

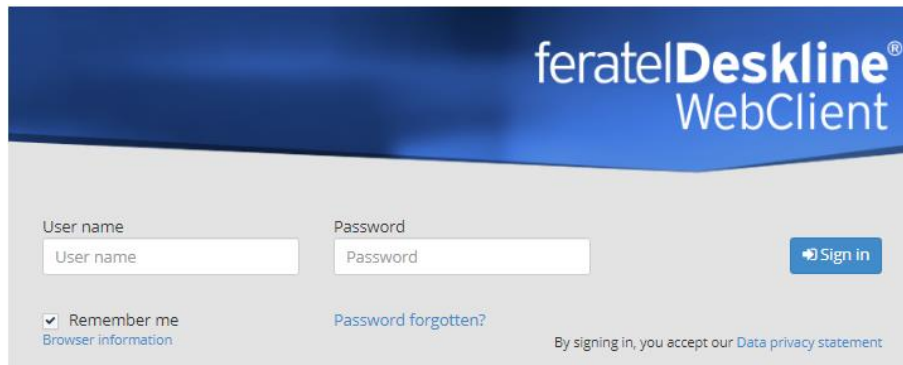
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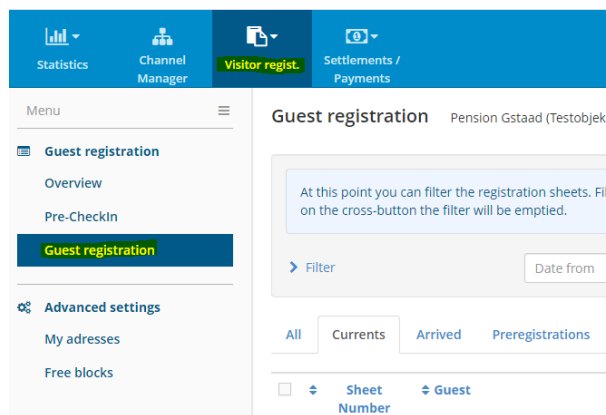
1 Login

- 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»



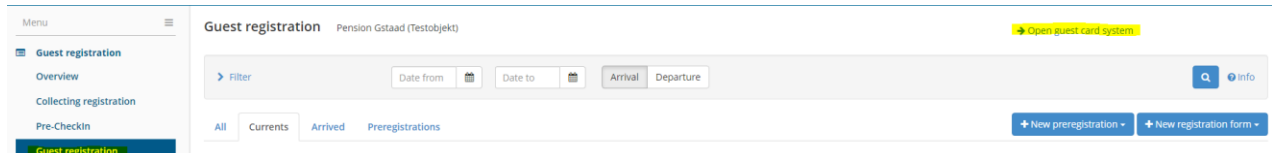
- **ATTENTION:**
Guest data from the PMS import must not be treated in the WebClient!
It may lead to interface problems!
- Any import errors (e.g. if a child is defined as an adult in the PMS or the country code does not match) are displayed under «Guest registration»
- In such cases, make the correction 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).
ATTENTION: if card(s) have been printed, a duplicate must be issued when extending a Gstaad Card - see 4.3.1., page 11



