

Software for interfacing with management systems
Installation, configuration and user manual

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Description of the software for interfacing with management systems (art. 01595)

The software for interfacing with management systems makes it possible the exchange of information between the main administrative management software (Property Management System, also known as PMS in this manual) used for the administration of the hotel and the Well-Contact Suite Software (Basic cod. 01590 or Top cod. 01591, also known as WCS in this manual).

IMPORTANT:

Each PMS provides its own protocol for data communication. If the PMS is not among those already managed by the software for interfacing with management systems, the communication won't be possible. In this case it is necessary to communicate this failure to the provider of the management system, as well as to Vimar, requesting for the necessary developments to be undertaken.

Operations

- Exchange of the main personal data related to customer and reservation, from the PMS to the WCS Software, with automatic creation of customer and reservation card.
- Writing and automatic activation of the card.
- Automatic deactivation of the keys at Check-Out.

Other Characteristics

The software for interfacing with the management systems does not provide a user interface.

INSTALLATION SECTION

How to install the software

The software for interfacing with the management systems will be automatically installed with the Well-Contact Suite Basic Software (cod. 01590) or Well-Contact Suite Top Software (cod. 01591) Unless you activate the service-specific license, this component is non-operational.

To activate the license you must follow the appropriate procedure described in **License Activation**.

After properly installing the WCS software, so that it can be used with all its features, you need to perform the appropriate configuration described in the Chapter **Configuration of the interfacing with management software**.

The configuration operations can be performed only by software users with high access privilege to the software.

Software update

The software for interfacing with the management systems will be automatically updated with the WCS Software.

To update the software, proceed as described in the user manual of the WCS software installed.

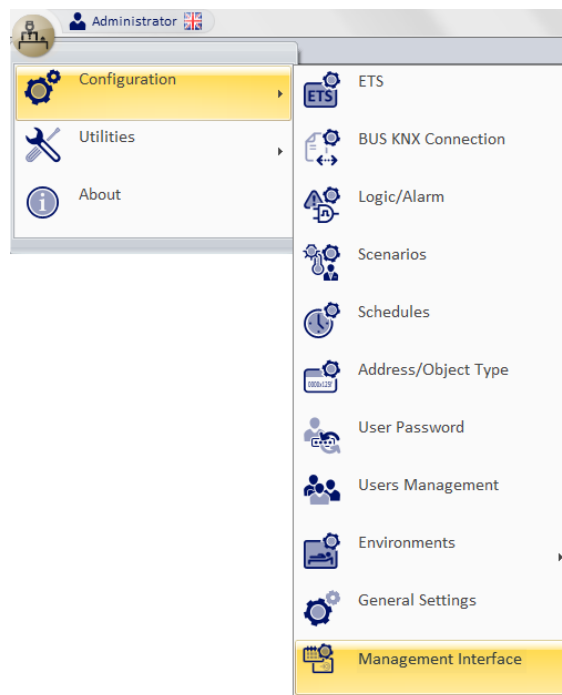
CONFIGURATION SECTION

Introduction

After properly installing the WCS software, so that it can be used with all its features, you need to perform the appropriate configuration. These operations are described in detail in the next few paragraphs. In the chapter **Configuration of the interfacing with management software** are described the generic operations that apply to all types of management software, while the next few chapters describe the operations to perform for each PMS compatible system.

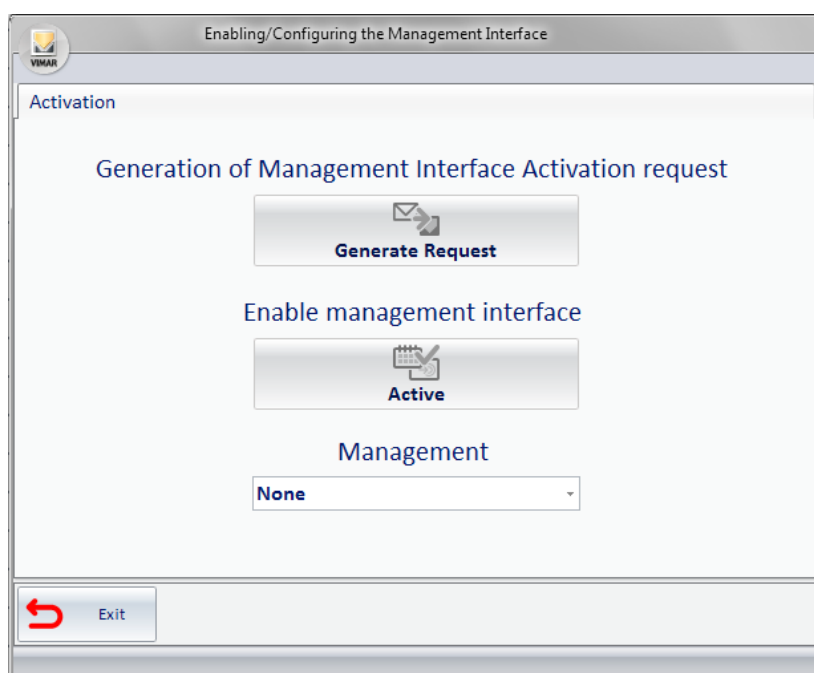
Configuration of the interfacing with management software

Log on to the "General Interfacing Activation/Configuration" section from the menu "Settings" as described in Picture 1.



Picture 1 - Management Interfacing Activation / Configuration Menu

The window shown in Picture 2 appears. From this window, if the component is not yet activated the **Request Build** and **Run** buttons are selectable while the selection of the specific management software is not possible.



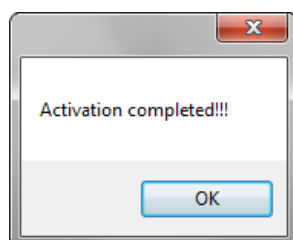
Picture 2 - Activation / Configuration Window if not yet activated

The "Well-Contact suite integrated software for interfacing with administrative management software" must be activated with an ad hoc procedure described in the following paragraph.

License Activation

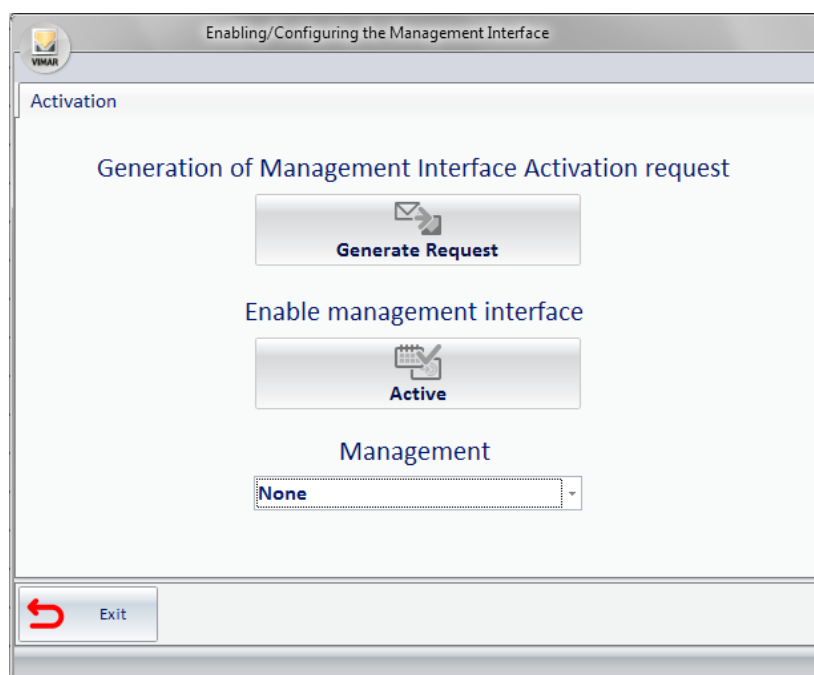
To activate the interfacing with the management software you need follow the steps listed below:

- press the **Generate Request** button and select the folder to save the request file (it is suggested to use the My Documents folder);
- access the site www.vimar.com go to Products -> Product Software and select the requested item WCS-management interface activation;
- fill out the form by following the instructions and attach the file you just created;
- upon receipt of a response file, click on **Activate** to complete the activation and you will be asked to select the file generated for the request (.xreq extension) and, immediately after, the one received (.xresp extension). If all goes well, you will see the message shown in Picture 3.



Picture 3 – Activation successful alert

Clicking **OK** you will return to Management Interfacing Activation/Configuration window, that will look as follows; because the component has been activated, the **Generate Request** and **Activate** buttons are no longer selectable, while it is finally possible to select the management software.



Picture 4
Activation / Configuration
Window if activated

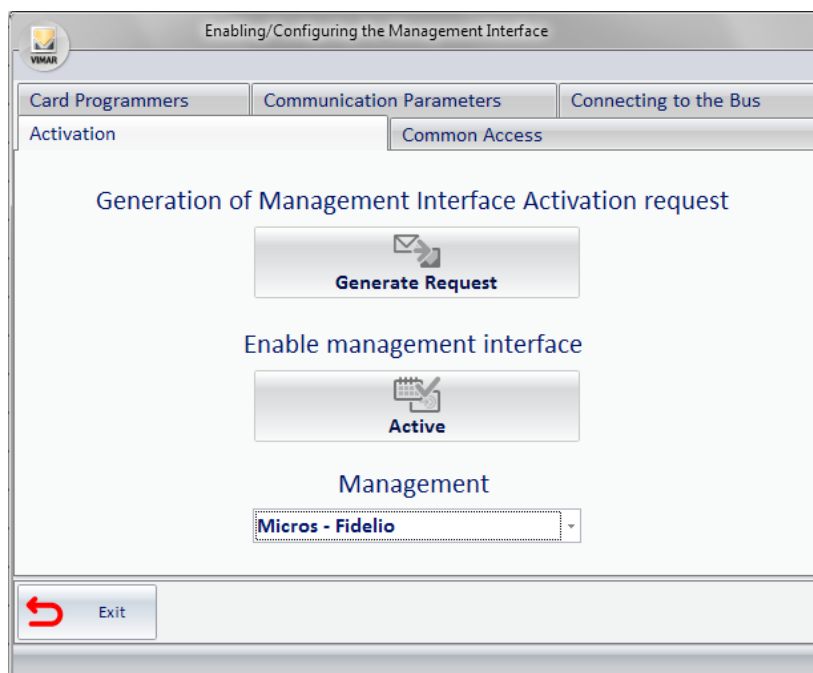
Selecting and configuring the administrative management system

From the multiple choice select the PMS used, after which more options will be available for the configuration of the selected system components. The newly available options are a subset of the list below:

- **Connection to the Bus:** generic parameters required for each management system; it collects the data necessary to enable the communication of the interface component with the system.
- **Communication parameters:** mandatory for all management systems; it collects the data necessary to enable the communication between the PMS and the WCS system;
- **Card Programmers:** it contains the transcoding table of the card programmers which can be specified from the PMS, name ;
- **Common Access:** transcoding table of the common access (pool, saunas, garage, ...).

In Picture 5, for example, MICROS Fidelio¹, one of the PMSs managed at the time of the writing of this manual, is selected. You may notice the presence of all the options listed above. The following paragraphs describe the procedures to enter the data of the listed components.

