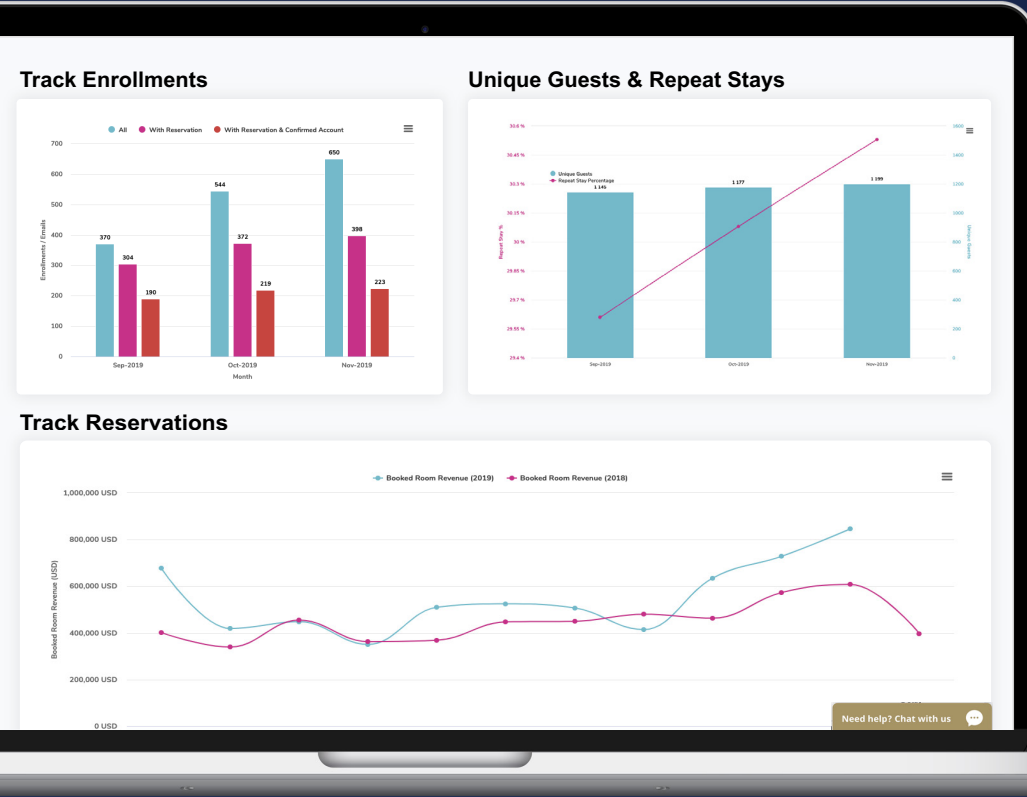


# REWARDS DASH


## User Guide

Rewards management  
at your fingertips



# REWARDSDASH LOGIN

Enter your **email**  
and **password**.



THE  
GUEST  
BOOK

Don't remember your password?

LOG IN >

# PROPERTY MENU

## ENROLLED PROPERTIES

After logging in, the **Enrolled Properties** menu populates the property or properties based on individual access.

Search enrolled properties...

demo@theguestbook.com

### Enrolled Properties

- Downtown GB**  
BEI Online  
Manage →
- GB Resort & Spa**  
BEI Online  
Manage →
- GB Suites**  
BEI Online  
Manage →

**ENROLLED PROPERTIES**

# PROPERTY MENU

Click on **Manage** to access additional menu options for each property.

**THE GUESTBOOK**

ACCOUNT


- Enrolled Properties

GUESTBOOK REWARDS

- Export
- Help & Resources


demo@theguestbook.com

### Enrolled Properties




**Downtown GB**  
BEI Online

Manage ↗



**GB Resort & Spa**  
BEI Online

Manage ↗



**GB Suites**  
BEI Online

Manage ↗

**MANAGE**

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# MANAGE MENU SELECTION

THE GUEST BOOK

ACCOUNT

- Enrolled Properties

PROPERTY

- Guest Arrivals

CALENDAR

- Calendar

REWARDS QUEUE

- Rewards Queue

GUESTBOOK REWARDS

- Export
- Help & Resources

Search enrolled properties...

demo@theguestbook.com

## GB Resort & Spa

July 26, 2019

**ARRIVALS** 9

**DEPARTURES** 14

**TOTAL** USD 6,081.75

**REWARDS QUEUE ITEMS** 69

### Guest Arrivals for July 26, 2019

Toggle Columns:  Guest  Past Stays  Nights  Total Charge  Room  Rate  Special Requests  Guest Preferences  Staff Notes

Search by any column...

Excel PDF Print

Guest	Past Stays	Nights	Total Charge	Room	Rate	Special Requests
Demo Guest 1 <a href="#">Quick View</a>	2	4	USD 655.35	One King Bed Premium Non Smoking		
Demo Guest 2 <a href="#">Quick View</a>	0	4	USD 801.00	One Bedroom Suite Non Smoking		
Demo Guest 3 <a href="#">Quick View</a>	1	5	USD 1,973.00	Grand Suite		
Demo Guest 4 <a href="#">Quick View</a>	0	2	USD 390.00	Deluxe King Bed Non Smoking		

Includes dashboards for **Guest Arrivals**, **Calendar** and **Rewards Queue**.

