



Navy Gateway Inns & Suites Contract Lodging Availability System (CLAS)

CLAS

Contract Lodging Availability System

Consumer Manual V 1.19.3



*Creating a partnership to provide
our customers with stellar service.*



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Overview

There are three modules in the CLAS software application: Consumer, Supplier and Admin.

The Consumer Module is used for booking reservations with contract hotels participating in the Navy Lodging Program.

The Supplier Module is used by our contracted hotel partners who supply rooms for our servicemen and women.

The Admin Module is used for Reports, Configuration, Dashboard Setup, User Setup, and Support.

This manual will focus on the Consumer Module of the CLAS Application.

Consumer link: <https://www.clasrooms.com/>

CLAS
Contract Lodging Availability System

Home Research Book Accommodation Manage Bookings

U.S. NAVY

Welcome

Welcome to CLAS!
CLAS was designed with the official traveler in mind to ensure all their group and individual travel needs where met. CLAS offers discounted rates below per diem in markets that may not have government lodging available. CLAS ensures all participating hotels with the program meet stringent guidelines by ensuring each hotel meet or exceed our Department of Defense Lodging Standards. Each Hotel is inspected prior to participating in the program and will not be allowed to participate unless all CLAS program requirements are met. Each hotel must pass Safety, Health, Room and Facilities requirements along with ensuring all federal, state and host country laws are followed. Not only does CLAS allow for official travel, but also provides discounted rates for the individual or families looking to get away for a weekend or vacation. So, Plan your next great vacation with CLAS we make it easy to get the best prices on hotels while ensuring you know that your destination is one that has been certified.

Overview

Contract Lodging Availability System (CLAS) is a partnership program between the government and commercially contracted hotels in order to support the overflow lodging requirements for eligible Department of Defense (DoD) travelers. CLAS provides a complete lodging service to our DoD traveler which contributes to mission readiness. CLAS ensures commercial hotels meet group and individual lodging requirements along with ensuring DoD lodging standards. These standards are based off inspections that cover fire/safety/force protection and health requirements for each hotel. By ensuring contracted hotels meet minimum standards. The CLAS program makes certain all facilities that participate comply with overall travel requirements. The CLAS Program will save overall tax dollars and ensure consistent quality and availability for DoD travelers.

DoD Links

- DoD Lodging
- Navy.com

Clas

About Us | Advertise | Press | Careers | Contact Us
© Copyright: 2020
Version : v1.19.1-prod, build on Tue, Jul 28 2020, 02:36 UTC

Figure 1: CLAS home page

System Login

Username and Password

- The Username is the user’s email address.
- The Password was assigned during the creation of the User Profile.
- If a user forgets their password, click on the **forgot password?** link.

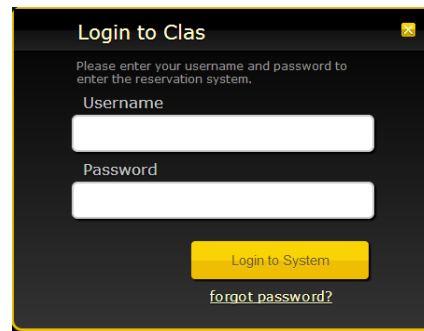


Figure 2: Login fields

Reset Your Password

- Input username.
- Select **Reset Password**.

- Go to the email message and open the notification.
- Select the link in the notification to open the Reset Password window.

- Enter the new password and click **Reset Password**.
- Enter the username and new password to login.

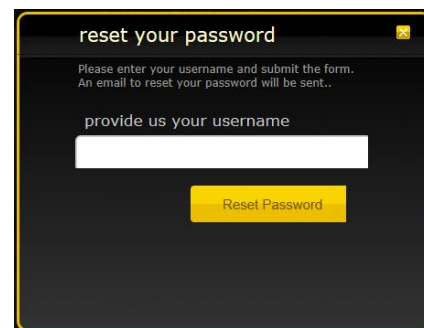


Figure 3: reset your password

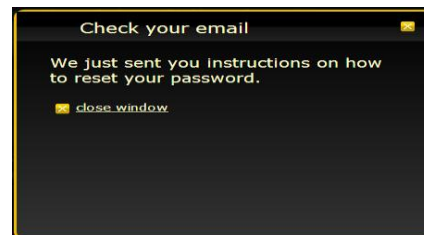


Figure 4: Check your email

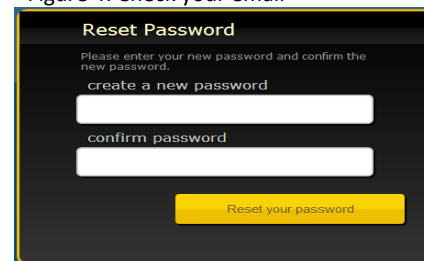


Figure 5: Reset Password

Introduction

There are four primary navigation tabs:

- Home – Main Page
- Research – Information and Hotel Listings Page
- Book Accommodation – Search Page, Listings Page and Confirmation Page
- Manage Bookings – Modifications and Resend Confirmations Page

Home

The Home Page displays photos of the Department of Defense along with Welcome, Overview and Links sections.



Figure 6: Consumer home page

RESEARCH

The Research Page allows users to search for locations, view photos and information and obtain a list of hotels in the selected location.

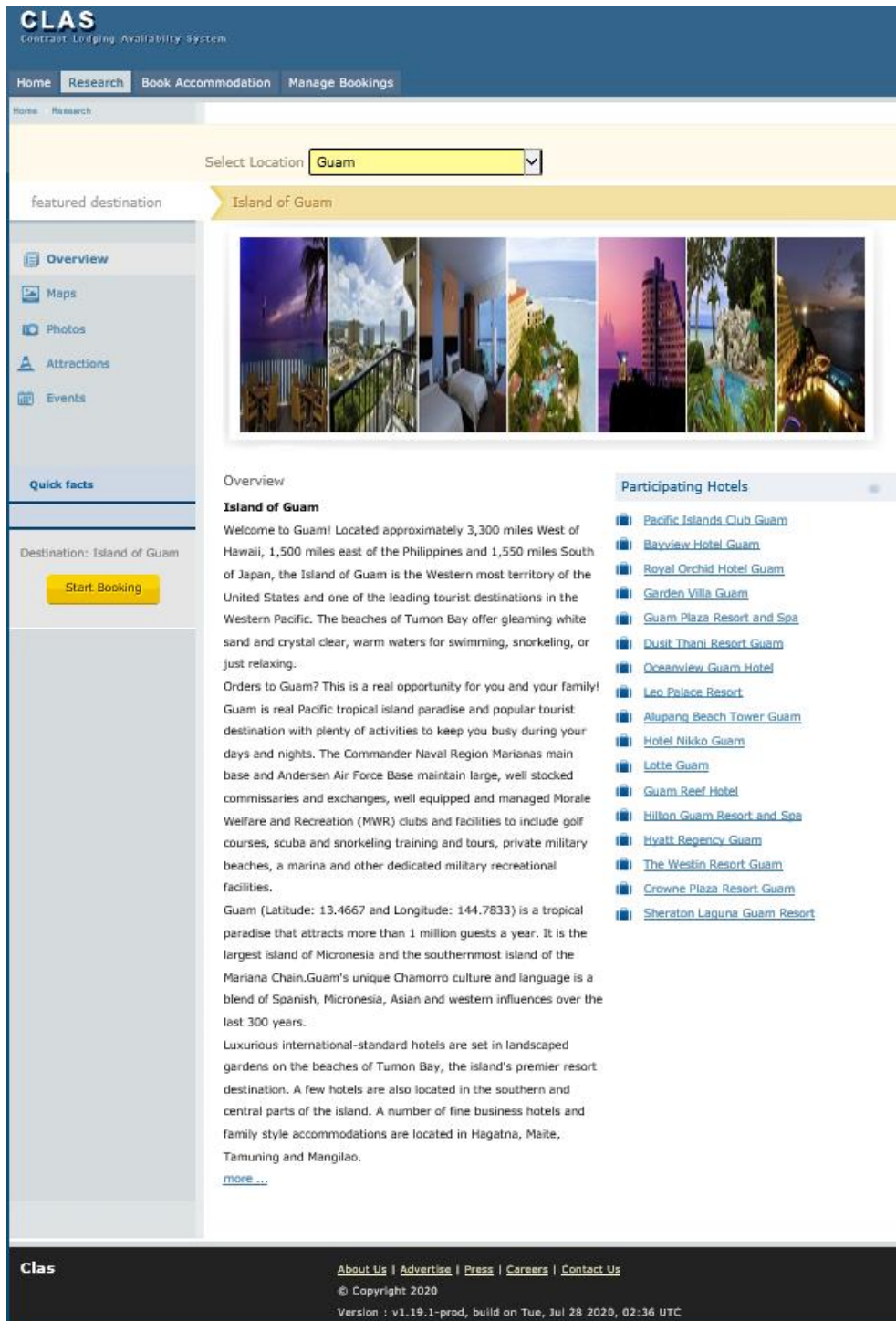


Figure 7: Research Page

Book Accommodation

The Book Accommodation Page allows the user to select from various accommodations and book rooms.

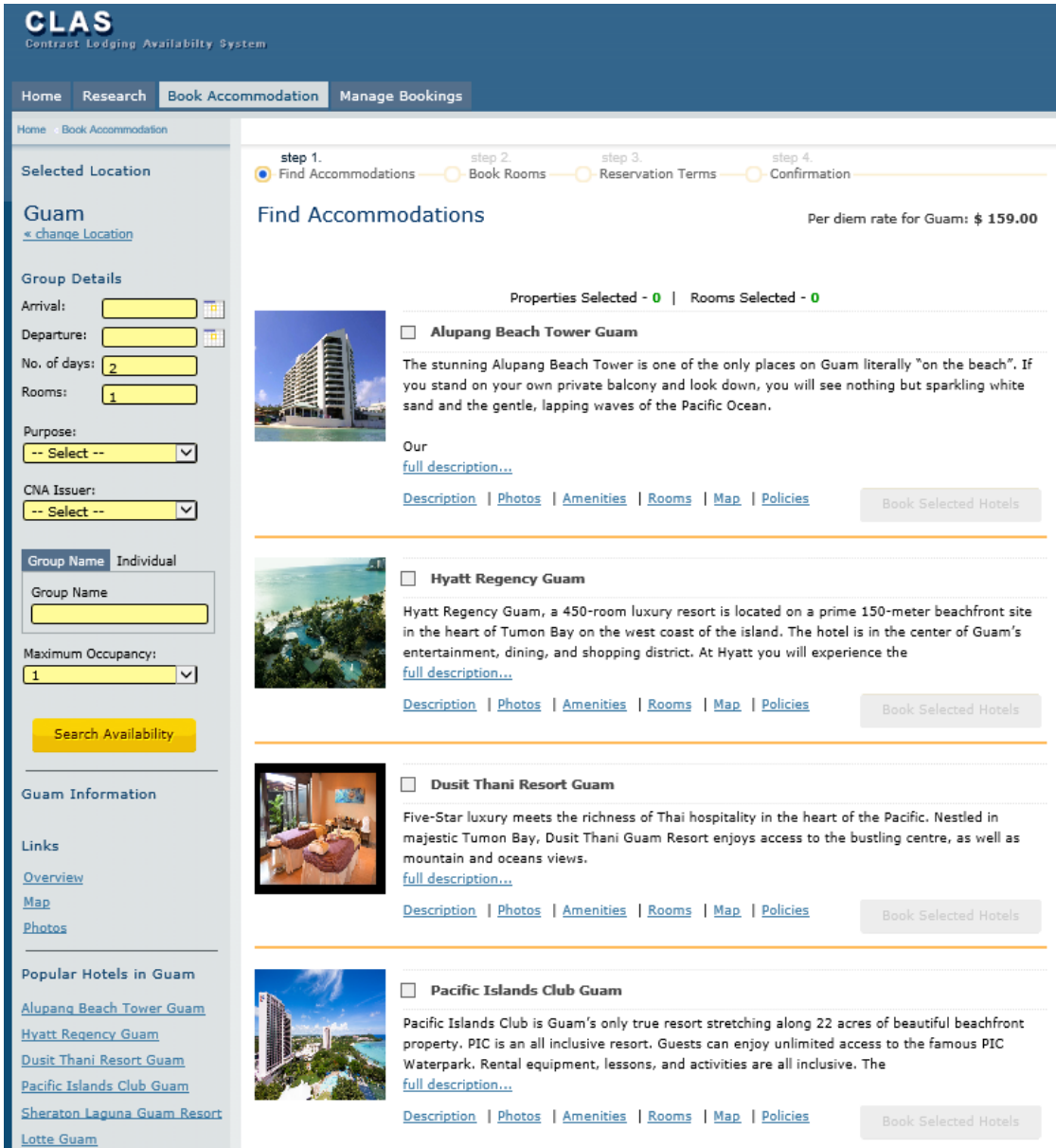


Figure 8: Book Accommodation Page

No location will be selected by default. Use the drop down box to select a location to search for availability.