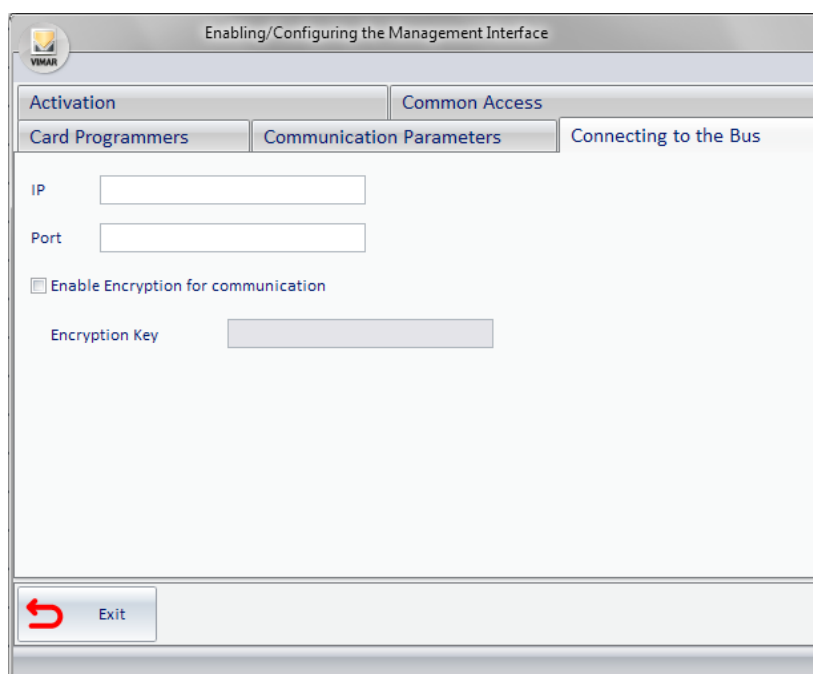
¹ "Micros - Fidelio" is a registered trademark of MICROS Systems, Inc. in the United States and/or other countries



Picture 5 - Activation / Configuration Window if a PMS is selected

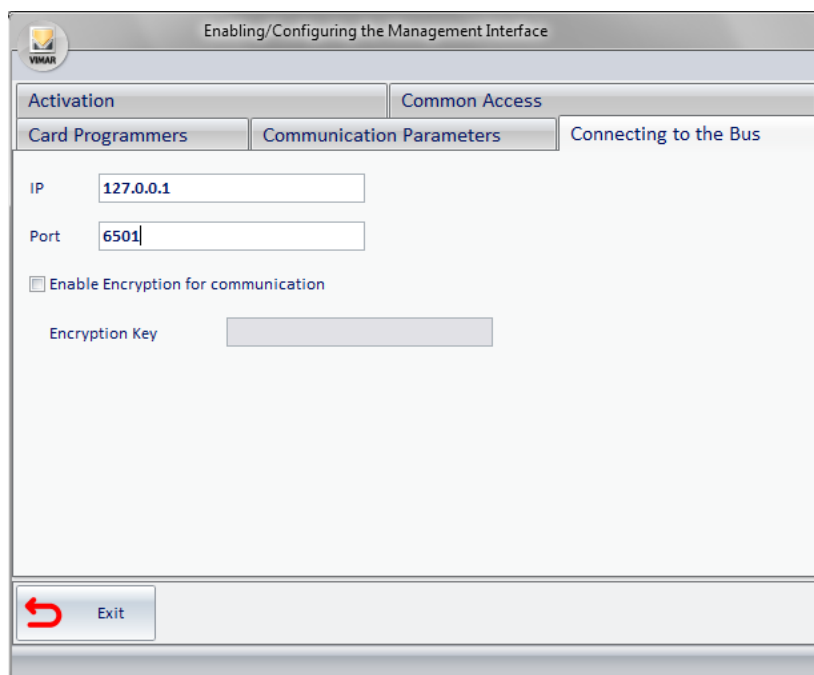
Specifying the Bus Connection parameters

Selecting **Bus Connection**, you will see what shown in Picture 6.



Picture 6 - Component for entering the Bus Connection parameters

In this section you should define the bus connection parameters, or the communication parameters of the Falcon Gateway service; such data can be viewed using the Gateway Configurator installed with the software. Picture 7 displays a proper configuration.



Picture 7 - Component for entering the compiled bus connection parameters

Micros-Fidelio Management Software

Introduction

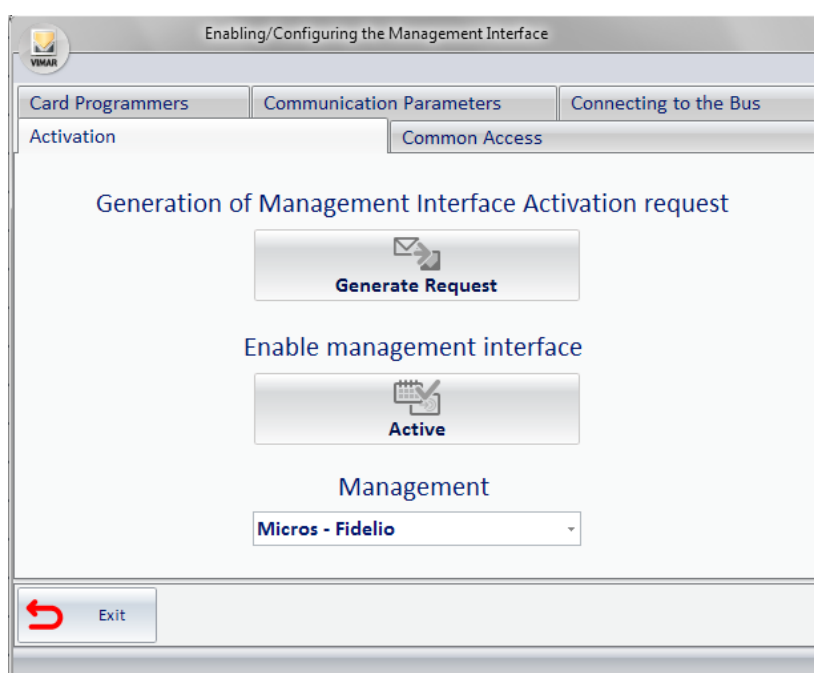
The software for interfacing with management systems is compatible with version 2.20 of the FIAS protocol developed for "Micros - Fidelio".

Selecting and configuring the PMS

From the multiple choice, select the administrative management system used (Micros - Fidelio), after which more options will be available for entering the configuration information related to the selected system. The options are the following:

- Communication Parameters;
- Card Programmers;
- Common Access;

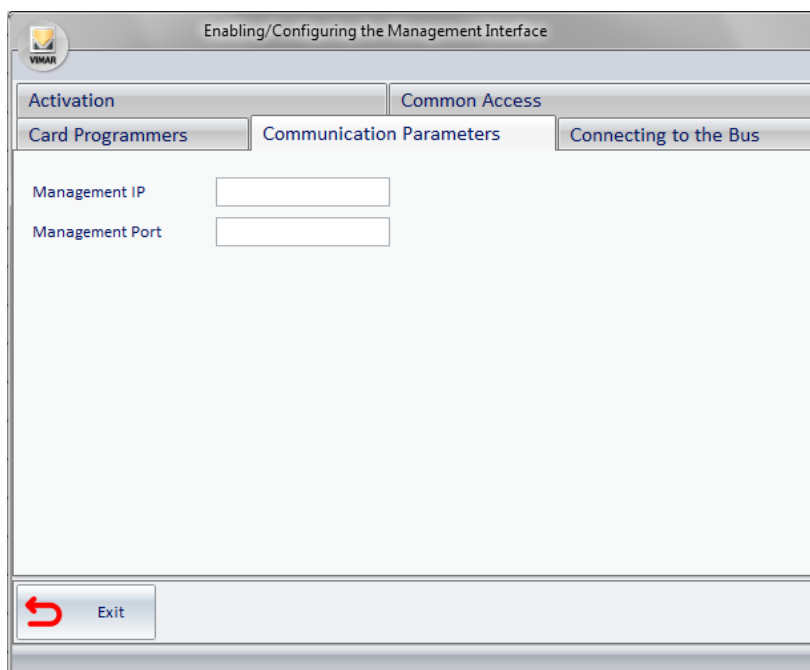
The following paragraphs explain how to configure the parameters listed above. In Picture 8 Micros - Fidelio was selected.



Picture 8 - Activation / Configuration Window Micros - Fidelio selected

Specifying the Communication Parameters

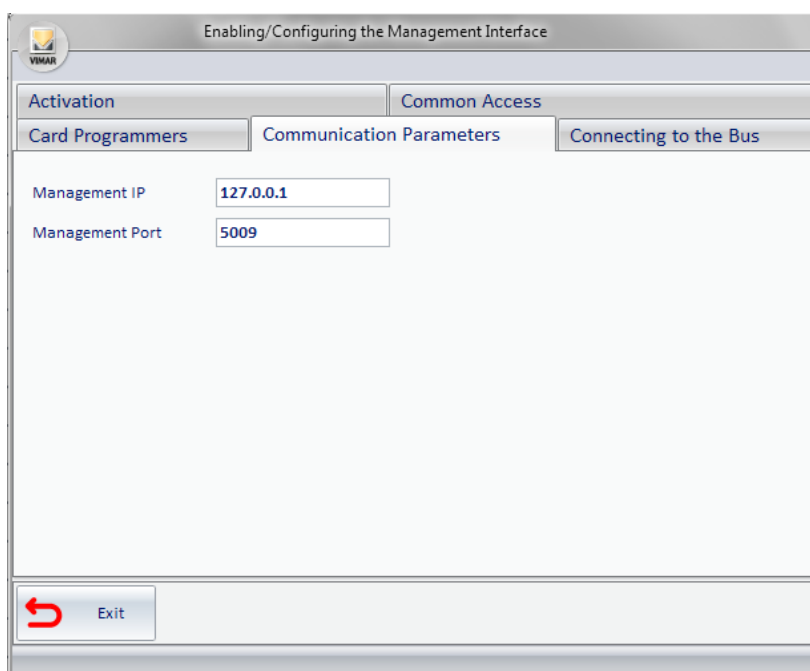
Selecting **Communication Parameters**, you will see what shown in Picture 9.



The screenshot shows a software window titled "Enabling/Configuring the Management Interface" with the VIMAR logo. It has three tabs: "Activation", "Common Access", and "Connecting to the Bus". The "Communication Parameters" tab is selected. Inside this tab, there are two input fields: "Management IP" and "Management Port". Both fields are currently empty. At the bottom left, there is a red circular arrow icon and an "Exit" button.

Picture 9 - Component for entering the Communication parameters

Enter the required data; in "Micros - Fidelio" the communication takes place via a network service; therefore, the address of the machine where "Micros - Fidelio (IP of the management system) is installed, as well as the related communication port (port of the management system) are required. Picture 10 is an example of a good configuration in which the machine where "Micros - Fidelio" is installed is the same as where the WCS is installed.



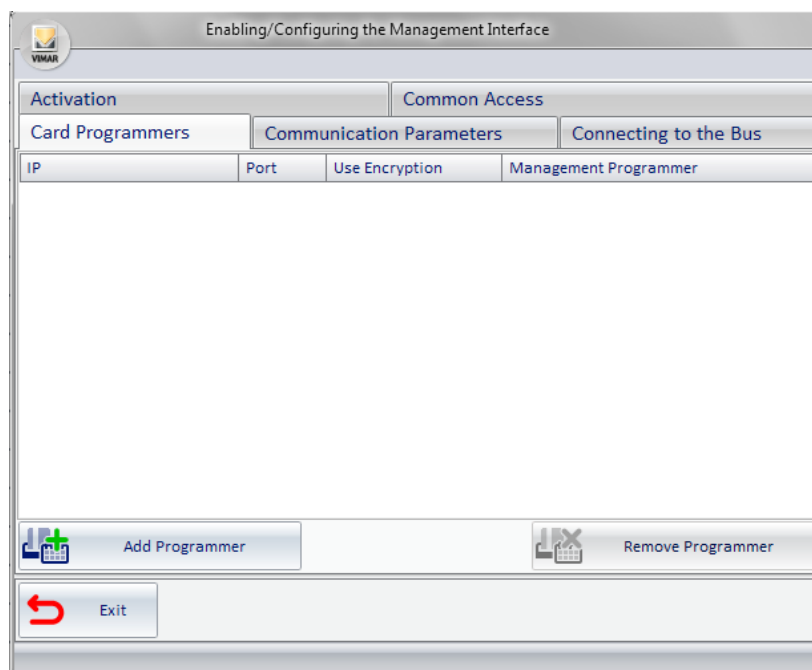
This screenshot is identical to the one in Picture 9, but with the input fields filled. The "Management IP" field contains the text "127.0.0.1" and the "Management Port" field contains the text "5009". The rest of the interface, including the tabs and the "Exit" button, remains the same.

Picture 10 - Component for entering the compiled Communication parameters

Specifying Card Programmers parameters

You must enter all the programmers you want to use with "Micros - Fidelio". After specifying the reference to the card programmers which are present, through the interface given by the "Micros - Fidelio" system go to the WCS system configuration, as detailed below.

Selecting **Card Programmer**, you will see what shown in Picture 11.

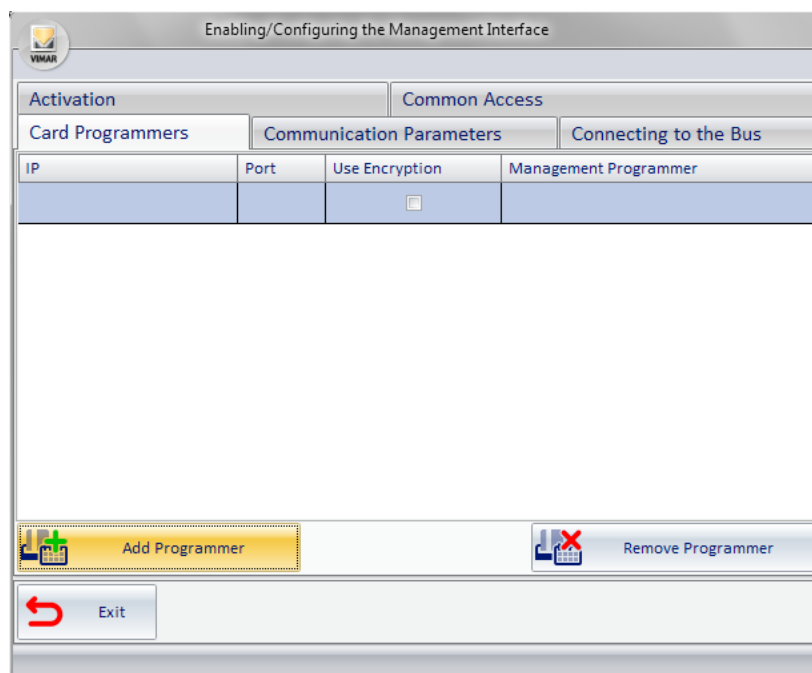


IP	Port	Use Encryption	Management Programmer

Buttons: Add Programmer, Remove Programmer, Exit

Picture 11 - Component for entering the Card Programmers' data

Selecting the **Add Programmer** button, you will see a new row in the table as shown in Picture 12.