# GUEST ARRIVALS DASHBOARD

GUEST ARRIVALS

Provides **summary** and **detailed** daily information for the selected date.

Search enrolled properties...

demo@theguestbook.com

SELECTED DATE: July 26, 2019

GB Resort & Spa

ARRIVALS: 9

DEPARTURES: 14

TOTAL: USD 6,081.75

REWARDS QUEUE ITEMS: 69

Guest Arrivals for July 26, 2019

Toggle Columns:  Guest  Past Stays  Nights  Total Charge  Room  Rate  Special Requests  Guest Preferences  Staff Notes

Search by any column...

Excel PDF Print

Guest	Past Stays	Nights	Total Charge	Room	Rate	Special Requests
Demo Guest 1 <a href="#">Quick View</a>	2	4	USD 655.35	One King Bed Premium Non Smoking		
Demo Guest 2 <a href="#">Quick View</a>	0	4	USD 801.00	One Bedroom Suite Non Smoking		
Demo Guest 3 <a href="#">Quick View</a>	1	5	USD 1,973.00	Grand Suite		
Demo Guest 4 <a href="#">Quick View</a>	0	2	USD 390.00	Deluxe King Bed Non Smoking		

# GUEST ARRIVALS DASHBOARD

Quickly access  
daily aggregated  
reservation  
statistics and  
current outstanding  
reservations  
processing in the  
Rewards Queue.

The screenshot shows the 'Guest Arrivals Dashboard' for 'GB Resort & Spa' on July 26, 2019. The dashboard features a search bar at the top, a navigation sidebar on the left, and a main content area with summary cards and a data table.

**Summary Cards:**

- ARRIVALS:** 9
- DEPARTURES:** 14
- TOTAL:** USD 6,081.75
- REWARDS QUEUE ITEMS:** 69

**OUTSTANDING RESERVATIONS**

**Guest Arrivals for July 26, 2019**

Toggle Columns:  Guest  Past Stays  Nights  Total Charge  Room  Rate  Special Requests  Guest Preferences  Staff Notes

Search by any column...

Excel PDF Print

Guest	Past Stays	Nights	Total Charge	Room	Rate	Special Requests
Demo Guest 1 <a href="#">Quick View</a>	2	4	USD 655.35	One King Bed Premium Non Smoking		
Demo Guest 2 <a href="#">Quick View</a>	0	4	USD 801.00	One Bedroom Suite Non Smoking		
Demo Guest 3 <a href="#">Quick View</a>	1	5	USD 1,973.00	Grand Suite		
Demo Guest 4 <a href="#">Quick View</a>	0	2	USD 390.00	Deluxe King Bed Non Smoking		

# GUEST ARRIVALS DASHBOARD

Search enrolled properties...

demo@theguestbook.com

GB Resort & Spa

July 26, 2019

ARRIVALS 9

DEPARTURES 14

TOTAL USD 6,081.75

REWARDS QUEUE ITEMS 69

Guest Arrivals for July 26, 2019

Toggle Columns:  Guest  Past Stays  Nights  Total Charge  Room  Rate  Special Requests  Guest Preferences  Staff Notes

Search by any column...

Excel PDF Print

Guest	Past Stays	Nights	Total Charge	Room	Rate	Special Requests
Demo Guest 1 <a href="#">Quick View</a>	2	4	USD 655.35	One King Bed Premium Non Smoking		
Demo Guest 2 <a href="#">Quick View</a>	0	4	USD 801.00	One Bedroom Suite Non Smoking		
Demo Guest 3 <a href="#">Quick View</a>	1	5	USD 1,973.00	Grand Suite		
Demo Guest 4 <a href="#">Quick View</a>	0	2	USD 390.00	Deluxe King Bed Non Smoking		

GUEST ARRIVALS

Displays reservation details of the **daily arrivals**, if the guests has **past Guestbook stays** and the details of the **upcoming stay**.

PAST STAYS

RESERVATION DETAILS



# GUEST ARRIVALS DASHBOARD

GUEST ARRIVALS

Click the icon to the right of the guest name to access **Guest Profile** and **Stay History**.

Search enrolled properties...

demo@theguestbook.com

GB Resort & Spa

July 26, 2019

ARRIVALS 9

DEPARTURES 14

Guest Arrivals for July 26, 2019

Guest	Past Stays	Nights	Total Charge	Room	Rate	Special Requests	Guest Preferences
Demo Guest 1	2	4	USD 655.35	Or			
<a href="#">Quick View</a>							
Demo Guest 2	0	4	USD 801.00	Or			
<a href="#">Quick View</a>							
Demo Guest 3	1	5	USD 1,973.00	Gr			
<a href="#">Quick View</a>							
Demo Guest 4	0	2	USD 390.00	De			
<a href="#">Quick View</a>							