3 Produce and send guest cards

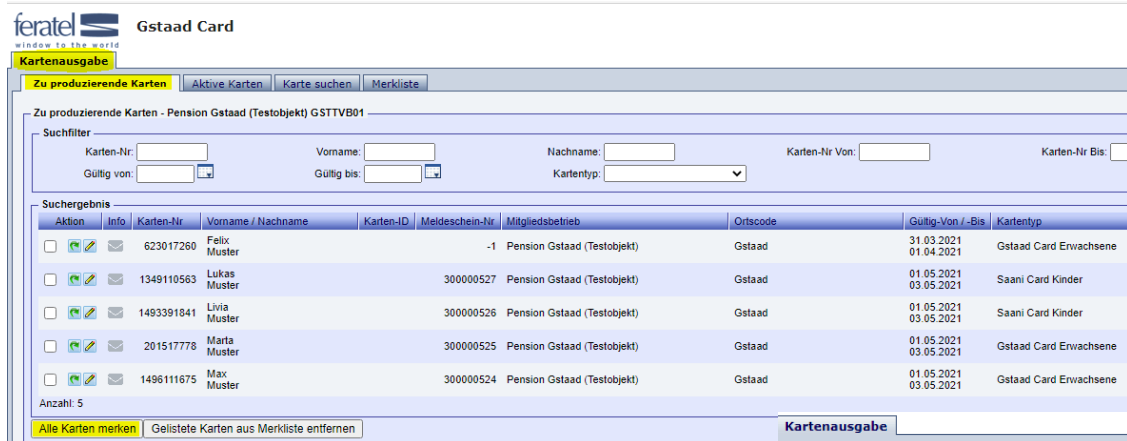
→ The CardSoftware is in German

- «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»)



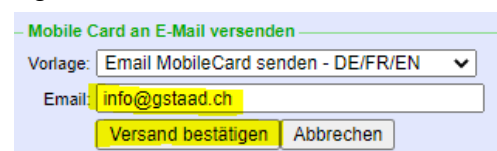
- ...or, if not all cards listed under «Zu produzierende Karten» (= «Cards to produce») has to be sent to the same e-mail address:
for the desired cards, click on the green arrow «Karten merken» (= «Memorize Card») (arrow turns red)



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



- «Vorlage» (= «Template»): select the desired language
- Check respectively enter the e-mail address
- activate ☒ at «Merklste 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 | Merkliste

Zu produzierende Karten - Pension Gstaad (Testobjekt) GSTTVB01

Suchfilter

Karten-Nr.: Vorname:

Gültig von: Gültig bis:

Suchergebnis

Aktion	Karten-Nr.	Vorname / Nachname	Karten-ID	Meldeschein
☐	1874878968	Mara Muster		
☒	1223295681	Max Muster		

Anzahl: 2

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



Kartenausgabe

Karte bearbeiten | Aktive Karten | Karte suchen | Merkliste

Karte bearbeiten - 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

Karten-Nr.: 1223295681

Karten-ID:

Berechtigung: Default

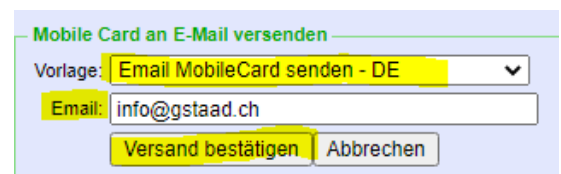
Gültig von: 15.06.2021 Gültig bis: 22.06.2021

Anz. Tage: 8

Bemerkung: 12.03.2021 08:42:37 Karte erstellt, gültig von 15.05.21 bis 22.05.21 (CSL)

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

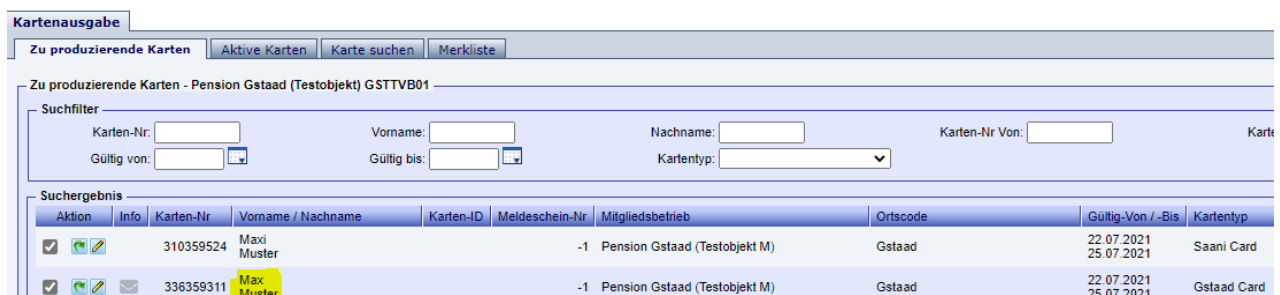
Vorlage:

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 | Merkliste

Zu produzierende Karten - Pension Gstaad (Testobjekt) GSTTVB01

Suchfilter

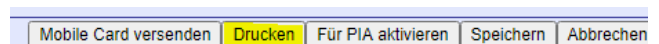
Karten-Nr.: Vorname: Nachname: Karten-Nr. Von:

