Tutorial
Electronic Check-In Form & VIP Pass
For Hosts

Last modification: 28.7.2020

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1. Signing in

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

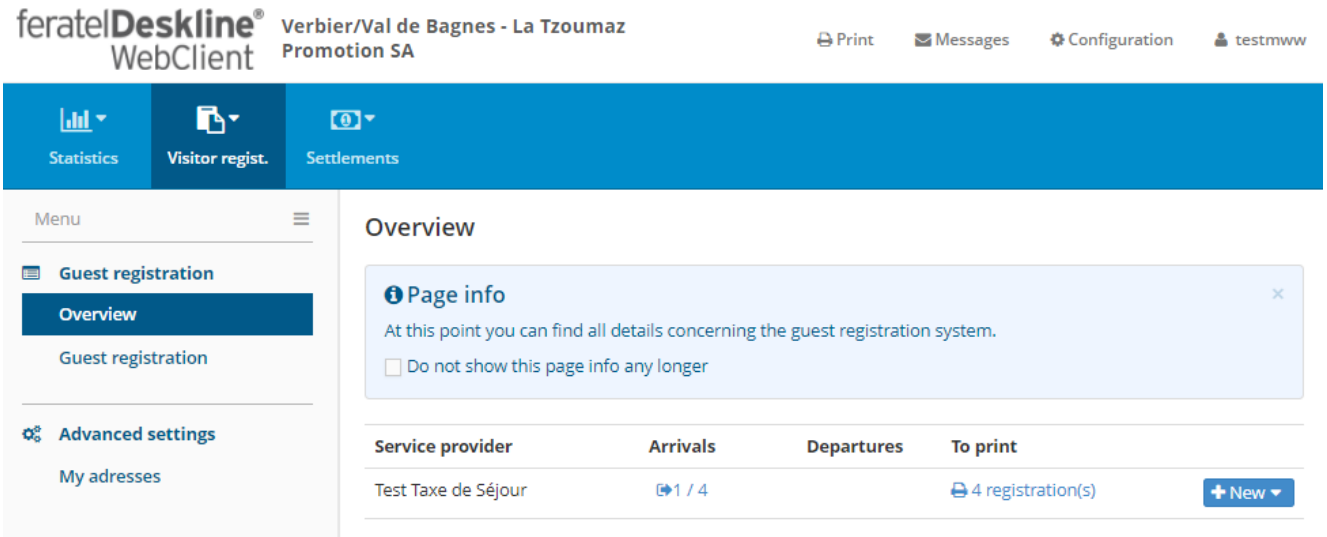
https://webclient4.deskline.net/CH2/en/login

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

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

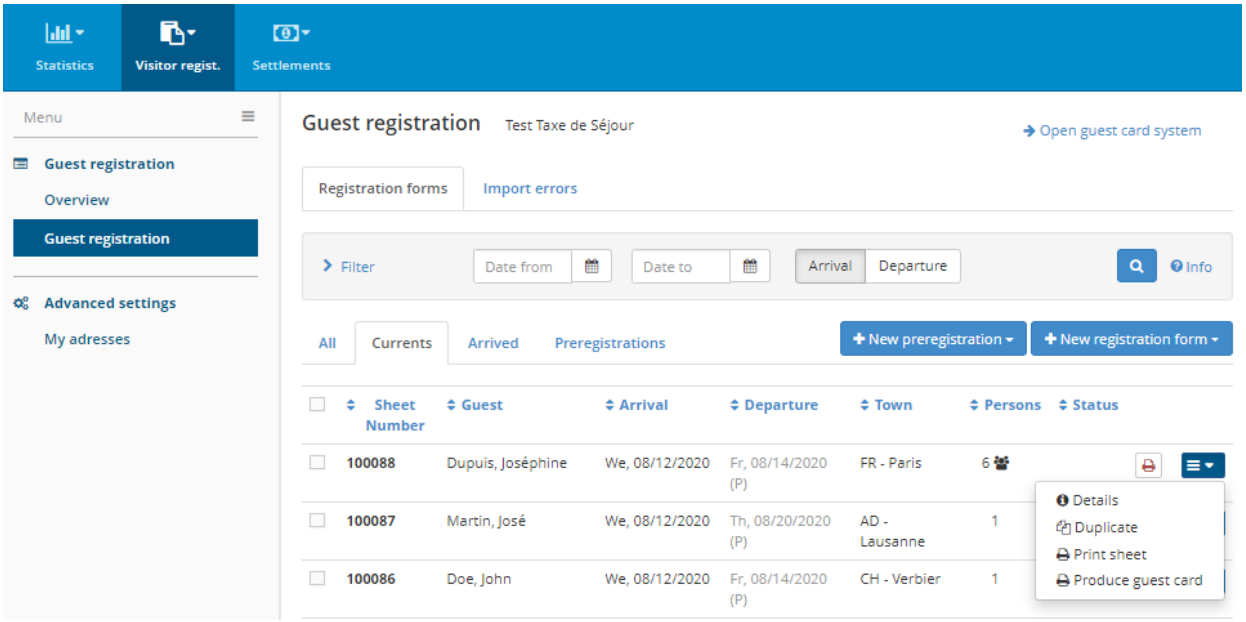
2. Homepage

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



3. Registration overview

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



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:

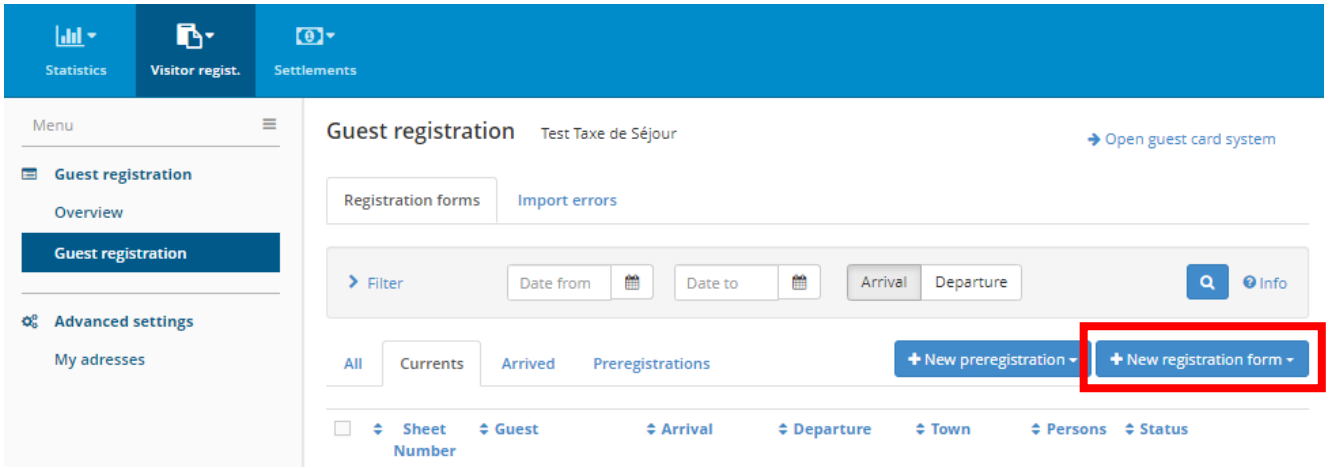
The printer symbol indicates that the form has already been printed. The form can be reprinted at any time by clicking on this symbol.

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

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:



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

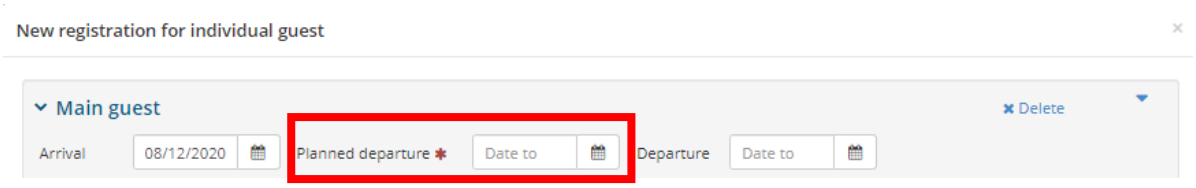
New registration form:	Creates a registration form
Individual guest:	Creates a form for an individual or a family
Travel group:	Creates a form for a group of 6 or more people