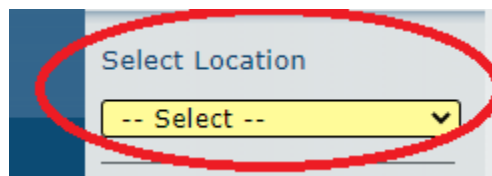


Figure 9: Select Location

Step 1: Find Accommodations

Selected Location:

- Click on [< change Location](#) to display the location drop down menu.

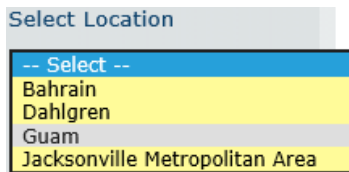


Figure 10: Select Location Options

- Select the location from the drop down menu.

Note: This defaults viewable hotels to a single location

Group Details:

- Choose your Arrival and Departure Dates or Arrival and No. of days.
- Enter the number of rooms.
- Select Purpose: Military Reserve, PCS Family, PCS Single or Temporary Duty.
- Select CNA Issuer.
- Choose Group Name option if reservation is for more than one person.
- Choose Individual option for one person making a reservation.

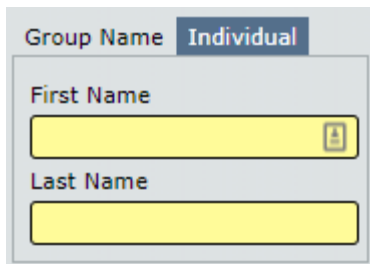


Figure 11: Guest Name

- Provide guest first name and last name in required fields.
- Choose number of occupants in each room under Maximum Occupancy. Maximum is 4.
- Click **Search Availability** to continue to the Listings Page.

[Search Availability](#)

Search Availability Menu:

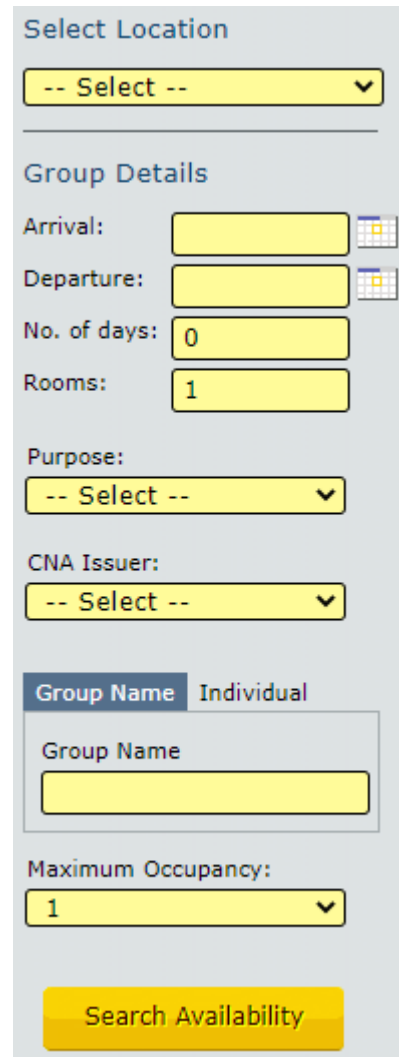
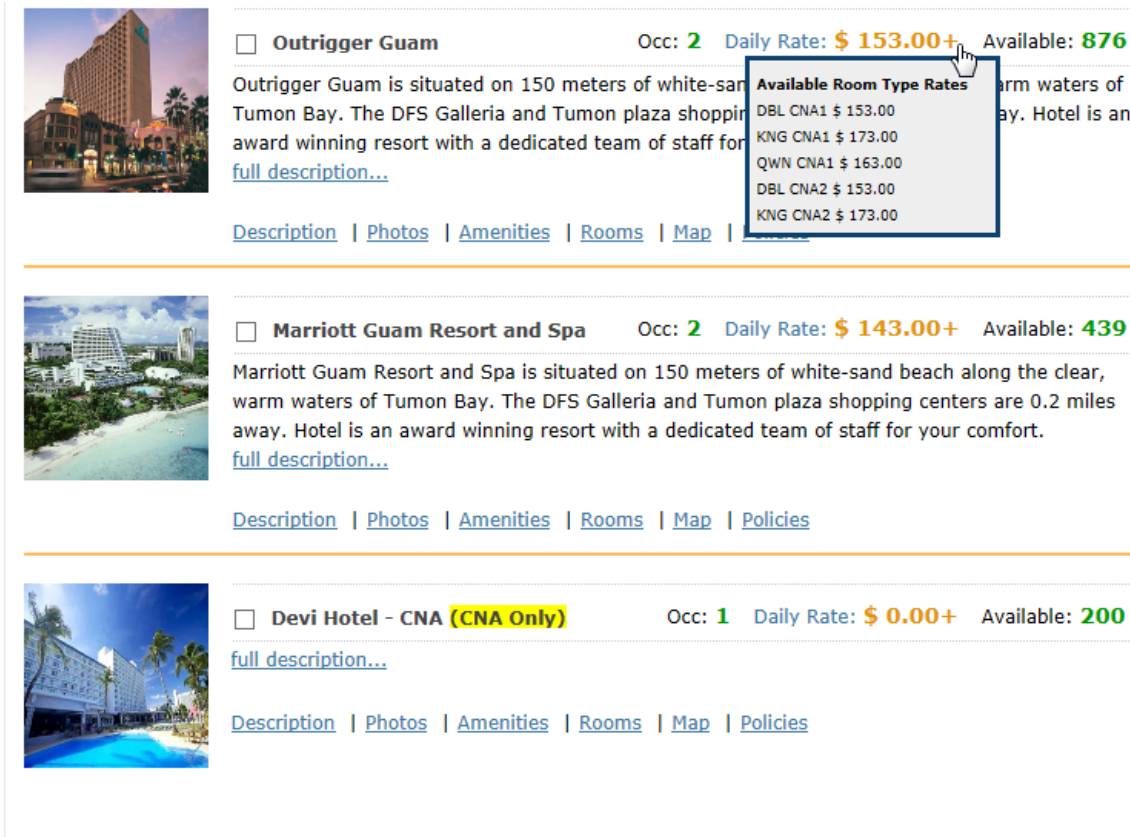


Figure 12: Search Availability

Search Availability:

- After selecting the **Search Availability** button, the screen will update the Listings Page. The hotels will show their maximum occupancy, rate and number of rooms available. Blank CNA's will be listed here as well.
- Available Room Type Rates are displayed by hovering mouse over the Daily Rate.
- Click the check box next to the name of the hotel you are booking or click the check box next to the 'Blank' CNA.
- Multiple Hotels may be selected when making a booking for a large group.



Outrigger Guam Occ: **2** Daily Rate: **\$ 153.00+** Available: **876**

Outrigger Guam is situated on 150 meters of white-sand beach along the clear, warm waters of Tumon Bay. The DFS Galleria and Tumon plaza shopping centers are 0.2 miles away. Hotel is an award winning resort with a dedicated team of staff for your comfort. [full description...](#)

[Description](#) | [Photos](#) | [Amenities](#) | [Rooms](#) | [Map](#) | [Policies](#)

Marriott Guam Resort and Spa Occ: **2** Daily Rate: **\$ 143.00+** Available: **439**

Marriott Guam Resort and Spa is situated on 150 meters of white-sand beach along the clear, warm waters of Tumon Bay. The DFS Galleria and Tumon plaza shopping centers are 0.2 miles away. Hotel is an award winning resort with a dedicated team of staff for your comfort. [full description...](#)

[Description](#) | [Photos](#) | [Amenities](#) | [Rooms](#) | [Map](#) | [Policies](#)

Devi Hotel - CNA (CNA Only) Occ: **1** Daily Rate: **\$ 0.00+** Available: **200**

[full description...](#)

[Description](#) | [Photos](#) | [Amenities](#) | [Rooms](#) | [Map](#) | [Policies](#)

Available Room Type Rates

DBL CNA1	\$ 153.00
KNG CNA1	\$ 173.00
QWN CNA1	\$ 163.00
DBL CNA2	\$ 153.00
KNG CNA2	\$ 173.00

- Select the **Book Selected Hotels** button to continue to Step 2: Book Rooms.

Book Selected Hotels

Figure 13: Listings Page

Step 2: Book Rooms

Available Rooms:

- Choose from the hotel's available room types and their respective rates.
- Input number of rooms based on room types, rate plans, or nightly rate by clicking in the box next to 'Reserve' and entering the number of rooms to book.

step 1. Find Accommodations — step 2. Book Rooms — step 3. Reservation Terms — step 4. Confirmation

Group Reservations

Group Name: **QATest** Per diem rate for Guam: \$ 159.00

150 rooms [view all](#)

Leo Palace Resort maximum occupancy per room: 4

Available Rooms

■ select all 5 of 150 Rooms Available (total)

Reserve	of	Rooms Available	Room Type	Rate Plan	Avg Nightly Rate
5	150	Rooms Available	Studio (BTWN)	TDY	\$159.00
0	0	Rooms Available	Condo C&D 2bedroom(T2)	TDY20	\$400.00

[add rooms](#) [import rooms](#)

Assigned Room Count: 0 Total Requested Room Count: 5 [Continue](#)

- Click on **add rooms** or **import rooms**.



Figure 14: Available Rooms

Add Rooms

Individual Booking Adds Room:

- First and Last Name are entered by the system.
- Enter email address.
- Select Gender.

Marriott Guam Resort and Spa view all

maximum occupancy per room: 2

Available Rooms

<input type="checkbox"/> select all	1 of 439 Rooms Available (total)	Room Type	Rate Plan	Avg Nightly Rate
Reserve: 0 of 245 Rooms Available	Double Double	CNA1	\$143.00	
Reserve: 1 of 194 Rooms Available	King	CNA1	\$143.00	

import rooms

+ Add Room Group Name: John Smith Autofill Change Dates

action	Name (First Name Last Name)	Email Address	Gender	Room Type	Rate Plan
✗	John Smith		-- Select	King	CNA1

Assigned Room Count: 1 Total Requested Room Count: 1 Continue

Figure 14: Add Individual Room

Group Booking by Selecting Add Rooms:

- Enter First and Last Name of all guests.
- Enter Email Address in all rooms.
- Select Gender.

Marriott Guam Resort and Spa view all

maximum occupancy per room: 2

Available Rooms

<input type="checkbox"/> select all	5 of 439 Rooms Available (total)	Room Type	Rate Plan	Avg Nightly Rate
Reserve: 0 of 245 Rooms Available	Double Double	CNA1	\$143.00	
Reserve: 5 of 194 Rooms Available	King	CNA1	\$143.00	

import rooms

+ Add Room Group Name: Test-20150319-1 Autofill Change Dates

Please enter a last name in order to print CNAs and enable the print-all link

action	Name (First Name Last Name)	Email Address	Gender	Room Type	Rate Plan
✗			-- Select	King	CNA1
✗			-- Select	King	CNA1
✗			-- Select	King	CNA1
✗			-- Select	King	CNA1
✗			-- Select	King	CNA1

Assigned Room Count: 0 Total Requested Room Count: 5 Continue

Figure 15: Add Group Rooms

Group Booking by Selecting Autofill:

- Use the **Autofill** to fill in names of a group without a rooming list. This will enter the entire group name in the **First Name** field.
- Enter the Last Name.
- Enter the Email Address.
- Last Name and Email Address are not required to continue.

