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# StarMR Functionalities

# StarMR Functionalities

## Client Operation



The client will select the language, currently there are 5 languages (English, Spanish, French, German, Italian)

The screenshot displays the StarMR client interface. At the top left is the 'Class One' logo. A language selection dropdown menu is open, showing options: English (selected), Spanish, French, German, Italian, Norwegian, and Chinese. To the right are 'Manage booking' and 'Login' buttons. The main area features two calendar views for January and February 2020, with dates and prices. Below the calendars are controls for Room Type (Doble - Solo adultos), Adults (1), Children (0), Meal plan (Solo alojamiento (295.02€)), and Rooms (1). A list of room options is shown below, including 'Tarifa Standard' (295.02€), 'No reembolsable' (280.26€), and 'Doble Promo' (N/A). On the right, a 'Reservation' sidebar shows the dates 2/2/2020 - 5/2/2020 (3 nights), the room selection '1 X Doble - Solo adultos' (295.02€), the total price (295.02€), and a 'Continue' button.

Once placed on the page it shows him from the current date two months, it will move on the calendar until he select the dates that want to make the Reservation. One of the advantages that can be seen immediately, is that as there are variable prices, and if your dates of stay are not fixed, the client will be able to select the best dates at the best price.

Upselling: Upselling: as you can see at all times, it presents you with the prices at which you can book, and in case it changes rooms, it will automatically show us the new prices. It can also ask about the meals plan, imagine that in principle you book for only one room, but when you see the meal plan, you want to see how much it costs with breakfast, as you see that it is assumable, you decide that it is with breakfast.

# StarMR Functionalities

## Client Operation. Selection of Dates, Room and Meal Plan



We have selected from February 2nd to February 5th. On the right side it's already indicating the price

The screenshot shows the StarMR booking interface. At the top, there's a 'Class One' logo, a language dropdown set to 'English', and buttons for 'Manage booking' and 'Login'. The main area features a calendar for January and February 2020. The dates February 2nd to 5th are selected. To the right, a 'Reservation' summary shows '2/2/2020 - 5/2/2020 (3 nights)' and '1 X Doble - Solo adultos' for a total of 295.02 €. Below the calendar, there are dropdowns for 'Room Type' (Doble - Solo adultos), 'Adults' (1), 'Children' (0), and 'Meal plan' (Solo alojamiento (295.02€)). A list of meal plan options is visible: 'Tarifa Standard' (295.02€), 'No reembolsable' (280.26€), and 'Doble Promo' (N/A).

Upselling: We see that the price with breakfast is included in the budget, so we book with Breakfast

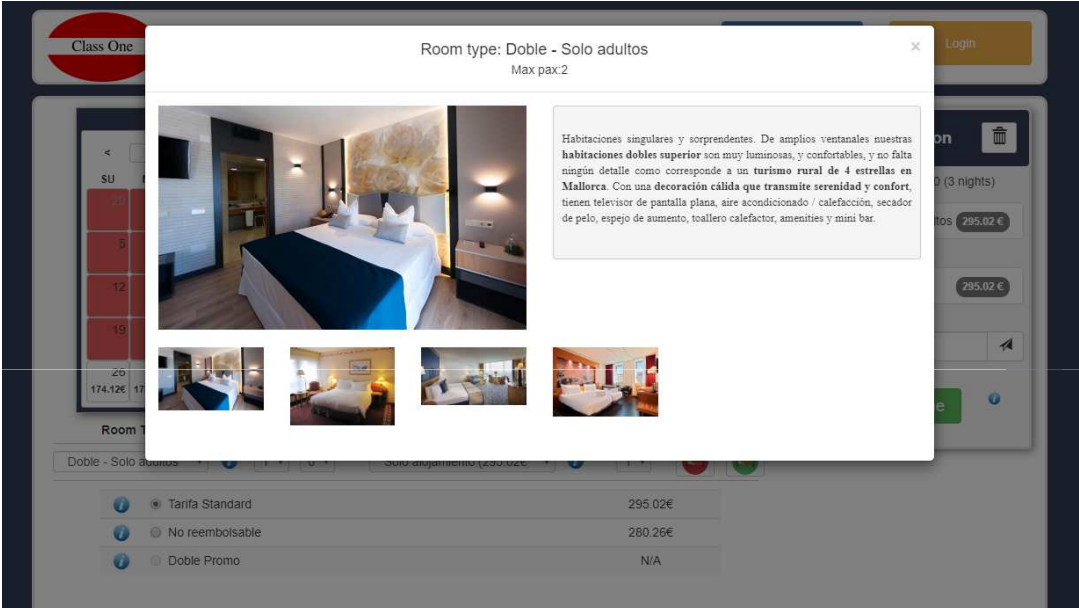
This screenshot shows the same booking interface as the previous one, but with the 'Meal plan' dropdown menu open. The dropdown shows several options: 'Solo alojamiento (295.02€)', 'Alojamiento y Desayuno (331.02€)', 'MP (400.02€)', and 'PC (460.02€)'. The 'Solo alojamiento' option is highlighted. The reservation summary on the right still shows a total of 295.02 €.

