

EASYCHECKIN – GENÈVE

PRESENTATION OF THE PROJECT

Hotels and alternative accommodation in Geneva have to carry out several administrative tasks related to the collection of guests' personal data and the transmission of this information and statistics to the relevant bodies, such as the cantonal police, the Federal Statistical Office, and the central office for the collection of tourist taxes, in order to distribute the guest and transport card.

When guests arrive at an accommodation, the receptionist must have them fill in several documents (arrival card, guest card) and must also transmit the number of overnight stays on a monthly basis to the Federal Statistical Office and the central tourist tax collection office. The operator and their staff must record the information electronically each time a room is booked.

In short, customer data is collected several times, but never in the same way or for the same entities.

In order to facilitate this collection of information from the customer and transmission to each party involved, an IT platform has been put online. It gathers all the data concerning the identity of the customer as well as information about the guest's travel behaviour.

This data will then be distributed automatically via a feed to the relevant organisations according to their needs.

Geneva Transport Card

Anyone staying in a hotel in Geneva is entitled to a free transport card.

The Geneva Transport Card is a ticket that grants free public transport in the Canton of Geneva (Zone 10), including buses and trams (TPG), trains (CFF, 2nd class), and shuttle boats (Mouettes Genevoises).

The Geneva Transport Card is financed by the Geneva Tourism & Congress Foundation and Unireso and does not incur any costs for the accommodation. It helps to position Geneva as a major and particularly attractive European destination. In this sense, it is an important tourist asset, and it is the host's responsibility to offer it spontaneously to all their guests.

Digitalisation of the GTC

The digitalisation of the Geneva Transport Card is the first step. Thanks to the digital transport ticket, customers benefit from public transport even before arriving at the hotel.

Thanks to the Checkin Genève platform, the Geneva Transport Card is sent digitally as a PDF file by e-mail.

It is also possible to add other services, such as the generation of tickets or offers from partners.



ACCESS AND INITIAL CONNECTION

Each accommodation has unique access to the platform. Your username has been communicated to you beforehand by Geneva Tourism. Connect to the website:

<https://checkin.geneve.com/>



SE CONNECTER

[Oubli du mot de passe ?](#)
[Demander un nouvel accès](#)

Then click on “Request new access.”
Enter your username (3 letters and 3 numbers) and click RESET.

RÉINITIALISER

[Vous n'avez pas d'adresse e-mail ?](#)

The platform sends you a link by email. Open the message and click on the “Request new password” button. If necessary, also check your spam filter.



Nous avons reçu votre demande de changement de mot de passe !

Pour information : vous disposez de 2 heures pour demander votre nouveau mot de passe. Passé ce délai, il vous faudra effectuer une nouvelle demande. Vous n'avez pas demandé de nouveau mot de passe ? Vous pouvez ignorer cet e-mail.

[Demander un nouveau mot de passe](#)

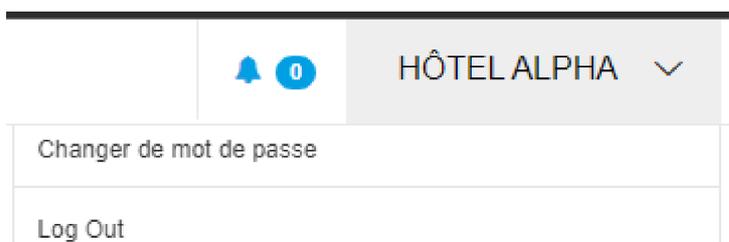
You will receive a new email with a password. Make a note of it.

Voici vos nouveaux identifiants :

- Nom d'utilisateur : TST999222
- Mot de passe généré : hAbpdx3Y

You can now log in with your username and password.

We recommend that, once logged in, you change the password by clicking on the top right corner.





DATA ENTRY MODE

As host, your role is to transmit customer data to the central database. You can do this in several ways.

Data import

The platform offers several modes of data entry:

1. Automated export with your PMS
2. Import with a file
3. Manual entry thanks to the web interface

Automated export

If you have a hotel management system (PMS), automated interfaces are available to extract data from your software.

With this computer link, the necessary data that has been entered in the PMS will be automatically transferred to the central EasyCheckIn database.

This is recommended because once the connection is established, all data is collected automatically and without staff intervention.

However, this automation has a cost, depending on your PMS. You should expect to pay between CHF 20 and CHF 60 per month. Your software must also be compatible. Please refer to the list of supported PMSs. If your software is not mentioned, please contact us so that we can do an analysis.