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.**

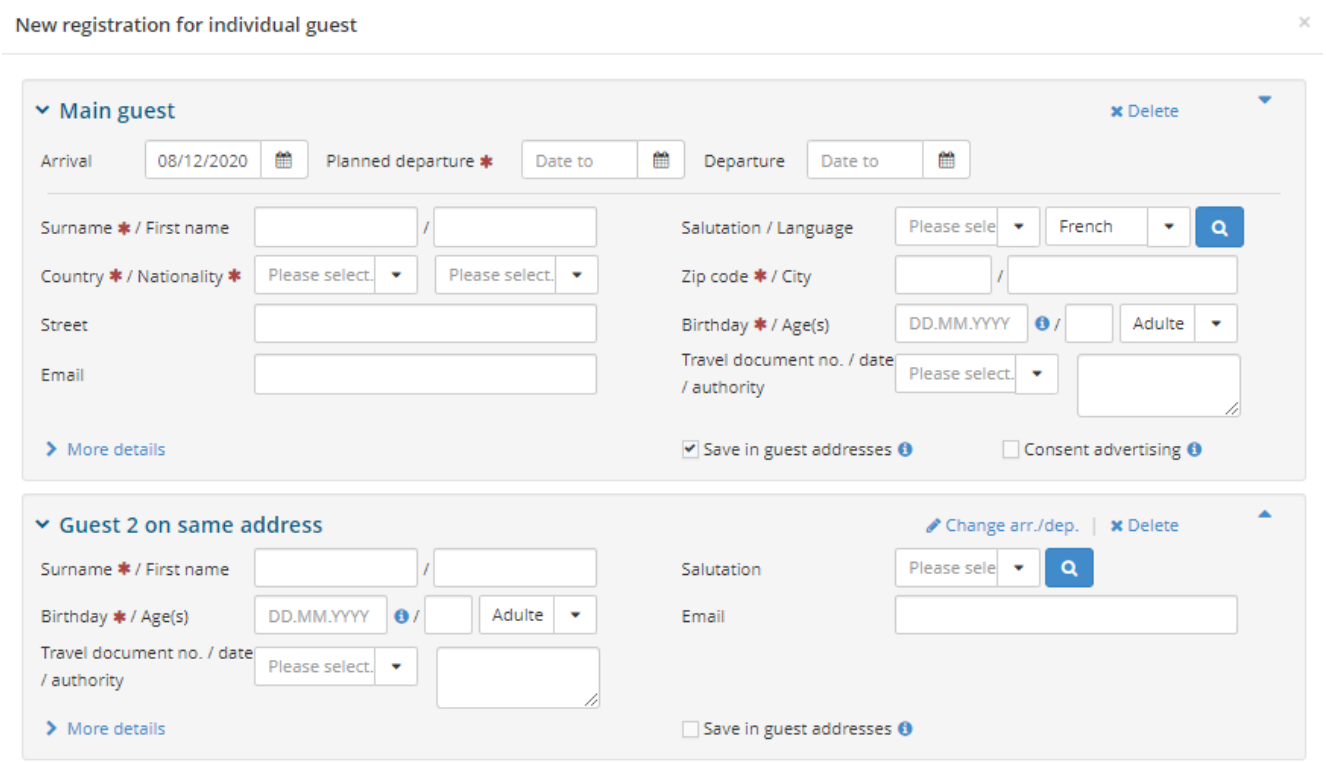


Please note:

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

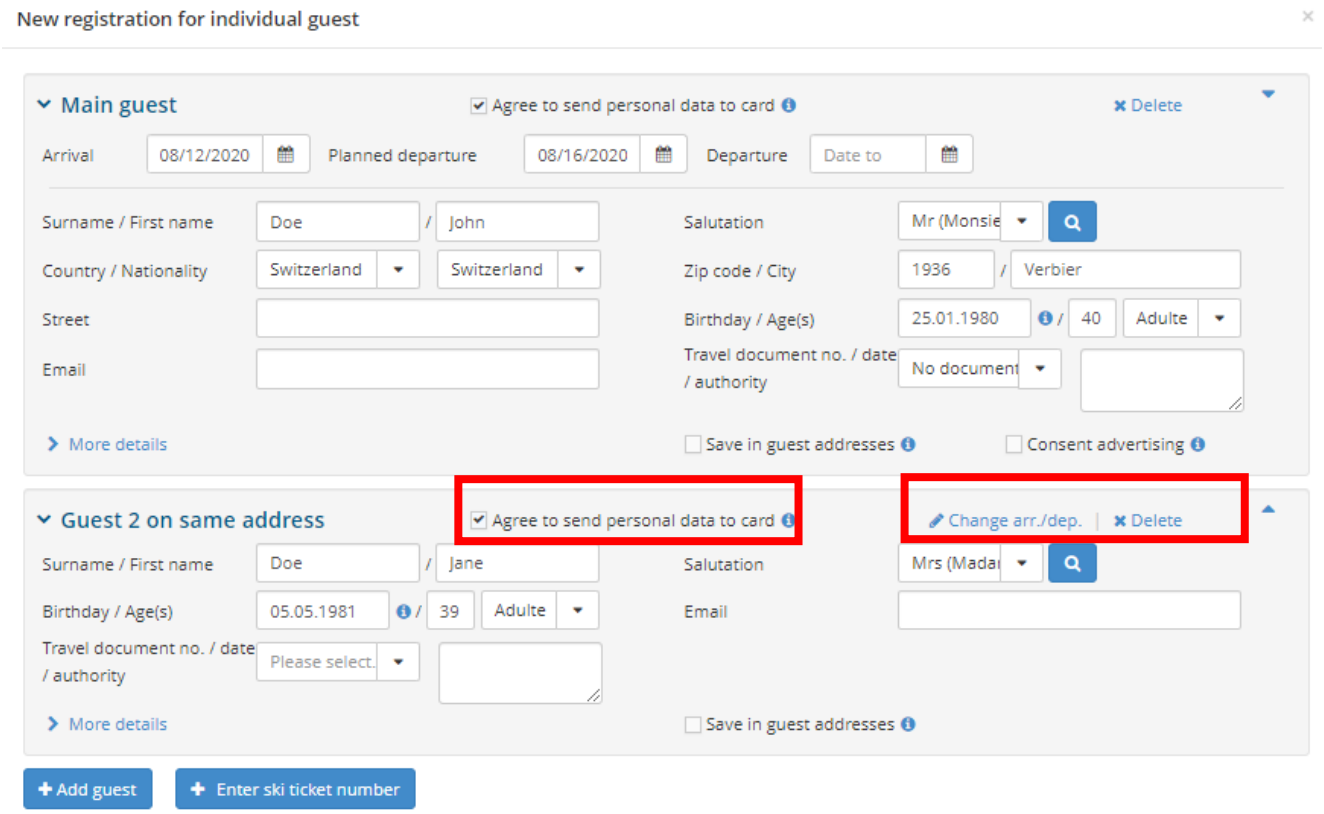
All fields marked with an asterisk (*) must be completed.