CLICK ICON TO DISPLAY GUEST PROFILE

### GUEST PROFILE

GB

#### Demo Guest

This member will arrive on Jul 26, 2019

Deluxe King Bed Non Smoking  
Jul 27, 2018 → Jul 31, 2018  
4 Nights

Deluxe King Bed Non Smoking  
Jan 25, 2019 → Jan 29, 2019  
4 Nights

One King Bed Premium Non Smoking  
Jul 26, 2019 → Jul 30, 2019  
4 Nights

History: Stays 2, Nights 8, Lifetime Value USD 998.00

Preferences: No Preferences

Contacts: demoguest1@gmail.com

Staff Notes: No notes entered. [Edit](#)

#### Guest Stays

STAY HISTORY

Check In Date	Nights	Total Charge	Room	Rate	Special Requests	Guest Preferences
Jul 27, 2018	4	USD 514.50	Deluxe King Bed Non Smoking			
Jan 25, 2019	4	USD 484.50	Deluxe King Bed Non Smoking			
Jul 26, 2019	4	USD 655.35	One King Bed Premium Non Smoking			

# GUEST ARRIVALS DASHBOARD

The screenshot displays the 'Guest Arrivals' dashboard for 'GB Resort & Spa' on July 26, 2019. The dashboard includes a search bar for enrolled properties, a navigation sidebar, and a table of guest arrivals. A modal window titled 'SUMMARY GUEST PROFILE' is overlaid on the right, showing details for 'Demo Guest'.

**Dashboard Summary:**

- Property: GB Resort & Spa
- Date: July 26, 2019
- ARRIVALS: 9
- DEPARTURES: 14

**Guest Arrivals for July 26, 2019**

Guest	Past Stays	Nights	Total Charge
Demo Guest 1 <a href="#">Quick View</a>	2	4	USD 655.35
Demo Guest 2 <a href="#">Quick View</a>	1	1	USD 801.00
Demo Guest 3 <a href="#">Quick View</a>	1	5	USD 1,973.00
Demo Guest 4 <a href="#">Quick View</a>	0	2	USD 390.00

**Guest Profile Summary (Demo Guest):**


- Member ID: 453942056
- Current Stay: One King Bed Premium Non Smoking, Jul 26, 2019 → Jul 30, 2019 (4 Nights)
- Past Stays: 2
- Preferences: No Preferences Yet


GUEST ARRIVALS

Click **Quick View** under the guest name for the guest's summary Guestbook Profile.

CLICK FOR SUMMARY PROFILE

# CALENDAR

Search enrolled properties... 

demo@theguestbook.com 

### Upcoming Stays

#### Calendar View

month week day today < >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28 7 Check-Ins 7 Check-Outs	29 4 Check-Ins	30 4 Check-Ins 7 Check-Outs	31 14 Check-Outs 9 Check-Ins	1 10 Check-Ins 8 Check-Outs	2 23 Check-Ins 9 Check-Outs	3 6 Check-Ins 6 Check-Outs
4 11 Check-Ins 22 Check-Outs	5 13 Check-Outs 4 Check-Ins	6 6 Check-Ins 7 Check-Outs	7 3 Check-Ins 6 Check-Outs	8 12 Check-Ins 3 Check-Outs	9 13 Check-Ins 8 Check-Outs	10 6 Check-Ins 7 Check-Outs
11 12 Check-Outs 9 Check-Ins	12 7 Check-Ins 7 Check-Outs	13 2 Check-Ins 7 Check-Outs	14 7 Check-Ins 8 Check-Outs	15 4 Check-Outs 6 Check-Ins	16 19 Check-Ins 8 Check-Outs	17 4 Check-Ins 5 Check-Outs
18 1 Check-Ins 20 Check-Outs	19 5 Check-Ins 5 Check-Outs	20 5 Check-Ins 5 Check-Outs	21 2 Check-Ins 2 Check-Outs	22 4 Check-Outs 8 Check-Ins	23 11 Check-Ins 3 Check-Outs	24 3 Check-Ins 6 Check-Outs
25 6 Check-Ins 9 Check-Outs	26 6 Check-Ins 8 Check-Outs	27 2 Check-Ins 5 Check-Outs	28 3 Check-Ins	29 3 Check-Ins 7 Check-Outs	30 6 Check-Outs 9 Check-Ins	31 2 Check-Outs 5 Check-Ins

Selected Stays

Check-Ins

Check-Outs

GUEST CHECK-INS AND CHECK-OUTS

CALENDAR

The Calendar menu lists all Guestbook **arrivals** and **departures** for future and historical dates displayed across a monthly view.

# CALENDAR

THE GUEST BOOK

ACCOUNT

- Enrolled Properties

PROPERTY

- Guest Arrivals
- Calendar**
- Rewards Queue

GUESTBOOK REWARDS

- Export
- Help & Resources

Search enrolled properties...

