



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](mailto: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.

| Day of Next Arrival | Site of Next Reservation | Marriott Bonvoy or Phone Number | Confirmation# | Departure Date | Guest  | Unit   |
|---------------------|--------------------------|---------------------------------|---------------|----------------|--------|--------|
| 1/3/22              | MVC - Barony Beach Club  | xxx1                            | 1234          | 1/15/2022      | CAROLE | [None] |
|                     |                          | xxx2                            | * 1235        | 1/29/2022      | PETERS | [None] |
|                     | MVC - Cypress Harbour    | xxx3                            | * 1236        | 1/4/2022       | LUISA  | [None] |
|                     |                          | xxx4                            | * 1237        | 1/15/2022      | SUSAN  | [None] |
|                     |                          | xxx5                            | * 1238        | 1/7/2022       | DAVID  | [None] |

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

| 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.

| Day of Next Arrival | Site of Next Reservation | Marriott Bonvoy or Phone Number | Confirmation# | 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 |
|-----------------|--------------------------|--------------------|-------------------|--------------------|
|-----------------|--------------------------|--------------------|-------------------|--------------------|

**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

Beginning Date

1/16/2023

End Date

2/3/2023

Guest

(All)

Marriott Bonvoy or Pho...

(All)

Confirmation#

(All)