



ORDINO
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GRANDVALIRA



Grandvalira
Resorts
ANDORRA



Extranet

GRANDVALIRA RESORTS ANDORRA

ordinoarcalis.com | palarinsal.com | grandvalira.com





Login
Description of the Extranet
Using invites
Reports
Contact us





Login

URL – USER & PASSWORD

- URL: <https://extranet.grandvaliraresorts.com/en/extranet/login>
- CREDENTIALS:
- You must have an email address with the credentials. If you need to reset your password or change any other user information that you cannot do in your profile, please request the change using the contact form:
<https://www.grandvalira.com/en/contact-grandvalira>
- There are two user roles:
 - Cashiers
 - Boss/Ticket office manager

The number of permissions that each user has will depend on their role. Option focused mainly on managing reports and/or cancelling invites.

LOGIN

Username *

Enter your username.

Password *

Enter the password that accompanies your username.

LOG IN





EXTRANET HOMEPAGE

MENU OPTIONS

The web page's drop-down menu

Space for news, manuals and other information

Log out from the Extranet

Language selector. For now it is only in English

Use a new Ski Pass invite

Booking and usage reports

Extranet operations manual

Contact form for reporting incidents to GRANDVALIRA RESORTS



Use a new Ski Pass invite



Useful links





Using invites

STEP 1: Selecting a resort

In the first step for using an invite, you must choose one of the products available in Grandvalira Resorts Andorra:

Right now we have:

The resort selection depends on the customer's Ski Pass:



Once you have chosen the Ski Resort, you will see the offers available for your user. You must choose one of the options shown:

Offers

5 DAYS OF SKIING

The customer is eligible for 5 days of skiing.

NEXT

Customer's ski resort

- Select -

- Select -

- Andorra Pass
- Nord Pass

New invitation

Step 1

These are the available invitations for your resort. Please select the appropriate invitation type and press "next".

Customer's ski resort

- Select -

Offers

5 DAYS OF SKIING

The customer is eligible for 5 days of skiing.

NEXT





Using invites

STEP 2: Entering customer information

- In this step we enter the date the customer will use the invite:

Date *

03/02/2020

Specify the start date of the invitation.

- We also use the selector to specify the number of ski days the customer will use:

Number of days *

1

Specify how many days should this invitation be valid for. (Max: 5)

The maximum of number of days depends on the agreement made with Grandvalira Resorts Andorra.

If for instance the agreement was for 5 days, the customer could use 3 days today and would have 2 more days to use in the future.

- and the customer's WTP code:

Insert the WTP number of the customer's forfait.

VERIFY Example

After entering the WTP number, you will have to click on VERIFY to check that the number exists in the Grandvalira Resorts Andorra database.

If the number does not exist you will see this message:

This WTP number is valid. You can proceed to the next step in order to register the invitation.

If the number is invalid you will see this message:

WTP number is invalid. Please ensure that you have entered the WTP code correctly. [Contact us](#) if you need further assistance.
(WTP number: J981108E-JS8-LF3)

New invitation

Step 2

Your selection:

- Station: Grandvalira
- Offer: 5 days of skiing

Instructions:

Please specify the date, number of days and WTP number of the customer's forfait.

Date *

03/02/2020

Specify the start date of the invitation.

Number of days *

1

Specify how many days should this invitation be valid for. (Max: 5)

Insert WTP number

VERIFY

Example

Insert the WTP number of the customer's forfait.

NEXT



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Using invites

STEP 3: Verification, additional information and use

- In this step we can verify the use of the invite.
- We'll also get the photo, name and surnames of the customer to make sure we are using the correct person's invite:

Finally, we can add optional information like:

- Point of Sale ID where the invite was printed
- We could enter an invoice ID associated with this invite
- We can enter which product we are giving the customer
- Finally we can add comments

All this information will then be available to be looked up from the reports section.

Your selection:

- Station: Grandvalira

- Offer: 5 days of skiing

- WTP number: J98110

Customer details:

Photograph



Name

EDUARDO

Surname



Additional information:

POS Number/ID

(Optional) Identify your Point of Sale (e.g TPV-22).

Order/Bill ID

(Optional) Identify the generated order/bill ID from this invitation.

Product

(Optional) Identify the product registered from this invitation.

Comments

(Optional) Add a note to this invitation consumption.





Using invites

End of the process

Once the invite has been used, there are 3 possible actions:

- Start the process of using a new invite
- Display a report of the invites used by this user or by the Ski
- Resort (depending on the permissions of the logged-in user)
- Print (on paper or create a PDF) the booking to attach it to the till closing.

New invitation

Process complete

The invitation was successfully registered.

NEW INVITATION

INVITATIONS REPORT

PRINT RECEIPT





Reports

Invites used

There is an entire section of filters that let you extract information based on different parameters.

Ski resort
- Any -

Forfait

Date
E.g., 2020-02-03
E.g., 2020-02-03

POS

SEARCH

Print	Ski resort	Date	Forfait	POS	N° days	IP	Cashier	Invitation	Product	Order ID
	Grandvalira	03/02/2020	J9811		1	10	@grandvalira.com	5 days of skiing		

You have an option to print this invite. Users with more permissions may be able to delete used invites in this reports section.

Section showing the search results.





Contact

Forfait code

Subject *

Leave us your message *

☐ [I read and I accept Consent conditions about Data Protection](#)

SUBMIT

Contact form

Contact us

If you have a question, error or any other concern, please contact us using this contact form on the web page.

Please explain the issue in as much detail as possible in your message.





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Thank you!