demo@theguestbook.com

## Upcoming Stays

### Calendar View

August 2019 month week day today < >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28 7 Check-Ins 7 Check-Outs	29 4 Check-Ins	30 4 Check-Ins 7 Check-Outs	31 14 Check-Outs 9 Check-Ins	1 10 Check-Ins 8 Check-Outs	2 23 Check-Ins 9 Check-Outs	3 6 Check-Ins 6 Check-Outs
4 11 Check-Ins 22 Check-Outs	5 13 Check-Outs 4 Check-Ins	6 6 Check-Ins 7 Check-Outs	7 3 Check-Ins 6 Check-Outs	8 12 Check-Ins 3 Check-Outs	9 13 Check-Ins 8 Check-Outs	10 6 Check-Ins 7 Check-Outs
11 12 Check-Outs 9 Check-Ins	12 7 Check-Ins 7 Check-Outs	13 2 Check-Ins 7 Check-Outs	14 7 Check-Ins 8 Check-Outs	15 4 Check-Outs 6 Check-Ins	16 19 Check-Ins 8 Check-Outs	17 4 Check-Ins 5 Check-Outs
18 1 Check-Ins 20 Check-Outs	19 5 Check-Ins 5 Check-Outs	20 5 Check-Ins 5 Check-Outs	21 2 Check-Ins 2 Check-Outs	22 4 Check-Outs 8 Check-Ins	23 11 Check-Ins 3 Check-Outs	24 3 Check-Ins 6 Check-Outs
25 6 Check-Ins 9 Check-Outs	26 6 Check-Ins 8 Check-Outs	27 2 Check-Ins 5 Check-Outs	28 6 Check-Ins 9 Check-Ins	29 6 Check-Outs 9 Check-Ins	30 2 Check-Outs 5 Check-Ins	31

Selected Stays for Aug 21st 2019

2 Check-Ins

- Demo Guest 1 446554443
- Demo Guest 2 450580897

2 Check-Outs

- Demo Guest 3 460926350
- Demo Guest 4 847958026745

CALENDAR

Click on any **individual date** and the associated **arrivals** and **departures** reservation details populate on the right pane.

CLICK ON DATE FOR RESERVATION DETAILS

DAILY RESERVATION DETAILS

# REWARDS QUEUE

## ITEMS REQUIRING ACTION FOR: GB RESORT & SPA

### YOUR HOTEL'S CURRENT METHOD OF APPROVAL

- Folio Upload (The guestbook will capture the final reservation value, including any changes to stay dates or amounts).
- Approve without folio (your hotel has not authorized this method of approval - please email [contact@theguestbook.com](mailto:contact@theguestbook.com) if you would like to utilize this option).

### FOLIO REQUESTS

These stays may be eligible for rewards based on reservations received from members. Please review the stay data for eligibility and either upload the associated folio or deny the request.

Please note that the guest name and checkout date need not match. It will be adjusted upon receipt of your uploaded document. If you believe the guest should not be rewarded, please click Deny and select the appropriate reason.

DATE REQUESTED (MM/DD/YYYY)	CONFIRMATION #	GUEST NAME	CHECKOUT DATE (MM/DD/YYYY)	VALID GUEST EMAIL(S)	ACTIONS
07/23/2019 PDT	<a href="#">52507SB212791</a>	Demo Guest 1	07/22/2019	DemoGuest1@gmail.com	<a href="#">UPLOAD FOLIO</a> OR <a href="#">DENY</a> OR <a href="#">CHANGE DATES</a>
07/23/2019 PDT	<a href="#">52507SB242598</a>	Demo Guest 2	07/22/2019	DemoGuest2@yahoo.com	<a href="#">UPLOAD FOLIO</a> OR <a href="#">DENY</a> OR <a href="#">CHANGE DATES</a>
07/23/2019 PDT	<a href="#">52507SB212791</a>	Demo Guest 1	07/22/2019	DemoGuest1@gmail.com	<a href="#">UPLOAD FOLIO</a> OR <a href="#">DENY</a> OR <a href="#">CHANGE DATES</a>
07/23/2019 PDT	<a href="#">52507SB242598</a>	Demo Guest 2	07/22/2019	DemoGuest2@yahoo.com	<a href="#">UPLOAD FOLIO</a> OR <a href="#">DENY</a> OR <a href="#">CHANGE DATES</a>

ACTIONS

## REWARDS QUEUE

Select **Rewards Queue** to access reservations that are pending approval or currently processing.

THE GUEST BOOK

ACCOUNT

Enrolled Properties

PROPERTY

Guest Arrivals

Calendar

Rewards Queue

GUESTBOOK REWARDS

Export

Help & Resources

THE GUEST BOOK

# ANALYTICS MENU

Provides business intelligence from various perspectives: **Enrollments, Unique Guests & Repeat Stays, Reservations, Rewards & Fees, and Portfolio Overview.**

## ANALYTICS

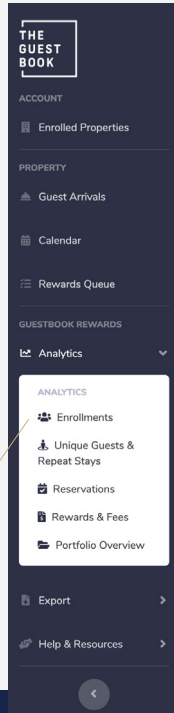
Can be reviewed at a **property, multi-property or portfolio level** with full flexibility for date selection – all data can be exported.