Gültig von: Gültig bis: Kartentyp:

Suchergebnis

Aktion	Info	Karten-Nr.	Vorname / Nachname	Karten-ID	Meldeschein-Nr.	Mitgliedsbetrieb	Ortscode	Gültig-Von / -Bis	Kartentyp
☒		310359524	Maxi Muster		-1	Pension Gstaad (Testobjekt M)	Gstaad	22.07.2021 25.07.2021	Saani Card
☒		336359311	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

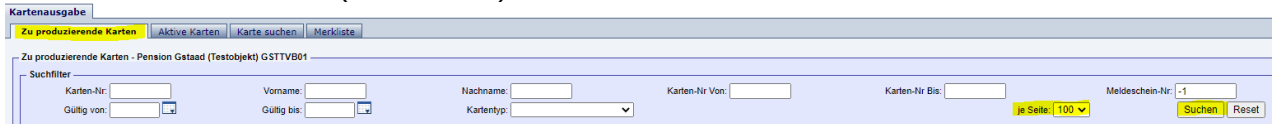
feratelCardSystem
CardSoftware

Zurück

3.4. Send cards for groups of more than 25 persons

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

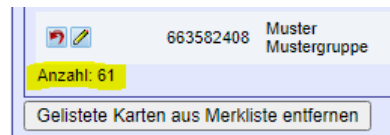
- Under «Zu produzierende Karten» («Cards to produce»), increase the number of cards of «je Seite» (= «per page») (for 25-49 persons to 50; for 50-99 person to 100; for more than 99 person to 500)
- «Suchen» (= «Search»)



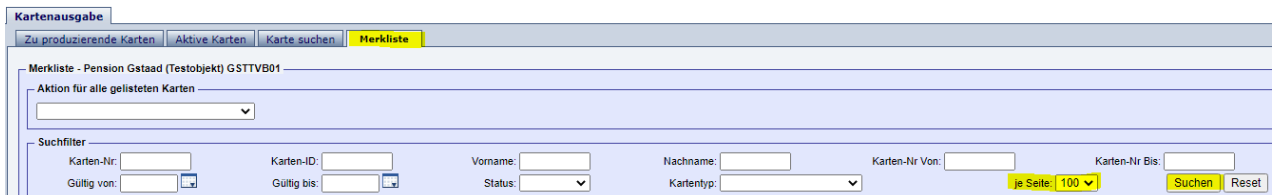
- Check at the bottom left whether the number corresponds to the size of the group*
- «Alle Karten merken» (= «Memorize all cards»)



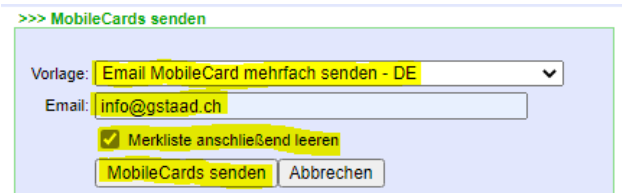
- Go to register «Merkliste» (= «Memory List»)
- Check at the bottom left whether the number corresponds to the size of the group



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



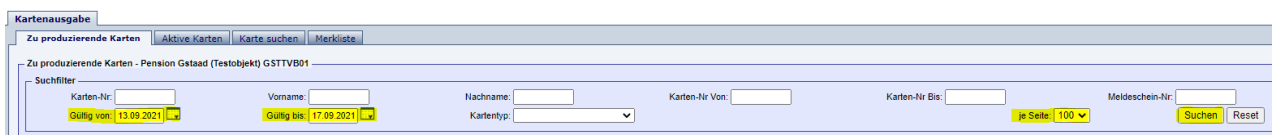
- Aktion für alle gelisteten Karten (= Action for all listed cards):
Select «MobileCards senden» (= «Send MobileCards»)
- «Vorlage» (= «Template»): select the desired language
- Check respectively enter the e-mail address
- activate ☒ at «Merkliste anschliessend leeren» (= «Then clear Memory List»)
-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

