

Tutorial

Electronic Check-In Form

& VIP Pass

For Hosts

Last modification: 28.7.2020

Contents

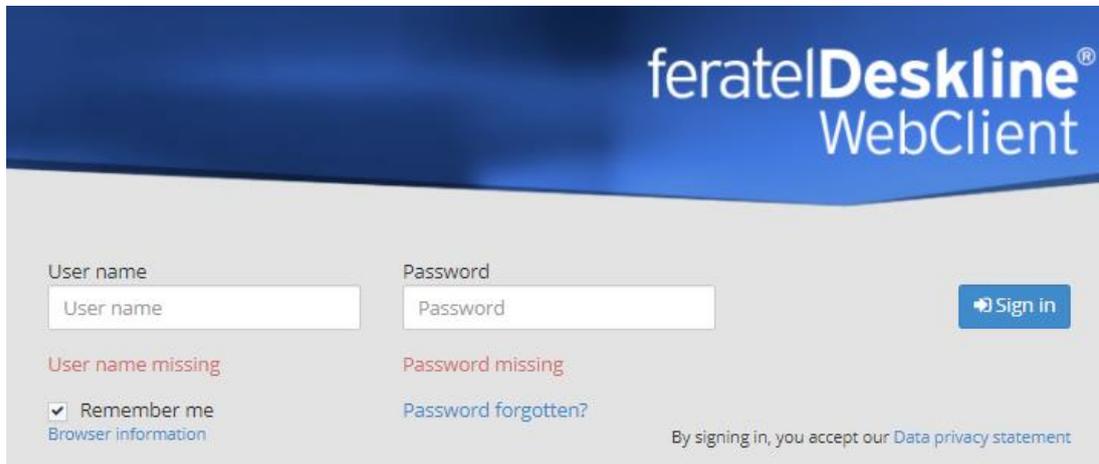
1. Signing in	2
2. Homepage	2
3. Registration overview	3
4. Creating a new check-in form or stay	4
Searching records	9
Editing records	10
Cancelling registrations	10
Check-out	11
Registering a group of six or more people	12
5. Preregistration	13

1. Signing in

Please connect to the following platform **using the Chrome browser**:

<https://webclient4.deskline.net/CH2/en/login>

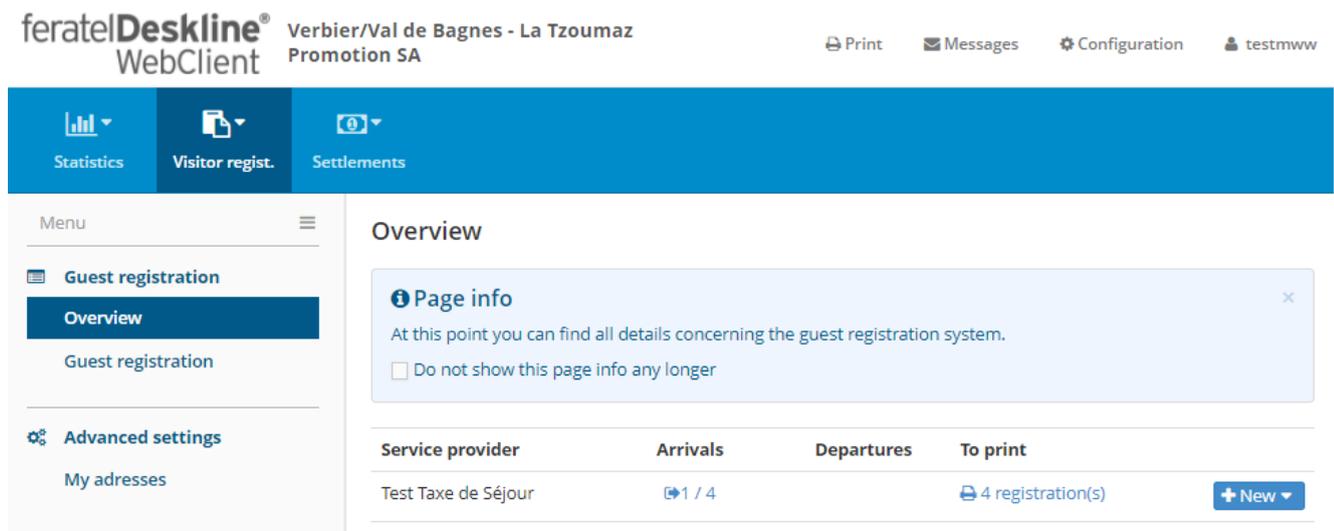
Your username and password were sent by post/e-mail.