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.

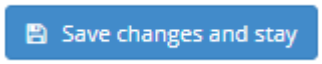


Always verify that the “Agree to send personal data to card” box has been checked.

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

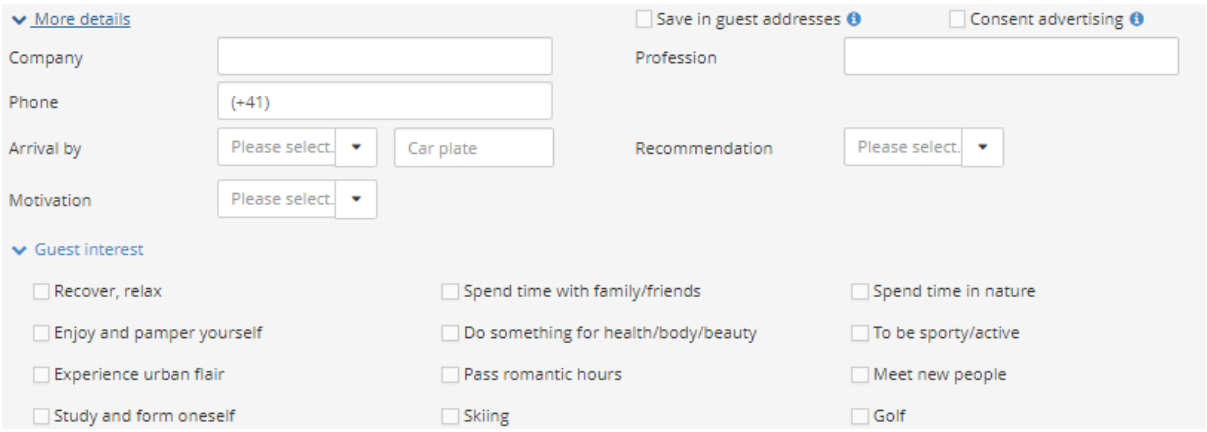
Step 4

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



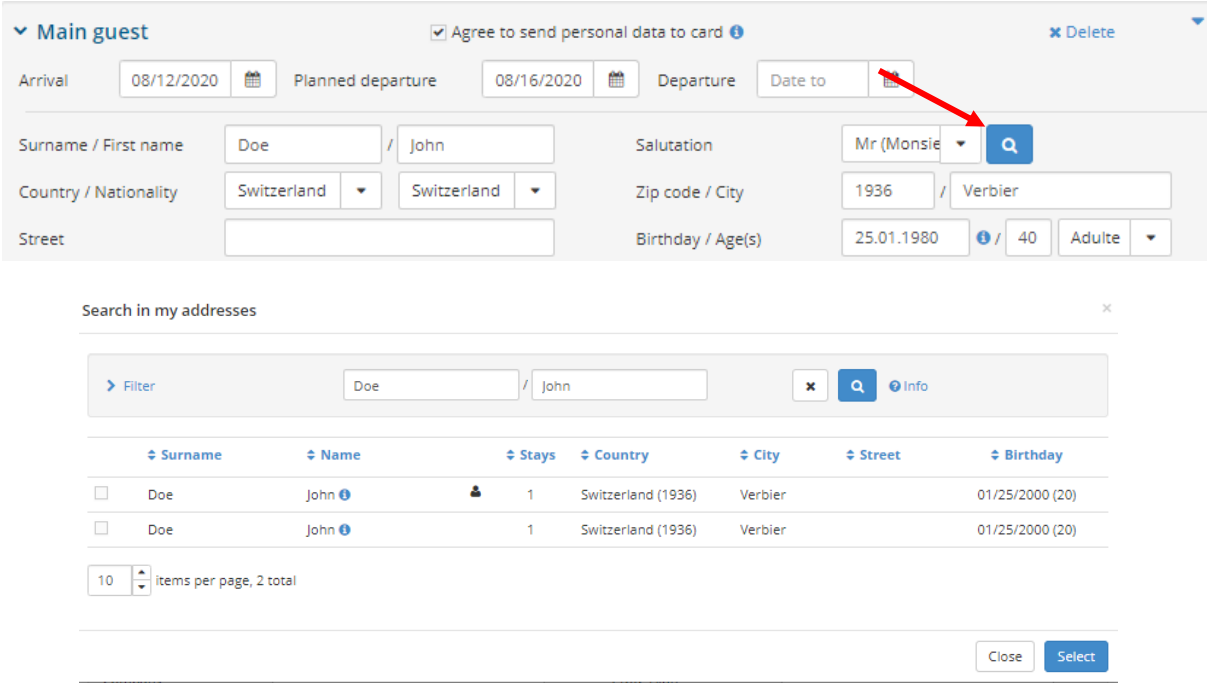
More details (optional):

Option to add further information if necessary.



Searching for an address:

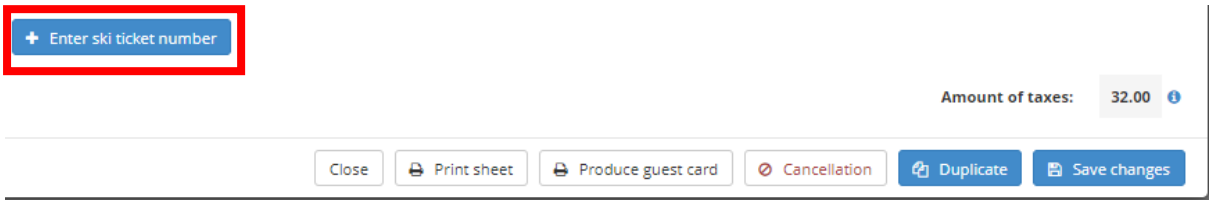