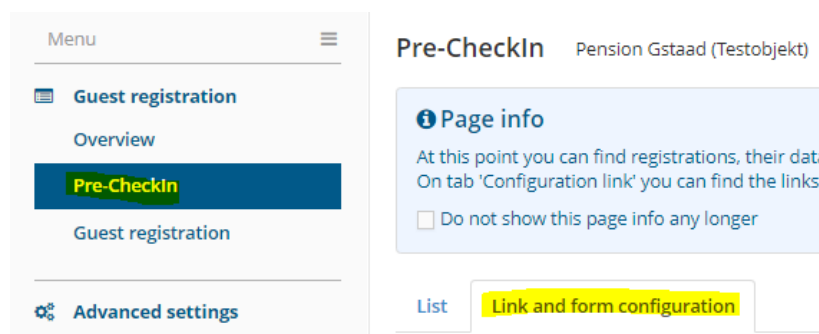
→ **Only relevant if your PMS cannot transmit groups!**

- 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

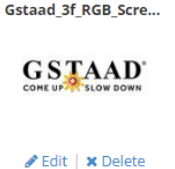
- «Visitor regist.» - «Pre-CheckIn»
- Register «Link and form configuration»



- 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.

Logo and host picture

Logo



Edit | Delete

Host picture

Click to upload

Change colors

Leading color

#1976D2

Preview

Link to guest: Introduction- and complimentary close text

Introduction text

Deutsch

Herzlich Willkommen!

Complimentary close text

Vielen Dank für Ihre Voranmeldung.
Wir freuen uns auf Sie und wünschen Ihnen

English

+ Add description for language



- 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 14 (example)

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

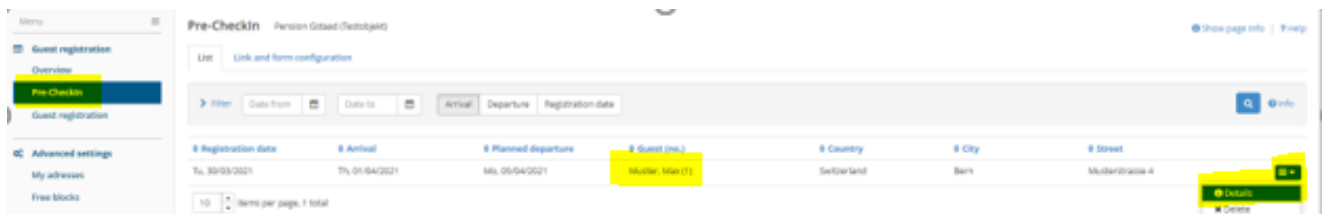
Arrival: 20.08.2021

Departure: 27.08.2021

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

Next steps:

- 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)



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

Close
✖ Delete

Convert to pre-registration
✎ Open as preregistration

Convert to pre-registration ▾
Load to registration

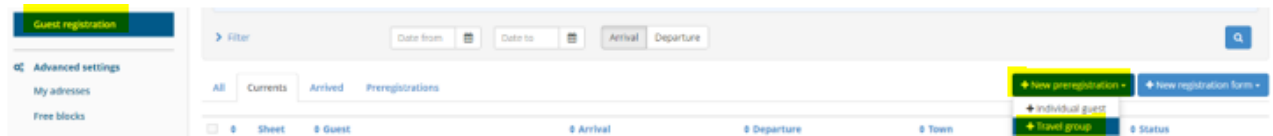
- Check data and adjust if necessary
- If everything is correct, «Produce guest card»

Close
✖ Delete
Convert to standard form ▾
Print sheet
Produce guest card
Duplicate
Save preregistration

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

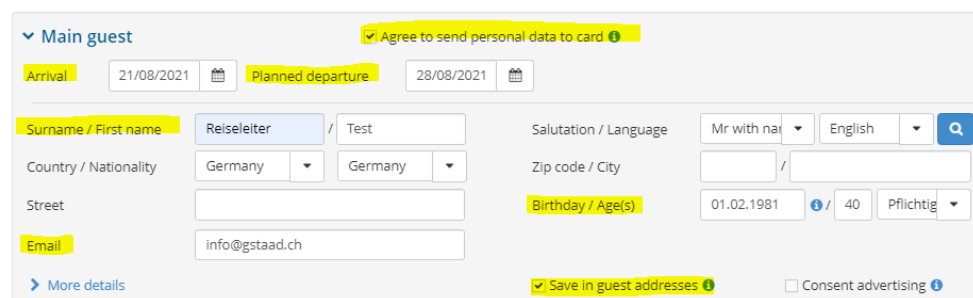
4.2. Variant 2: Creation of the guest cards by direct entry of a pre-registration