If you have not received your sign in details, please contact your tourist office.

2. Homepage

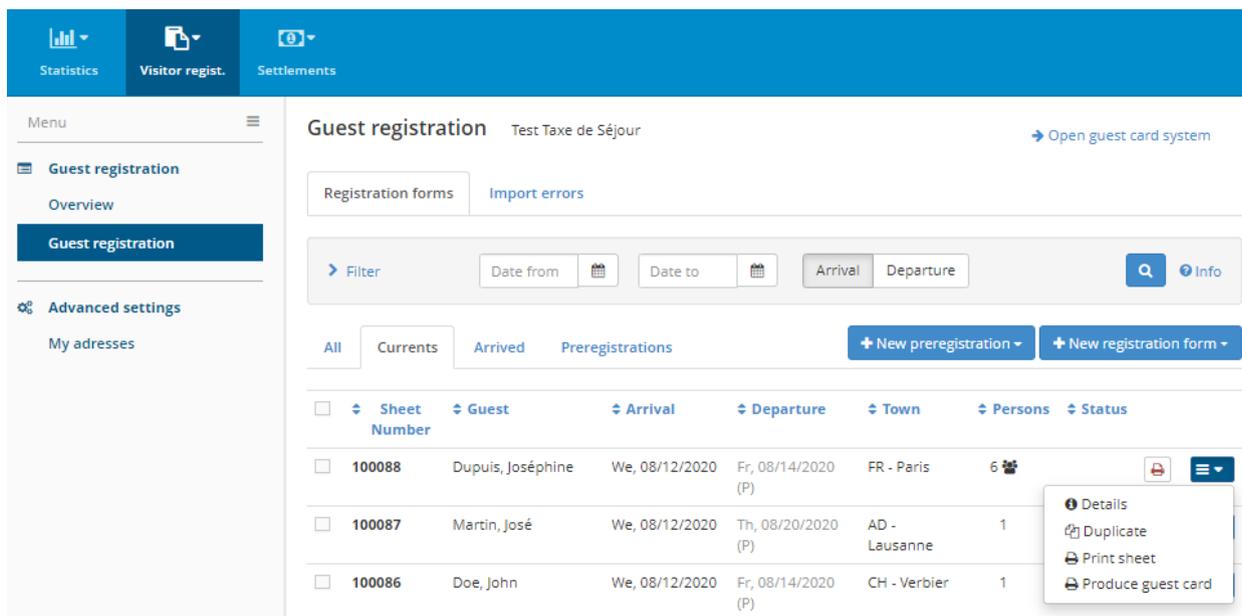
After signing in successfully, you will be able to access the following menus:



Service provider	Arrivals	Departures	To print
Test Taxe de Séjour	1 / 4	4 registration(s)	+ New

3. Registration overview

In this section, you can create, view or edit guest registrations.



The screenshot shows the 'Guest registration' interface. The top navigation bar includes 'Statistics', 'Visitor regist.', and 'Settlements'. The left sidebar has 'Menu', 'Guest registration' (with sub-items 'Overview' and 'Guest registration'), and 'Advanced settings' (with 'My addresses'). The main content area is titled 'Guest registration' and includes 'Registration forms' and 'Import errors' tabs. Below these are filter options for 'Date from', 'Date to', 'Arrival', and 'Departure'. A table lists guest registrations with columns: Sheet Number, Guest, Arrival, Departure, Town, and Persons. A dropdown menu for the first row (Sheet Number 100088) shows options: Details, Duplicate, Print sheet, and Produce guest card.

Sheet Number	Guest	Arrival	Departure	Town	Persons	Status
100088	Dupuis, Joséphine	We, 08/12/2020	Fr, 08/14/2020 (P)	FR - Paris	6	
100087	Martin, José	We, 08/12/2020	Th, 08/20/2020 (P)	AD - Lausanne	1	
100086	Doe, John	We, 08/12/2020	Fr, 08/14/2020 (P)	CH - Verbier	1	

Clicking on the small blue menu button on the right-hand side gives you access to further details and the options to duplicate and print.