IP	Port	Use Encryption	Management Programmer
		<input type="checkbox"/>	

Buttons: Add Programmer, Remove Programmer, Exit

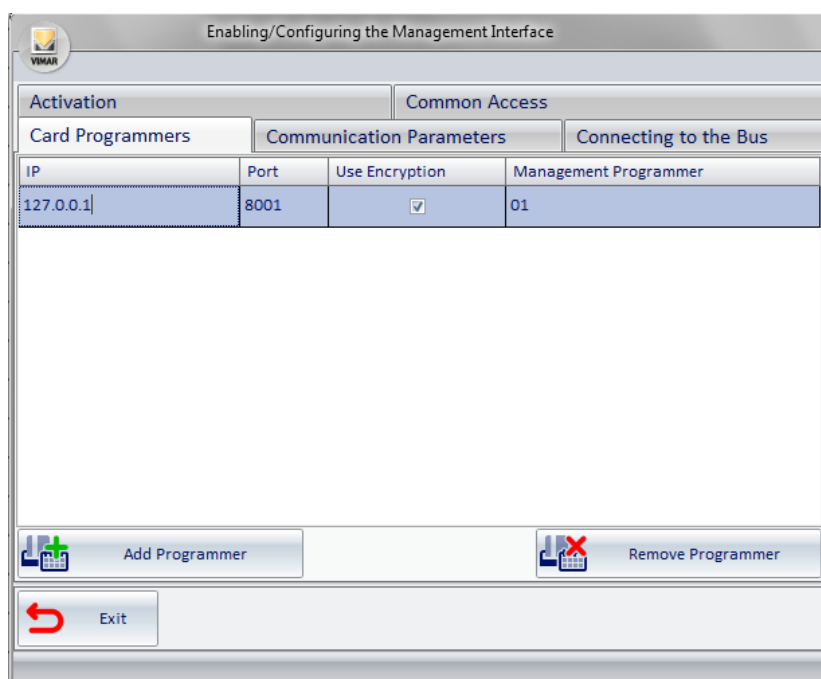
Picture 12 - Component for entering the Card Programmers with new programmer's line

1. In the **IP** column, enter the address of the machine to which the card programmer is connected;
2. In the **Port** column, enter the port used by the programmer (typically 8001);
3. Select **Use Encryption** if you're actually using the encryption and when prompted (see Picture 13) enter the encryption key;



Picture 13 - Window for entering card programmer's encryption key

4. In the **Management Programmer** column enter the encoding used on "Micros - Fidelio" to identify the particular program (typical values are '01', '02', etc...);
If there are other programmers repeat the procedure for all those present.

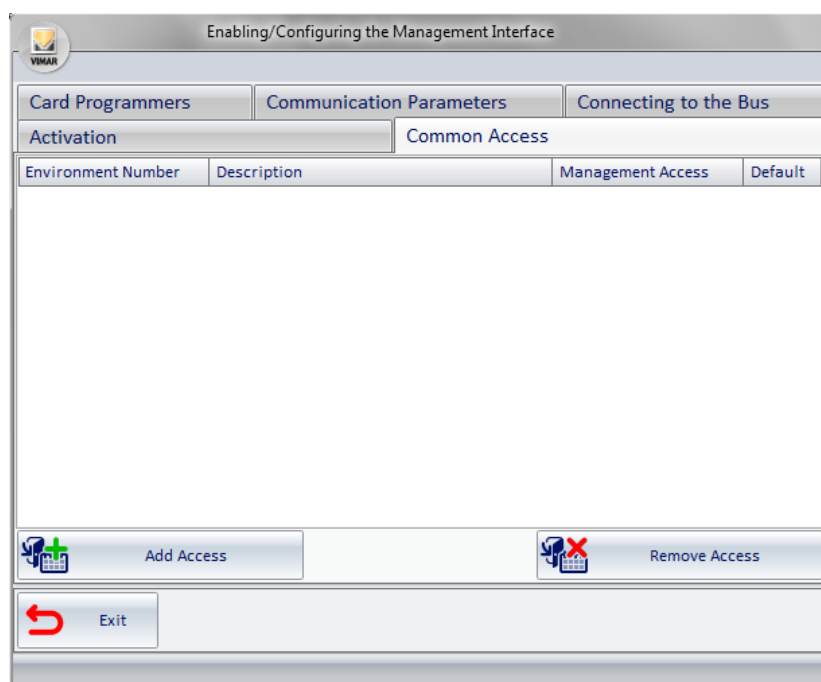


Picture 14 - Component for entering the programmers' data completed

Specify the Common Access

All common accesses provided for "Micros-Fidelio" should be inserted. After specifying the references to the present common access through the Micros-Fidelio system interface, you can configure the WCS system as follows.

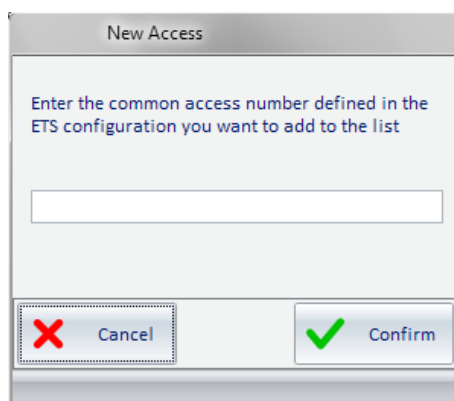
Selecting **Common Access**, you will see what shown in picture 15.



Picture 15 - Component for entering the Common Access

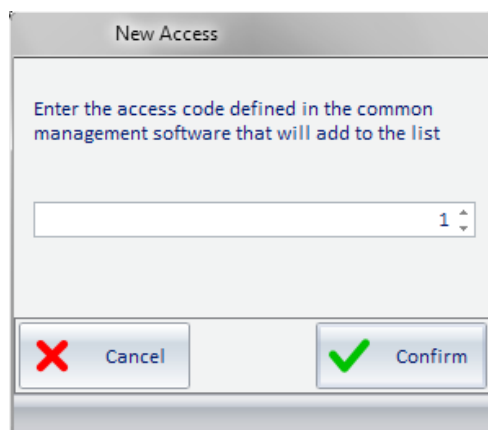
Selecting the **Add Access** button:

1. a window appears (see picture 16) for requesting the Environment Number, this field must be filled with the **Environment Number** of an environment configured as "Common Access/Environment" (see the chapter ETS Configuration in the user manual of the WCS software);



Picture 16 - Window for entering the number of the common access as defined in the ETS Configuration

2. by confirming the entered data another window will open (see Picture 17) to insert the **Management Access**, this field must be filled with the label used by the management software to identify the same common access (for "Micros - Fidelio" enter numbers 1, 2, 3, ..., 20 nothing else.)

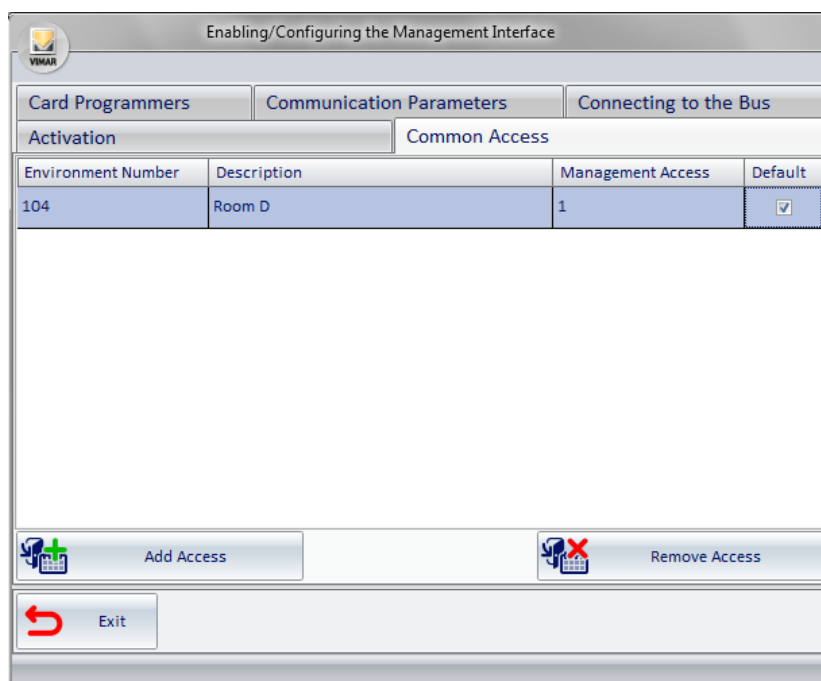


Picture 17 - Window for entering the code of the common access defined in the PMS

3. If you check the **Default** column, it means that the request from Micros-Fidelio to create a new key, unless otherwise specified, must also enable access to this "environment";

4. the description field is automatically entered (see Picture 18).

For each common access provided by the system the procedure described so far must be repeated.



Picture 18 - Component for entering the Common Access successful

Ni.Ce. Informatica Management Software – Hotel2000

Introduction

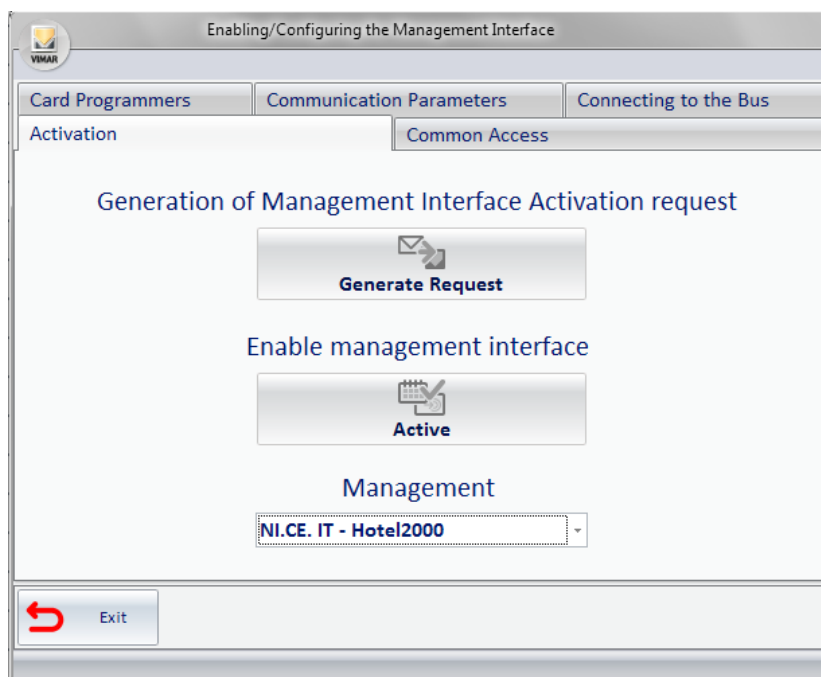
The software interfacing with the management systems is compatible with the administration software Hotel2000 by Ni.Ce. Informatica.

Selecting and configuring the PMS

From the multiple choice, select the administrative management system used (NI.CE. Informatica – Hotel2000); after which more options will be available for entering the configuration information related to the selected system. The options are the following:

- Communication Parameters;
- Card Programmers;
- Common Access;

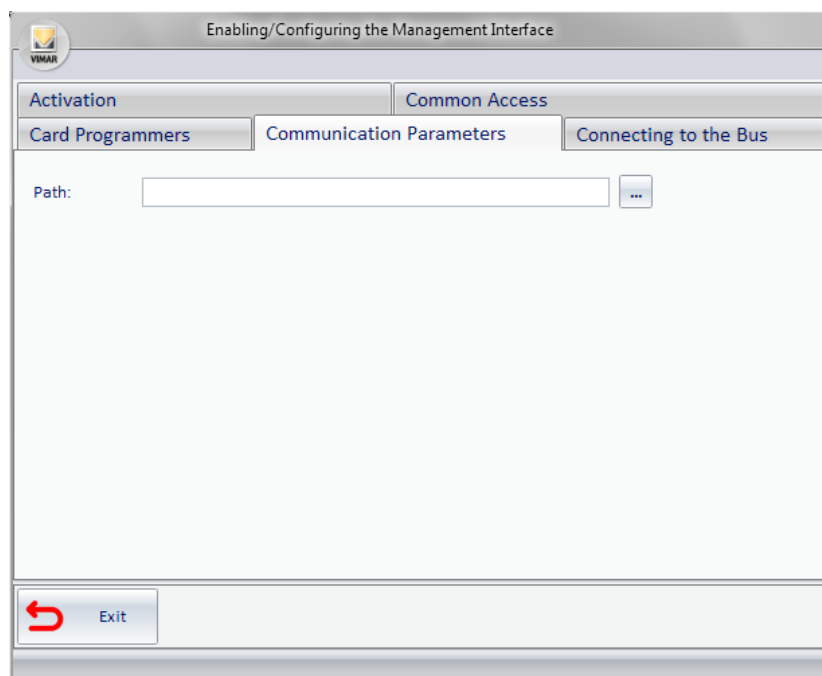
The following paragraphs explain how to configure the parameters listed above. In Picture 19 "NI.CE. Informatica – Hotel2000 was selected.



