

# Allegro PMS Flow

Web CI

14/11/2012

## USER INTERACTION

## SYSTEM RESPONSE

See Reservation Details

When the guest connects to his reservation, Allegro retrieves the reservation and display the reservation summary onscreen.

WSClient

GetReservation  
WebCheckIn

IPK v3 PMS

Update profile

The guest has to fill in personal information as per legal requirements in the country of installation. Guest might have to input: title, first name, last name, country of residence, email, mobile phone number, passport number, issuing date and issuing country, address, nationality

WSClient

GetTitlesAvailable

IPK v3 PMS

GetReservation  
WebCheckIn

IPK v3 PMS

UpdateCustomerProfile

IPK v3 PMS

Add Product

Allegro checks if the guest has the product on his reservation (a set of package codes is setup in Allegro) and if he doesn't, Allegro suggests the product to add to the reservation. If the guest changes his mind, the products that have been added can be removed.

WSClient

GetReservation  
WebCheckIn

IPK v3 PMS

GetProductsList

IPK v3 PMS

PostProducts

IPK v3 PMS

Prepay reservation

In other hotels guests are required to prepay their reservation during the online checkin. In this case the deposit must be registered on the reservation

WSClient

PostPayment

IPK v3 PMS

Program check in

The guest can specify his arrival time in order to program their checkin.

WSClient

SetEstimatedArrivalTime

IPK v3 PMS

DATA FLOW RESULTING FROM USER INTERACTION

# Allegro PMS Flow

Web CI

03/09/2012

## USER INTERACTION

## SYSTEM RESPONSE

DATA FLOW FOR OTHER ACTIONS DURING CHECKIN

AllocateRoom

On the day of arrival, during the automatic checkin, Allegro will select from a list of rooms setup in Allegro corresponding to the room preferences and if the room is available, it will be assigned to the reservation

ConfirmArrival

In order to checkin the reservation, Allegro retrieves the credit card from the reservation and sends it in the CheckIn request. If no card present, a default credit card will be sent.

WSClient

GetReservation

IPK v3 PMS

AllocateRoom

IPK v3 PMS

WSClient

ConfirmArrival

IPK v3 PMS

# Allegro PMS Flow

Web CO

04/09/2012

## USER INTERACTION

## SYSTEM RESPONSE

DATA FLOW RESULTING FROM USER INTERACTION

GetReservation

When the guest connects to his reservation, Allegro will retrieve the reservation from the PMS and check that departure date is today.

WSClient

GetReservation

IPK v3 PMS

GetBusinessDate

IPK v3 PMS

See Invoice Details

The guest is able to see what has already been posted on his bill.

WSClient

GetReservation

IPK v3 PMS

Minibar Products

The guest can add the minibar products consumed on the last night

WSClient

GetProductsList

IPK v3 PMS

PostProducts

IPK v3 PMS

Billing Address

The guest has to select a billing address. He can either add a new address, modify an existing address or use an existing address as is. The address selected will be set as primary and of the type billing.

WSClient

GetReservation

IPK v3 PMS

UpdateInvoiceAddress

IPK v3 PMS

UpdateCustomerProfile

IPK v3 PMS

Payment

The guest can pay his extras during checkout.

WSClient

PostPayment

IPK v3 PMS

***FUTURE : CO Will be available end 2012***

Confirm Departure

If the guest has completed all steps for online check out, Allegro will proceed to an automatic check out at a pre-programmed time on the day of departure.

WSClient

GetReservation  
CheckOut

IPK v3 PMS

ConfirmDeparture

IPK v3 PMS

Send Invoice By Email

If the guest has completed all steps for online check out, Allegro will proceed to an automatic check out at a pre-programmed time on the day of departure.

WSClient

GetReservation  
CheckOutPerformed

IPK v3 PMS

GetInvoices

IPK v3 PMS

DATA FLOW FOR OTHER ACTIONS DURING CHECKOUT

**FUTURE : No road map yet**

Add loyalty card

WSClient

GetLoyaltyCardInformation

IPK v3 PMS

UpdateLoyaltyCardInformation

IPK v3 PMS

In the registration card for example, the guest is able to fill in a loyalty card number that will be associated to the profile.

**FUTURE : No road map yet**

Room Options

WSClient

GetRoomPreferences

IPK v3 PMS

UpdateRoomPreferences

IPK v3 PMS

Guest can choose his room preferences from a set of preferences that is presented to him. Once the preferences are selected they are added to his profile. If the guest changes the preferences, his previously selected preferences are removed and new ones are added

Guarantee reservation  
with credit card (Depends on Payment System)

WSClient

UpdateCreditCardInformation

IPK v3 PMS

In certain hotels only a credit card guarantee is required at arrival, no payment. If there is no credit card guarantee on the reservation, Allegro must register this card on the reservation.