Details: Opens details of selected row

Duplicate: Duplicates the registration form as a new entry (for example, for a new departure date)

Print: Prints the form

You can always filter the results by clicking on the individual column headings.

Printing forms:

The printer symbol indicates that the form has already been printed. The form can be reprinted at any time by clicking on this symbol.

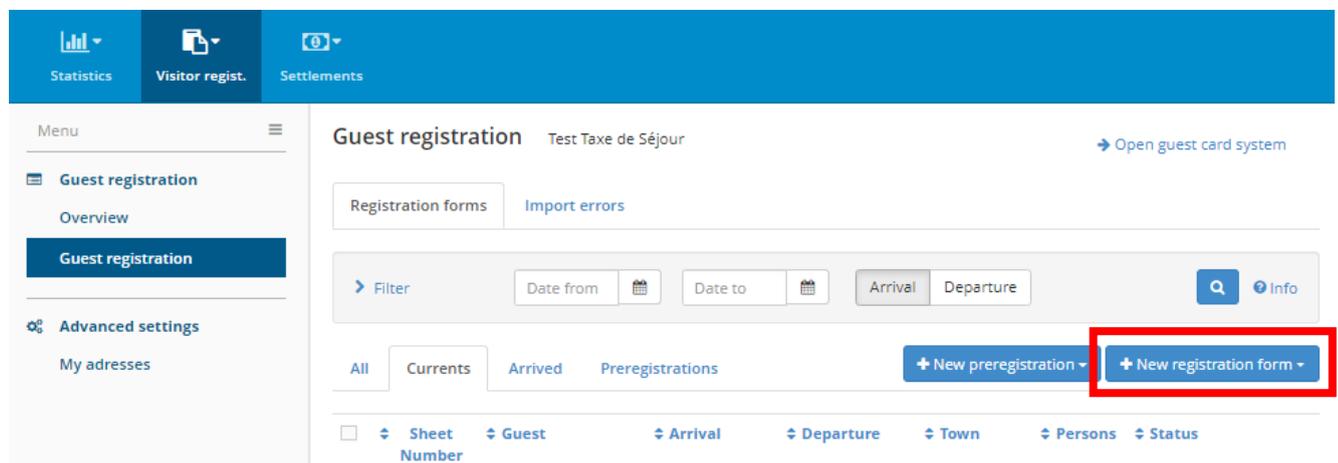
You can print multiple forms by selecting all the rows required:

<input type="checkbox"/>	Sheet Number	Guest	Arrival	Departure	Town	Persons	Status
<input checked="" type="checkbox"/>	100088	Dupuis, Joséphine	We, 08/12/2020	Fr, 08/14/2020 (P)	FR - Paris	6	
<input type="checkbox"/>	100087	Martin, José	We, 08/12/2020	Th, 08/20/2020 (P)	AD - Lausanne	1	
<input checked="" type="checkbox"/>	100086	Doe, John	We, 08/12/2020	Fr, 08/14/2020 (P)	CH - Verbier	1	

If necessary, you can click on “Print blank registration form” to complete the form by hand.

4. Creating a new check-in form or stay

You can create a new stay by clicking on “+New registration form” in the “Guest registration” tab:



The screenshot shows the 'Guest registration' interface. The left sidebar contains a menu with 'Guest registration' selected. The main content area has a header 'Guest registration' and a sub-header 'Test Taxe de Séjour'. Below this, there are tabs for 'Registration forms' and 'Import errors'. A filter section includes 'Date from', 'Date to', 'Arrival', and 'Departure' filters. At the bottom, there are buttons for '+ New preregistration' and '+ New registration form', with the latter being highlighted by a red box.

Select “+Individual guest” or “+Travel group” for a group of 6 or more people.

New registration form:

Creates a registration form

Individual guest:

Creates a form for an individual or a family

Travel group:

Creates a form for a group of 6 or more people

New registration form/Individual guest

Step 1

Always start by entering the arrival date and the “Planned departure” date.

For season validity, always enter 31.10.2020 as the planned departure date.

New registration for individual guest ×

▼ Main guest ✕ Delete

Arrival

Please note:

You are no longer required to specify the start date for the VIP Pass, as was the case in 2019 (“Following day” or “Day of arrival”). **With the new system, the VIP Pass is automatically validated from its first use/first scan at the ski lift turnstiles.** This way, the guest can decide if they wish to use it the following day or on the day of arrival. Reminder: 1 night = 1 day of free ski lift access.