File transmission

You can transfer files exported from third party software or filled in manually.

The supported formats are: XLS / CSV / TXT.

The web platform offers an adaptable and configurable data import interface for your file. Once the configuration is established, it is saved for future imports.

This input mode is recommended in the following situations:

- . PMS is not or not yet supported
- . The cost of setting up an automated export is not feasible
- . Limited network connection



1. File configuration on the EasyCheckIn platform:

Configuration de l'importation

Bienvenue dans l'outil d'importation de données.

Commençons d'abord par une brève configuration.
Cette étape est réalisée uniquement lors de votre première importation et sera conservée pour la suite.

Modes d'importation

Veuillez sélectionner un mode d'importation.

<p>Insertion uniquement</p> <p>Utilisation Insérez vos données en masse, puis effectuez toute modification et suppression sur cette plateforme.</p> <p>Recommandé pour Gestion manuelle de votre fichier d'importation.</p> <p>Attention Un même document ne doit pas être importé deux fois.</p>	<p>Gestion complète </p> <p>Utilisation Contrôler l'ensemble de vos données grâce à votre fichier d'importation.</p> <p>Recommandé pour Génération de votre fichier grâce à un export depuis un logiciel externe.</p> <p>Requis Un identifiant unique par entrée permettant d'identifier les données à modifier.</p>
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Autres paramètres

Feuille	<input type="text" value="1"/>	Indiquez le numéro de la feuille sur laquelle se trouvent les données à importer.
Première cellule	<input type="text" value="A1"/>	Indiquez le numéro de la première cellule à prendre en compte.
Délimiteur	<input type="text"/>	Indiquez le séparateur de colonnes présent dans votre fichier (utilisé si vous transmettez un fichier au format TXT ou CSV).
Ligne d'entête	<input checked="" type="checkbox"/>	

Before you start importing, you need to set up your account. You have two options: “Insert only” or “Full management.”

If you use the insert only:

- You can only add data. Any changes, cancellations, or deletions must be made directly in the platform.
- Indirectly, this means that an imported document is unique. If the client is imported several times, this will create duplicates.

If you use the full management system:

- You can add, modify, and cancel customers using Excel import. This means that all data is managed on an Excel document.
- In order for the data to be managed in the best possible way, an external reference number must be given for each stay. When an establishment imports a document, the system will check the reference numbers and:
 - o Update customers who already had a reference number
 - o Add customers for whom the reference number did not exist
 - o Delete customers for whom the reference number no longer exists



2. Import the file:

Importation

Pour importer vos données, cliquez sur la zone ci-dessous et sélectionnez votre fichier. Les étapes suivantes vous permettront de personnaliser votre importation.
[Cliquez ici pour télécharger un modèle de fichier d'importation.](#)

Seuls les types de fichiers CSV, TXT, XLS et XLSX sont pris en charge. Taille maximum: 25MB.

[Changer la configuration ?](#)

3. Match the columns in your file:

Aperçu de l'importation

Lorsque vous importez des données, vous devez faire correspondre chaque colonne de votre fichier d'importation à un champ de la base de données. Certains champs nécessitent un format spécifique pour être importés correctement. Les champs en gras sont obligatoires.

Numéro de référence externe	Date d'arrivée	Date de départ	Nom	Prénom	Groupe / Entreprise	Langue	Email privé	Nombre d'adultes	
<input type="text" value="Numéro de référence exte"/>	<input type="text" value="Date d'arrivée"/>	<input type="text" value="Date de départ"/>	Les données ne sont pas importées	<input type="text" value="Nom"/>	<input type="text" value="Prénom"/>	Le			
c9d146cc-74cd-322f-a3c4-fb9860d06295	22-08-2022	25-08-2022					alexandre23@googlemail.com	47	
6d5e144b-cc27-33a6-6251-30b63f1b1983	18-08-2022	30-08-2022					lolc23@gmail.com	23	
491eb7ff-8557-359e-948b-9145e805e26c	20-08-2022	28-08-2022					carlos.roy@moret.com	38	
9822889f-5c9c-3973-863e-3857c5d9e652	18-08-2022	28-08-2022					celia84@gmx.ch	9	
210e37bc-457c-3a30-a1d4-ab907abb5f19	18-08-2022	24-08-2022					caroline.junod@bluewin.ch	37	
Ne pas importer	Ne pas importer	Ne pas importer	Importer	Importer	Importer	Importer	Ne pas importer	Ne pas importer	Imp

Période d'importation

Vous avez choisi le mode d'importation complet. Ainsi, vous avez la possibilité de transmettre l'entier de vos clients à partir d'une date définie (par exemple : le premier jour du mois en cours). En activant cette fonctionnalité, l'importation supprimera les clients insérés lors d'une importation antérieure qui n'apparaissent plus dans votre importation.