It is always possible to search for an address already recorded by your establishment by clicking on the magnifying glass button:



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.



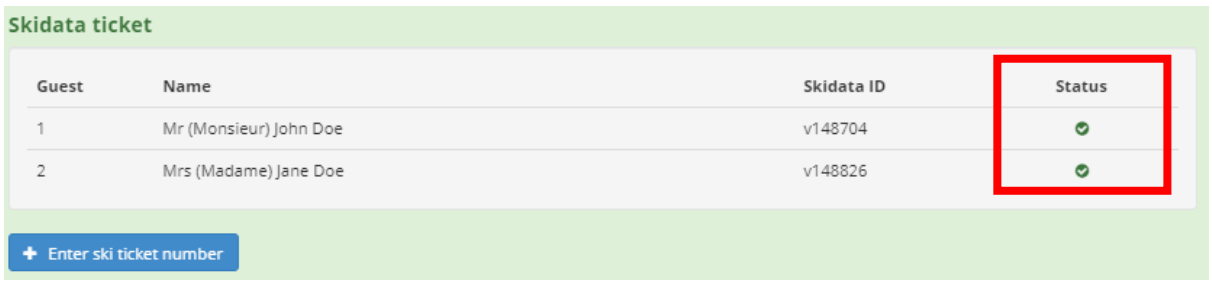
A new window will open where you can enter the VIP Pass number, which is composed of an upper-case V followed by six digits. Enter the full ID without any spaces.

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

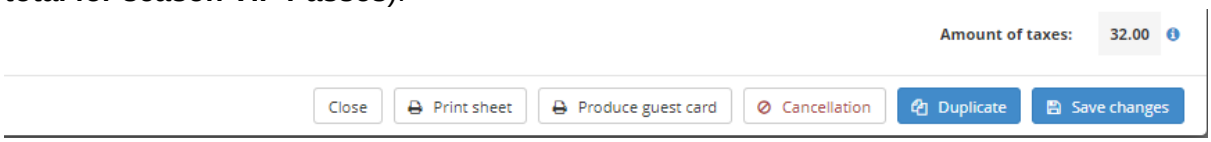
Once the numbers have been loaded, the VIP passes are active. The information will appear in a green frame with a check mark to show they have been activated.