Step 2

All fields marked with an asterisk (*) must be completed.

New registration for individual guest ×

▼ Main guest ✕ Delete

Arrival

Surname * / First name / Salutation / Language

Country * / Nationality * Zip code * / City /

Street Birthday * / Age(s)

Email Travel document no. / date / authority

Save in guest addresses Consent advertising

[▶ More details](#)

▼ Guest 2 on same address ✕ Delete

Surname * / First name / Salutation

Birthday * / Age(s) Email

Travel document no. / date / authority

Save in guest addresses

[▶ More details](#)

Step 3

You can then continue to complete the details for Guest 2 at the same address.

For solo guests, you can delete the Guest 2 row by clicking on the “x” on the right-hand side to register one person only.

New registration for individual guest x

▼ Main guest
 Agree to send personal data to card ⓘ
✕ Delete ▼

Arrival Planned departure Departure

Surname / First name / Salutation /

Country / Nationality / Zip code / City /

Street Birthday / Age(s) /

Email Travel document no. / date / authority

[▶ More details](#) Save in guest addresses ⓘ Consent advertising ⓘ

▼ Guest 2 on same address
 Agree to send personal data to card ⓘ
[✎ Change arr./dep.](#) | ✕ Delete ▲

Surname / First name / Salutation /

Birthay / Age(s) /

Travel document no. / date / authority

[▶ More details](#) Save in guest addresses ⓘ

[+ Add guest](#)
[+ Enter ski ticket number](#)

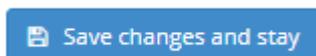
Always verify that the “Agree to send personal data to card” box has been checked.

Additional guests with the same address can be added to the registration form at any time:

[+ Add guest](#)

Step 4

Click on **“Save changes and stay”** to assign one or more VIP Pass numbers sent by your tourist office.



More details (optional):

Option to add further information if necessary.

▼ More details
 Save in guest addresses ⓘ
 Consent advertising ⓘ

Company

Phone

Arrival by

Motivation

Profession

Recommendation

▼ Guest interest

Recover, relax

Spend time with family/friends

Spend time in nature

Enjoy and pamper yourself

Do something for health/body/beauty

To be sporty/active

Experience urban flair

Pass romantic hours

Meet new people

Study and form oneself

Skiing

Golf

Searching for an address:

It is always possible to search for an address already recorded by your establishment by clicking on the magnifying glass button:

▼ Main guest
 Agree to send personal data to card ⓘ
✕ Delete

Arrival

Planned departure

Date to

Surname / First name /

Country / Nationality /

Street

Salutation

Zip code / City /

Birthday / Age(s) ⓘ /

Search in my addresses ✕

Filter / ✕ Q ⓘ Info

<input type="checkbox"/>	Surname	Name	Stays	Country	City	Street	Birthday
<input type="checkbox"/>	Doe	John ⓘ	1	Switzerland (1936)	Verbier		01/25/2000 (20)
<input type="checkbox"/>	Doe	John ⓘ	1	Switzerland (1936)	Verbier		01/25/2000 (20)

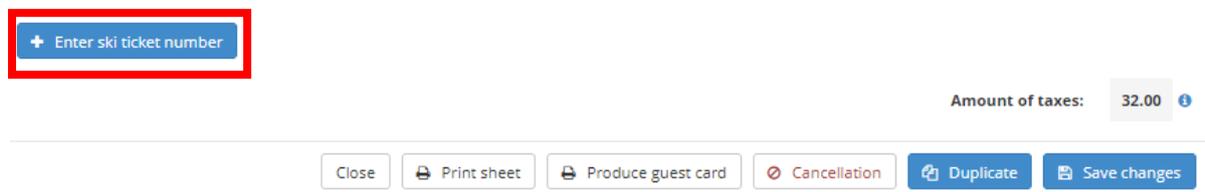
10 items per page, 2 total

Close Select

Step 5

Assigning a VIP Pass number (ski ticket number):

Click on “Enter ski ticket number” in the bottom left-hand corner of the registration form.



Amount of taxes: 32.00 ⓘ

Close Print sheet Produce guest card Cancellation Duplicate Save changes

A new window will open where you can enter the VIP Pass number, which is composed of an upper-case V followed by six digits. Enter the full ID without any spaces.

