

Incidents Report: Arrivals – Next Three Weeks

The Pre-Arrivals Report provides critical information about highly engaged Guests or Owners arriving in the next three weeks (rolling). If an arriving Guest or Owner had any prior Incidents at an MVW property that were entered into Asgard or provided from historical data sources (e.g., Siebel, Excel), regardless of where those incidents occurred, they will be included in the report. If you have questions or need help with this report, please contact support@katanasoft.com.



Pre-Arrival Reports are emailed to the Front Office Leadership distribution list every Monday with arrivals for the upcoming three weeks.

Step 1: The **Arrivals – Next Three Weeks** report is two reports. First is the **MVW Arrivals Report (Summary)** of the arriving guests who have experienced a prior incident.

1. Date of Next Arrival - Guest's arrival date
2. Site of Next Reservation - *your property, the site of the next reservation*
3. Marriott Bonvoy or Phone Number
4. Confirmation #
5. Departure Date
6. Guest – *Guest's name*
7. Unit – *Assigned unit number (if available)*

Day of Next Arrival	Site of Next Reservation	Marriott Bonvoy or Phone Number	* Confirmation#	Departure Date	Guest	Unit
January 10, 2022	MVC - Barony Beach Club	.414	77	1/17/2022	DALE	[None]
	MVC - Cypress Harbour	820	98	1/12/2022	SEBASTIAN	# 13 (Two Bdrm)
			* 98	1/12/2022	SEBASTIAN	[None]
		630	* 89	1/17/2022	WILLIAM	[None]
	MVC - Grande Vista	.297	* 86	1/17/2022	SANDRA	# 28 (Guest Villa)
		801	77	1/11/2022	ELAINE	[None]
		522	81	1/17/2022	ROSSANA	[None]

Next columns are related to all prior incidents, including incidents at other properties.

8. Date of Incident
9. Site of Prior Incident
10. Prior Guest Incident Type
11. Department – *Department associated with the incident*
12. Total Compensation



If the Incident was submitted from property historical records, details such as Compensation may not be available.

Day of Incident	Site of Prior Incident	Prior Guest Incident Type	Department	Total Compensation
01/10/22	MVC - Barony Beach Club	Front Desk Experience - Check-In	Front Office	\$0.00
01/10/19	MVC - Cypress Harbour	Furnishings	Engineering	\$0.00

Step 2: The second is the **MVW Arrivals Report (Details)** which provides more in-depth information on guests and their prior incidents.

1. Day of Next Arrival
2. Site of Next Reservation
3. Marriott Bonvoy or Phone Number
4. Confirmation Number
5. Departure Date
6. Guest
7. Unit # (if available)
8. Day of Incident
9. Site of Prior Incident
10. Type - Description
11. Compensation (if provided)
12. Total Compensation

Day of Next Arrival	Site of Next Reservation	Marriott Bonvoy or Phone Number	Confirmatio..	Departure Date	Guest	Unit
1/10/2022	MVC - Barony Beach Club	414	77	1/17/2022	DALE	[None]

Day of Incident	* Site of Prior Incident	Type - Description	Compensation Type	Total Compensation
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Step 3: If you receive the report as a Tableau Reader file, click the filter options in the right-hand margin to drill into the data by any of these fields:

1. Specific dates
2. Guest by Name
3. Marriott Bonvoy or Phone Number
4. Confirmation Number



If you are not receiving this report in Tableau Reader, please click on the link to the Analytics Portal to have access to these search and filter capabilities.

1

Beginning Date

1/10/2022

2

End Date

1/28/2022

3

Guest

(All)

4

Marriott Bonvoy or Pho...

(All)

5

Confirmation#

(All)