# StarMR Functionalities

## Client Operation. Auxiliary information and photos

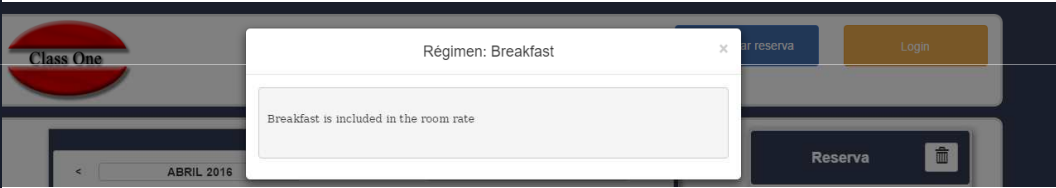


Although we normally come from the Hotel's website, where there will be a very good definition of the Hotel, if we click on the "i" for information, it details with photos and description what we have previously uploaded to the Extranet.



Room Information

Information of the Meal Plan



If cancelled or modified up to 2 days before date of arrival, no fee will be charged.

If cancelled or modified later, 100 percent of the first night will be charged.

In case of no-show, the total price of the reservation will be charged.

Prepayment: No deposit will be charged.

Information and conditions of the Rate

# StarMR Functionalities

Client Operation. Auxiliary information and photos



If I already know the dates, why not take a lower "non-refundable" rate, as in this case I save almost € 100

The screenshot shows the Class One reservation system interface. At the top, there is a language selector set to 'español', a 'Gestionar reserva' button, and a 'Login' button. Below this is a navigation bar with the Class One logo and a notice: 'Aviso: Si ya estuvo hospedado en el hotel, solicite su código de usuario a reservas@classone.es'. The main content area features a calendar for April and May 2016. The calendar shows dates from 19-05-2016 to 22-05-2016 (3 nights). The reservation summary on the right shows '19/5/2016 - 22/5/2016 (3 nights)' and '1 X Double room - Adults only' for a total of 515.01 €. Below the calendar, there are filters for 'Tipo de habitación' (Double room - Adults), 'Adultos' (2), 'Niños' (0), 'Régimen' (Breakfast (515.01€)), and 'Habitaciones' (1). A list of rates is shown below, with the 'Non-refundable' rate of 515.01€ highlighted with a red box.

Tipo de habitación	Adultos	Niños	Régimen	Habitaciones
Double room - Adults	2	0	Breakfast (515.01€)	1

Tarifa	Price
Standard rate	605.91€
<b>Non-refundable</b>	<b>515.01€</b>
Promo room	N/A

Logically it has some conditions, normally that they charge it always, although the client does not carry out the stay, or they are in the habit of charging always one day, ...

**Tarifa: Non-refundable**

Please note, if cancelled, modified or in case of no-show, the total Price of the reservation will be charged.

Prepayment: The total price of the reservation will be charged on the day of booking.

# StarMR Functionalities

Client Operation. More rooms, vary adults, children, ...



As you can see, I can book more rooms, change the number of adults (which may mean a change in price), indicate children (which may also mean an increase in price).

The screenshot shows the Class One reservation interface. At the top, there is a language selector set to 'español', a 'Gestionar reserva' button, and a 'Login' button. Below this is a notice: 'Aviso: Si ya estubo hospedado en el hotel, solicite su código de usuario a reservas@classone.es'. The main area features a calendar for '19-05-2016 - 22-05-2016 (3 Noches)'. The calendar shows dates from April 28 to May 3, with prices of 171.67€ per night. To the right of the calendar is a 'Reserva' summary box showing '1 X Double room - Adults only' for a total of 515.01€. Below the calendar is a table with columns: Tipo de habitación, Adultos, Niños, Régimen, and Habitaciones. The first row is highlighted with a red box and shows 'Double room - Adults', 2 adults, 0 children, 'Breakfast (515.01€)', and 1 room. Below this table are three options: 'Standard rate' (605.91€), 'Non-refundable' (515.01€), and 'Promo Room' (N/A).