Picture 19 - Activation / Configuration Window if NI.CE. Informatica – Hotel2000 is selected

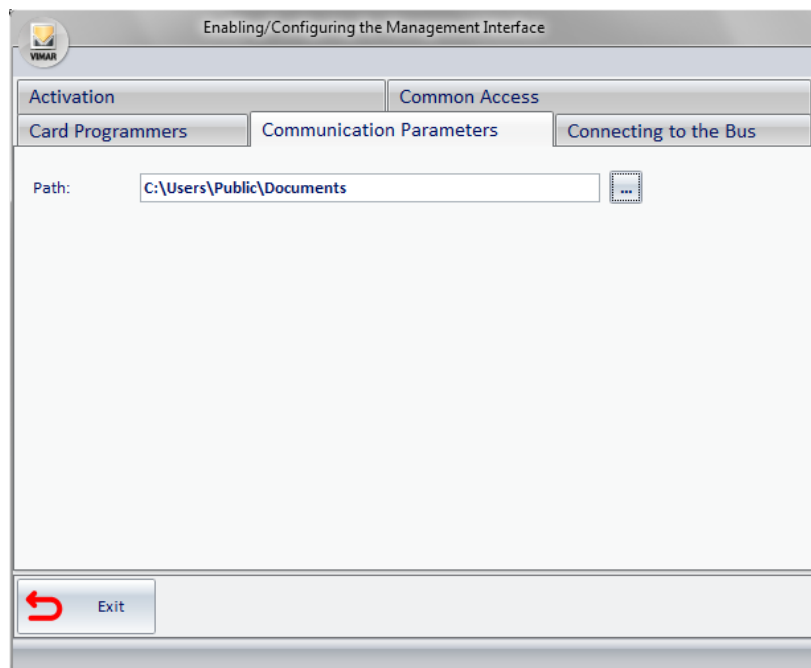
Specifying the Communication Parameters

Selecting **Communication Parameters**, you will see what shown in Picture 20.



Picture 20 - Component for entering the Communication parameters

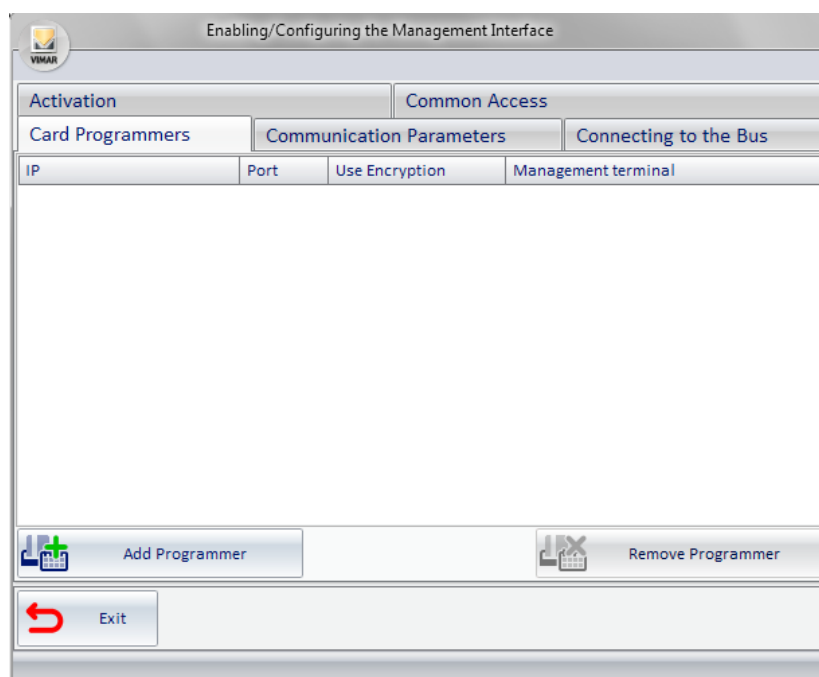
Enter the requested data in "NI.CE. Informatica – Hotel2000"; the communication takes place through the exchange of text files. You must specify the folder where the files for the communication will be present.



Picture 21 - Component for entering the compiled Communication parameters

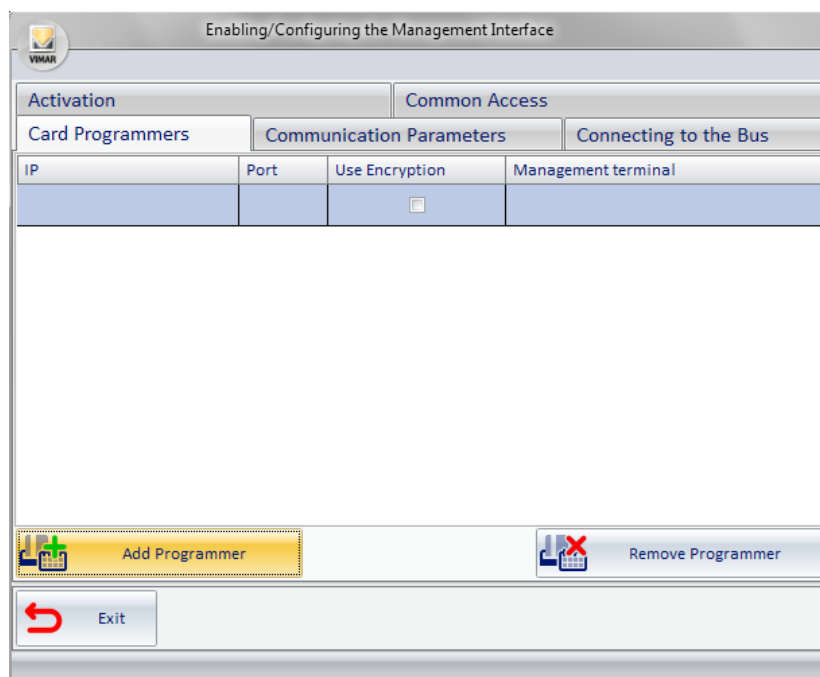
Specifying Card Programmers parameters

You must enter all the programmers you want to use with "NI.CE. Informatica – Hotel2000". After specifying the reference to the card programmers which are present, through the interface given by the "NI.CE. Informatica – Hotel2000" system go to the CS system configuration, as detailed below. Selecting **Card Programmer**, you will see what shown in picture 22.



Picture 22 - Component for entering the Card Programmers' data

selecting the **Add Programmer** button, you will see a new row in the table as shown in Picture 23.



IP	Port	Use Encryption	Management terminal
		<input type="checkbox"/>	

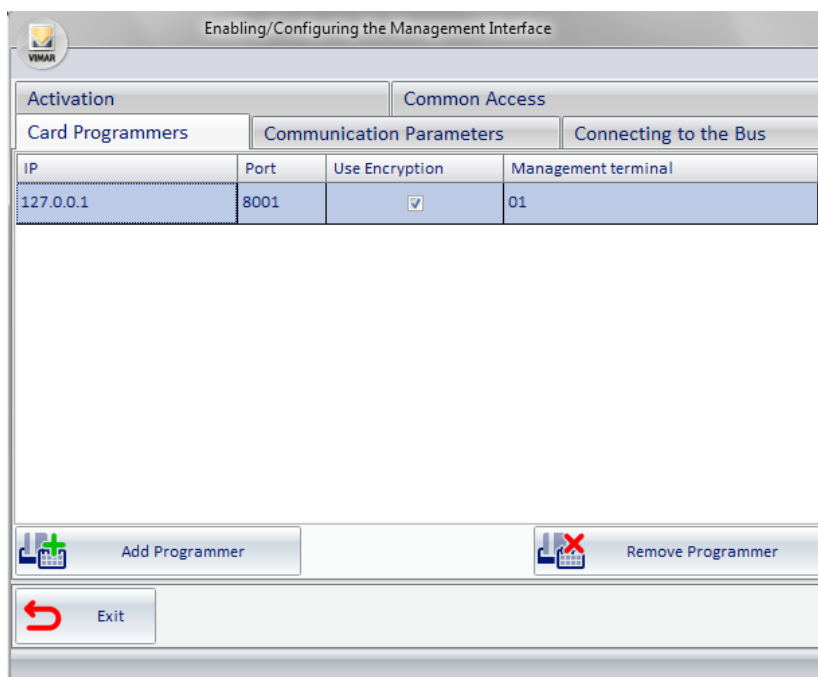
Picture 23 - Component for entering the Card Programmers with new programmer's line

1. In the **IP** column, enter the address of the machine to which the card programmer is connected;
2. In the **Port** column, enter the port used by the programmer (typically 8001);
3. Select **Use Encryption** if you're actually using the encryption and when prompted (see Picture 24) enter the encryption key;



Picture 24 - Window for entering card programmer's encryption key

4. In the **Management Programmer** column enter the encoding used on the "NI.CE. Informatica – Hotel2000" system to identify the particular programmer.
If there are other programmers repeat the procedure for all those present.



IP	Port	Use Encryption	Management terminal
127.0.0.1	8001	<input checked="" type="checkbox"/>	01

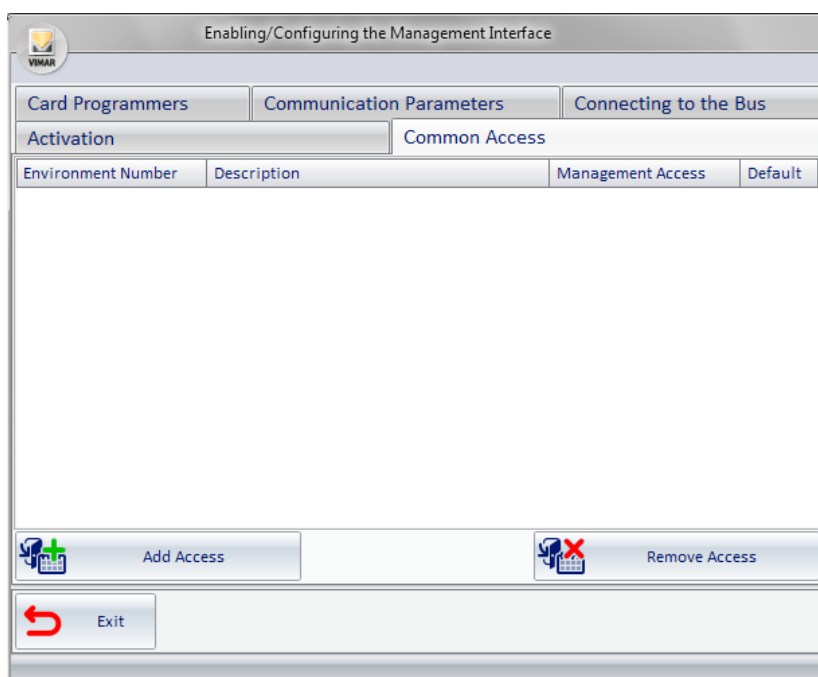
Buttons: Add Programmer, Remove Programmer, Exit

Picture 25 - Component for entering the programmers' data completed

Specify the Common Access

All common accesses provided for "NI.CE. Informatica – Hotel2000" should be inserted. After specifying, through the interface given by the NI.CE. Informatica – Hotel2000 system, the references to the present common access, you can configure the WCS system as follows.

Selecting "Common Access", you will see what shown in picture 26.