Marriott Guam Resort and Spa view all

maximum occupancy per room: 2

Available Rooms

<input type="checkbox"/> select all	5 of 439 Rooms Available (total)	Room Type	Rate Plan	Avg Nightly Rate
Reserve: 0 of 245 Rooms Available	Double Double	CNA1	\$143.00	
Reserve: 5 of 194 Rooms Available	King	CNA1	\$143.00	

import rooms

+ Add Room Group Name: Test-20150319-1 Autofill Change Dates

Please enter a last name in order to print CNAs and enable the print-all link

action	Name (First Name Last Name)	Email Address	Gender	Room Type	Rate Plan
✗	Test-20150319-1		-- Select	King	CNA1
✗	Test-20150319-1		-- Select	King	CNA1
✗	Test-20150319-1		-- Select	King	CNA1
✗	Test-20150319-1		-- Select	King	CNA1
✗	Test-20150319-1		-- Select	King	CNA1

Assigned Room Count: 5 Total Requested Room Count: 5 Continue

Figure 16: Select Autofill

Import Rooms

Group Booking by Selecting Import Rooms:

- User must download and complete the Import Group Template.
- Only single occupancy rooms can be imported.
- Available Rooms and information on the Import Group Template must match Room Type, Quantity, and Rate Plan.

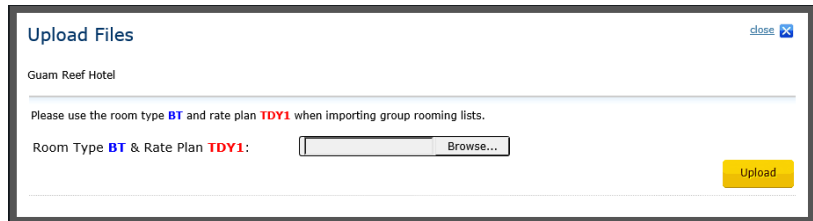


Figure 17: Upload Files

Import Template can be downloaded from the tools tab after logging into the system

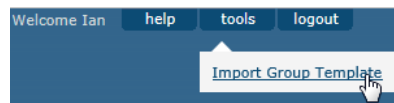


Figure 18: Import Group Template

Import .CSV Format:

	Column A	Column B	Column C	Column D	Column E	Column F
Row 1	First Name	Last Name	Email	Gender	Room Type Code	Rate Plan Code
Row 2	John	Smith	john@abc.com	M or F	KNG	CNA1

Figure 19: .csv Report

When booking a CNA Hotel, select CNA Reason before selecting the **Continue** button.

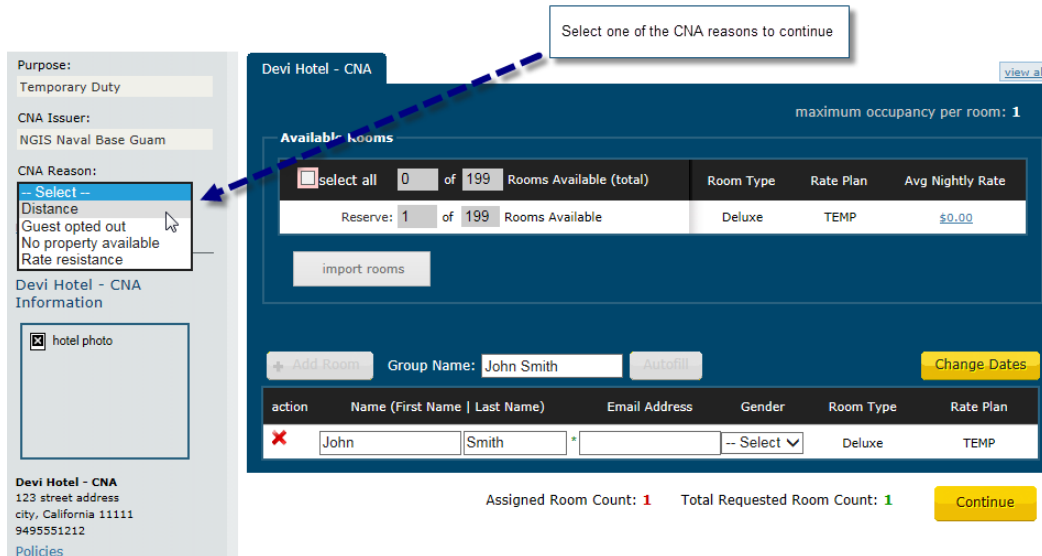


Figure 20: Select CNA reason

- Select the **Continue** button to continue to Step 3: Reservation Terms.

- Reminder Email checkbox. A reminder email will be sent to guests regarding upcoming stays. The reminder email will be sent a specified number of days prior to arrival as configured in Admin.

Group Name:

action	Name (First Name Last Name)	Email Address	Gender	Reminder Email <input checked="" type="checkbox"/>	Room Type	Rate Plan
<input type="checkbox"/> <input type="checkbox"/>	<input type="text" value="George"/> <input type="text" value="Myers"/>	<input type="text" value="gmyers@gmail.com"/>	<input type="text" value="-- Selected"/>	<input checked="" type="checkbox"/>	Classic King(KCC)	TDY1
<input type="checkbox"/> <input type="checkbox"/>	<input type="text" value="Gina"/> <input type="text" value="Evans"/>	<input type="text" value="gevens@gmail.com"/>	<input type="text" value="-- Selected"/>	<input checked="" type="checkbox"/>	Classic King(KCC)	TDY1
<input type="checkbox"/> <input type="checkbox"/>	<input type="text" value="Gary"/> <input type="text" value="Grant"/>	<input type="text" value="ggrant@gmail.com"/>	<input type="text" value="-- Selected"/>	<input checked="" type="checkbox"/>	Classic King(KCC)	TDY1
<input type="checkbox"/>	<input type="text" value="Georgia"/> <input type="text" value="Harris"/>	<input type="text" value="gharris@gmail.com"/>	<input type="text" value="-- Selected"/>	<input checked="" type="checkbox"/>	Club Twin Bed(TX)	TDY1
<input type="checkbox"/>	<input type="text" value="Glenda"/> <input type="text" value="Goodwin"/>	<input type="text" value="jodwing@gmail.com"/>	<input type="text" value="-- Selected"/>	<input checked="" type="checkbox"/>	Club Twin Bed(TX)	TDY1

Assigned Room Count: 4 Total Requested Room Count: 4

Select or Unselect Reminder Email checkbox as needed

Figure 21: Reminder Email checkbox

- The reminder Email prompt will also show in the Booking Confirmation Recap page.

Confirmation

Booking Recap

Group: Support Test1 **Dates:** MON 03/01/2021 - FRI 03/05/2021 (4 NT)
Hotel: Guam Reef Hotel, 1317 Pale San Vitores Road, Tamuning, GU 96913
CNA Reason:

Rooms:	Room Amount:	Taxes/Fees:	Total Amount:
10 Total Rooms Booked	\$1432.40	\$157.56	\$1589.96
10 Beach Twin Rooms	\$143.24 avg. per night		
10 Total Guests			

Contact Info

hide contact information hide comments
 Contact:
 Phone 1: INTL Number
 Phone 2: INTL Number
 Email: Reminder Email
 Additional Comments go here.

Internal Comments:

Any info typed here will be included in the confirmation email sent to the Hotel Suppliers

Figure 22: Confirmation - Reminder Email

Step 3: Reservation Terms

The Reservation Terms Page provides a summary of the information completed and displays rates of each night.

- Click on **+ Add Contact Info**. All fields must be completed to continue.
 - Enter Contact Name
 - Phone Number (one is required, 2 are available)
 - Email Address
 - Contact Comments can be added in field immediately below as well.
- Add any **Internal Comments**. Note: Internal Comments will be included in the confirmation email sent to the Hotel Supplier.
- Advise customer of the Hotel’s Terms and Conditions. When you receive approval from customer to continue, select the check box next to ‘I have read and accept the terms and conditions’.
- Select the check box next to ‘CNA(s) will be issued’.
- Click **Confirm Booking**. This generates an initial email to the Hotel notifying them of the booking.

step 1 Find Accommodations step 2 Book Rooms **step 3 Reservation Terms** step 4 Confirmation

Confirmation Per diem rate for Guam: \$ 159.00

Booking Recap

Group: Support Test1 **Dates:** MON 03/01/2021 - FRI 03/05/2021 (4 NT)
Hotel: Guam Reef Hotel, 1317 Pale San Vitores Road, Tamuning, GU 96913
CNA Reason:

Rooms:	Room Amount:	Taxes/Fees:	Total Amount:
10 Total Rooms Booked	\$1432.40	\$157.56	\$1589.96
10 Beach Twin Rooms	\$143.24 avg. per night		
10 Total Guests			

Contact Info

hide contact information hide comments

Contact: Carlos Bravo

Phone 1: +1 671-555-5555 INTL Number

Phone 2: +1 901-414-0382 INTL Number

Email: cbravo@clas.com

Additional Comments go here.

Internal Comments:

Any info typed here will be included in the confirmation email sent to the Hotel Suppliers

Terms and Conditions

Terms & Conditions:
Maximum 2 Adults with 2 children (ages 0-11years) or 3 Adults with 1 child (ages 0-11years) in each room.
Third person (12 years or older) in the room will be charged an Extra Person Fee of USD40 plus tax and will be provided a roll-away bed. Children (ages-0-11years) stay free while using existing bed.
Standard check in is 3:00 pm
Standard check out is 12:00 noon
Early morning arrivals must be book one day prior for immediate check-in

I have read and accept the terms and conditions

CNA(s) will be issued

[Make Changes](#) [Discard](#) [Confirm Booking](#)

Figure 21: Reservation Confirmation and Terms

Step 4: Confirmation

- Recap booking to guest for accuracy.

Group Confirmation

Group Booking Confirmed **Confirmation# GR162704156**

Booking Recap

Group: Support Test1 **Dates:** MON 03/01/2021 - SAT 03/06/2021 (5 NT)

Hotel: Guam Reef Hotel, 1317 Pale San Vitores Road, Tamuning, GU 96913

Rooms:	Room Amount:	Taxes/Fees:	Total Amount:
10 Total Rooms Booked	\$1432.40	\$157.56	\$1589.96
10 Beach Twin Rooms	\$143.24 avg. per night		
10 Total Guests			

Contact Info

Booking Coordinator: Marites Blackstar

Hotel Contact: reservations@guamreef.com, 671-646-6881

CNA Group Contact: cbravo@clas.com, 671-555-5555

[Book New Reservation](#) [Send Confirmation](#) [View Guests](#) [Complete Booking](#)

Figure 22: Booking Recap

- Click **Send Confirmation** to send an email to the Group Contact and Guests.
- A link to the CNA will be included.

Group Booking Confirmed ✕ close

Group: Support Test1 Group Confirmation# GR162704156

[+ add another email](#)

recipient email: ✕

[Send Confirmation](#)

Figure 23: Group Booking Confirmed

- Click **View Guests** to review the guest list, or to open a pop-up to print or email an additional CNA to a guest.

Guest Name	Guest Email	Room Type	Rate Plan	Daily Rate	Guarantee Type	CNA Number
Support Test1	--	Beach Twin	TDY 1	143.24 USD	Credit Card	3064066986995
Support Test1	--	Beach Twin	TDY 1	143.24 USD	Credit Card	3064096038326
Support Test1	--	Beach Twin	TDY 1	143.24 USD	Credit Card	3064054996848
Support Test1	--	Beach Twin	TDY 1	143.24 USD	Credit Card	3064089406218
Support Test1	--	Beach Twin	TDY 1	143.24 USD	Credit Card	3064048897415
Support Test1	--	Beach Twin	TDY 1	143.24 USD	Credit Card	3064058089741
Support Test1	--	Beach Twin	TDY 1	143.24 USD	Credit Card	3064030903907
Support Test1	--	Beach Twin	TDY 1	143.24 USD	Credit Card	3064091609216
Support Test1	--	Beach Twin	TDY 1	143.24 USD	Credit Card	3064014564128
Support Test1	--	Beach Twin	TDY 1	143.24 USD	Credit Card	3064089988100

Figure 24: View Guests

- Select **Complete Booking** to complete the booking.
- Click **OK** on the pop-up screen to generate the final email to the hotel.

