrival 01/04/2021 **Planned departure** 04/04/2021 **Departure** Date to

Surname / First name: Muster / Max Salutation: Mr with nat

Country / Nationality: Switzerland / Switzerland Zip code / City: 3000 / Bern

Street: Musterstrasse 4 Birthday / Age(s): 01.01.1980 / 41 Pflichtig

Email: info@gstaad.ch

Save in guest addresses Consent advertising

- Open the registration form and «Produce guest card»

- For more, see «3 Produce & send guest cards» (page 4)

6 E-mail text template

English

As guests paying a visitor's tax, you receive the guest card (Gstaad Card) for the duration of your stay. Enjoy the diversity of the region with your Gstaad Card and discover many exciting offers. Various discounts or free services are included in our guest card. You will find an overview of all the benefits at: www.gstaad.ch/gstaadcard.

You can sign up here for you and the co-travelling persons: **xxx***

Once your data has been verified, the Gstaad Card as well as the access to the Concierge myGstaad, your digital vacation companion will be sent by email.

In order to get unrestricted access to the Gstaad Card and experience the Gstaad region, it is essential to return your data so that you can benefit from the attractive advantages during your vacation.

German

Als kurtaxenzahlender Gast erhalten Sie für die Dauer Ihres Aufenthaltes eine Gästekarte (Gstaad Card). Geniessen Sie mit Ihrer Gstaad Card die Vielfalt der Region und entdecken Sie viele spannende Angebote. Diverse Vergünstigungen oder kostenlose Leistungsbezüge sind in unserer Gästekarte inbegriffen. Die Übersicht aller Leistungen finden Sie unter: www.gstaad.ch/gstaadcard.

Unter folgendem Link können Sie sich und Ihre Mitreisenden selber registrieren: **xxx***

Nach Verifizierung Ihrer Daten erhalten Sie per E-Mail die Gstaad Card sowie den Zugang zum Concierge myGstaad, dem digitalen Ferienbegleiter.

Um einen uneingeschränkten Zugang zur Gstaad Card und dem Erlebnisraum Gstaad zu erhalten, bitten wir Sie unbedingt Ihre Daten zu retournieren. Somit können Sie während Ihrer Ferien von den attraktiven Vorteilen profitieren.

French

En tant qu'hôte s'acquittant d'une taxe de séjour, vous recevez la carte visiteur (Gstaad Card) pour la durée de vos vacances. Profitez de la diversité de la région avec votre Gstaad Card et découvrez de nombreuses offres intéressantes. Diverses réductions ou services gratuits sont inclus dans notre carte de visiteur. Vous trouverez un aperçu de tous les avantages à l'adresse suivante: www.gstaad.ch/gstaadcard.

En cliquant sur le lien suivant, vous pouvez vous enregistrer ainsi que ceux qui vous accompagnent: **xxx***

Une fois vos données vérifiées, la Gstaad Card ainsi que l'accès au Concierge myGstaad, votre compagnon de vacances numérique, seront envoyés par e-mail.

Afin d'obtenir un accès illimité à la Gstaad Card et pouvoir découvrir la région de Gstaad, il est essentiel de nous retourner vos données afin que vous puissiez bénéficier d'avantages attractifs pendant vos vacances.

**) please insert the self-registration link here.*

7 Hotline for questions

If you have any questions about the application or if you have any problems, please contact our hotline:

Gstaad Saanenland Tourismus
Tel. +41 33 748 81 81
info@gstaad.ch