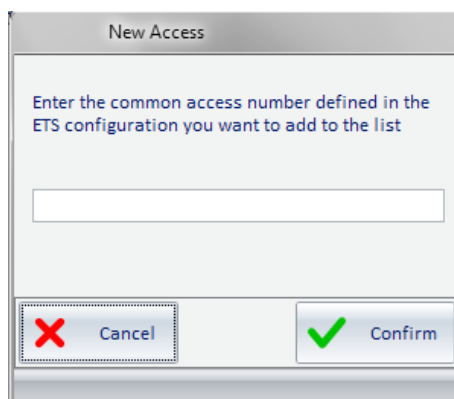
Environment Number	Description	Management Access	Default
--------------------	-------------	-------------------	---------

Buttons: Add Access, Remove Access, Exit

Picture 26 - Component for entering the Common Access

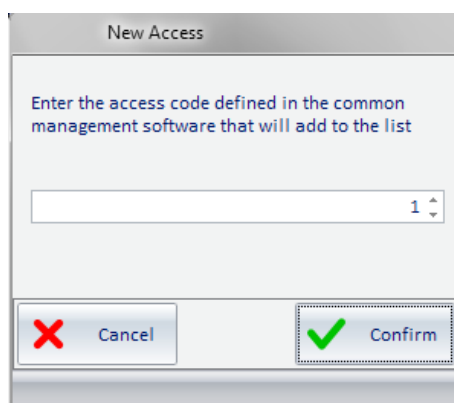
Selecting the **Add Access** button:

1. a window appears (see picture 27) for requesting the Environment Number, this field must be filled with the **Environment Number** of and environment configured as "Common Access/Environment" (see the chapter ETS Configuration in the manual of the WCS software);



Picture 27 - Window for entering the number of the common access as defined in the ETS Configuration

2. by confirming the entered data another window will open (see Picture 17) to insert the **Management Access**; this field must be filled with the label used by the management software to identify the same common access (for "NI.CE. Informatica – Hotel2000" enter the numbers 1, 2, 3, ... , 30 nothing else.)

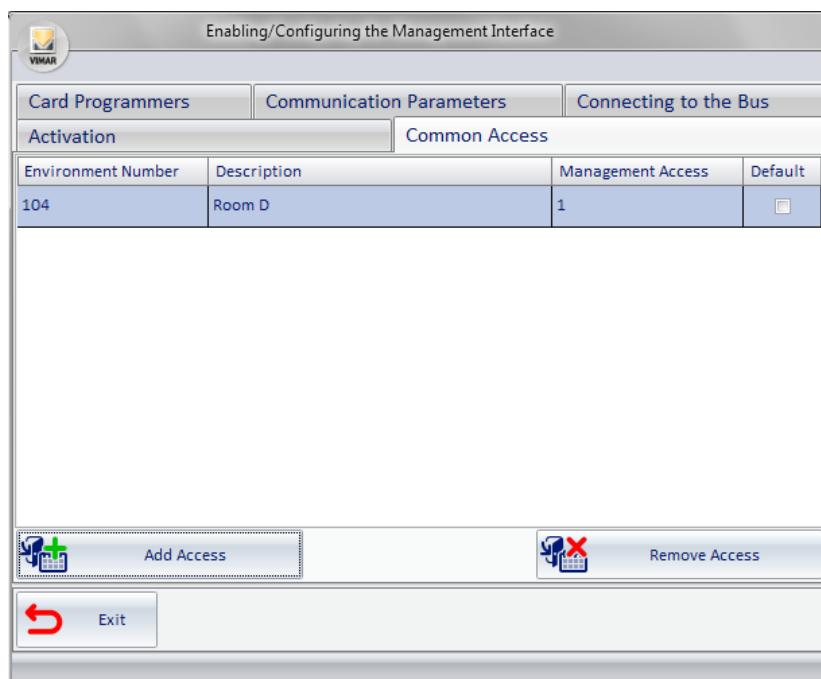


Picture 28 - Window for entering the code of the common access defined in the PMS

3. Enabling the check of the **Default** column means that the request from "NI.CE. Informatica - Hotel2000" to create a new key, unless otherwise specified, must also grant access to this "environment";

4. The description field is automatically entered (see Picture 29).

For each common access provided by the system the procedure described so far must be repeated.



Picture 29 - Component for entering the Common Access successful

Hotel Management Software - Leonardo

Introduction

The software interfacing with the management systems is compatible with the Hotel's management software Leonardo.

Selecting and configuring the PMS

From the multiple choice, select the administrative management system used (Hotel Management - Leonardo), after which more options will be available for entering the configuration information related to the selected system. The options are the following:

- Communication Parameters;
- Card Programmers;
- Common Access;

The following paragraphs explain how to configure the parameters listed above. In Picture 30 "Hotel Management - Leonardo" was selected.

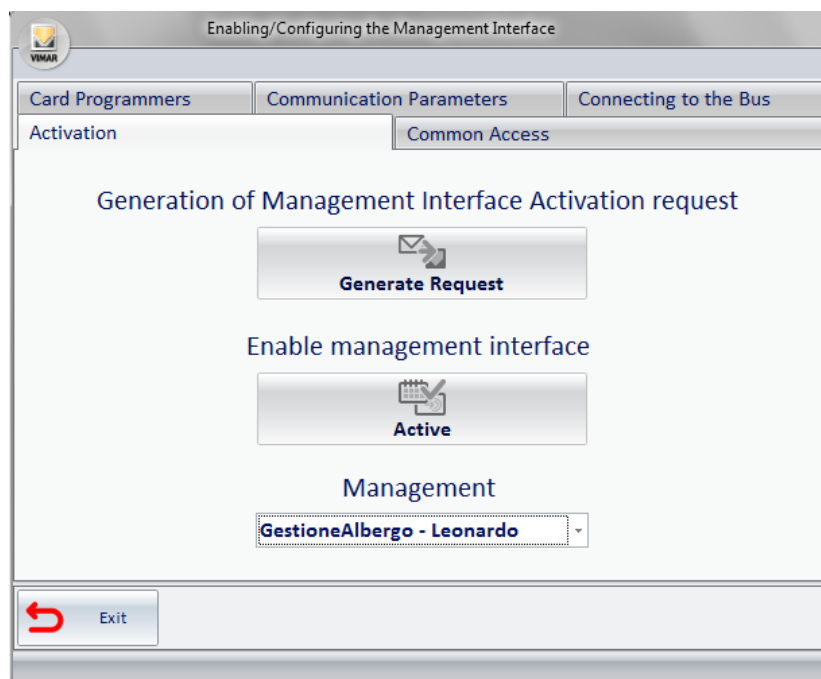
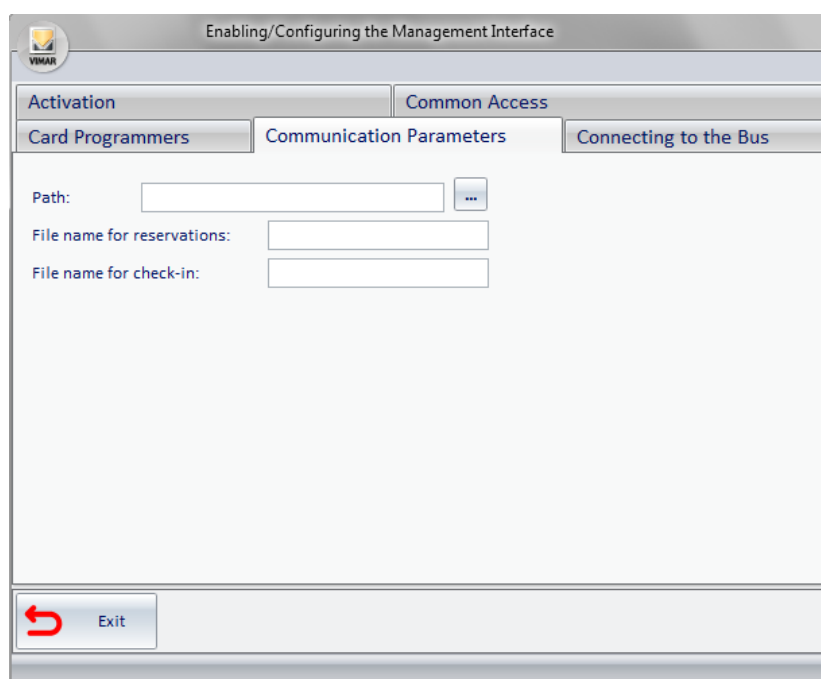


Figura 30 - Activation / Configuration Window, Hotel Management - Leonardo selected

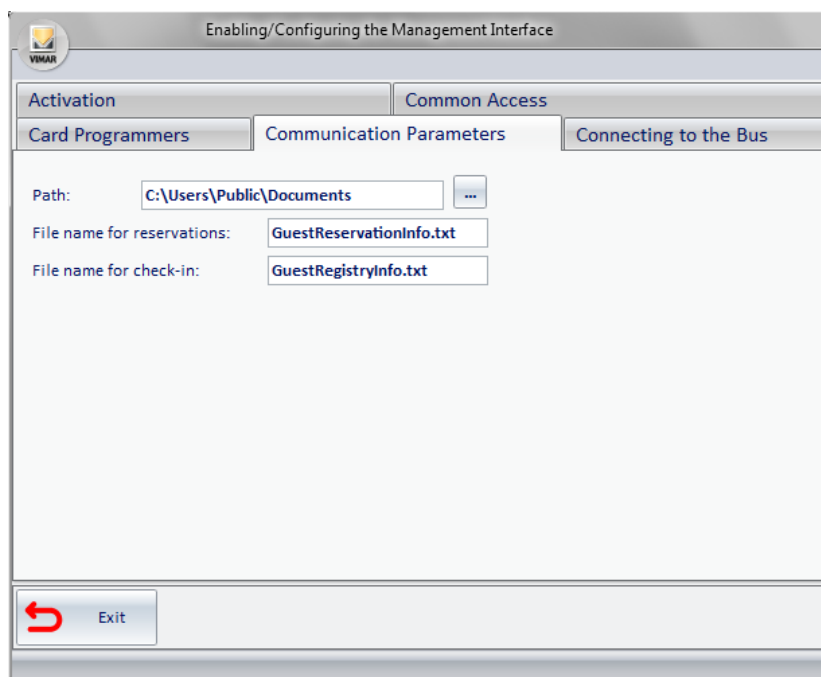
Specifying the Communication Parameters

Selecting **Communication Parameters**, you will see what shown in Picture 31.



Picture 31 - Component for entering the Communication parameters

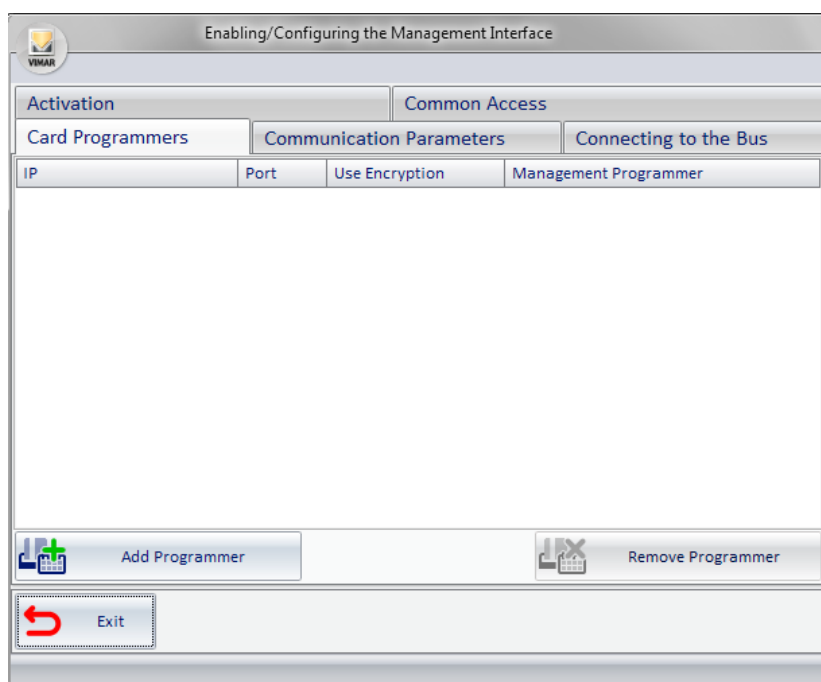
Enter the required data, in "Hotel Management - Leonardo" the communication takes place through files exchange; therefore, the path and name of the two files that are used for communication are needed. Picture 21 is an example of a valid configuration.