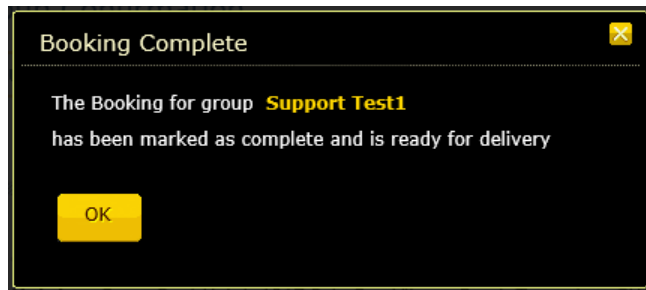


Figure 25: Booking Complete

Example Emails

Example Email to Hotel Supplier	Example Email to Guest
<p>New Reservation from NGIS</p> <hr/> <p>Group Booking Status Update</p> <p>The following bookings guest details are now available for viewing/download</p> <p>Booking Recap</p> <p>Confirmation Number: GR769190713</p> <p>Property: Marriott Guam Resort and Spa</p> <p>Group Name: Test-20150320-1</p> <p>Group Booking Dates: 03/31/2015 - 04/30/2015</p> <p>Guests with Individual Arrival/Departure Dates</p> <p>03/31/2015 - 04/30/2015 Bob Smith</p> <p>03/31/2015 - 04/30/2015 Ken Moore</p> <p>03/31/2015 - 04/30/2015 Scott Simpson</p> <p>03/31/2015 - 04/30/2015 John Densmoore</p> <p>03/31/2015 - 04/30/2015 Jane Good</p> <p>Installation: Naval Base Guam</p> <p>Total Number of Rooms Booked: 5</p> <p>Total Guests: 5</p> <p>POC Name: Ian Holder</p> <p>POC Email: ian.holder@live.com</p> <p>POC Phone 1: 555-555-5555</p> <p>POC Phone 2:</p> <p>Comments:</p>	<p>Your New NGIS Commercial Lodging Booking</p> <hr/> <p>Booking Recap</p> <p>Confirmation Number: GR769190713</p> <p>Property: Marriott Guam Resort and Spa</p> <p>Property Address: 627B Pale San Vitores Rd Tumon, Guam 96913</p> <p>Property Phone: 800-228-9290</p> <p>Group Name: Test-20150320-1</p> <p>Group Booking Dates: 03/31/2015 - 04/30/2015</p> <p>Room Rates: \$143.00 avg. per night</p> <p>Installation: Naval Base Guam</p> <p>Policies: To make changes or cancellations, please call 1 877 Navy Bed</p> <p>Total Number of Rooms Booked: 5</p> <p>Total Guests: 5</p> <p>POC Name: Ian Holder</p> <p>POC Email: ian.holder@live.com</p> <p>POC Phone 1: 555-555-5555</p> <p>POC Phone 2:</p> <p>CNA Number: View CNA #3064086805330 (Click Link)</p> <p>Comments:</p> <p>Terms and Conditions: To qualify for military rates the booking must be made for:</p> <p>Active duty personnel and reservists from all branches, all countries Department of Defense employees and military contractors Military associations Military retirees and veterans Military dependents</p> <p>Valid military identification must be presented at check-in.</p> <p>Military Rates cannot be combined with other offers and are subject to availability and change. Restrictions may apply.</p>

Figure 26: Example Emails

Hotel Supplier Accept Booking

Example Reservation Confirmation Hotel will be viewing:

Showing 1 of 22 group bookings shared rooms confirmation pending cancel cancellation

Action	Arrival	Departure	Rooms	Group Name	Res#	Status
	03/01/2021	03/05/2021	10	Support Test1	GR162704156	READY

Figure 27: Sample Reservation

When the **view** option is selected, the following information is displayed:

[Return to Group Summary List](#) [Accept Booking](#) [download pdf](#) [download XLS](#)

Group Booking Summary Res#: GR162704156

Arrival	Departure	Nights	Rooms	Guest Count	Group Name	POV	Installation	Agent	Status
03/01/2021	03/05/2021	4	10	10	Support Test1	Temporary Duty	Navy Base Guam JRM	jay.watson@immersionhospitality.com	READY

Group Booking Guest List

Guest	Gender	Room Type	Method of Payment	Rate	Tax	Stay Total
Support Test1		Beach Twin	CC	143.24	15.76	635.99
Support Test1		Beach Twin	CC	143.24	15.76	635.99
Support Test1		Beach Twin	CC	143.24	15.76	635.99
Support Test1		Beach Twin	CC	143.24	15.76	635.99
Support Test1		Beach Twin	CC	143.24	15.76	635.99
Support Test1		Beach Twin	CC	143.24	15.76	635.99
Support Test1		Beach Twin	CC	143.24	15.76	635.99
Support Test1		Beach Twin	CC	143.24	15.76	635.99
Support Test1		Beach Twin	CC	143.24	15.76	635.99
Support Test1		Beach Twin	CC	143.24	15.76	635.99

Figure 28: Sample Reservation Details

The hotel will click on accept booking tab and they will be able to print a .pdf document with a list of names. The reservation now appears on the hotel side ready for input into their property management system.

Multi-Person Reservations (Share With)

Making a booking with more than one person in a room is called a multi person reservation or a share with.

Follow the Booking Process as a regular booking while making the following changes:

- Change the occupancy field to the amount of people in the room (maximum of 4).
- Search for the availability and CLAS will search for hotels that offer availability for multi-guest occupancy.

Maximum Occupancy:

Figure 29: Occupancy Amount




Outrigger Guam

Occ: 2

Daily Rate: \$ 153.00+ Available: 876

Outrigger Guam is situated on 150 meters of white-sand beach along the clear, warm waters of Tumon Bay. The DFS Galleria and Tumon plaza shopping centers are 0.2 miles away. Hotel is an award winning resort with a dedicated team of staff for your comfort.
[full description...](#)

[Description](#) | [Photos](#) | [Amenities](#) | [Rooms](#) | [Map](#) | [Policies](#)



Marriott Guam Resort and Spa

Occ: 2

Daily Rate: \$ 143.00+ Available: 434

Marriott Guam Resort and Spa is situated on 150 meters of white-sand beach along the clear, warm waters of Tumon Bay. The DFS Galleria and Tumon plaza shopping centers are 0.2 miles away. Hotel is an award winning resort with a dedicated team of staff for your comfort.
[full description...](#)

[Description](#) | [Photos](#) | [Amenities](#) | [Rooms](#) | [Map](#) | [Policies](#)

Figure 30: Availability Search

+ Add Room
Group Name:
Autofill
Change Dates

action	Name (First Name Last Name)		Email Address	Gender	Room Type	Rate Plan
✖	Multi-Persion	Room 1	*iholder@live.com	-- Select	King	CNA1
✖	Multi-Persion	Room 1	*iholder@live.com	-- Select	King	CNA1
✖	Multi-Persion	Room 2	*iholder@live.com	-- Select	King	CNA1
✖	Multi-Persion	Room 2	*iholder@live.com	-- Select	King	CNA1
✖	Multi-Persion	Room 3	*iholder@live.com	-- Select	King	CNA1
✖	Multi-Persion	Room 3	*iholder@live.com	-- Select	King	CNA1
✖	Multi-Persion	Room 4	*iholder@live.com	-- Select	King	CNA1
✖	Multi-Persion	Room 4	*iholder@live.com	-- Select	King	CNA1
✖	Multi-Persion	Room 5	*iholder@live.com	-- Select	King	CNA1
✖	Multi-Persion	Room 5	*iholder@live.com	-- Select	King	CNA1

Figure 31: Availability with Multi-guest occupancy

- For example, five rooms were reserved with 2 people sharing each room. The guest name row for each reservation is now divided into 3 sections.
- Fill in the first and last name of each guest and click **Continue** when you have completed all of the entries.

Multiple Hotel Bookings

Follow the same Booking Process as a regular booking while making the following changes:

- Select up to 4 hotels by clicking the check box next to each hotel on the Listings page.
- Complete the booking process as a regular booking using the separate tabs for each hotel.

The screenshot displays the 'Group Reservations' interface. At the top, the group name is 'Testing multi hotels' and the per diem rate for Guam is '\$ 159.00'. Below this, three hotel tabs are visible: 'Royal Orchid Hotel Guam' (130 rooms), 'Hyatt Regency Guam' (100 rooms), and 'Hilton Guam Resort and Spa' (64 rooms). A callout box points to these tabs with the text 'here you have 3 separate tabs for the 3 hotels booked'. The 'Available Rooms' section shows a table with columns for 'Room Type' and 'Nightly Rate'. The table lists 'Oceanview Double' rooms at a rate of '\$135.00'. The interface also includes a 'select all' checkbox, a 'Reserve' button, and an 'add rooms' button. At the bottom, it shows 'Assigned Room Count: 0' and 'Total Requested Room Count: 20', along with a 'Continue' button.

Group Reservations

Group Name: **Testing multi hotels** Per diem rate for Guam: **\$ 159.00**

130 rooms 100 rooms 64 rooms

Royal Orchid Hotel Guam Hyatt Regency Guam Hilton Guam Resort and Spa [view all](#)

maximum occupancy per room: 4

Available Rooms

<input type="checkbox"/> select all	6 of 130 Rooms Available (total)	Room Type	Nightly Rate
Reserve: 6 of 130 Rooms Available		Oceanview Double	\$135.00

[add rooms](#)

Assigned Room Count: 0 Total Requested Room Count: 20 [Continue](#)

Figure 32: Multiple Hotel Listings

Date Changes for Individual Guests (Group Bookings)

Date changes can be made for group reservations when individuals have different arrival and/or departure dates. These changes can be done prior to completing the booking process.

- Select **Change Dates**.

The screenshot shows a booking interface with a blue header bar. On the left, there are two buttons: '+ Add Room' and 'Change Dates'. On the right, there is a 'Guarantee:' dropdown menu set to 'Credit Card'. Below the header is a table with columns: 'action', 'Name (First Name | Last Name)', 'Email Address', 'Gender', 'Room Type', and 'Rate Plan'. The table contains ten rows of test data. Each row has a red 'X' and a yellow '+' icon in the 'action' column. The 'Name' column contains a text input field with 'Support Test1' and a dropdown menu. The 'Email Address' column contains a text input field with an email address and a red 'X' icon. The 'Gender' column contains a dropdown menu. The 'Room Type' column contains a dropdown menu. The 'Rate Plan' column contains a dropdown menu.

action	Name (First Name Last Name)	Email Address	Gender	Room Type	Rate Plan
X +	Support Test1 Bob	cbravo@clasrooms.c	-Male-	Beach Twi	TDY1
X +	Support Test1 Jim	avo@clasrooms.com	-Male-	Beach Twi	TDY1
X +	Support Test1 Ann	avo@clasrooms.com	-Female	Beach Twi	TDY1
X +	Support Test1 Juan	avo@clasrooms.com	-Male-	Beach Twi	TDY1
X +	Support Test1 Pavel	avo@clasrooms.com	-Male-	Beach Twi	TDY1
X +	Support Test1 Leonard	avo@clasrooms.com	-Male-	Beach Twi	TDY1
X +	Support Test1 Spock	avo@clasrooms.com	-Male-	Beach Twi	TDY1
X +	Support Test1 Scotty	avo@clasrooms.com	-Male-	Beach Twi	TDY1
X +	Support Test1 Nyota	avo@clasrooms.com	-Female	Beach Twi	TDY1
X +	Support Test1 Worf	avo@clasrooms.com	-Male-	Beach Twi	TDY1

Figure 33: Date changes for a group

This will open a pop-up window that allows the adjustment of the arrival and/or departure dates for each guest.