Change to a better room, ..., and always on the right side will be informed of the price we must pay.

# StarMR Functionalities

Client Operation. More rooms, vary adults, children, ...



If we've already decided, we can press continue. Pressing the "i" above this button will inform you that it is PMS Seven Stars by Class One "on line" Hotel and that your reservations are immediate and with the highest priority, or any message you wish.

The screenshot shows a reservation interface for Hotel ClassOne. It features a calendar for April and May 2016. A reservation summary is displayed on the right, showing a stay from 19/5/2016 to 22/5/2016 (3 nights) for 1 X Double room - Adults only, with a total price of 515.01 €. Below the calendar, there are fields for 'Tipo de habitación' (Double room - Adults), 'Adultos' (2), 'Niños' (0), and 'Régimen' (Breakfast (515.01€)). A list of room options is shown, including 'Standard rate' (605.91€), 'Non-refundable' (515.01€), and 'Promo Room' (N/A). A green 'Continuar' button is highlighted with a red box. A tooltip message reads: 'Hotel Online PMS Seven Stars by ClassOne. Todas las reservas hechas mediante este sistema tienen prioridad en la asignación de habitaciones y pueden hacer Check-In Express en el Hotel.'

Press continue to give the Rooming List

# StarMR Functionalities

## Client Operation. Rooming List



At the moment we give the first name of the Booker, he already assumes for the first and the rest of the rooms this Name and Surname

The screenshot displays a reservation form with the following sections:

- Complete your reservation details:** Includes fields for Name (Javier Sabariz), E-mail (soporte@classone.es), and Phone (+34981613709).
- Complete your rooms details:** Shows room configuration for #1Room: Doble (Smoking), Solo adultos, with name Javier Sabariz and ID field. Includes an "Add extras" button and a text area for "Extra info for this room...".
- Address:** Includes fields for Address (Rafael Alberti, 6), City (Perillo), State/region (A Coruña), Zip Code (15172), and Country (Spain).
- (\*)Credit Card:** Includes fields for Type (Visa), Credit card number, Cardholder name (Javier Sabariz), Exp. date, and CVV.

To the right of the main form is a **Reservation** summary box:

- Reservation icon
- 2/2/2020 – 5/2/2020 (3 nights)
- 1 X Doble - Solo adultos 316.26 €
- Total 316.26 €

Press continue to give the Rooming List



# StarMR Functionalities

## Client Operation. Extras



And why can't we sell them some extra services (Spa, Parking, Cava, ...)

(\*)Name:  Sabariz

(\*)E-mail:  Phone:

**Complete your rooms details:**

#1Room:  Doble  Smoking  ID

- Solo adultos

**Add extras**

<input type="checkbox"/> Internet		Nights: <input type="text" value="3"/>	Persons: <input type="text" value="1"/>	30 €
<input type="checkbox"/> Parking space		Nights: <input type="text" value="3"/>	Persons: <input type="text" value="1"/>	10 €
<input type="checkbox"/> undefined		Nights: <input type="text" value="3"/>	Persons: <input type="text" value="1"/>	0 €

Extra info for this room...

Address:

City:  State/region:

Zip Code:  (\*)Country:

**Reservation**

2/2/2020 – 5/2/2020 (3 nights)

1 X Doble - Solo adultos 316.26 €

**Total** 316.26 €

If you press "i" you will be informed of this service.

In this case you see that if you select Cava it is free.

# StarMR Functionalities

## Client Operation. Rest of Data and Credit Card



Now we only have to give other data (not compulsory).

We have put some observations and we only need to confirm them with the data of the Credit Card.