Picture 32 - Component for entering the compiled Communication parameters

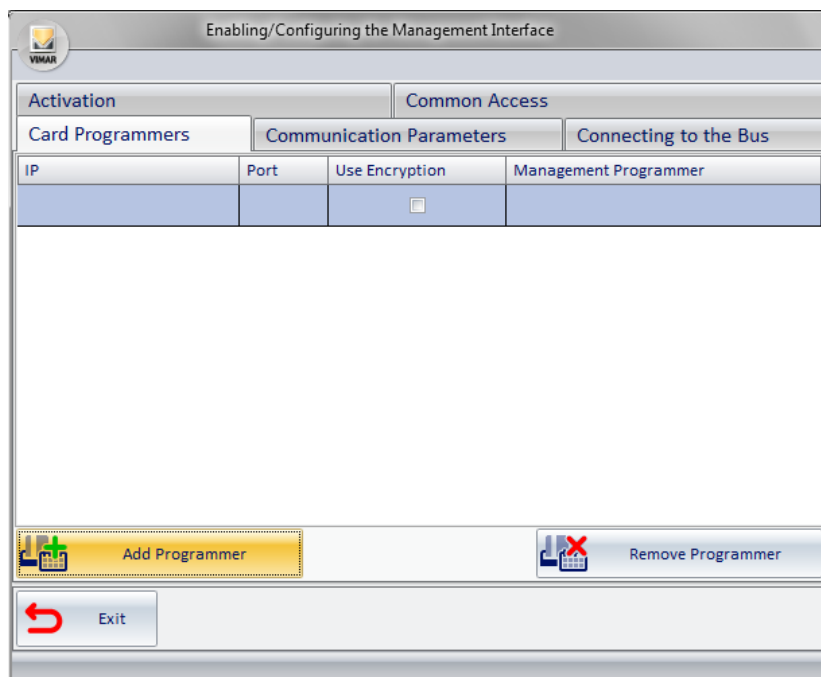
Specifying Card Programmers parameters

You must enter all the programmers you want to use with "Hotel Management - Leonardo". After specifying the reference to the card programmers which are present, through the interface given by the "Hotel Management - Leonardo" system go to the WCS system configuration, as detailed below. Selecting **Card Programmer**, you will see what shown in picture 33.



Picture 33 - Component for entering the Card Programmers' data

selecting the **Add Programmer** button, you will see a new row in the table as shown in Picture 34.



IP	Port	Use Encryption	Management Programmer
		<input type="checkbox"/>	

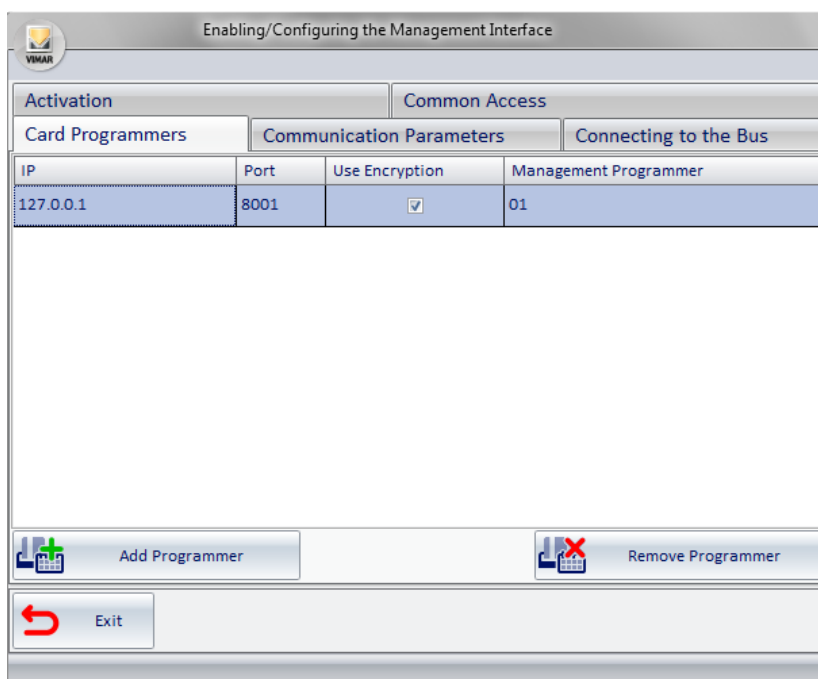
Picture 34 - Component for entering the Card Programmers with new programmer's line

1. In the **IP** column, enter the address of the machine to which the card programmer is connected;
2. In the **Port** column, enter the port used by the programmer (typically 8001);
3. Select **Use Encryption** if you're actually using the encryption and when prompted (see Picture 35) enter the encryption key;



Picture 35 - Window for entering card programmer's encryption key

4. In the **Management Terminal** column enter the encoding used on "Hotel Management - Leonardo" to identify the particular programmer.
If there are other management terminals, repeat the procedure for all those present.



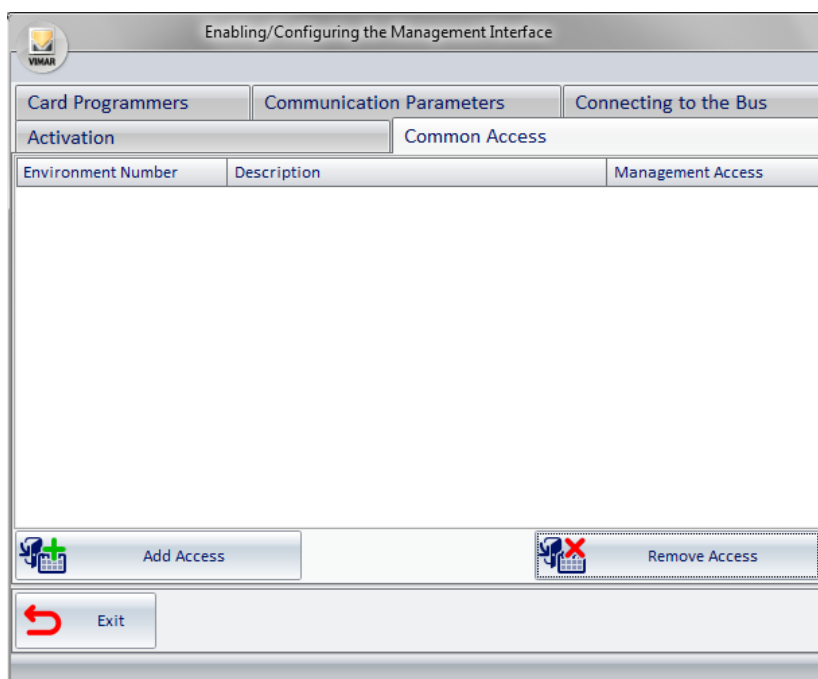
IP	Port	Use Encryption	Management Programmer
127.0.0.1	8001	<input checked="" type="checkbox"/>	01

Picture 36 - Component for entering the programmers' data completed

Specify the Common Access

All common accesses provided for the system should be inserted. "Hotel Management - Leonardo" specifies the behavior with a maximum of 5 common accesses for the card that is being created. On this screen you can define the default behavior that will be implemented.

Selecting **Common Access**, you will see what shown in picture 37.

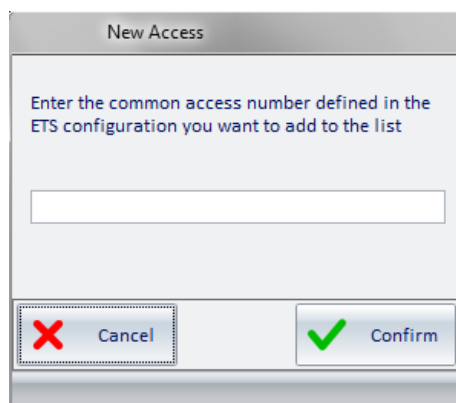


Environment Number	Description	Management Access
--------------------	-------------	-------------------

Picture 37 - Component for entering the Common Access



Selecting the **Add Access** button:

1. a window appears (see picture 38) for requesting the Environment Number, this field must be filled with the **Environment Number** of an environment configured as "Common Access/Environment" (see the chapter ETS Configuration in the user manual of the WCS software);



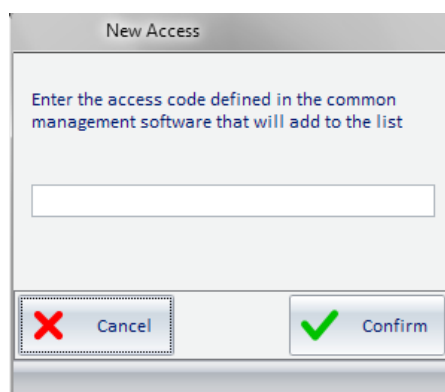
New Access

Enter the common access number defined in the ETS configuration you want to add to the list

 Cancel  Confirm



Picture 38 - Window for entering the number of the common access as defined in the ETS Configuration

2. by confirming the entered data another window will open (see Picture 39) to insert the **Management Access**; this field must be filled with the label used by the management software to identify the same common access. Please note that the field must be composed of **8 characters maximum** (sample values: swimming pool, sauna, garage ...);



New Access

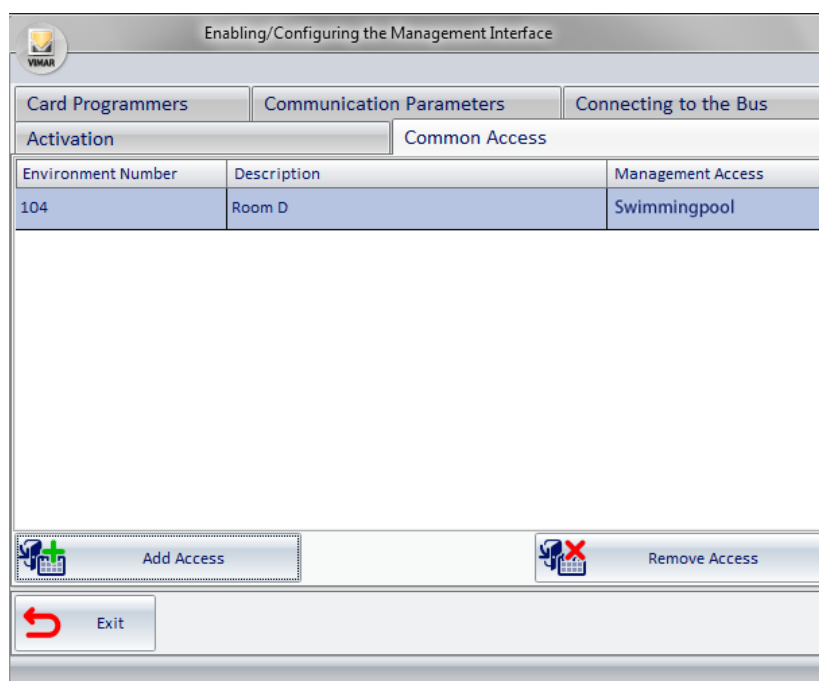
Enter the access code defined in the common management software that will add to the list

 Cancel  Confirm

Picture 39 - Window for entering the code of the common access defined in the PMS

3. The **Description** field is automatically entered (see Picture 40).

For each common access provided by the system the procedure described so far must be repeated.






Enabling/Configuring the Management Interface

Card Programmers Communication Parameters Connecting to the Bus

Activation Common Access

Environment Number	Description	Management Access
104	Room D	Swimmingpool

 Add Access  Remove Access

 Exit

Picture 40 - Component for entering the Common Access successful

Other PMS adopting the WCS Protocol

Introduction

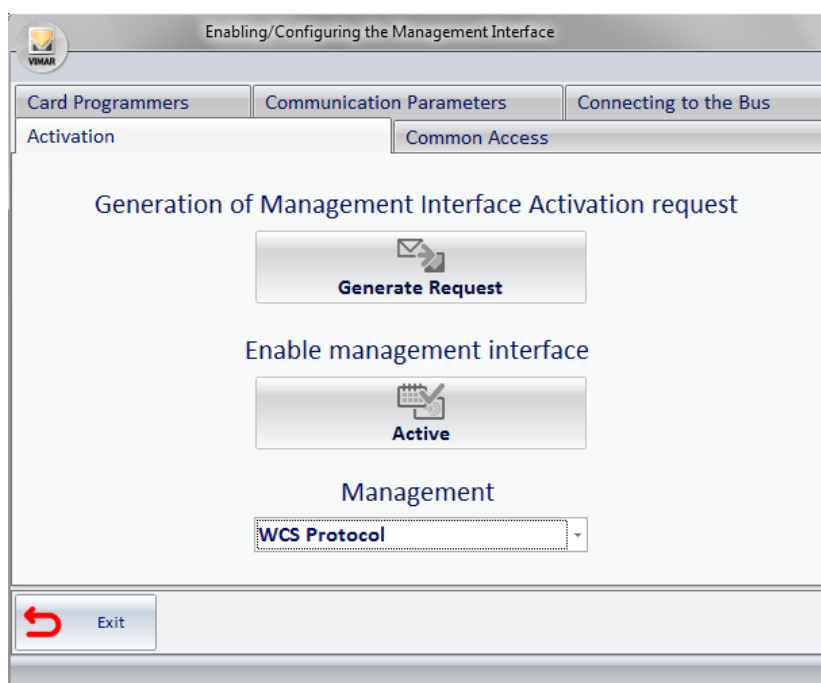
The software interfacing with management systems also provides a specification for communicating with the PMSs.