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

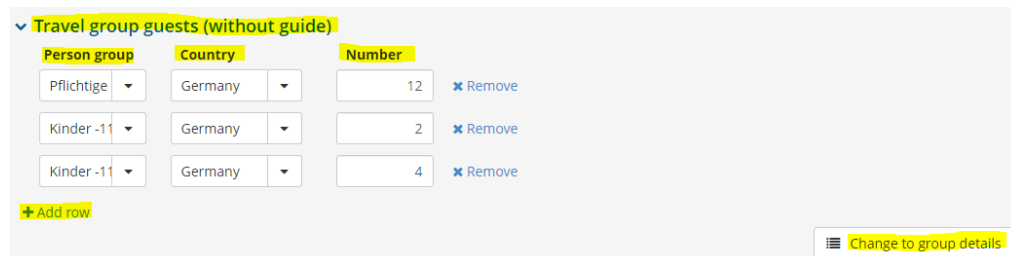


- Under «Main guest» (= tour guide) fill in at least all the data with * / * ; if known, also e-mail
→ «Agree to send personal data to card» must be activated, otherwise the guest cards will not be produced.

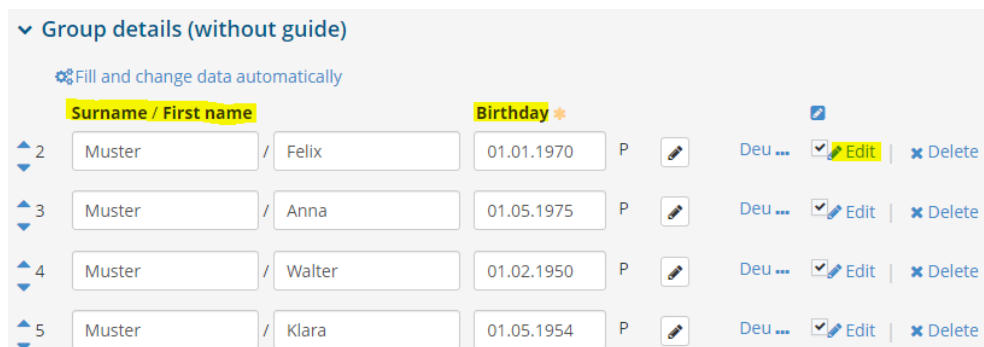
New pre-registration



- 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)



- «Change to group details»
- The specified number of guest fields per group of people will now appear



- 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: / Salutation: 

Birthday / Age(s): ⓘ /  Email:

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

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

Close [Load guest details](#)

[Edit](#) ⓘ

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](#)

the pre-registration can then be called up in the submenu "Guest registration" - "Pre-registrations" and opened by clicking on the name or via "Details" (symbol on the right).

Guest registration

Advanced settings

My addresses

Free blocks

Filter

Date from

Date to

Arrival

Departure

All

Currents

Arrived

Preregistrations

Guest

Sa, 01/05/2021

08/05/2021 (P)

CH - Bern

2

Muster, Max

New preregistration +

New registration form +

- «Produce guest card»

Close [Delete](#) [Convert to standard form +](#) [Print sheet](#) [Produce guest card](#) [Duplicate](#) [Save preregistration](#)

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



4.3. Modifications to manually entered travel groups

- Adjustments to the departure date*, surname, first name, (country/nationality, address) and e-mail as well as the addition and deletion of individual guests can be made in the pre-registration (or in the registration form), even if the card has already been sent by e-mail or printed.
 - By clicking on «Save pre-registration» (respectively «Save changes» in the registration form), the changes are automatically updated in the CardSystem and new cards can be issued.