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**).



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.

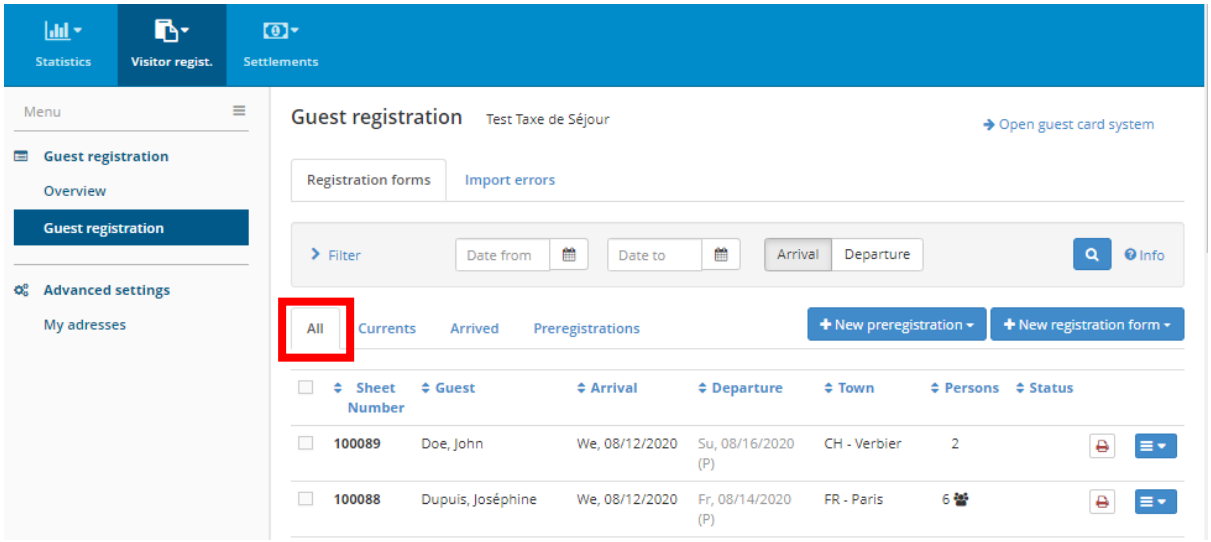
New stay = new check-in form = new VIP Pass number

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.



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.

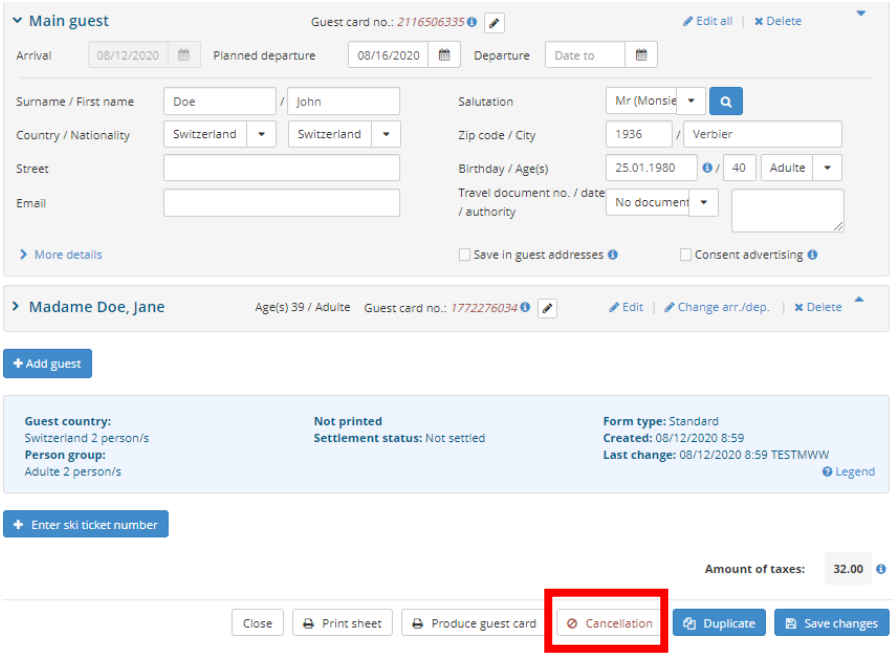
- A registration form cannot be deleted. It can only be cancelled.

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.