The screenshot displays the 'Analytics' menu in The Guestbook interface. The left sidebar contains the following navigation options: ACCOUNT (Enrolled Properties), PROPERTY (Guest Arrivals, Calendar, Rewards Queue), GUESTBOOK REWARDS (Analytics), EXPORT, and HELP & RESOURCES. The main content area is titled 'Enrolled Properties' and features a search bar at the top. Below the search bar, three property cards are shown: 'Downtown GB', 'GB Resort & Spa', and 'GB Suites'. Each card includes a representative image of the property, the name, a 'BEI Online' status indicator, and a 'Manage' button with a right-pointing arrow. The user's email 'demo@theguestbook.com' is visible in the top right corner. A copyright notice 'Copyright © The Guestbook 2019' is located at the bottom center of the interface.

# ENROLLMENT DASHBOARD

The **Enrollments Dashboard** shows all email enrollments captured through the enrollment process through all channels.

ENROLLMENTS



Select one or multiple properties that you manage...

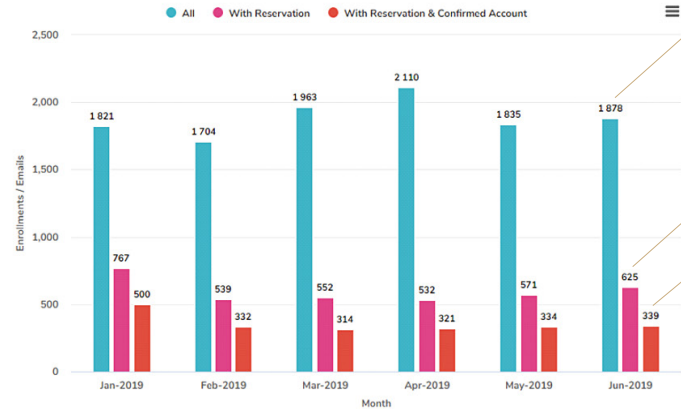
× All Authorized Properties

Select a date range...

January 1, 2019 - July 1, 2019

Create Report Export to Excel

All Email Enrollments (Jan 01, 2019 - Jul 01, 2019)



ALL ENROLLMENTS

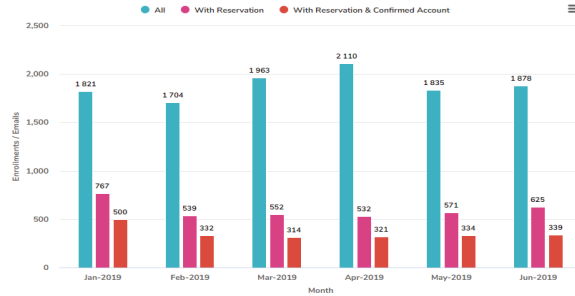
WITH RESERVATION

WITH RESERVATION & CONFIRMED ACCOUNT

# ENROLLMENT DASHBOARD

The **Enrollments Dashboard** shows email enrollments captured through **booking engine**, **slider** (if applicable), and **hotel landing page**.

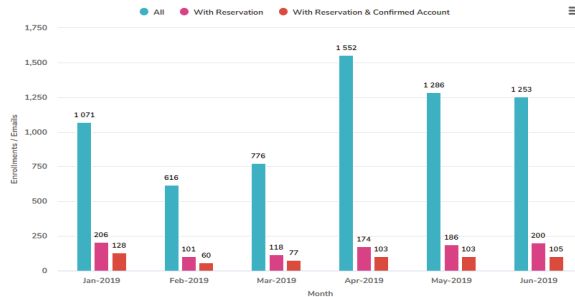
All Email Enrollments (Jan 01, 2019 - Jul 01, 2019)



## ENROLLMENTS

Monthly totals for enrollments through your booking engine, slider widget, and the users visiting <https://theguestbook.com/>, including loyalty page, home page, etc.

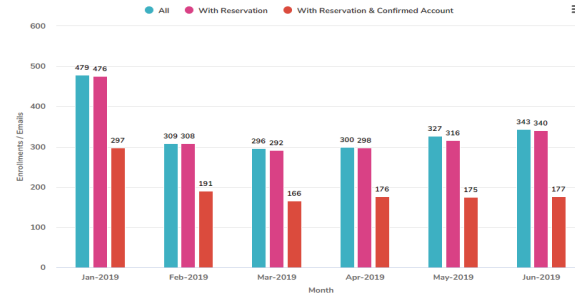
E-Generator Enrollments (Jan 01, 2019 - Jul 01, 2019)



## SLIDER

Enrollments sourced from the slider widget that displays the slider widget.

Booking Engine Enrollments (Jan 01, 2019 - Jul 01, 2019)



## BOOKING ENGINE

Enrollments sourced from guests who enroll through your booking engine.

Guestbook Integrated Rewards Page Enrollments (Jan 01, 2019 - Jul 01, 2019)



## GUESTBOOK LANDING PAGE

Enrollments sourced from the guestbook landing page.