Selecting and configuring the PMS

From the multiple choice, select the WCS Protocol, after which more tabs will be available for entering the configuration information related to the selected system. The tabs are the following:

- Communication Parameters;
- Card Programmers;
- Common Access;

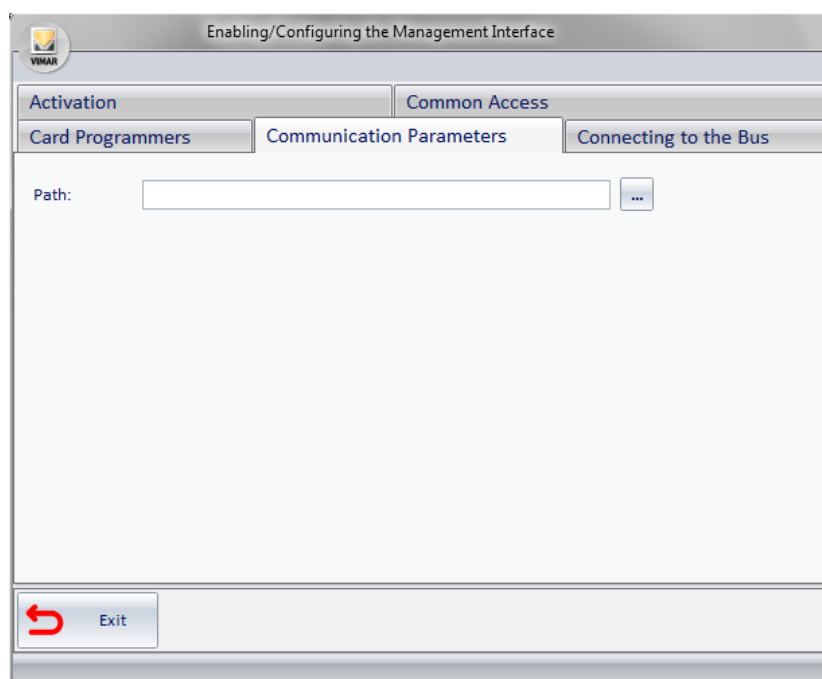
The following paragraphs explain how to configure the parameters listed above. In Picture 19 WCS Protocol was selected



Picture 41 - Activation / Configuration Window, WCS Protocol selected

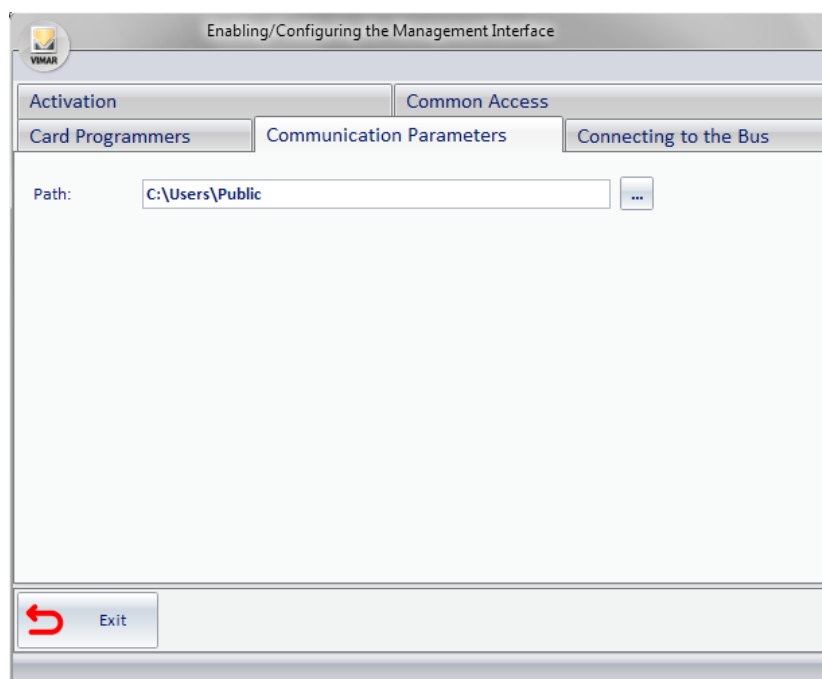
Specifying the Communication Parameters

Selecting Communication Parameters, you will see what shown in Picture 42.



Picture 42 - Component for entering the Communication parameters

Enter the requested data, with the WCS Protocol; the communication takes place through the exchange of text files. You must specify the folder where the files for the communication will be present.

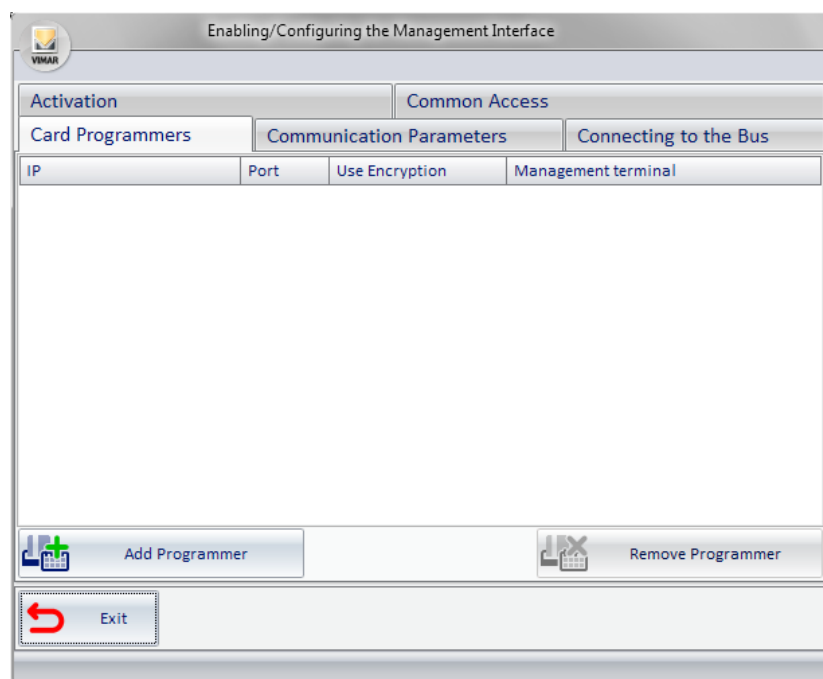


Picture 43 - Component for entering the Card Programmers' data

Specifying Card Programmers parameters

You must enter all the programmers you want to use for interfacing. After specifying the reference to the card programmers which are present, through the interface given by the system go to the WCS system configuration, as detailed below.

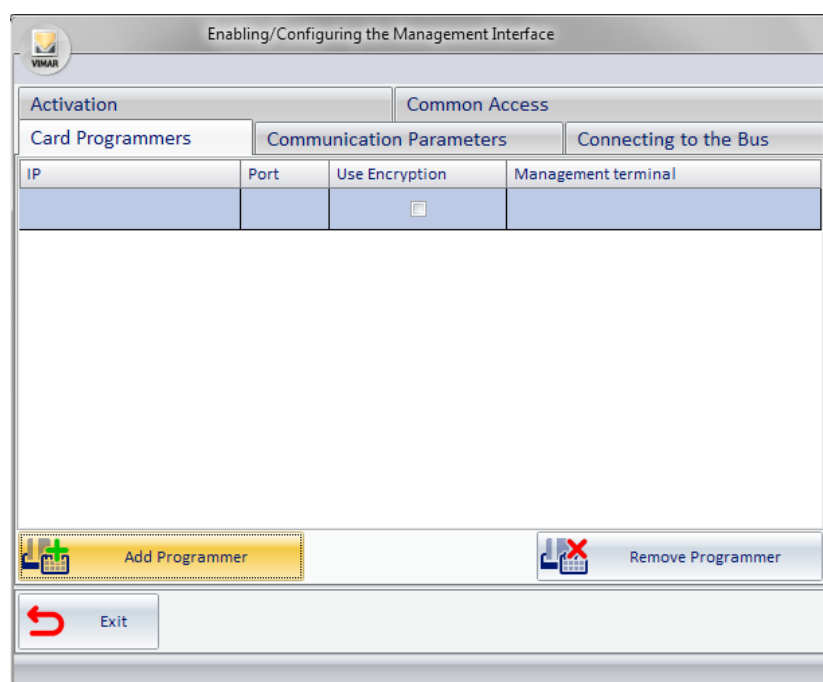
Selecting Card Programmer, you will see what shown in Picture 44.



IP	Port	Use Encryption	Management terminal
----	------	----------------	---------------------

Picture 44 - Component for entering the Card Programmers' data


Selecting the Add Programmer button, you will see a new row in the table as shown in Picture 45.



IP	Port	Use Encryption	Management terminal
		<input type="checkbox"/>	

Picture 45 - Component for entering the Card Programmers with new programmer's line

1. In the IP column, enter the address of the machine to which the card programmer is connected;
2. In the Port column, enter the port used by the programmer (typically 8001);
3. Select Use Encryption if you're actually using the encryption and when prompted (see Picture 46) enter the encryption key;



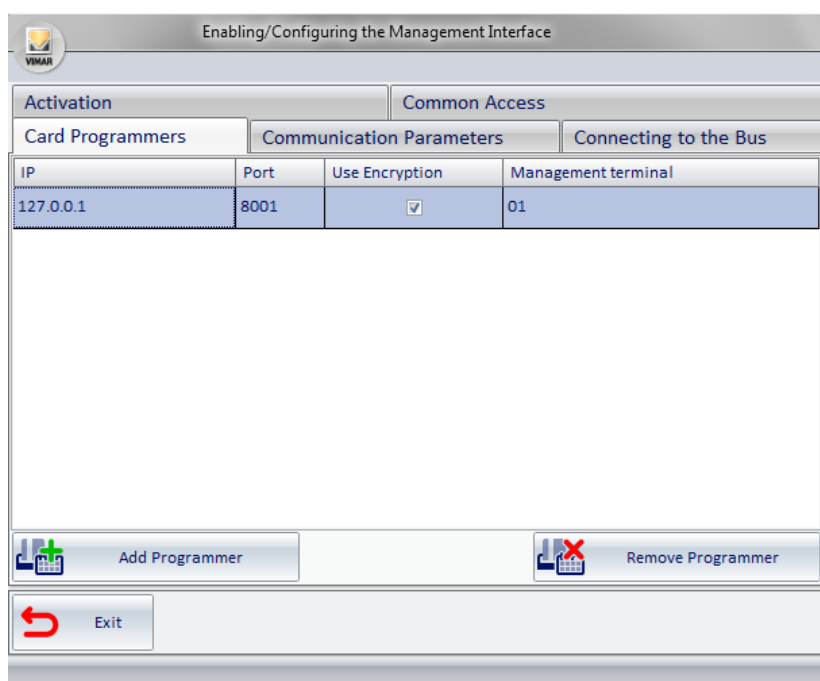
Encryption Key

Enter encryption key

 Cancel  Confirm

Picture 46 - Window for entering card programmer's encryption key

4. In the Management Programmer column enter the encoding used on PMS to identify the particular programmer.
- If there are other programmers repeat the procedure for all those present.






Enabling/Configuring the Management Interface

Activation Common Access

Card Programmers Communication Parameters Connecting to the Bus

IP	Port	Use Encryption	Management terminal
127.0.0.1	8001	<input checked="" type="checkbox"/>	01

 Add Programmer  Remove Programmer

 Exit

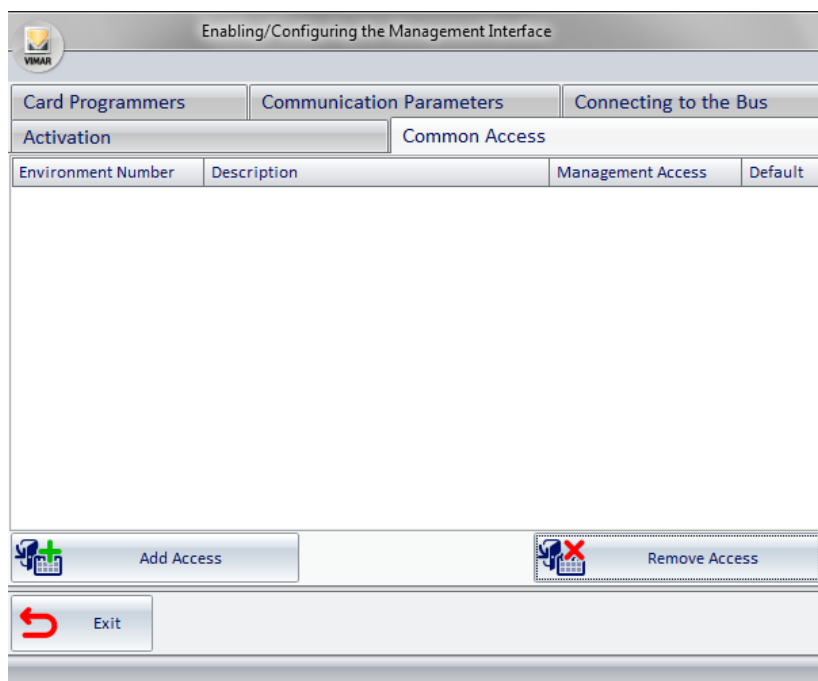
Picture 47 - Component for entering the Card Programmers with new programmer's line

Specify the Common Access

You must enter all the programmers you want to use for interfacing.