Enter ski ticket number ×

Guest	Name	Skidata ID	Status
1	Mr (Monsieur) John Doe	<input type="text" value="v148704"/>	✓
2	Mrs (Madame) Jane Doe	<input type="text" value="v148826"/>	✓

Close Load numbers into form

Step 6

Confirm the assigned VIP Pass numbers **by clicking twice on “Load numbers into form”**. Even if this button appears greyed out, you should click on it.

Step 7

Once the numbers have been loaded, the VIP passes are active. The information will appear in a green frame with a check mark to show they have been activated.

Skidata ticket

Guest	Name	Skidata ID	Status
1	Mr (Monsieur) John Doe	v148704	✓
2	Mrs (Madame) Jane Doe	v148826	✓

+ Enter ski ticket number

Step 8

You can now click on “Save changes and stay” to check that all registration information is correct.

Note: The amount of tourist tax is now displayed on the form (please **ignore the total for season VIP Passes**).

Amount of taxes: 32.00 ⓘ

Close
Print sheet
Produce guest card
Cancellation
Duplicate
Save changes

End by clicking on “Save changes”.

WARNING:

A VIP Pass number cannot be used for two stays. A new check-in form with a new VIP Pass must be created.

New stay = new check-in form = new VIP Pass number

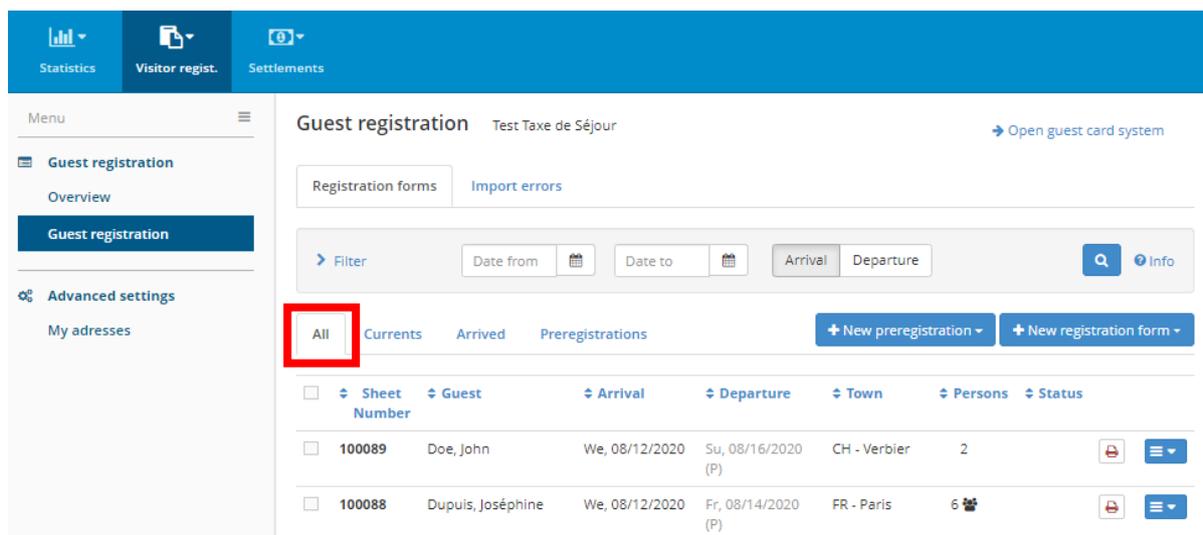
NB:

If you run out of VIP Passes, please contact your tourist office for additional cards.

Searching records

To view your records, click on ALL.

Any cancelled registrations are highlighted in red.



The screenshot shows the 'Guest registration' interface. The top navigation bar includes 'Statistics', 'Visitor regist.', and 'Settlements'. The left sidebar has a 'Menu' with 'Guest registration' (Overview, Guest registration), 'Advanced settings', and 'My addresses'. The main content area is titled 'Guest registration' and includes a 'Test Taxe de Séjour' link and an 'Open guest card system' button. Below this are 'Registration forms' and 'Import errors' tabs. A filter section allows filtering by 'Date from', 'Date to', 'Arrival', and 'Departure'. The main table has tabs for 'All', 'Currents', 'Arrived', and 'Preregistrations', with '+ New preregistration' and '+ New registration form' buttons. The table columns are: Sheet Number, Guest, Arrival, Departure, Town, Persons, and Status. Two records are shown: one for 'Doe, John' (Sheet 100089) and one for 'Dupuis, Joséphine' (Sheet 100088).