# UNIQUE GUESTS & REPEAT STAYS

## UNIQUE GUESTS & REPEAT STAYS

Track Unique Guests & Repeat Stays

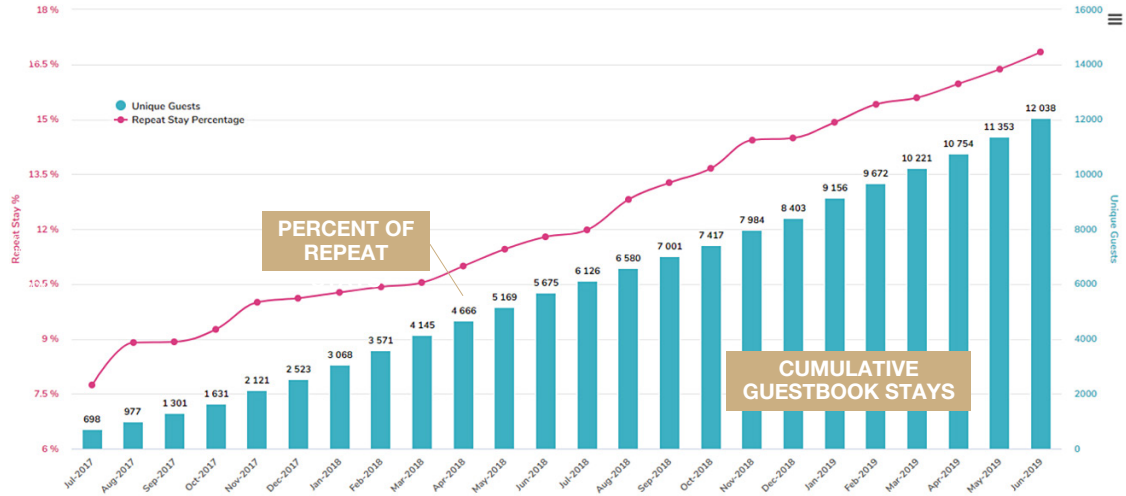
Authorized Properties

Select one or multiple properties

× All Authorized Properties

Create Report

Unique Guests & Repeat Stays (Jul 01, 2017 - Jul 01, 2019)



PERCENT OF REPEAT

CUMULATIVE GUESTBOOK STAYS

Displays cumulative unique guests and repeat stay percentage since Guestbook launch.

This graph details the number of unique guests who have enrolled and the percentage of those who have stayed more than once at your property since program inception.

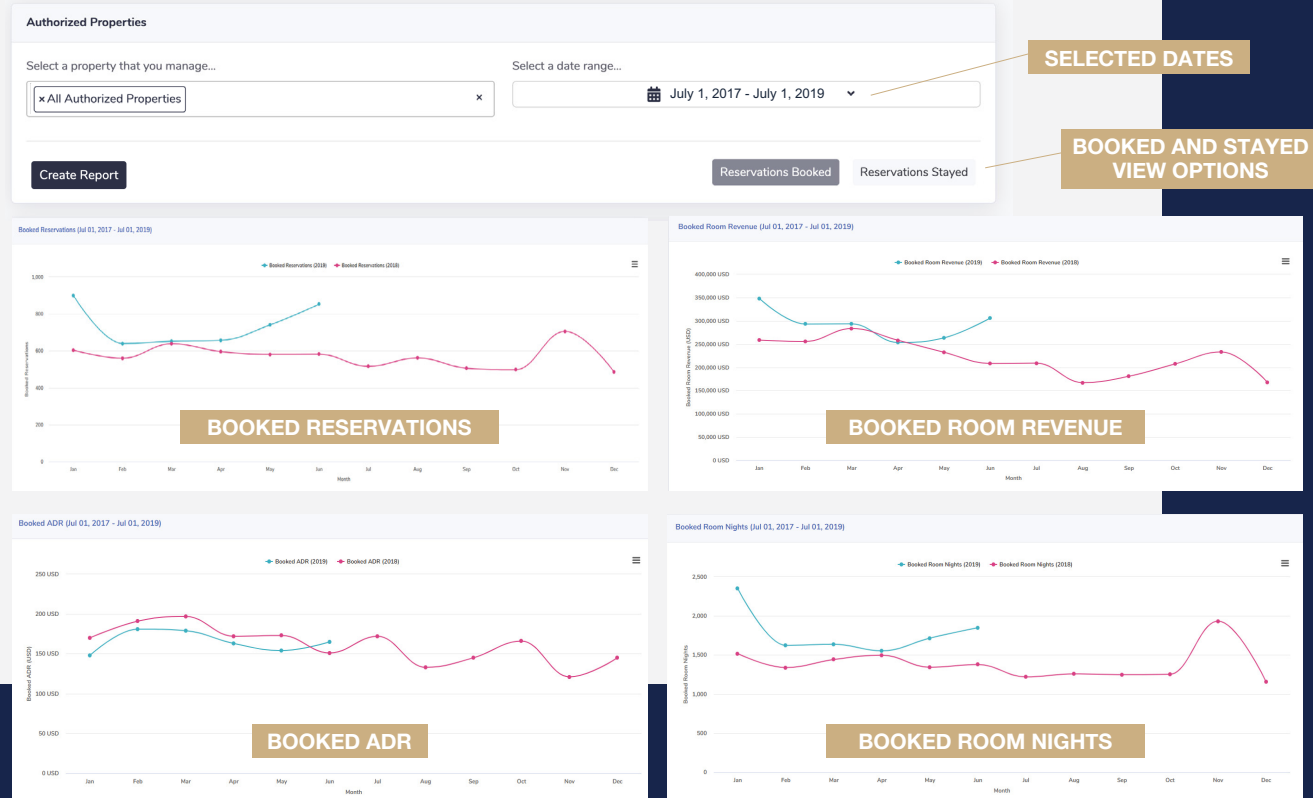
# RESERVATIONS

## Track Reservations

Shows reservation data from all guests enrolled into The Guestbook.

