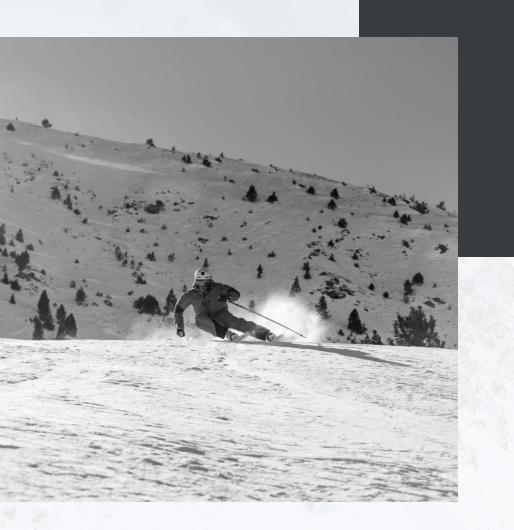


# GRANDVALIRA RESORTS ANDORRA

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Login Description of the Extranet Using invites Reports Contact us



## Login

URL - USER & PASSWORD

- URL: <u>https://extranet.grandvaliraresorts.com/en/extranet/login</u>
- 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.

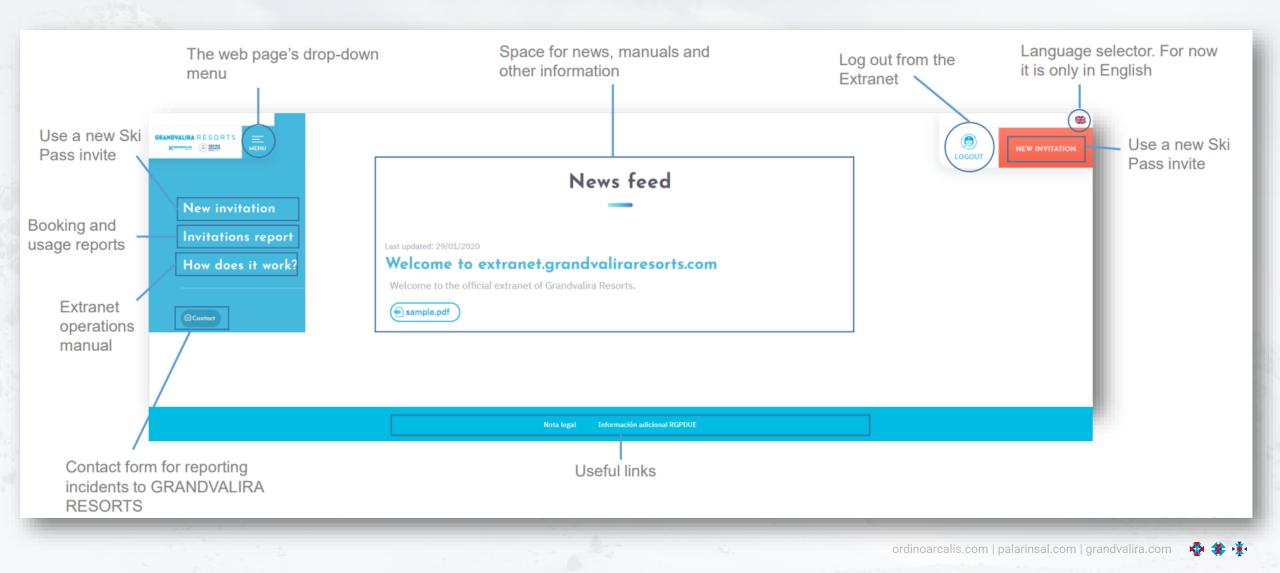
LOG IN





### **EXTRANET HOMEPAGE**

#### **MENU OPTIONS**





## **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:

Customer's ski resort

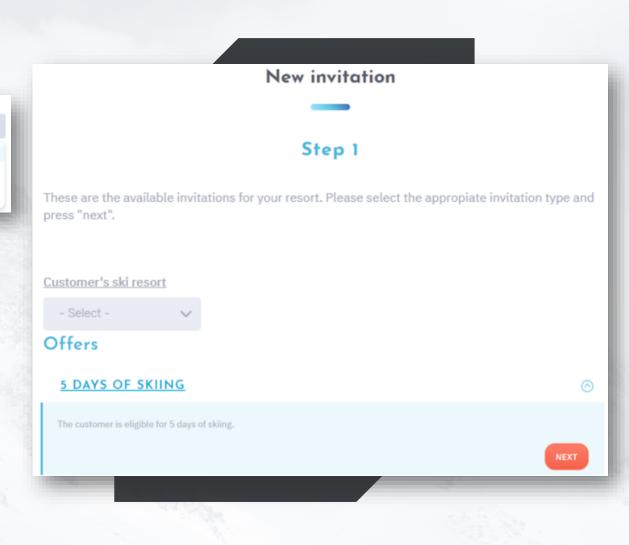
Andorra PassNord Pass

- Select -

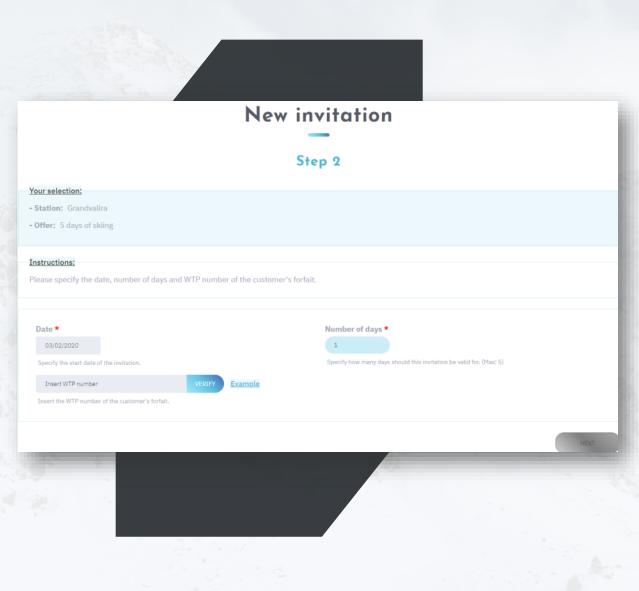
Crandvalie Resorts

09.021925

Offers	
5 DAYS OF SKIING	0
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:



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

Number of days **\*** 



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:



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 proceeed 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. <u>Contact us</u> if you need further assistance. (WTP number: J981108E-JS8-LF3)



Your selection: - Station: Grandvalira	
Offer: 5 days of skiing	
WTP number: 398110	
Customer details:	7
Photograph	
Name	
EDUARDO	
Surname	
DATE DATE OF THE OWNER OWNE	
Additional information:	
POS Number/ID	
(Optional) Identify your Point of Sale (e.g TPV-22).	
Order/Bill ID	
(Optional) Indentify the generated order/bill ID from this	invitation.
Product	
(Optional) Identify the product registered from this invite	ation.
Comments	

#### **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.



### 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





Invites used

There is an entire section of filters that let you extract information based on different parameters. Date Ski resort Forfait POS E.g., 2020-02-03 - Any -V E.g., 2020-02-03 SEARCH Forfait Nº days IP Cashier Invitation Product Order ID Ski resort Date POS @grandvalira.com 10 03/02/2020 J9811 Grandvalira 1 5 days of skiing

You have an option to print this invite. Users with more

Print

Section showing the search results.

permissions may be able to delete used invites in this reports section.



#### Contact

Forfait code

Subject \*

Leave us your message \*

I read and I accept Consent conditions about Data Protection

### 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.





# Thank you!