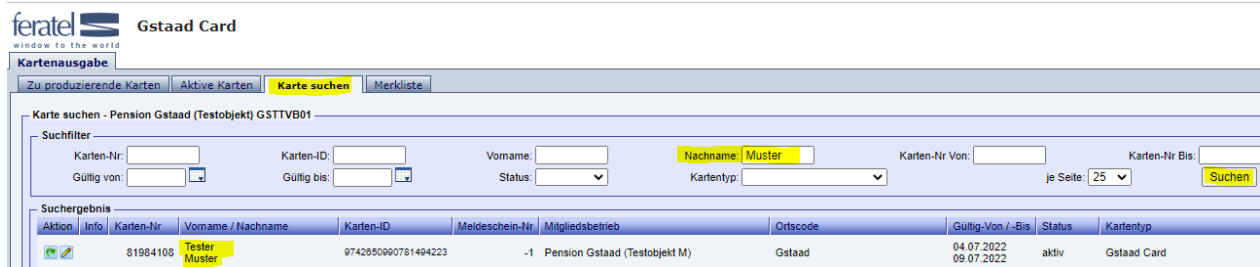
4.3.1. * Attention when extending a Gstaad Card

- If the Gstaad Card(s) has (have) already been sent/printed, a duplicate must be issued and the card(s) sent/printed again so that the validity of the public transport QR code is also updated and the guest can thus use public transport throughout their stay:

- «→ Open guest card system» (top right)
- «Karte suchen» (= «Search card»)
- If the card(s) you have just extended does/do not appear at the top, search by surname

Print Messages Configuration Pension Gstaad (Test)

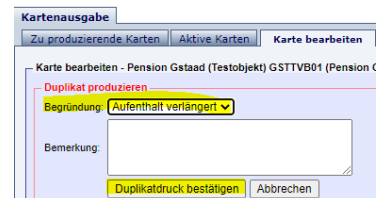
→ Open guest card system



- Click on the desired card (name)
- «Duplikat produzieren» (= «Produce duplicate») (previous card is blocked as a result)



- Begründung (= Reason): select «Aufenthalt verlängert» (= «Stay extended»)
- «Duplikatdruck bestätigen» (= «Confirm duplicate print»)
- If a printout is desired: print Print@Home version
- If a MobileCard is desired:
 - «Mobile Card versenden» (= «Send MobileCard»)
 - (Check email address (adjust if necessary))
 - «Versand bestätigen» (= «Confirm sending»)

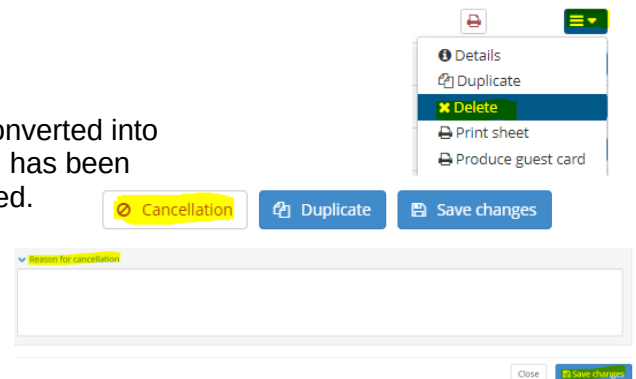



4.3.2. Date of arrival or date of birth

- The date of arrival and date of birth can only be adjusted before the card is printed/ sent. If the card has already been sent by e-mail or printed, the pre-registration must be deleted (respectively the registration form cancelled) and recreated.

4.4. What happens when a group cancel at short notice or does not arrive (no show)?

- If a group, for which a preregistration has already been saved, do not arrive, the preregistration can be deleted:
 - Call up the pre-registration
 - Symbol on the right – «Delete»
 - If a pre-registration has already been converted into a registration form or a registration form has been created directly, it must then be cancelled.
 - Open the registration - «Cancellation»
 - Enter the reason for cancellation
 - «Save changes



The screenshot shows a dropdown menu with options: Details, Duplicate, Delete (highlighted), Print sheet, and Produce guest card. Below the menu are buttons for Cancellation, Duplicate, and Save changes. A text input field for 'Reason for cancellation' is also visible.

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



The screenshot shows a registration form entry for Felix Muster with the registration number 600001117/4. A cogwheel symbol is visible next to the number.

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

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 will be sent by email.

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.

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 sera envoyés par e-mail.

**) 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