After specifying the reference to the card programmers which are present, through the interface given by the system go to the WCS system configuration, as detailed below.

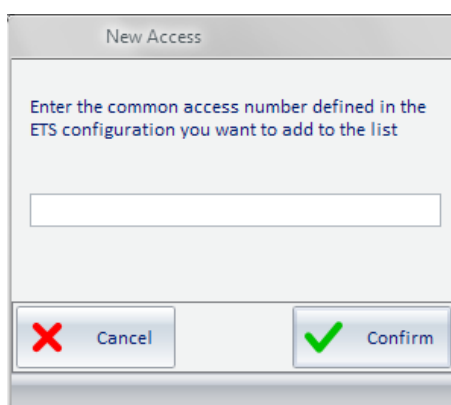
Selecting Card Programmer, you will see what shown in Picture 48.



Picture 48 - Component for entering the Common Access

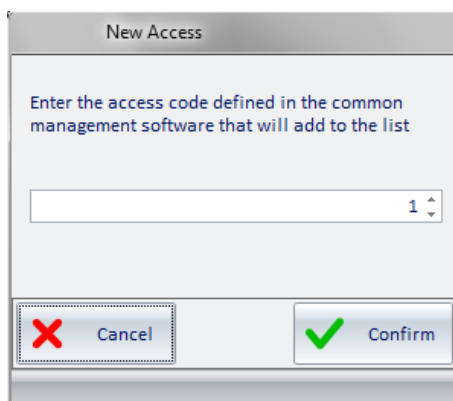
Selecting the Add Access button:

1. a window appears (see picture 49) for requesting the Environment Number, this field must be filled with the Environment Number of an environment configured as "Common Access/Environment" (see the chapter ETS Configuration in the manual of the WCS software);



Picture 49 - Window for entering the number of the common access as defined in the ETS Configuration

6. by confirming the entered data another window will open (see Picture 50) to insert the Management Access; this field must be filled with the label used by the management software to identify the same common access (enter the numbers 1, 2, 3, ... , 30 nothing else.);



New Access

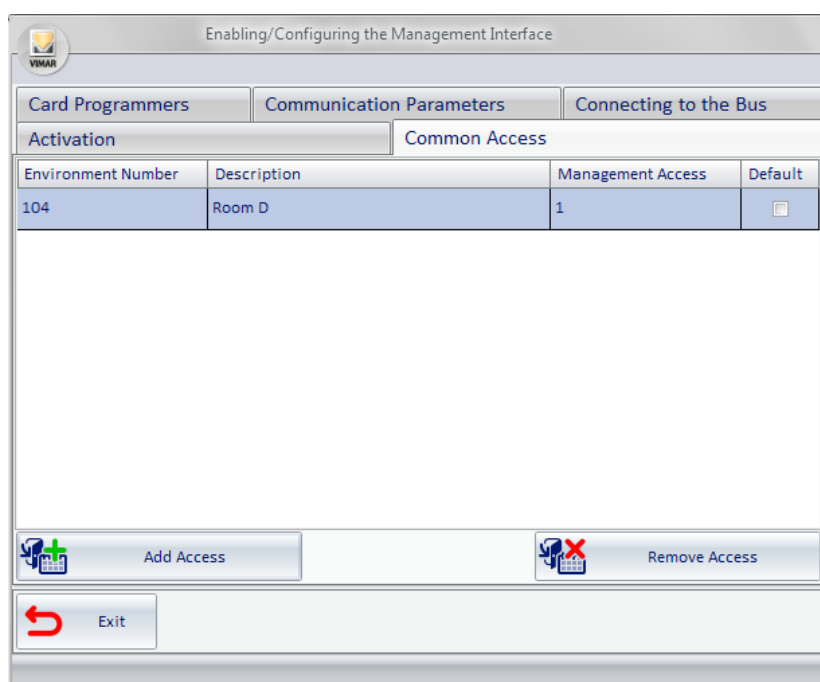
Enter the access code defined in the common management software that will add to the list

1

Cancel Confirm

Picture 50 - Window for entering the code of the common access defined in the PMS

7. If you check the Default column, it means that the request from PMS to create a new key, unless otherwise specified, must also enable access to this "environment";
8. the description field is automatically entered (see Picture 51).
For each common access provided by the system the procedure described so far must be repeated.



Enabling/Configuring the Management Interface

Card Programmers Communication Parameters Connecting to the Bus

Activation Common Access

Environment Number	Description	Management Access	Default
104	Room D	1	<input type="checkbox"/>

Add Access Remove Access

Exit

Picture 51 - Component for entering the Common Access successful

USE SECTION

Software start up

The software to interface with management systems is a Windows service that starts automatically with the PC, if the license has been activated. This service does not provide user interface. To start or stop its execution, proceed as for any other Windows service, making sure the name of this service is **Vimar WCS To PMS Interface Service**.

Micros-Fidelio Management

Introduction

The presence of the interfacing software allows the transparent transition of the data operator from the Administrative Management system to the Well-Contact Suite System. The transferred data is the main data provided for the guest and the main data relevant to the reservation.

Exchanged data

As regards the guests' personal data, Micros-Fidelio provides the exchange of:

- Name;
- Last name;
- Title (Mr, Mrs, etc...).

As far as the reservation, the following exchange of data is provided:

- Check-in time;
- Check-out time;
- Master bedroom number, and any other rooms involved;
- Reservation Code.

In addition, the PMS here described allows the exchange of other information, necessary for the creation and activation of the cards, such as:

- reference to the card programmer to use;
- any common access to be enabled and related policy;
- any other room numbers to be enabled.

Micros-Fidelio operations and effects on the WCS

Leonardo Micros - Fidelio/ Opera	Operation the operator must perform on Vimar's Well Contact system	Consequence on the Well-Contact Suite
Check-in time of a client with simultaneous generation of the key.	Insert the card to be written in the proper programmer before clicking "OK" on Fidelio/Opera. Fidelio/Opera.	Creating reservation for a client
		Writing and activation of the card
Client Check-Out	-	Reservation archivation
		Removes access to the checked out room by all the cards of the reservation.
Creating a new key without checking in the client	Insert the card to be written in the proper programmer before clicking "OK" on Fidelio/Opera.	If the reservation is checked in, access to the room for any other existing cards is disabled. Writing and activation of the card, the card in the programmer is the only valid card.
		If the reservation is not checked in, the card is writ- ten but not activated. The card will be activated when after the check-in.
Creation of a new du- plicate key	Insert the card to be written in the proper programmer before clicking "OK" on Fidelio/Opera.	Adding a new card to those associated with the reservation
		Writing and, if the reservation is checked in, simul- taneous activation of the card.
Changing the details of the client.	-	Name Last name and Salutation of the client are updated
Changing the length of stay	-	The arrival and departure dates are updated.
Deleting the key without checking out the client	Insert the card to be deleted in the proper programmer.	If the card in the programmer is related to the specified reservation, such card is re-initialized with default values.
Key reading	Insert the card to be read in the proper programmer before clicking "OK" on Fidelio/Opera.	-
Switching room	Insert the card to be written in the proper programmer before clicking "OK". If the request does not appear, the original key remains valid.	The reservation will be relocated in the new room.
		The previously involved cards are deleted. The card in the programmer will be the only valid card for the new room. To obtain an additional card, follow the steps to create a duplicate key.

Ni.Ce. Informatica Management Software – Hotel2000

Introduction

The presence of the interfacing software allows the transparent transition of the data operator from the Administrative Management system to the Well-Contact Suite System. The transferred data is the main data provided for the guest and the main data relevant to the reservation.

Exchanged data

As regards the guests' personal data, the Ni.Ce. Informatica – Hotel2000 system provides the exchange of:

- Name,
- Last name,
- City,
- Salutation (Mr, Mrs, etc...).

As far as the reservation, the following exchange of data is provided

- Check-in time,
- Check-out time,
- Room number.

In addition, the PMS here described allows the exchange of other information, necessary for the creation and activation of the cards, such as:

- reference to the card programmer to use,
- any common access to be enabled and related policy,

Ni.Ce. Informatica – Hotel2000 Operation	Operation the operator must perform on Vimar's Well Contact system	Consequence on the Well-Contact Suite
Check-in time of a client with simultaneous generation of the key.	Insert the card to be written in the proper programmer before clicking "OK" on Hotel2000.	Creating reservation for a client
		Writing and activation of the card
Client Check-Out	-	Reservation archivation
		Removes access to the checked out room by all the cards of the reservation.
Creation of a new key	Insert the card to be written in the proper programmer before clicking "OK" on Hotel2000.	If the reservation is checked in, writing and activation of the card.
		If the reservation is not checked in, the card is written but not activated. The card will be activated when after the check-in.
Changing the details of the client.	-	Name, last name, city and salutation of the client are updated

Changing the length of stay	-	The arrival and departure dates are updated.
Erasing specific card key	-	Access is disabled for the specified card.
Deletion of card in a programmer	Insert the card to be deleted in the proper programmer.	If the card in the programmer is related to the specified reservation, such card is re-initialized with default values.
Key reading	Insert the card to be read in the proper programmer before clicking "OK" on Hotel2000.	-
Switching room	Insert the card to be written in the proper programmer before clicking "OK".	The reservation will be relocated in the new room.
		The previously involved cards are deleted. The card in the programmer will be the only valid card for the new room. To obtain an additional card, follow the steps to create a duplicate key.

Hotel Management Software - Leonardo

Introduction

The presence of the interfacing software allows the transparent transition of the data operator from the Administrative Management system to the Well-Contact Suite System. The transferred data is the main data provided for the guest and the main data relevant to the reservation.

Exchanged data

As regards the guests' personal data, Leonardo provides the exchange of:

- Last name (always present),
- Name (if not specified),
- Home address and other contact details (if not specified),

As far as the reservation, the following exchange of data is provided

- Main Room Number (always present),
- Check-in time (always present),
- Check-out time (always present),

In addition, the PMS here described allows the exchange of other information, necessary for the creation and activation of the cards, such as:

- reference to the card programmer to use,
- any common access to be enabled and related policy.

Hotel Management - Leonardo operations and effects on the WCS

Leonardo Operation	Operation the operator must perform on Vimar's Well Contact system	Consequence on the Well-Contact Suite
Check-in time of a client with simultaneous generation of the key.	Insert the card to be written in the proper programmer when prompted by Leonardo	If not previously created with the appropriate command, a reservation for the client is created.
		Writing and activation of the card.
Room Check-Out	-	Removes access to the checked out room by all the cards of the reservation.
		Reservation archivation
Creating room reservation for a client	-	Creating reservation for a client
Deleting room reservation for a client	-	Removes access to the room by all the cards of the reservation.
		Reservation archivation

Other PMS adopting the WCS Protocol

Introduction

The presence of the interfacing software allows the transparent transition of the data operator from the Administrative Management system to the Well-Contact Suite System. The transferred data is the main data provided for the guest and the main data relevant to the reservation.

Exchanged data

As regards the guests' personal data, the WCS Protocol provides the exchange of:

- Name,
- Last name,
- City,
- Title (Mr, Mrs, etc...).

As far as the reservation, the following exchange of data is provided

- Check-in time,
- Check-out time,
- Room number.

In addition, the PMS here described allows the exchange of other information, necessary for the creation and activation of the cards, such as:

- reference to the card programmer to use,
- any common access to be enabled and related policy,

Used PMS operations and effects on the WCS

Used PMS Operation	Operation the operator must perform on Vimar's Well Contact system	Consequence on the Well-Contact Suite
Check-in time of a client with simultaneous generation of the key.	Insert the card to be written in the proper programmer before clicking "OK" on PMS.	Creating reservation for a client
		Writing and activation of the card
Client Check-Out	-	Reservation archivation
		Removes access to the checked out room by all the cards of the reservation.
Creation of a new key	Insert the card to be written in the proper programmer before clicking "OK" on PMS.	If the reservation is checked in, writing and activation of the card
		If the reservation is not checked in, the card is written but not activated. The card will be activated when after the check-in.
Changing the details of the client.	-	Name, last name, city and salutation of the client are updated
Changing the length of stay	-	The arrival and departure dates are updated.
Erasing specific card key	-	Access is disabled for the specified card.
Deletion of card in a programmer	Insert the card to be deleted in the proper programmer.	If the card in the programmer is related to the specified reservation, such card is re-initialized with default values.
Key reading	Insert the card to be written in the proper programmer before starting the procedure	-
Switching room	Insert the card to be written in the proper programmer before clicking "OK".	The reservation will be relocated in the new room.
		The previously involved cards are deleted. The card in the programmer will be the only valid card for the new room. To obtain an additional card, follow the steps to create a duplicate key.



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