Two view options: **Reservations Booked** displays all bookings made each month; **Reservations Stayed** reflects what actualized within each month.

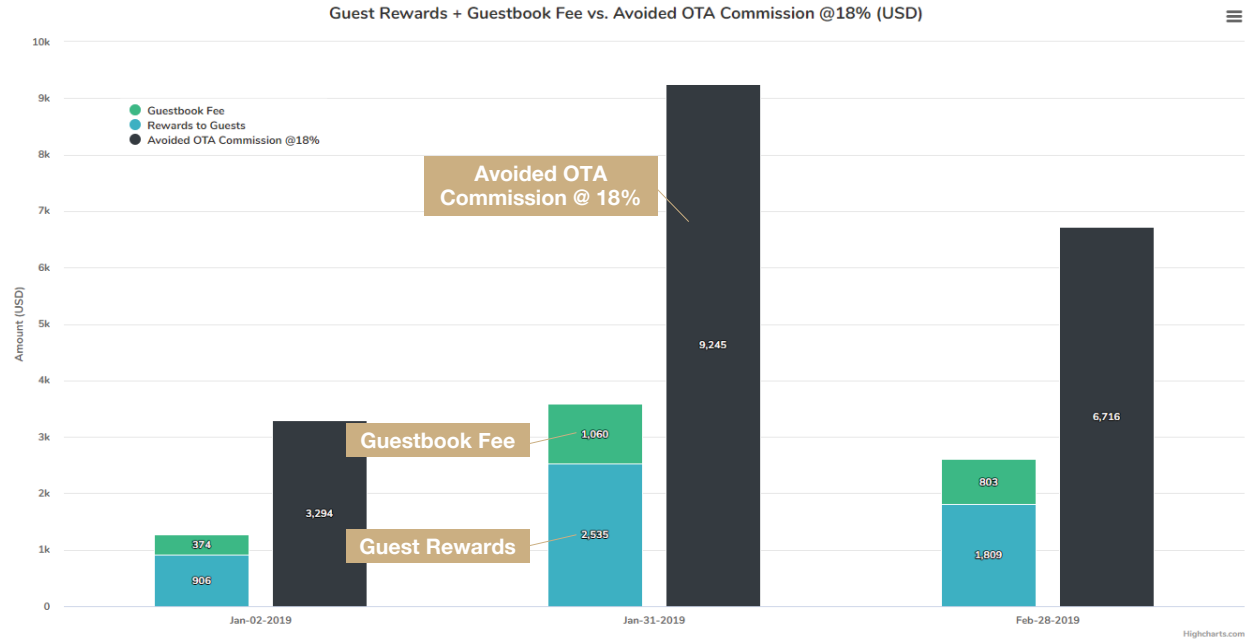
The Reservations dashboard displays **Room Revenue, Number of Reservations, Room Nights and ADR**.



# REWARDS & FEES DASHBOARD

Shows **Rewards** to the hotel guest facilitated by The Guestbook, **Fees** to The Guestbook for facilitating the program and the comparable OTA commissions at a **conservative 18%**.