The screenshot shows a pop-up window titled 'Guam Reef Hotel' with a 'close' button in the top right corner. The window contains the text 'Change the stay dates of one or more guests.' and 'reservation dates: 03/01/2021- 03/05/2021'. Below this is a table with columns: 'action', 'Names', 'Room Type', 'Rate', and 'Date Range'. The table has ten rows, each with a checkbox in the 'action' column. The 'Names' column contains 'Support Test1'. The 'Room Type' column contains 'Beach Twin'. The 'Rate' column contains '143.24'. The 'Date Range' column contains '03/01/2021-03/05/2021'. At the bottom right of the window is a 'Save Date Changes' button.

action	Names	Room Type	Rate	Date Range
<input type="checkbox"/>	Support Test1	Beach Twin	143.24	03/01/2021-03/05/2021
<input type="checkbox"/>	Support Test1	Beach Twin	143.24	03/01/2021-03/05/2021
<input type="checkbox"/>	Support Test1	Beach Twin	143.24	03/01/2021-03/05/2021
<input type="checkbox"/>	Support Test1	Beach Twin	143.24	03/01/2021-03/05/2021
<input type="checkbox"/>	Support Test1	Beach Twin	143.24	03/01/2021-03/05/2021
<input type="checkbox"/>	Support Test1	Beach Twin	143.24	03/01/2021-03/05/2021
<input type="checkbox"/>	Support Test1	Beach Twin	143.24	03/01/2021-03/05/2021
<input type="checkbox"/>	Support Test1	Beach Twin	143.24	03/01/2021-03/05/2021
<input type="checkbox"/>	Support Test1	Beach Twin	143.24	03/01/2021-03/05/2021
<input type="checkbox"/>	Support Test1	Beach Twin	143.24	03/01/2021-03/05/2021

Figure 34: Adjust arrival/departure for a group

- Select the check box next to the reservation you need to change.

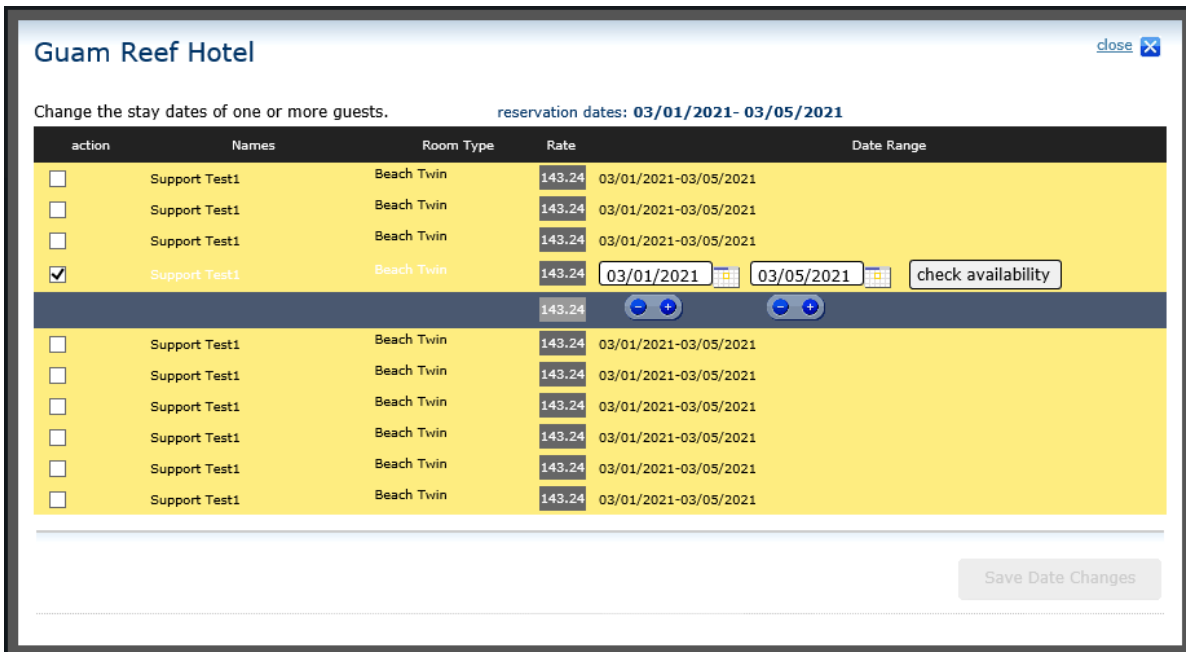


Figure 35: Select the reservation to change

- Update the arrival or departure date, and click **Check Availability**.

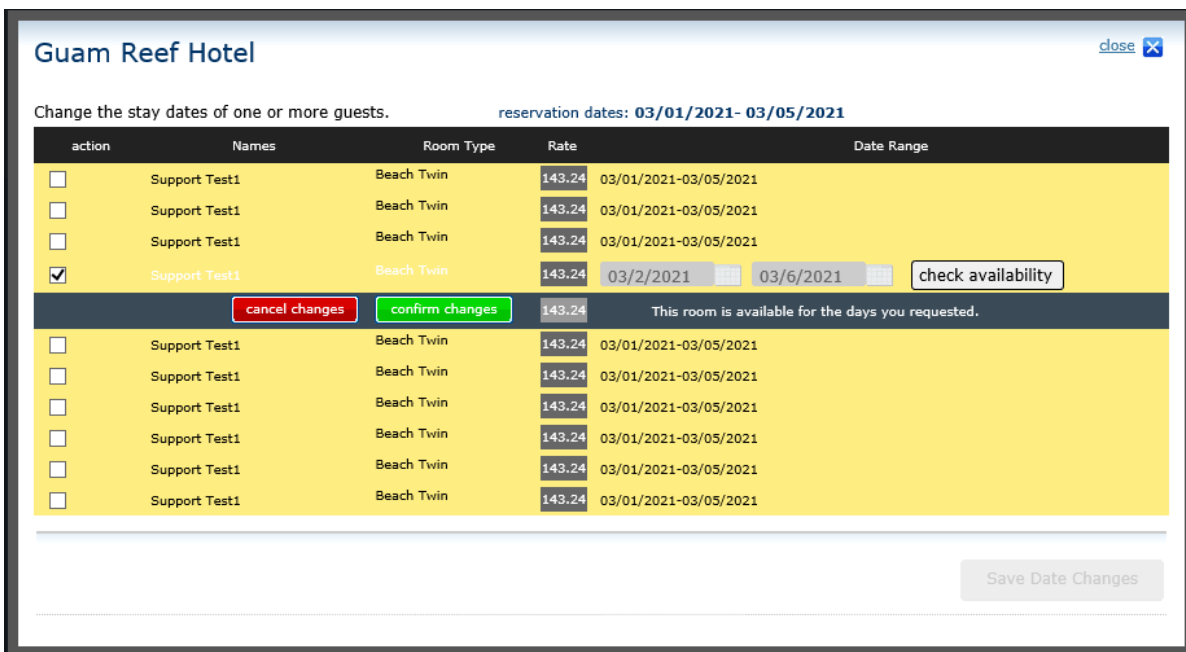


Figure 36: Update and Check Availability

- Click **Confirm Changes** or **Cancel Changes** as necessary.
- Click on **Save Date Changes**.



If an individual guest has a different arrival/departure date than the group booking, it will be displayed differently.

First name and last name will display highlighted within the rooms table.

The screenshot shows a booking interface with a table of guests. At the top, there are buttons for '+ Add Room' and 'Change Dates', and a 'Guarantee:' dropdown set to 'Credit Card'. The table has columns for 'action', 'Name (First Name | Last Name)', 'Email Address', 'Gender', 'Room Type', and 'Rate Plan'. Each row represents a guest, with their name, email, gender, room type, and rate plan displayed. The names and email addresses are highlighted in yellow, indicating individual arrival/departure dates.

action	Name (First Name Last Name)	Email Address	Gender	Room Type	Rate Plan
✖ +	Support Test1 Bob	cbravo@clasrooms.c	-Male-	Beach Twi	TDY1
✖ +	Support Test1 Jim	avo@clasrooms.com	-Male-	Beach Twi	TDY1
✖ +	Support Test1 Ann	avo@clasrooms.com	-Female	Beach Twi	TDY1
✖ +	Support Test1 Juan	avo@clasrooms.com	-Male-	Beach Twi	TDY1
✖ +	Support Test1 Pavel	avo@clasrooms.com	-Male-	Beach Twi	TDY1
✖ +	Support Test1 Leonard	avo@clasrooms.com	-Male-	Beach Twi	TDY1
✖ +	Support Test1 Spock	avo@clasrooms.com	-Male-	Beach Twi	TDY1
✖ +	Support Test1 Scotty	avo@clasrooms.com	-Male-	Beach Twi	TDY1
✖ +	Support Test1 Nyota	avo@clasrooms.com	-Female	Beach Twi	TDY1
✖ +	Support Test1 Worf	avo@clasrooms.com	-Male-	Beach Twi	TDY1

Figure 37: Guest with different arrival/departure

The **View Guests** pop-up will display individual dates with a click-able calendar icon next to the guest's name. When the icon is selected, it will display the arrival/departure date for the guest.

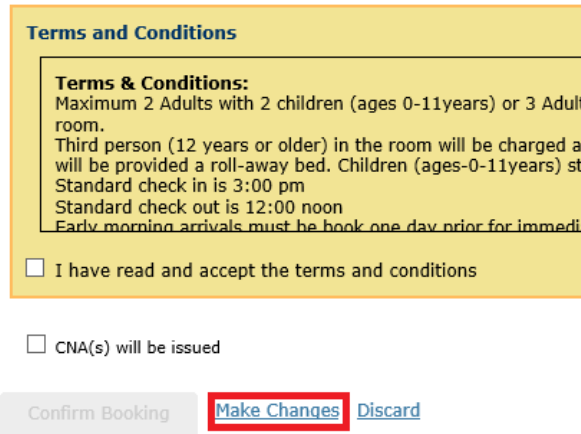
The screenshot shows the 'View Guests' pop-up window for 'Support Test1'. It displays the arrival and departure dates (03/01/2021 to 03/06/2021), a reference number (GR162704156), and a total of 10 guests. Below this is a table with columns for 'Guest Name', 'Guest Email', 'Room Type', 'Rate Plan', 'Daily Rate', 'Guarantee Type', and 'CNA Number'. Each row lists a guest's name, email, room type, rate plan, daily rate, guarantee type, and CNA number.

Guest Name	Guest Email	Room Type	Rate Plan	Daily Rate	Guarantee Type	CNA Number
Support Test1 Bob	cbravo@clasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064066986995
Support Test1 Jim	cbravo@clasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064096038326
Support Test1 Ann	cbravo@clasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064054996848
Support Test1 Juan	cbravo@clasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064089406218
Support Test1 Pavel	cbravo@clasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064048897415
Support Test1 Leonard	cbravo@clasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064058089741
Support Test1 Spock	cbravo@clasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064030903907
Support Test1 Scotty	cbravo@clasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064091609216
Support Test1 Nyota	cbravo@clasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064014564128
Support Test1 Worf	cbravo@clasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064089988100

Figure 38: View Guests pop-up window

Make Changes to Booking Prior to Completing

Selecting [Make Changes](#) at the bottom of the page in Step 3: Reservation Terms will return you to Step 2: Book Rooms. This will allow the user to update names, email addresses, gender, and arrival/departure dates prior to completing the booking.