Sheet Number	Guest	Arrival	Departure	Town	Persons	Status
100089	Doe, John	We, 08/12/2020	Su, 08/16/2020 (P)	CH - Verbier	2	
100088	Dupuis, Joséphine	We, 08/12/2020	Fr, 08/14/2020 (P)	FR - Paris	6	

Editing records

Saved (or printed) registration forms can be edited under certain circumstances.

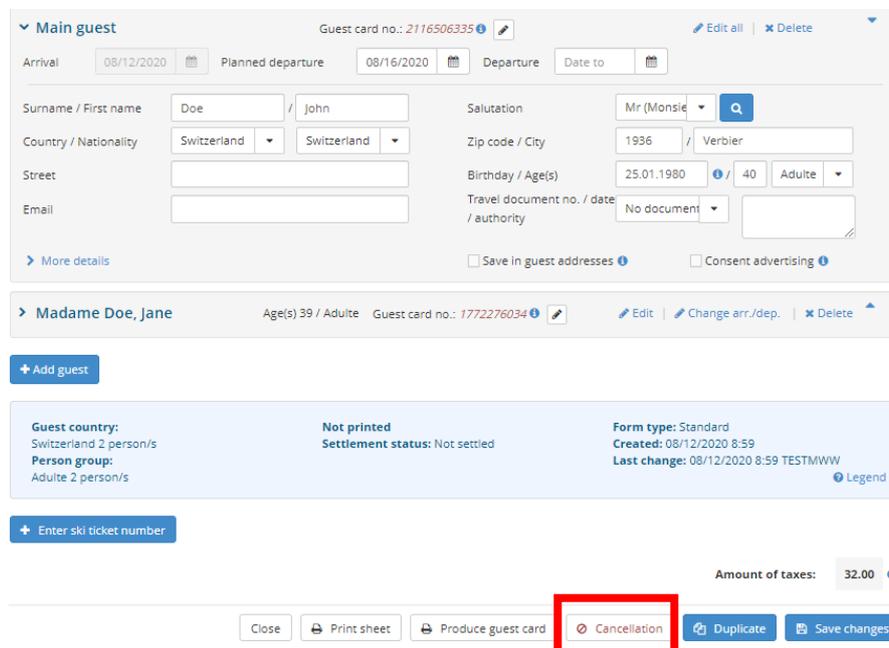
- **As long as the activated VIP Pass has not been used** to access the ski lifts (not scanned at the turnstiles), **all fields** on the guest's registration/registration form **can still be edited** (the form must be reprinted and signed by the guest).
- **Once the VIP Pass has been used** to access the ski lifts (scanned at the turnstiles), only the **planned departure date** can be edited.
- A registration form cannot be deleted. It can only be cancelled.

Cancelling registrations

If necessary and/or if the information is incorrect, a saved or printed registration form can be cancelled. However, it is recommended to create a new registration form before cancelling the invalid form.

- **If the arrival date has passed:**

If you want to cancel all VIP Passes connected to an electronic check-in form, simply cancel the electronic check-in form by clicking on the button at the bottom of the page. This will deactivate all connected VIP Passes.



The screenshot displays a registration form for a guest named 'Doe, John'. The form includes fields for arrival and planned departure dates, personal details like surname, salutation, and nationality, and travel information such as zip code, birthday, and travel document. At the bottom of the form, there is a 'Cancellation' button highlighted with a red box, indicating the action to be taken. Other buttons visible include 'Close', 'Print sheet', 'Produce guest card', 'Duplicate', and 'Save changes'.

Please indicate the reason for cancellation and click on “Save changes”.

If you only want to cancel the VIP Pass of one person in the registered party, you can delete it by clicking on the small cross on the right-hand side. This will deactivate the connected VIP Pass.