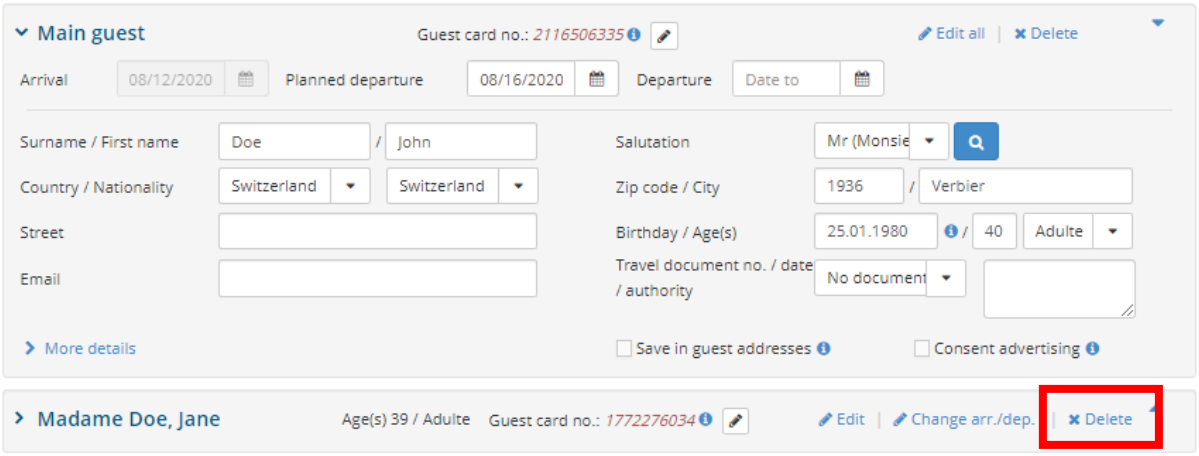
- **If the arrival date has passed:**

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.



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.



- 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.

  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.

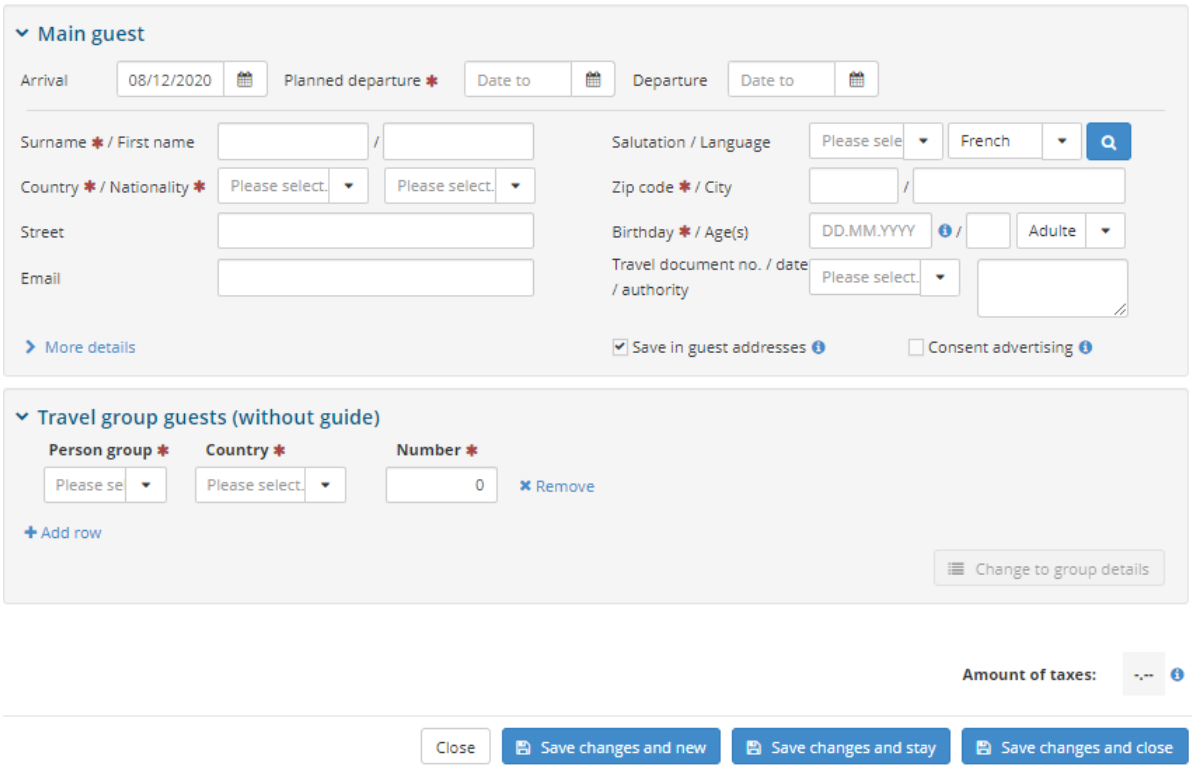
NB: If no payment has been received, the tourist office can be contacted directly for cancellation.