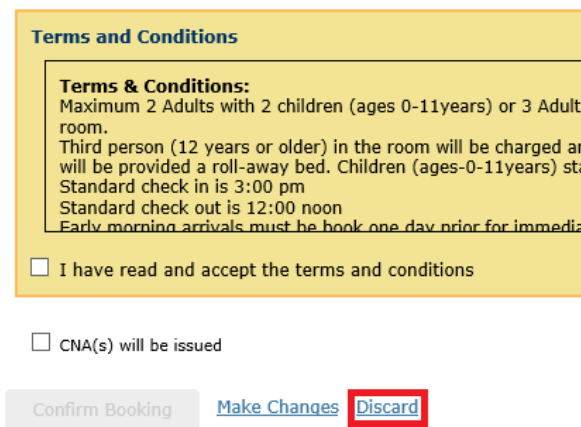


The screenshot shows a yellow box titled "Terms and Conditions" containing the following text: "Terms & Conditions: Maximum 2 Adults with 2 children (ages 0-11years) or 3 Adults room. Third person (12 years or older) in the room will be charged and will be provided a roll-away bed. Children (ages-0-11years) stay Standard check in is 3:00 pm Standard check out is 12:00 noon Early morning arrivals must be book one day prior for immediate". Below the text are two checkboxes: "I have read and accept the terms and conditions" and "CNA(s) will be issued". At the bottom of the form are three buttons: "Confirm Booking" (disabled), "Make Changes" (highlighted with a red box), and "Discard" (disabled).

Figure 39: Make Changes

Discarding Reservation before Booking is Complete

Selecting [Discard](#) at the bottom of the page in Step 3: Reservation Terms will delete the booking entirely.



The screenshot shows the same "Terms and Conditions" section as Figure 39. The "Discard" button at the bottom right is highlighted with a red box, while the "Make Changes" button is disabled.

Figure 40: Discard

Modify Bookings

The Manage Bookings page allows you to find and edit existing bookings. This includes canceling and reinstating a canceled booking.

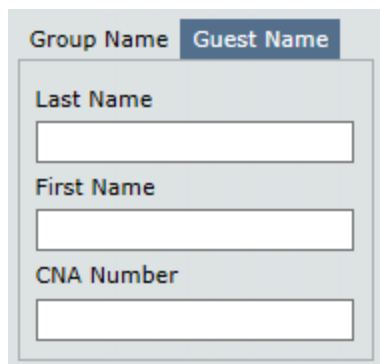
The screenshot shows the CLAS (Contract Lodging Availability System) interface. At the top, there is a navigation bar with tabs for Home, Research, Book Accommodation, and Manage Bookings. The Manage Bookings tab is active. Below the navigation bar, there is a breadcrumb trail: Home > Manage Bookings. The main content area is divided into a search sidebar on the left and a main search area on the right. The search sidebar contains the following elements: a 'Search Bookings' section with 'Confirmation' and 'Cancellation' tabs; a search input field; a checkbox for 'Show Cancelled Bookings'; 'Arrival Start' and 'Arrival End' date pickers; a 'Location' dropdown menu; a 'Property Name' text input; a 'CNA Issuer' dropdown menu; a 'Group Name' and 'Guest Name' section with a 'Group Name' text input; and 'Sorting Options' with radio buttons for 'Arrival Date' (selected), 'Group Name', and 'Property Name'. A yellow 'Search' button is located at the bottom of the sidebar. The main search area contains the text: 'Choose one or more criteria on the left hand column to perform a search.'

Figure 41: Manage Bookings

Search Bookings

Search for existing booking(s) using any individual or combination of the following criteria. Use several search parameters to narrow your results.

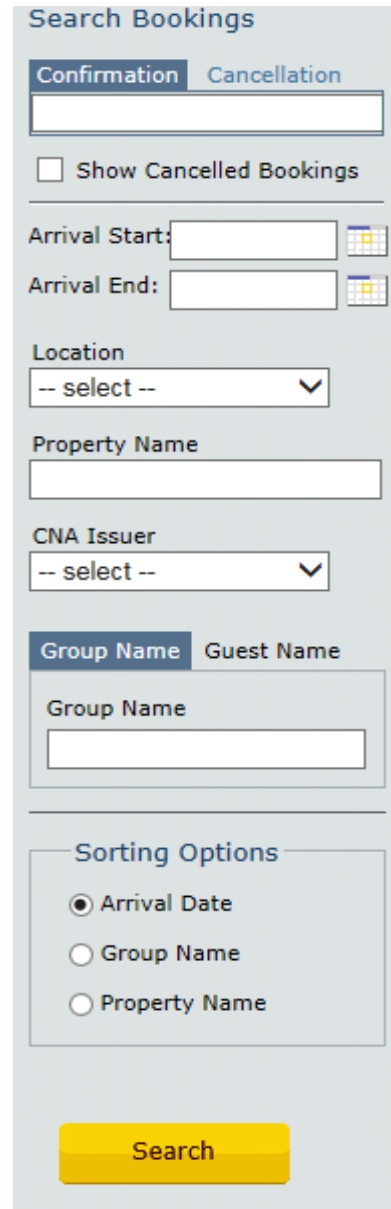
- Confirmation number
- Arrival Date and Departure Date
- Location
- Property Name
- CNA Issuer
- Group Name
- Guest Name



The form titled "Search by Name" has two tabs: "Group Name" and "Guest Name". The "Guest Name" tab is selected. It contains three input fields: "Last Name", "First Name", and "CNA Number".

Figure 42: Search by Name

- Sort by the following group name options:
 - Arrival Date
 - Group Name
 - Property Name
- Sort by the following Guest Name options:
 - Arrival Date
 - Guest Name
 - Group Name
 - Property Name
- Select the **Search Button** to find bookings.



The "Search Bookings" form has two tabs: "Confirmation" and "Cancellation". The "Confirmation" tab is selected. It features a search input field, a checkbox for "Show Cancelled Bookings", and date pickers for "Arrival Start" and "Arrival End". Below these are dropdown menus for "Location" and "CNA Issuer", and an input field for "Property Name". A second set of tabs, "Group Name" and "Guest Name", is present, with the "Group Name" tab selected and an input field for "Group Name". A "Sorting Options" section contains radio buttons for "Arrival Date" (selected), "Group Name", and "Property Name". A yellow "Search" button is at the bottom.

Figure 43: Search Bookings

Search Booking Results

displaying 1 - 14 of 14 bookings # shared room ✔ confirmation ✘ pending cancel ✘ cancellation

action	Group Name	Arrival Date	Property Name	Reservation No.	Rooms
<input type="checkbox"/>	DARREN BATANGAN	11/11/2020	Alupang Beach Tower Guam	✔ GR181374129	1
<input type="checkbox"/>	ROBERT LUBY	11/12/2020	Hyatt Regency Guam	✔ GR652043784	2
<input type="checkbox"/>	MISSION ESSENTIAL	11/15/2020	Hilton Guam Resort and Spa	✔ GR319034813	16
<input type="checkbox"/>	MARLON WASHINGTON	11/17/2020	Alupang Beach Tower Guam	✔ GR256635297	1
<input type="checkbox"/>	Operation Christmas Drop	11/18/2020	Lotte Guam	✔ GR618886238	26
<input type="checkbox"/>	URQUHART ZAM	11/20/2020	Hilton Guam Resort and Spa	✔ GR431701447	1
<input type="checkbox"/>	DUTT	11/23/2020	Guam Reef Hotel	✔ GR788926884	1
<input type="checkbox"/>	CATHERINE COLLY	11/24/2020	Hilton Guam Resort and Spa	✔ GR861840717	1
<input type="checkbox"/>	SAMUEL CRUZ	11/24/2020	The Westin Resort Guam	✔ GR117826269	1
<input type="checkbox"/>	MARK LAVERY	11/25/2020	The Westin Resort Guam	✔ GR305524798	1
<input type="checkbox"/>	RYAN ROBERT	11/25/2020	Alupang Beach Tower Guam	✔ GR203775721	1
<input type="checkbox"/>	STEPHEN BARNETT	11/25/2020	Guam Reef Hotel	✔ GR628418252	1
<input type="checkbox"/>	WILLIAM BENSON	11/26/2020	Pacific Islands Club Guam	✔ GR379035152	2
<input type="checkbox"/>	IRELAN NATHAN	11/27/2020	The Westin Resort Guam	✔ GR170948032	1

displaying 1 - 14 of 14 bookings page 1 of 1 previous | next

Figure 44: Search Results

- After completing a search, select the check box twice; once to highlight the line and a second time to expand the details and display options to modify booking.
- The Search Booking Results screen allows bookings to be edited and reviewed.
 - View Audit
 - Modify Group
 - View Guests
 - Complete Booking
 - Cancel Group
 - Reinstate

Search Booking Results

displaying 1 - 14 of 14 bookings # shared room ✔ confirmation ✘ pending cancel ✘ cancellation

action	Group Name	Arrival Date	Property Name	Reservation No.	Rooms
<input type="checkbox"/>	DARREN BATANGAN	11/11/2020	Alupang Beach Tower Guam	✔ GR181374129	1
<input type="checkbox"/>	ROBERT LUBY	11/12/2020	Hyatt Regency Guam	✔ GR652043784	2
<input checked="" type="checkbox"/>	MISSION ESSENTIAL	11/15/2020	Hilton Guam Resort and Spa	✔ GR319034813	16

View Audit
Modify Group
View Guests
Complete Booking
Cancel Group

Reservation Details

Notes: With Hicks, Kyle group

Internal Comments:
Lizeli indicated the Hicks, Broussard, Thornton and Calloway have reservations already thru a website. nla

ref #: GR319034813 Purpose of Visit: Temporary Duty Booking Status: CONFIRMED

Arrival Date: 11/15/2020 Departure Date: 11/21/2020 Guest Count: 16

Location: Guam, USA

CNA Issuer: Andersen JRM AFB

Group Information

Contact: Wanda Broussard
Phone: 618-803-9661 Email: wanda.broussard.1@us.af.mil
Address:

Property Information

Property: Hilton Guam Resort and Spa
Address: 202 Hilton Road, Tumon Bay, Guam 96913, USA
Contact: Lizel Gutierrez
Phone: 671-646-7912 Email: reservations.guam@hilton.com
Notify Status: ACCEPTED

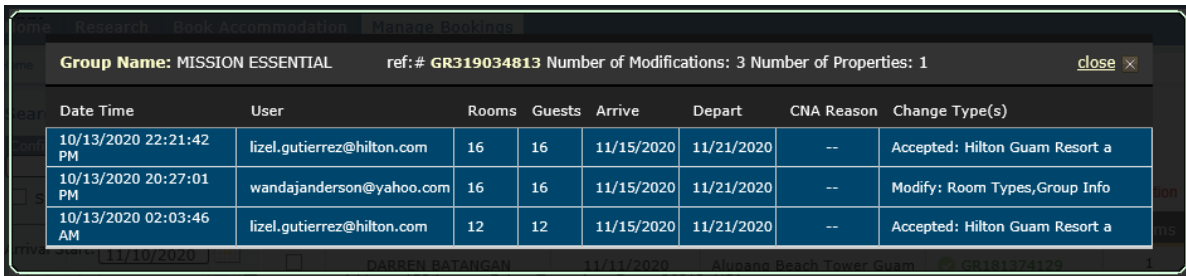
<input type="checkbox"/>	MARLON WASHINGTON	11/17/2020	Alupang Beach Tower Guam	✔ GR256635297	1
<input type="checkbox"/>	Operation Christmas Drop	11/18/2020	Lotte Guam	✔ GR618886238	26

Figure 45: Booking Results

Edit Booking: View Audit

View Audit allows the user to view the following criteria:

- Name of the group/guest
- Confirmation number
- Number of Modifications
- Number of Properties
- Date/Time
- User
- Rooms
- Guests (occupancy)
- Arrival/Departure Date
- CNA Reason
- Change Type



The screenshot shows a window titled "View Audit" for a group named "MISSION ESSENTIAL" with reference number "GR319034813". It displays a table with the following columns: Date Time, User, Rooms, Guests, Arrive, Depart, CNA Reason, and Change Type(s). The table contains three rows of audit entries.