▼ **Main guest**

 Guest card no.: 2116506335 ⓘ ✎
 ✎ Edit all
✕ Delete

Arrival ⓘ |
 Planned departure ⓘ |
 Departure ⓘ

Surname / First name /
Salutation
🔍

Country / Nationality |
Zip code / City /

Street
Birthday / Age(s) ⓘ /

Email
Travel document no. / date / authority

➤ More details
 Save in guest addresses ⓘ
 Consent advertising ⓘ

➤ **Madame Doe, Jane**
Age(s) 39 / Adulte
Guest card no.: 1772276034 ⓘ ✎

✎ Edit
✎ Change arr./dep.
✕ Delete

- If the arrival date has not yet passed:

Simply click on “Enter ski ticket number” and delete the VIP Pass number(s) you want to cancel.

Enter ski ticket number ✕

Guest	Name	Skidata ID	Status
1	Mr (Monsieur) John Doe	<input type="text" value="v148704"/>	✔
2	Mrs (Madame) Jane Doe	<input type="text"/>	

End by clicking on “Load numbers into form” and “Save changes”.

Reminder:

Such changes are possible **only if** the “**Planned departure**” field has been filled in. Otherwise, no changes can be made and cancellation is not possible.

NB: If no payment has been received, the tourist office can be contacted directly for cancellation.

Check-out

It is not necessary to check out. The system completes the check-out process automatically once the departure date has passed. All information is transferred directly to Verbier Tourisme.

Registering a group of six or more people

When registering a group, the following fields are editable:

▼ Main guest

Arrival  Planned departure *  Departure 

Surname * / First name / Salutation / Language 

Country * / Nationality * Zip code * / City /

Street Birthday * / Age(s) 

Email Travel document no. / date / authority

[▶ More details](#) Save in guest addresses  Consent advertising 

▼ Travel group guests (without guide)

Person group *	Country *	Number *	
<input type="text" value="Please se"/>	<input type="text" value="Please select."/>	<input type="text" value="0"/>	✕ Remove

[+ Add row](#)

 [Change to group details](#)

Amount of taxes: 

To activate VIP Passes, start with the group leader. Then, for **each group member, at least the first name, surname and date of birth must be entered.**

For group members, first select the type of participant, the country and the number of people per type of participant. Then click on “Change to group details”.

▼ Travel group guests (without guide)

Person group	Country	Number	
<input type="text" value="Adulte"/> <input type="text"/>	<input type="text" value="France"/> <input type="text"/>	<input type="text" value="5"/>	✕ Remove

[+ Add row](#)

 [Change to group details](#)

Complete the details for all group members. **Surnames, first names and dates of birth are mandatory.**

▼ Group details (without guide)

⚙️ Fill and change data automatically

	Surname / First name	Birthday			
2	Dupuis / Anna	25.07.1999	ADPA	Fra ...	✓ Edit ✕ Delete
3	Dupuis / Elisa	04.06.1997	ADPA	Fra ...	✓ Edit ✕ Delete
4	Dupuis / Aurore	05.11.2002	ADPA	Fra ...	✓ Edit ✕ Delete
5	Dupuis / Jérôme	14.03.1958	APAY	Fra ...	✓ Edit ✕ Delete
6	Dupuis / André	07.09.1995	ADPA	Fra ...	✓ Edit ✕ Delete

+ Add guest

Next, enter the VIP Pass numbers by clicking on “Enter ski ticket number” and following the instructions detailed in Step 5 – Assigning a VIP Pass number (ski ticket number).

+ Enter ski ticket number

5. Preregistration

This functionality allows you to start filling in a registration form before the guest’s arrival. Not all fields are mandatory at this stage. The missing information can be completed at any point.

After filling in the missing information, **continue by selecting “Open as registration”**. You will then be able to enter the ski ticket/VIP Pass numbers.

Convert to standard form
 Open as registration

Amount of taxes: 16.00 ⓘ

Close
✕ Delete
Convert to standard form ▾
🖨️ Print sheet
🖨️ Produce guest card
🔄 Duplicate
📄 Save preregistration

Please note: **Preregistration does not allow** the assigning of VIP Pass numbers and, as a result, **VIP Passes cannot be activated**. It is only used to pre-enter available guest details before assigning/activating a VIP Pass at a later date.

To assign/activate a VIP Pass, a “New registration form” must be created.

Disclaimer of Liability:

This document contains general information and does not aim to detail all of Deskline's possible functionalities, but to simplify its use. For any further questions regarding more specific use, please contact your tourist office to receive personalised support.

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