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.

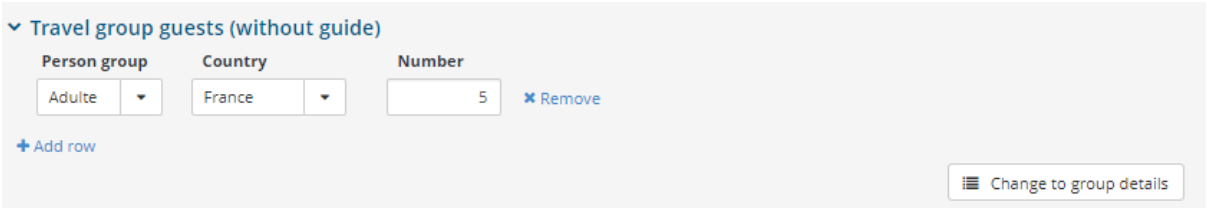
Registering a group of six or more people

When registering a group, the following fields are editable:

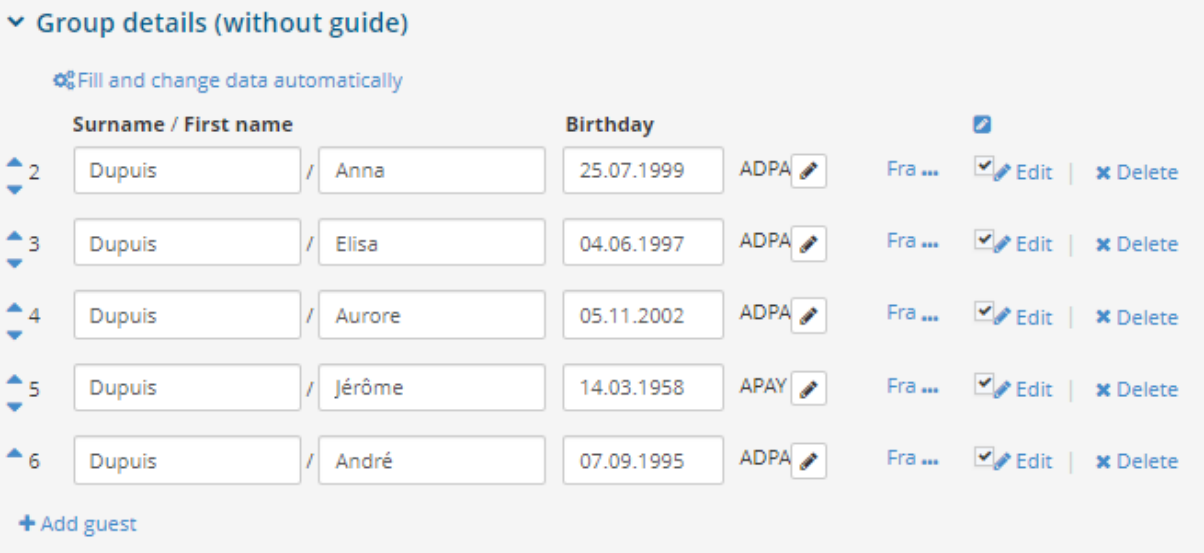


To activate VIP Passes, start with the group leader. Then, for **each group member, at least the first name, surname and date of birth must be entered**.

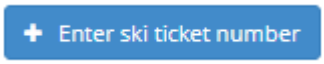
For group members, first select the type of participant, the country and the number of people per type of participant. Then click on “Change to group details”.



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



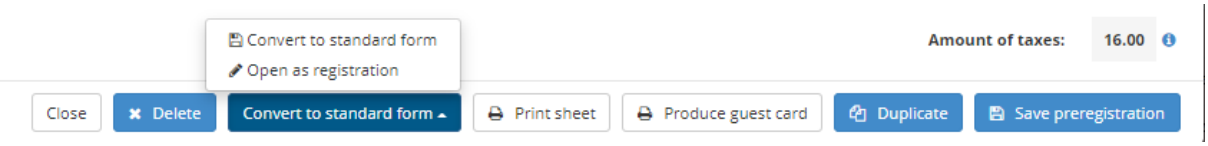
Next, enter the VIP Pass numbers by clicking on “Enter ski ticket number” and following the instructions detailed in Step 5 – Assigning a VIP Pass number (ski ticket number).



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.



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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