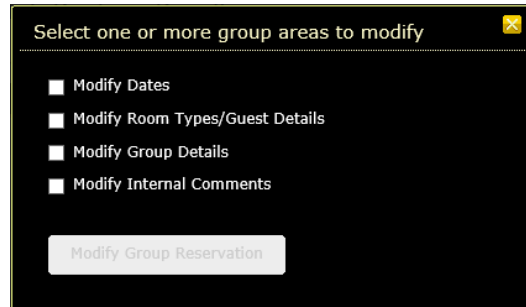
Date Time	User	Rooms	Guests	Arrive	Depart	CNA Reason	Change Type(s)
10/13/2020 22:21:42 PM	lizel.gutierrez@hilton.com	16	16	11/15/2020	11/21/2020	--	Accepted: Hilton Guam Resort a
10/13/2020 20:27:01 PM	wandajanderson@yahoo.com	16	16	11/15/2020	11/21/2020	--	Modify: Room Types,Group Info
10/13/2020 02:03:46 AM	lizel.gutierrez@hilton.com	12	12	11/15/2020	11/21/2020	--	Accepted: Hilton Guam Resort a

Figure 46: View Audit

Edit Booking: Modify Group

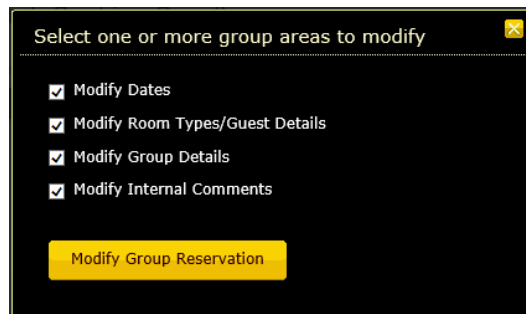
Modify Group allows the user to modify 4 specific areas. One or more can be chosen in combination to modify at the same time.

- *Modify Dates*
- *Modify Room types/Guest Details*
- *Modify Group Details*
- *Modify Internal Comments*



The screenshot shows a dialog box titled "Select one or more group areas to modify". It contains four unselected checkboxes: "Modify Dates", "Modify Room Types/Guest Details", "Modify Group Details", and "Modify Internal Comments". A "Modify Group Reservation" button is visible at the bottom.

Figure 47: Modify Group



The screenshot shows the same dialog box as Figure 47, but with all four checkboxes selected. The "Modify Group Reservation" button is now highlighted in yellow.

Figure 48: Modify Group Area

Step 1: Modify Dates

- Click **Modify Dates** to change the dates the entire group arrives or departs by using the -/+ buttons or the calendar icon.
- Click **Search Availability**.
- If there is availability the **Confirm Selected Dates** will highlight.
- Click **Confirm Selected Dates**.

New Stay Dates

Arrival:

Departure:

No. of days:

Search Availability

Figure 49: Modify Dates

New Stay Dates

Arrival:

Departure:

Search Availability

Guest Details

Arrival: 11/15/2020

Departure: 11/21/2020

Rooms: 16

Purpose: Temporary Duty

CNA Issuer: Andersen JRM AFB

Modify Reservations Group Name: **MISSION ESSENTIAL** Confirmation: **GR319034813**

Per diem rate for Guam: \$ 159.00

Properties Reserved - 1 **Confirm Selected Dates**

Hilton Guam Resort and Spa rooms reserved: 16 rooms available: 120

Room	Rate booked	Reserved	Rate current	Available
Run of House	\$ 159.00	✓ 16	\$ 159.00	120

[Description](#) | [Photos](#) | [Features](#) | [Amenities](#) | [Map](#) | [Policies](#)

Properties Reserved - 1 **Confirm Selected Dates**

Figure 50: Confirm Updates

Step 2: Modify Room Types/Guest Details

Modify Room Types and/or Guest Details allows the user to modify the following information:

- Change first and/or last name of the guest(s)
- Change email address
- Change the room type if hotel has availability
- Add a guest to the room
- Add additional rooms
- Edit dates for individual guests

Group Name: **Support Test1** Confirmation: **GR162704156** Per diem rate for Guam: \$ **159.00**

300 rooms

Guam Reef Hotel [view all](#)

maximum occupancy per room: 2

Available Rooms

Room Type: **Beach Twin** Rate Plan: TDY1 \$143.24 reserved: **10** 0 available: **290** of: **300** total

Total Count: reserved: **10** 0 available: **290** of: **300**

Guarantee: **Credit Card** ▼

action	Name (First Name Last Name)		Email Address	Gender	Room Type	Rate Plan
✖ +	Support Test1	Bob	* cbravo@clasrooms.c	-Male-	Beach Twi	TDY1
✖ +	Support Test1	Jim	* avo@clasrooms.com	-Male-	Beach Twi	TDY1
✖ +	Support Test1	Ann	* avo@clasrooms.com	-Female	Beach Twi	TDY1
✖ +	Support Test1	Juan	* avo@clasrooms.com	-Male-	Beach Twi	TDY1
✖ +	Support Test1	Pavel	* avo@clasrooms.com	-Male-	Beach Twi	TDY1
✖ +	Support Test1	Leonard	* avo@clasrooms.com	-Male-	Beach Twi	TDY1
✖ +	Support Test1	Spock	* avo@clasrooms.com	-Male-	Beach Twi	TDY1
✖ +	Support Test1	Scotty	* avo@clasrooms.com	-Male-	Beach Twi	TDY1
✖ +	Support Test1	Nyota	* avo@clasrooms.com	-Female	Beach Twi	TDY1
✖ +	Support Test1	Worf	* avo@clasrooms.com	-Male-	Beach Twi	TDY1

Total Guest Count: **10** Original Guest Count: **10**

Figure 51: Modify Room Types and Guest Details

Step 3: Modify Group Details

Modify Group Details allows the user to modify the following:

- Group Name
- Contact
- Contact Phone 1 and Phone 2
- Contact Email
- Comments

step 1. Modify Dates — step 2. Modify Room Types — **step 3. Modify Group Details** — step 4. Modify Internal Comments —

step 5. Modify Recap — step 6. Confirmation —

Modify Reservations Group Name: **Support Test1** Confirmation: **GR162704156**

Change Group Name:

Contact:

Phone 1: INTL Number

Phone 2: INTL Number

Email:

Comments

[Discard](#) [Continue](#)

Figure 52: Modify Group Details

Step 4: Modify Internal Comments

step 1. Modify Dates — step 2. Modify Room Types — step 3. Modify Group Details — **step 4. Modify Internal Comments** —

step 5. Modify Recap — step 6. Confirmation —

Modify Reservations Group Name: **Support Test1** Confirmation: **GR162704156**

Internal Comments

[Remove](#) [View History](#)

[Discard](#) [Continue](#)

Figure 53: Modify Internal Comments

Step 5: Modify Recap

- Advise customer of the Hotel's Terms and Conditions. Continue once you receive approval from customer.
- Select the check box next to 'I have read and accept the terms and conditions'.
- Select the check box next to 'CNA(s) will be issued'.
- Click **Confirm Booking**. This generates a modified email to the Hotel notifying them of the booking.

Step 6: Confirmation

The screenshot displays a multi-step booking process. The progress bar at the top shows six steps: 1. Modify Dates, 2. Modify Room Types, 3. Modify Group Details, 4. Modify Internal Comments, 5. Modify Recap, and 6. Confirmation. Step 6 is currently active.

Stay Details

Arrival: 03/01/2021
Departure: 03/06/2021
Rooms: 10 Rooms
Purpose: Temporary Duty
CNA Issuer: Navy Base Guam JRM

Guam Reef Hotel Information

Guam Reef Hotel
1317 Pale San Vitores Road
Tamuning, GU 96913
671-646-6881
[Policies](#)

Links

[Description](#)
[Amenities](#)
[Facilities](#)
[Map](#)
[Images](#)

Group Confirmation

Group Booking Confirmed Confirmation# GR162704156

Booking Recap

Group: Support Test1 **Dates:** MON 03/01/2021 - SAT 03/06/2021 (5 NT)
Hotel: Guam Reef Hotel, 1317 Pale San Vitores Road, Tamuning, GU 96913

Rooms:	Room Amount:	Taxes/Fees:	Total Amount:
10 Total Rooms Booked	\$1432.40	\$157.56	\$1589.96
10 Beach Twin Rooms	\$143.24 avg. per night		
10 Total Guests			

Contact Info

Booking Coordinator: Marites Blackstar
Hotel Contact: reservations@guamreef.com, 671-646-6881
CNA Group Contact: cbravo@clas.com, 671-555-5555

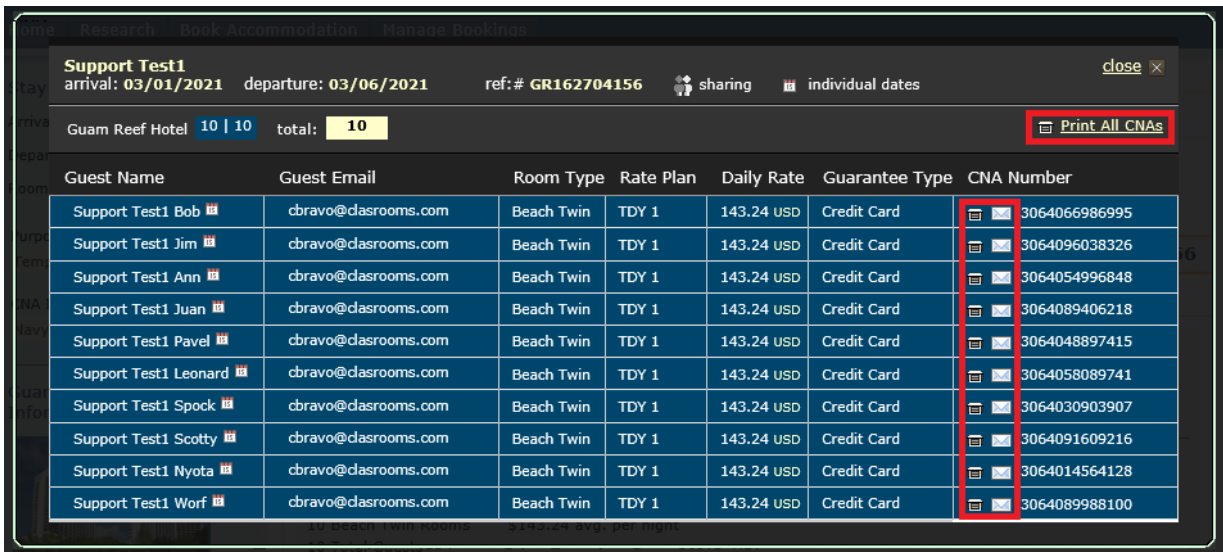
[Book New Reservation](#) [Send Confirmation](#) [View Guests](#) [Complete Booking](#)

Figure 54: Confirm Modifications

Edit Booking: View Guests

View Guests allows users the option to review guest details and to resend or print CNAs

- Selecting **Print All CNAs** allows the user to view, open or save all CNAs in one .pdf file.
- Selecting a print icon allows the user to view, open or save a CNA for one guest.
- Selecting a mail icon allows the user to resend the booking confirmation with the updated CNA to the guest.



The screenshot shows a web application interface for editing a booking. At the top, it displays 'Support Test1' with arrival and departure dates (03/01/2021 to 03/06/2021) and a reference number (GR162704156). Below this, it shows 'Guam Reef Hotel' with 10 rooms and a total of 10 guests. A 'Print All CNAs' button is highlighted in red. The main part of the interface is a table with the following columns: Guest Name, Guest Email, Room Type, Rate Plan, Daily Rate, Guarantee Type, and CNA Number. The table contains 10 rows of guest information, each with a print icon and an email icon in the CNA Number column.

Guest Name	Guest Email	Room Type	Rate Plan	Daily Rate	Guarantee Type	CNA Number
Support Test1 Bob	cbravo@dasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064066986995
Support Test1 Jim	cbravo@dasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064096038326
Support Test1 Ann	cbravo@dasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064054996848
Support Test1 Juan	cbravo@dasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064089406218
Support Test1 Pavel	cbravo@dasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064048897415
Support Test1 Leonard	cbravo@dasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064058089741
Support Test1 Spock	cbravo@dasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064030903907
Support Test1 Scotty	cbravo@dasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064091609216
Support Test1 Nyota	cbravo@dasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064014564128
Support Test1 Worf	cbravo@dasrooms.com	Beach Twin	TDY 1	143.24 USD	Credit Card	3064089988100

Figure 56: Print CNAs

- Select the email icon in the line that corresponds with the correct guest.
- Select **OK** or **Cancel**.