Confirmation Je désire supprimer les clients qui n'apparaissent plus dans ce nouveau fichier.

À partir du

[Retour](#)

[Vérifier](#)

4. Pre-import check

Votre importation est prête !

4 client(s) sera (seront) importé(s), si vous continuez.

Si vous confirmez, cela aura l'impact suivant :

- 0 client(s) sera (seront) ajouté(s)
- 4 client(s) sera (seront) modifié(s)
- 0 client(s) sera (seront) supprimé(s)
- 0 client(s) sera (seront) annulé(s)

Votre configuration est sauvegardée pour de futures importations.

[Retour](#)

[Importer](#)



This page summarises the changes that will be made in the platform: the number of clients added, modified, deleted, and cancelled.

If the changes match, you can proceed with the import.

Manual input

It is possible to enter data directly via the platform. This mode of entry is recommended in the following situations:

- . Limited number of reservations
- . No booking software



FREQUENTLY ASKED QUESTIONS

This section contains answers to the main questions asked by accommodation providers:

Customer data entry

What data is required?

Surname / first name / language / email / dates of stay / number of people and accompanying persons.

Do I need to collect personal information from each customer?

There is an online form for the host to fill in the data of other participants.

How do I avoid sending cards to customers who cancelled when importing a file?

Click on "Confirmation. I want to delete the customers who no longer appear in this new file." Customers who have cancelled will be cancelled in the EasyCheckIn platform. Input the oldest date that appears on the file.

Automated interface

In principle, no action is required except approving the report, when synchronisation is done between the PMS and the extranet (every 15 minutes).

If the stay has been extended, a manual modification is necessary in the EasyCheckIn platform.

Transmission of transport cards

What happens if I don't have an email address?

If we do not have the contact details of the guests beforehand, this must be done at check-in.

What happens if the customer's email is an alias (e.g., booking.com)?

Web booking platforms such as Booking.com provide you with a unique and anonymous alias email address. To protect your personal data and that of your customers, they do not share any private email addresses. This helps prevent spam and viruses, as well as inappropriate behaviour by third parties.

This e-mail alias is not problematic for communication to customers. All messages will be forwarded, including links, images, and attachments, up to a maximum of 15 MB.

Booking.com may access these communications directly only if requested by you or the establishment and, if absolutely necessary, for legal and security reasons, such as fraud detection and prevention.

More information: <https://bit.ly/3sYGqb0>

How often are transport cards sent out?

Guests are invited by email to fill in their personal data three days prior to arrival. For guests whose email address we already have, the cards are also automatically sent to the customers 3 days before the arrival date by email (as soon as the personal data is filled in). For same day arrivals, the platform sends the guest cards automatically every 15 minutes.

For hosts who have an interface, we will configure it according to their needs.

- Automatic transmission to all customers for whom we have an email [Global consent].



- Possibility to check the consent fields available on the PMS [newsletters field, or means of contact, or opt-in consent included on PMS].

The next version of the application will contain a checkbox so that hosts can personalise this setting.

The customer has not received his/her transport card automatically, what should I do?

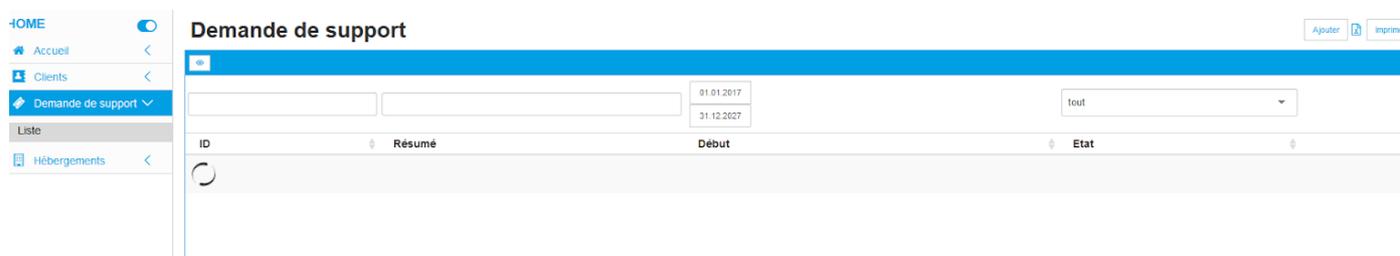
Go to the platform, search for the customer's reservation, enter their details manually, and send the GTC manually.

