



Quickly spot your returning guests in plans

New VIP feature



|MMERGEHOT|

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Dear Picasso Digital Customer

We have made an addition to Picasso Digital that many of our customers have been asking for:

The ability to categorize guests into VIP tiers.

We have introduced three new categories, represented by black, silver, and gold stars.



What do the stars mean?

Everyone who has recently run a web update has received the new VIP feature.

Some may have noticed stars appearing in booking plans such as Arrival, Inhouse, Departure.

If the column has been added, it will appear on the far right by default. You can always move the column closer to guest names and then save this view.

- If a guest has rented a room at the hotel 3 times or more, a black star will be displayed.
- If the guest has rented a room at the hotel 5-9 times, a silver star will be displayed.
- If the guest has rented a room at the hotel 10 times or more, a gold star will be displayed.

Default values:



This way, you can quickly get an overview of the guest's VIP status.

If you don't need this feature, simply hide the column. However, more settings for this feature are on the way, allowing you to display stars based on criteria such as the number of rooms, nights, or the guest's revenue.

Stars in Arrivals

St.	Lastname/Arr. name	▼ ▼	First Name
●	G*****	●	T*****
●	H*****	●	H*****
●	D*****	●	M*****
●	S*****	●	F*****
●	K*****	●	J*****
●	H*****	●	J*****
●	A*****	●	F*****
●	A*****	●	M*****
●	A*****	●	M*****
●	A*****	●	B*****
●	V*****	●	E*****

Hotel Setup

Guest nights (Arrival / Inhouse / Departure)

Days back

Days forward

Number of nights 1

Number of nights 2

Number of nights 3

Based on:

Enter your own values in Hotel Setup

In **Hotel setup > Basic > 41. Plans** you can enter the values that you think the different stars should represent.

New digital hotel using Picasso Digital

Easy Stay will be an unmanned hotel with 27 rooms



In Rønnede, Denmark, just off the freeway to Copenhagen, a new and innovative hotel concept is seeing the light of day.

The new hotel; **Easy Stay** will use Picasso Digital to operate its practically staff-free hotel with 27 double rooms. Mona AI will ensure that booking, check-in, check-out, and other processes are handled automatically and seamlessly, allowing guests to enjoy an easy and pleasant stay.

That was all for now. We wish you a pleasant day
Kind Regards

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