The screenshot shows a reservation form with several sections:

- Adults:** 2
- Add extras:**
  - Internet: 30 €
  - Parking space: 10 €
  - undefined: 0 €
- Address:** Rafael Alberti, 6
- City:** Perillo
- State/region:** A Coruña
- Zip Code:** 15172
- (\*)Credit Card:**

Type	Credit card number:	Cardholder name:	Exp. date:	CVV:
Visa	7777777777777777	Javier Sabariz	10/2020	123
- Extra remarks:** Extra remarks...
- Next** button

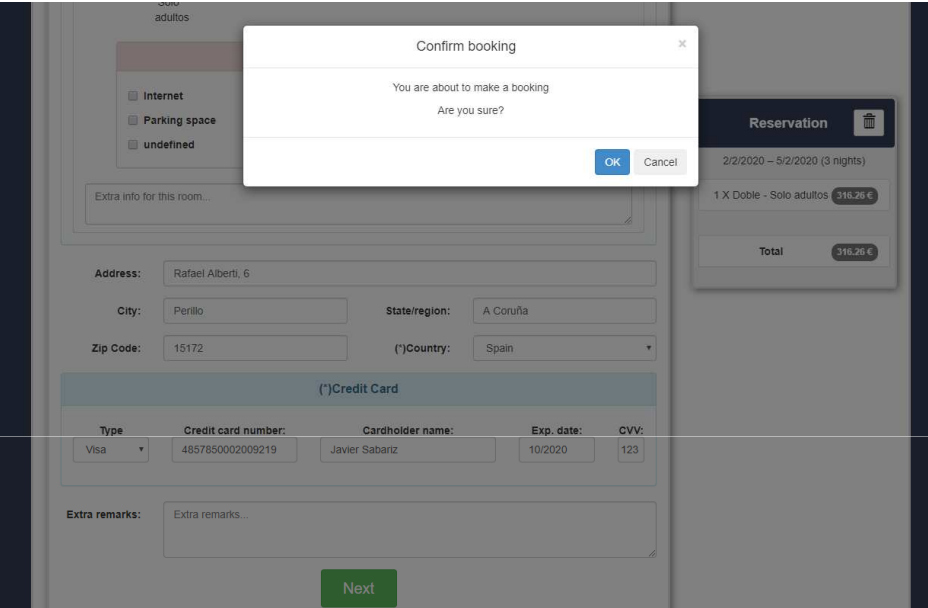
On the right, a **Reservation** summary box shows:

- 2/2/2020 – 5/2/2020 (3 nights)
- 1 X Doble - Solo adultos: 316.26 €
- Total:** 316.26 €

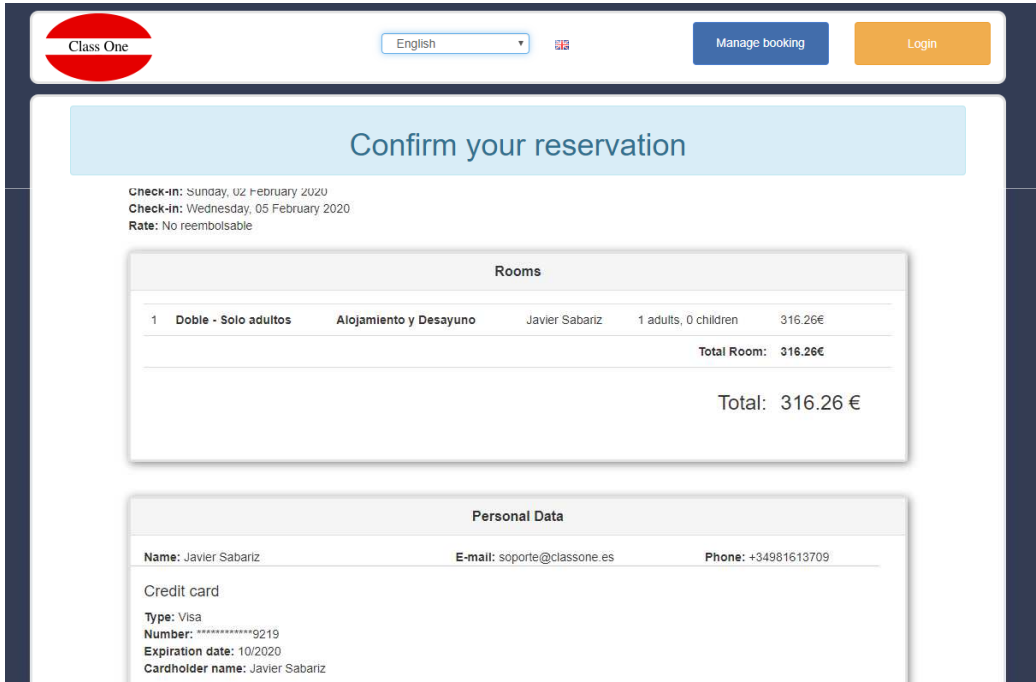
The credit cards are only checked for consistency, although if they are not consistent, they will be put in red as in this example