Is the transport card personal?

Yes.

Is there any support?

Support request tickets can be made in the platform.



What do the colours mean when sending cards in the GTC form?

Nom	Date	Statut	Adultes	Enfants	Formulaire GTC
MeuwiyHR Emmanuel	29.06.2022 - 30.06.2022	clos	1	0	✓
MeuwiySansResort	29.06.2022 - 30.06.2022	clos	2	2	✓
MeuwiyAR Emmanuel	29.06.2022 - 02.07.2022	annulé	1	0	■
MeuwiyAR2 Emmanuel	29.06.2022 - 02.07.2022	clos	1	0	✓
Stucki Gael - 2	29.06.2022 - 02.07.2022	clos	2	2	✓
Stucki Gael - 1	29.06.2022 - 02.07.2022	clos	2	1	✓
Meuwiy Emmanuel	29.06.2022 - 03.07.2022	clos	2	2	✓
Stucki Gael - 4	29.06.2022 - 03.07.2022	clos	2	2	✓
Stucki Gael - 3	29.06.2022 - 06.07.2022	clos	2	1	✓
Stucki Gael - 5	29.06.2022 - 09.07.2022	clos	2	1	✓
Meuwiy WithChildAR Prolongation	30.06.2022 - 01.07.2022	clos	2	1	✓
Stucki Gael	01.07.2022 - 02.07.2022	clos	1	1	✓
MeuwiySansResortFutur	01.07.2022 - 03.07.2022	clos	2	1	✓
MeuwiyARD Emmanuel	02.07.2022 - 04.07.2022	clos	1	0	✓
joannais Myriam	05.07.2022 - 06.07.2022	clos	1	0	✓
Rampoldi Test 1 Nicola	07.07.2022 - 08.07.2022	clos	3	0	✓
test resort kids	12.07.2022 - 13.07.2022	clos	1	1	✓
Rampoldi Test 1 Nicola	14.07.2022 - 15.07.2022	clos	1	0	✓
Rampoldi Test 3 Nicola	21.07.2022 - 22.07.2022	clos	2	0	✓
Meuwiy Emmanuel	23.07.2022 - 24.07.2022	clos	1	0	✓

Red: not sent because the address is missing, or the address is not correct

Black: not sent because the dates do not match (in the past)

Yellow: will be sent

Green: has been sent



Cancellation of stay

What happens if the customer cancels their stay?

Delete: this allows the stay to be deleted as long as the transport card has not been sent or the data has not been retrieved by a partner (Police, Nova, OFS, Ressor, etc.).

Cancel: if the guest card has already been sent or if a partner has already retrieved the data, the stay can only be cancelled. A record of the guest must be kept, which is why they cannot be deleted. They will still be displayed in the guest list but with the status cancelled.

Data protection

The hosts are responsible for the data. It is up to them to indicate to their guests, by means of general terms and conditions or via their booking tools, where and for what purpose their data will be transmitted.

The hosts must accept the general terms and conditions of use of the [checkin.geneve.com](https://www.checkin.geneve.com) platform. FGT&C is the owner of the "CheckIn-Geneva" platform. FGT&C entrusts the technical aspect to the company Omnisoftory Engineering SA.

Omnisoftory, acting as an auxiliary, is bound by a contract offering all guarantees in terms of confidentiality and data protection.

COMMUNICATION TO CUSTOMERS

EXAMPLE OF COMMUNICATION FOR YOUR GUESTS

Single person occupancy

You can use the Geneva Transport card to have free access to all public transport in Geneva throughout the duration of your stay.

Since this year, the card has been digitalised and is sent by email. In order to receive it before your arrival and to be able to use it at the airport or train station, we kindly ask you to provide us with the email address to which the card should be sent by return email.

Two or more persons occupancy

If your booking is for two/three people, when you receive your GTC by email or phone, there will be a link so that you can register the other occupants of the room and generate their card.