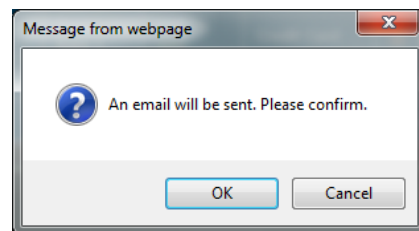


Figure 57: Send Confirmation Email

- A confirmation popup will display when email is successfully sent.
- Select **OK** to continue.

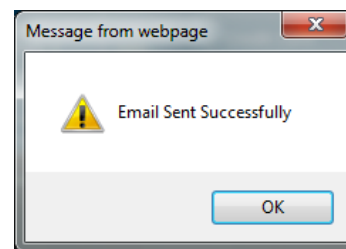


Figure 58: Email Confirmed

- An email can be added and sent with the recipient (POC) on file in the **+add another email field**.
- Click **Cancel Booking** or choose not to cancel the booking by clicking **No, I wish to keep this booking**.

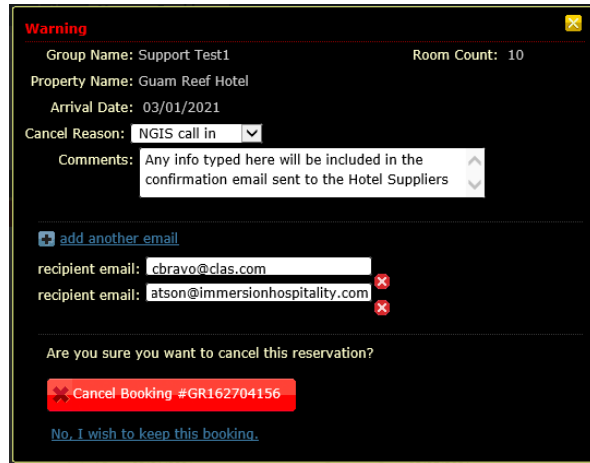


Figure 60: Cancel Group Booking

Edit Booking: Reinstate Group

Reinstate allows a canceled booking to be reinstated, but only if the reservation requirements can still be met. If room types, number of rooms, or date range are no longer available, the reservation will not be reinstated and a new booking must be created.

Search Booking Results

displaying 1 - 1 of 1 bookings # shared room ✔ confirmation ✘ pending cancel ✘ cancellation

action	Group Name	Arrival Date	Property Name	Reservation No.	Rooms
	Support Test1	03/01/2021	Guam Reef Hotel	✘ GRCX7748568	10

View Audit Modify Group View Guests Complete Booking Reinstate

Figure 61: Reinstate Group Booking

- When **Reinstate** is selected, a **Warning** pop-up will appear
- An email can be added and sent with the recipient (POC) on file in the **+add another email field**.
- Click **Reinstate Booking** or choose not to cancel the booking by clicking: **No, I wish to keep this cancel**.

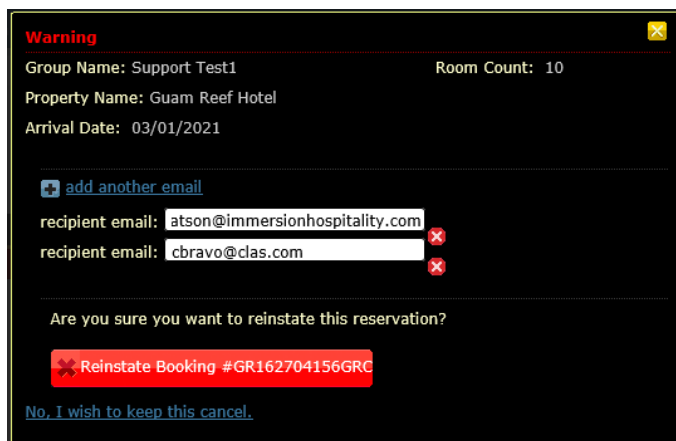


Figure 62: Reinstate Warning

- Once **Reinstate Booking** is selected, a reinstatement request will be sent to the server for validation.
- If booking is reinstated, the user will be returned to the **Search Booking Results** screen. The reinstated booking will now display in green with a green check box icon.

✔ GR769190713

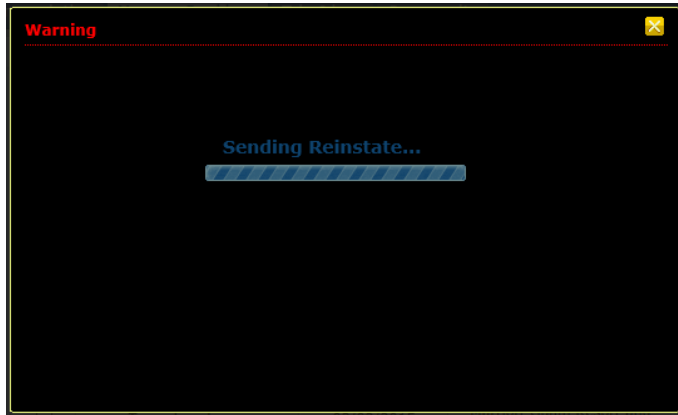


Figure 63: Sending Reinstatement Request

- If booking was unable to be reinstated, a pop-up with a warning message will appear.
- Select **OK** to continue, and create a new booking.

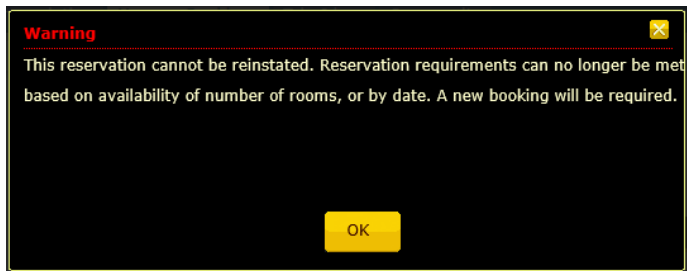


Figure 64: Unable to Reinstate Warning

Reports

A reports tab has been added to Consumer with the following reports available.

- Projected In-House

Projected In-House

This report displays reservation and guest information for anticipated arrivals by a specified date range and for a specified hotel. Select a Date Range and click on the Generate Report button.

Generated On : 10/29/2020 17:36 ET
[export PDF](#) | [export XLS](#)

Start Date: 10/01/2020 End Date: 10/08/2020 Hotel Name:

[Generate Report](#)

Group Name	GR Number	First Name	Last Name	Arrival Date	Departure Date	POV	#Guests
All (209 items)							
	GR952006157						1
	--	BRETT	CHAMBERLIN	09/07/2020	10/02/2020	Temporary Duty	--
AARON CLOVER	GR277526381						1
	--	AARON	CLOVER	10/04/2020	12/03/2020	PCS Family	--
ADAM LIXEY	GR621865954						1
	--	ADAM	LIXEY	09/19/2020	10/19/2020	PCS Family	--
ALEXANDER BR...	GR310410153						1
	--	ALEXANDER	BROWN	09/19/2020	11/02/2020	PCS Single	--
ALEXIS LAGOS	GR773132796						1
	--	BREITHNER	LAGOS	09/18/2020	10/20/2020	PCS Family	--
Andrew Mokhtar	GR984629931						1
	--	Andrew	Mokhtar	08/30/2020	10/12/2020	Temporary Duty	--
ANDREW TERRELL	GR463964249						1
	--	ANDREW	TERRELL	09/22/2020	10/06/2020	Temporary Duty	--
ANNA GONZALEZ	GR216777451						1
	--	ANA	GONZALEZ	09/22/2020	10/24/2020	PCS Single	--
ASHLEY TRIMNEL	GR266691509						1

Showing all 212 rows

- Hotel Allocation Detail

Hotel Allocation Detail

This report displays the current allocation detail from each commercial hotel.

Generated On : 06/26/2021 20:13 ET
[export PDF](#) | [export XLS](#)

Please select a date range and then proceed to click on the generate report button.

Start Date: 06/20/2021
 End Date: 06/30/2021

Generate Report

Group By: All

Date	Hotel Name	Room Type Name	Allocation Count	Allocation Booked	Remaining	Restriction
All (11 items)						
06/20/2021	Guam Plaza Resort a...	Standard Twin	490	7	483	
06/21/2021	Guam Plaza Resort a...	Standard Twin	490	7	483	
06/22/2021	Guam Plaza Resort a...	Standard Twin	490	7	483	
06/23/2021	Guam Plaza Resort a...	Standard Twin	490	7	483	
06/24/2021	Guam Plaza Resort a...	Standard Twin	490	9	481	
06/25/2021	Guam Plaza Resort a...	Standard Twin	490	9	481	
06/26/2021	Guam Plaza Resort a...	Standard Twin	490	9	481	
06/27/2021	Guam Plaza Resort a...	Standard Twin	490	9	481	
06/28/2021	Guam Plaza Resort a...	Standard Twin	490	9	481	
06/29/2021	Guam Plaza Resort a...	Standard Twin	490	9	481	
06/30/2021	Guam Plaza Resort a...	Standard Twin	490	9	481	
			Total: 5390	Total: 91	Total: 5299	

- Booking without Names

Booking Without Names

This report displays reservations that have no guest names.

Generated On : 06/26/2021 21:13 ET
[export PDF](#) | [export XLS](#)

Please select a date range and then proceed to click on the generate report button.

Start Date: 06/01/2021
 End Date: 06/30/2021

Region: Navy Guam
 Installation: -- all --
 Hotel Name: -- all --

Generate Report

Group By: All

Installation	Hotel Name	Group Name	Confirmation	Contact Email	Arrival	Departure	Nights	Room Count	Guest Count
All (4 items)									
Andersen JRM...	Hilton Guam R...	506 EARS (TA...	GR888426308	joseph.friichs...	04/05/2021	06/11/2021	67	40	40
Andersen JRM...	Hotel Nikko G...	ARMY 4 180TH	GR519032750	ADRIAN.R.DIL...	06/27/2021	06/28/2021	1	18	18
Andersen JRM...	Hotel Nikko G...	C-130	GR597998961	ERIN.CURRY...	06/19/2021	06/20/2021	1	36	36
Andersen JRM...	The Westin Re...	SINGAPORE ...	GR650032543	36FSSANDER...	06/14/2021	06/21/2021	7	45	45
							Total: 76	Total: 139	Total: 139

- Request to Cancel

Request to Cancel

This report displays reservation that are requested to cancel.

Generated On : 06/26/2021 20:40 ET
[export PDF](#) | [export XLS](#)

Please select a date range and then proceed to click on the generate report button.

Start Date: 01/01/2019
 End Date: 06/30/2021

Generate Report

Group By: All

Installation	Hotel Name	Group Name...	Guest Name...	Booked	Arrival	Departure	Confirmatio...	CNA	Request Dat...	Status
All (1 items)										
Navy Base ...	Hyatt Regen...	JOHN CALV...	JOHN CALV...	02/27/2020	03/15/2020	03/28/2020	GR727304269	3064013906...	03/16/2020	PENDINGCXL

Technical Support

For suggestions, questions or concerns about using the CLAS Application, **Technical Support** can be reached by calling the Contract Lodging Support Desk at **901-414-0382**. The call will be dispatched to the first available CLAS Lodging Support technician.

Should one of our partner hotels contact you with any changes, cancellations or no-shows, please let them know that you can assist them or they can reach the 24 Hour Call Center by emailing changes@clasrooms.com or calling toll free **855-363-2527**.

Memorandum of Understanding

This memorandum of understanding certifies that I have received this document of the CLAS System V1.19.3. I am aware should any issues occur or if support assistance is needed, I am to call **901-414-0382** and my call will be dispatched to the first available CLAS Lodging Support Technician.

Furthermore, it is understood and agreed to that I may not disclose any confidential information including contract lodging terms, negotiated rates, tiers, or availability allocations to any guest, potential guest, hotel supplier, or any agents thereof. To ensure the protection of such information, and to preserve any confidentiality necessary to this Department of Defense program, I voluntarily accept the duties and obligations set forth herein.

Name: _____
(Printed)

Sign: _____
(Signature)

Date: _____