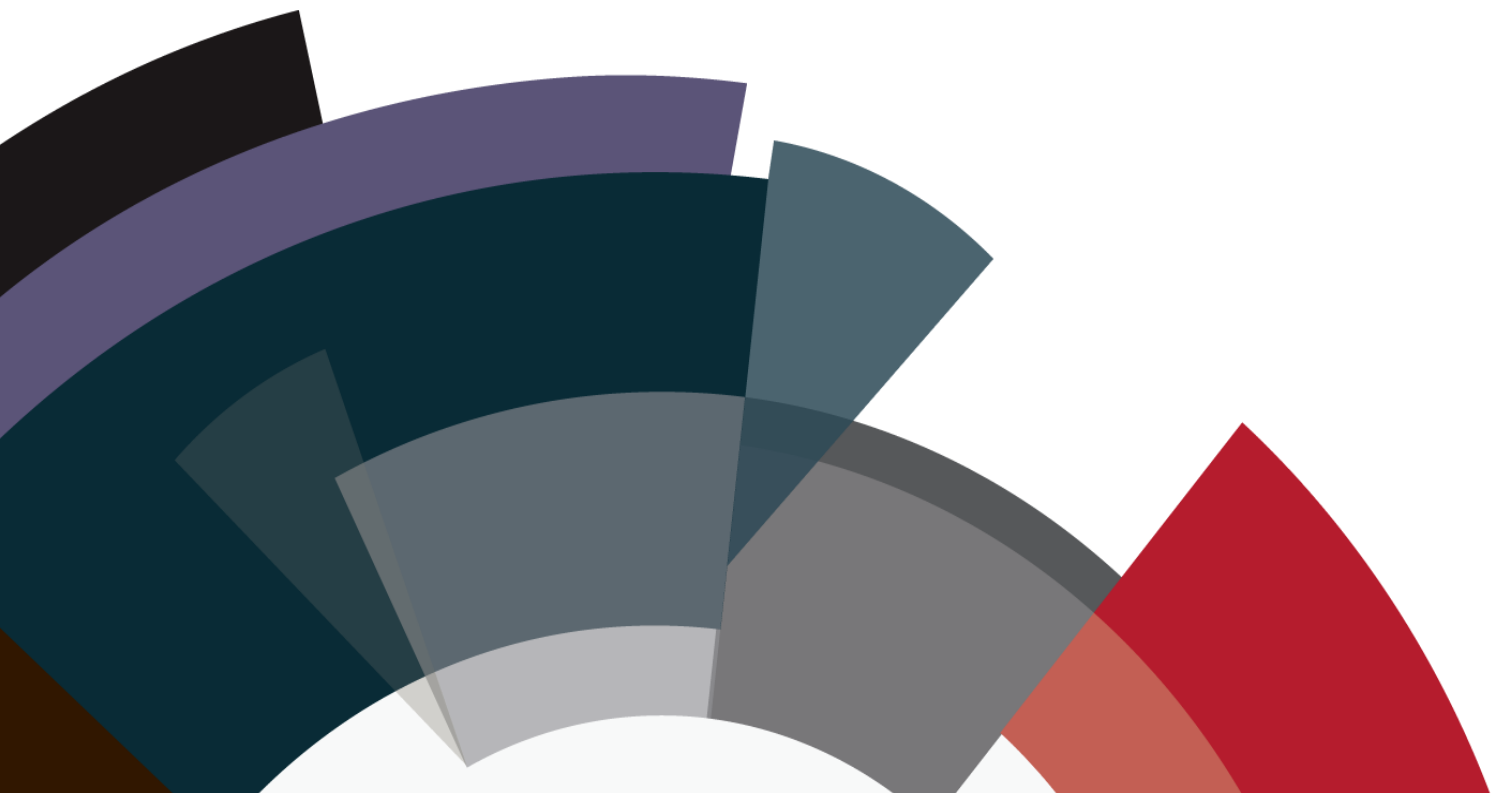




Connecting with the
Nor1 eStandby[®] System

eStandby Guest Oriented View



Guest Oriented View

Nor1 has released a new look of the Guest Oriented View. This new version will allow you to award your guests in a different and more effective format.

What is new about the Guest Oriented View?

- The look and feel has changed.
- In the past you had to select a date to view certain upgrade requests. Now, at time of login, a list of all guests' requests is presented to you, sorted by the highest pending revenue request for the period of next three arrival dates.
- The **“Offer Page”**, **“Change Stay Dates”**, and **“Comments”** section under each reservation have been enhanced.
- A **“Next”** button under each reservation has been added. By clicking on Next you will go to the next reservation with pending revenue.
- You will be prompted to click on the **“Change Date”** button to select further dates you would like to review besides the default three days that is pre-selected for you.
- Remember; changes will still have to be recorded in your PMS system. This remains the same!

How to action each request?

- To take a look at what request each person made; simply click on the guest row and more information will appear – including an area to award/deny the guest.
- **Action techniques:**
 - **To award;** Click on the check box next to each upgrade.
 - **To deny all upgrades within one reservation;** Click on ‘Deny all Requests’.
 - **To deny one upgrade within one reservation;** Simply leave the check box un-clicked and it will turn into denied automatically. Note: You do have to award at least one upgrade within the same reservation for the rest to be denied automatically. If you do not action at least one upgrade, the upgrades will turn into expired.
 - **To cancel or turn to no show;** Click on the arrow facing down button under the ‘Deny all Requests’ and options to cancel/no show will appear.
 - **To avoid expired:** Action each reservation that is listed for each day.

The option to toggle back and forth between the Guest Oriented View and the Inventory Oriented View will still remain option for you and your hotel members.

The screenshot shows the Nor1 Upsell Manager interface. At the top left is the Nor1 logo with the tagline 'Upgrade Your Life'. To the right, a user is logged in as 'Angela' with options for 'Account' and 'Sign Out'. Below this is a navigation bar with 'PROPERTY Hotel Re Venue'. A main menu contains 'Upsell Action Center', 'Room Configuration', 'Rate Calendar', 'PRiME Controls', 'Tour Admin', and 'Reports'. Below the main menu, there are filters for 'Upsell Actions for: Aug 9, 2015 - Aug 15, 2015', 'Inventory', and 'Help'. The 'Guest Oriented View' option is highlighted with a yellow circle, and a yellow arrow points to it from the 'PRiME Controls' menu item.