# StarMR Functionalities

Client Operation. Rest of Data and Credit Card



It's putting back all our data for us to confirm



# StarMR Functionalities

## Client Operation. Confirmation



It's putting back all our data for us to confirm

We can give Entry Time and the way



1	Doble - Solo adultos	Alojamiento y Desayuno	Javier Sabariz	1 adults, 0 children	316.26€
					Total Room: 316.26€
Total: 316.26 €					

Personal Data		
Name: Javier Sabariz	E-mail: soporte@classone.es	Phone: +34981613709
Credit card		
Type: Visa		
Number: *****9219		
Expiration date: 10/2020		
Cardholder name: Javier Sabariz		

Arrival time	17:00
Arrival way	IB3913

I accept the [booking terms](#)

Hotel ClassOne  
Rafael Alberti 6 Bajo, 15172 Oleiros, A Coruña  
+34 981 61 37 09  
santiago@classone.es

It is obligatory to accept the conditions of the Reservation, which are those previously decided by the Hotel, and you can consult them at this point.

# StarMR Functionalities

## Client Operation. Confirmation



Processing booking

- ✓ We are connecting to the hotel **directly**
- ✓ Confirming booking
- ⌄ You will receive an email in a moment

Name: Javier Sabariz      E-mail: soporte@classone.es      Phone: +34981613709

Credit card  
Type: Visa  
Number: \*\*\*\*\*9219  
Expiration date: 10/2020  
Cardholder name: Javier Sabariz

Arrival time: 17:00  
Arrival way: IB3913

I accept the **booking terms**

Confirm

Hotel ClassOne  
Rafael Alberti 6 Bajo, 15172 Oleiros, A Coruña  
+34 981 61 37 09  
santiago@classone.es


Next you tell us that it's communicating with the Hotel, at the moment that the reservation is confirmed and appears in the PMS, and at the same time an email is sent to him with the confirmation data.

# StarMR Functionalities

## Client Operation. Email - Confirmation



Asunto: **StarMR Automatic** 18:39  
A mí <soporte@classone.es> ☆



Estimado Javier Sabariz, gracias por reservar con nosotros. Los detalles de la reserva se muestran a continuación. Por favor guarde este correo. Se adjunta un voucher que deberá ser entregado en el check-in en el hotel.

Número de reserva: **0304183304**

**Día de entrada:** jueves, 19 mayo 2016

**Día de salida:** domingo, 22 mayo 2016

**Tarifa:** Non-refundable

# Habitación	Tipo de habitación	Régimen	Huésped principal	Pax	Precio
1	Double room - Adults only	Breakfast	Javier Sabariz	2 Adultos, 0 Niños	515.01 €
				Extra: null	0.0 €
				<b>Total:</b>	515.01 €

Desglose de precios:

# Habitación	Día	Precio habitación	Precio de régimen de adultos	Precio de régimen de niños
1	19/05/2016	147.45 €	24.22 €	0.0 €
1	20/05/2016	147.45 €	24.22 €	0.0 €
1	21/05/2016	147.45 €	24.22 €	0.0 €

**Condiciones de la tarifa:**

Please note, if cancelled, modified or in case of no-show, the total Price of the reservation will be charged.

Prepayment: The total price of the reservation will be charged on the day of booking.

Tarifa no reembolsable

**Condiciones de la reserva:**

1 adjunto: voucher-0304183304.pdf 17,8 KB Guardar

# StarMR Functionalities

Client Operation. Email Voucher attached - Confirmation



## Voucher de la reserva

#Rsv: 0304183304

Nombre: Javier Sabariz

Check-in: jueves, 19 mayo 2016

Check-out: domingo, 22 mayo 2016

Tarifa: Non-refundable

# Habitación	Tipo de habitación	Régimen	Huésped principal	Pax	Precio
1	Double room - Adults only	Breakfast	Javier Sabariz	2 Adultos, 0 Niños	515.01 €
Extra: null					0.0 €

**Total: 515.01 €**