## Historical Fees by Invoice (Jan 01, 2019 - Mar 01, 2019)

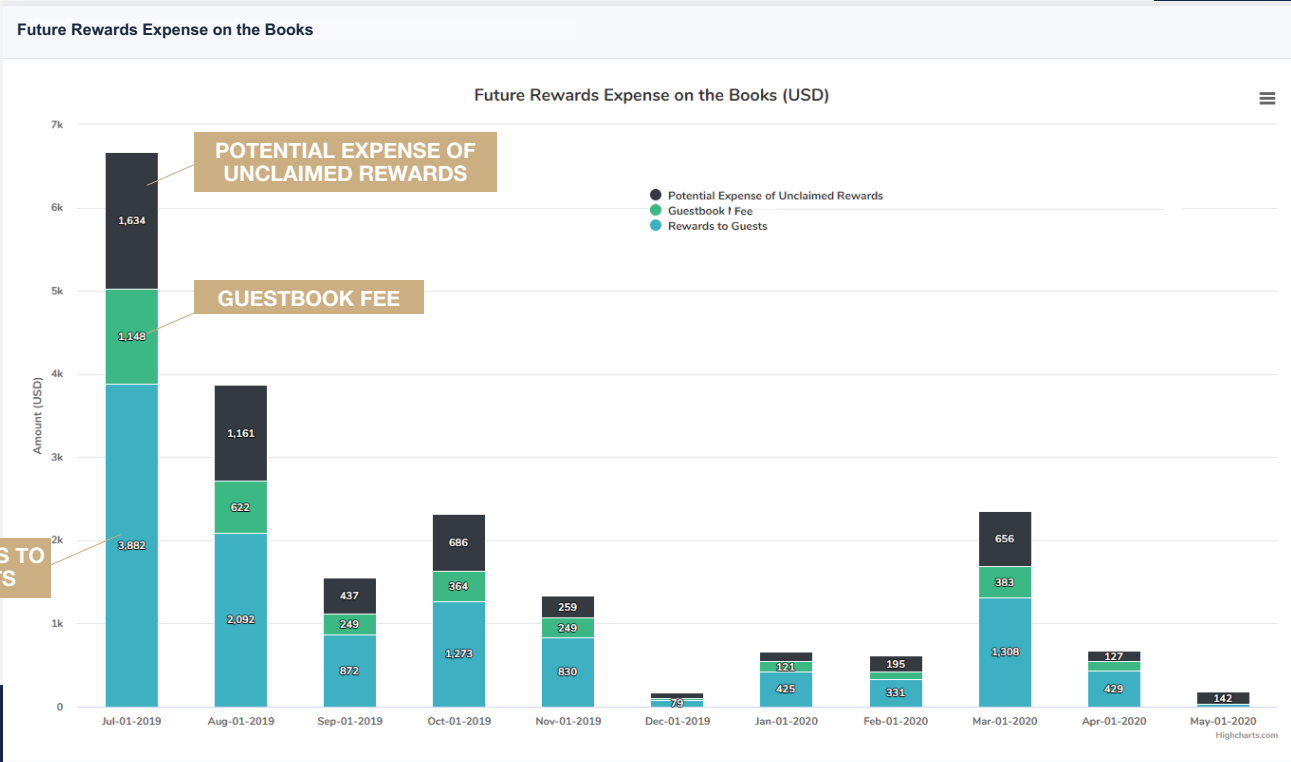


OTA commission at 18% is based on an industry average. The commission for your property may vary.

# FUTURE REWARDS & FEES

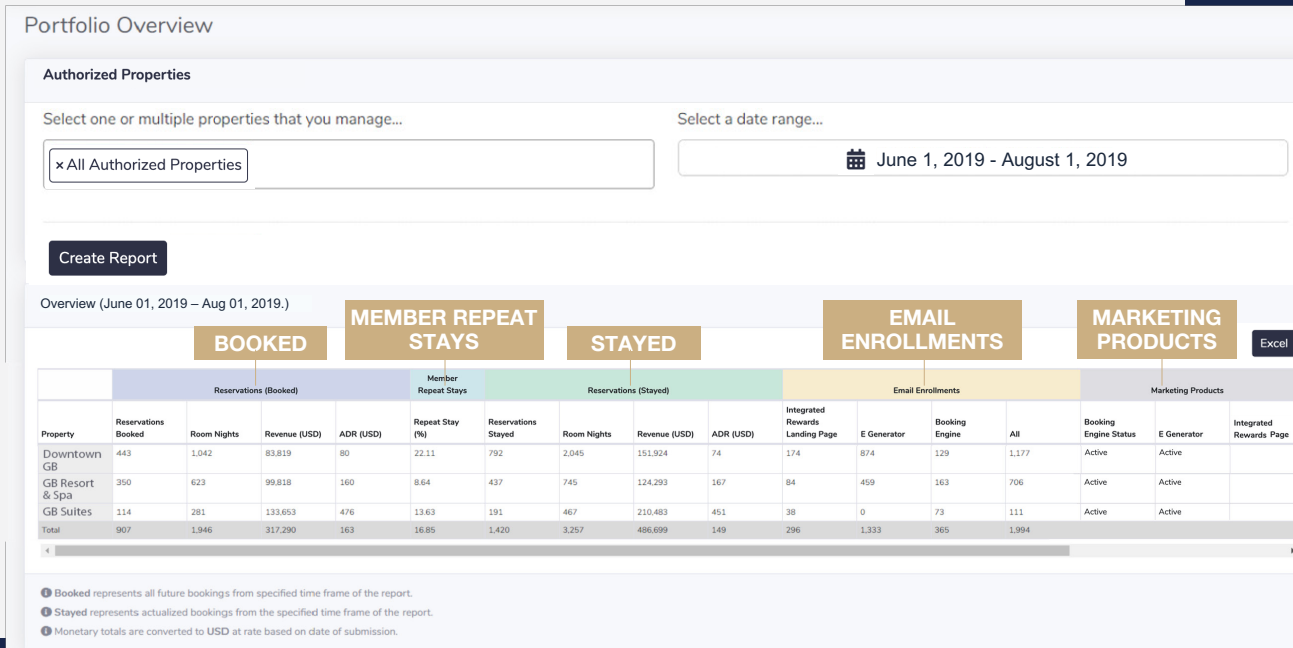
Based on current booking and confirmation status.

The **Potential Expense of Unclaimed Rewards** are hotel guests that have not yet confirmed their account. If they don't confirm, they won't qualify for Rewards and The Guestbook will not charge a fee.



# PORTFOLIO OVERVIEW DASHBOARD

Provides a consolidated view of all properties in a portfolio with all data elements from the previous Analytics dashboards, including: **Reservations Booked and Stayed, Repeat Stay Percentage and Enrollments.**



# Rewards management at your fingertips

