Pegasus
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RezView® NG

Oakwood
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Participant Guide – Phase 1

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RezView NG Participant Guide

Overview

Introduction
The purpose of this document is to provide training material pertaining to the rate & availability management in RezView NG Property Maintenance Module (PMM).

By the end of this document you will be able to use RezViewNG to:

• **Access** RezViewNG Property Dashboard
• Manage **availability** and **rates** using:
  – Rate Calendar
  – Mass Modify
• View **Inventory** and **Rate History**
• View **Booking details**
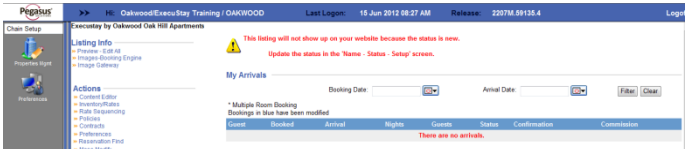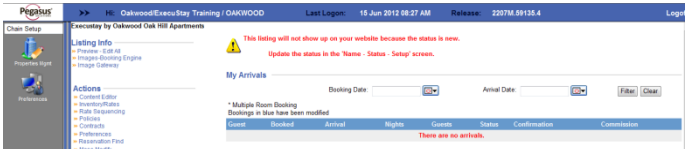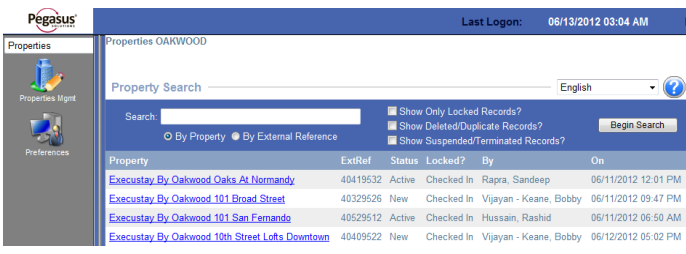
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Getting Started

Login

To login to the **production environment** of **RezView NG Property Maintenance Module** post implementation, follow the steps below.

Step	Action
1	Go to https://secure.netbookerng.com/
2	Enter Username/Email address and Password Username/Email Address: Password:
3	Click [*Login*]
4	Based on your User ID, upon login you will see one of the following Dashboards. <table><tr><td>**For….**</td><td>**Then….**</td></tr><tr><td>Individual Hotel</td><td>You will be navigated to your property **Dashboard**. </td></tr><tr><td>Group of Hotels</td><td>You will be navigated to the **Property Search** screen. **Note:** Click the Property name to access the property Dashboard.</td></tr></table>

Continued on next page

Getting Started, Continued

Navigation

Part	Function
Properties Properties Mgmt	To return to the Property dashboard or the Property Search screen, click the **Properties Mgmt button** on the far left side menu
Pegasus SOLUTIONS Execustay by Oakwo Listing Info » Images-Booking Engi » Image Gateway » Content Editor	Click the **menu name** to access it.
Pegasus SOLUTIONS Execustay by Oakwood Listing Info » Images-Booking Engine	To return to the Property dashboard, click the **Property name**
Logoff	To sign out, click the **Logoff** button on the top right part of the screen **Note:** Do no close your browswer [X] before you log off.

Rate Calendar
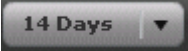
Rate Calendar Toolbars

Rate Calendar allows you to modify inventory, add/update restrictions and add/update rate amounts.

Use **Rate Calendar** to ensure rates are bookable. **Rate Calendar** offers a 1 – 2 week view of your rates and inventory.

Click the »Rate Calendar link from the Property Dashboard.

From the **Menu Bar** located at the top of the screen you can:

| Part	Function
▼	Set **Filters** to specify what you would like to see on the Rate Calendar: • Items (Room Types) • Inventory • Sell Rules (Restrictions) • Pricing (Rates) • Policies
![person icon] ![list icon]	• **Availability Mode** – View only mode that allows you to see restrictions set within the chain/tree hierarchy. This view mode allows you to view restrictions at the level they are set at, and at the levels affected. • **Inventory Mode** – This is the edit mode for Rate Calendar, and allows you to apply changes. This edit mode shows only the level that you set a restriction on.
> >>	Scroll through dates with **Arrows** or the **Calendar**. << < 11/22/2009 ▦ > >>
14 Days ▼	Change your view from 14 days to 7 days with the drop-down menu 14 Days ▼.
⚙	Set **Preferences** to set the look of Rate Calendar.
Rate/Item Item Only	The toolbar located at the bottom of the screen allows you to toggle between the **Rate/Item** and **Item Only** views. Rate/Item Item Only

Continued on next page

Rate Calendar, Continued

Rate Calendar – Preferences

Using the Rate Calendar preferences, you can create a calendar configuration that opens with the filters and views you desire.

Note: In order to view your newly applied preferences you will need to go back to the property dashboard, and then back to Rate Calendar to refresh the screen.

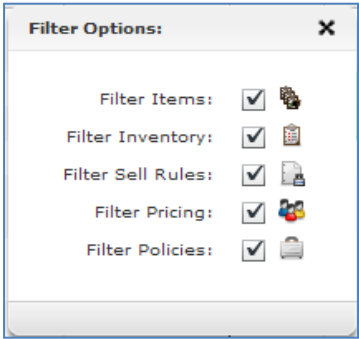Follow the information below to help you set your desired **Preferences**

Part	Function
[Preference icon]	Click the **Preference** icon to access the **Rate Calendar** Preferences screen.
View Items View Inventory View Sell Rules View Pricing View Policies View Yield (not currently used)	Select the **filters** you want to **display** automatically in the Rate Calendar by clicking the relevant filter from the List Filter options **Note:** You should at least select View Items
View Mode:	Select from default Availability or Inventory mode
View Duration: 14 Days	Select 14 or 7 days for the Rate Calendar to display upon opening
List Indent:	With the List Indent slider bar, select how much indentation should separate parent and child objects in the rate/item list
Open Color: Restricted Color: Closed Color: Unset Color: Free Sell Color:	Select colors to reflect the different availability indicators in the Rate Calendar. Click on the lower right corner of a color block to access the color picker. Your selections will be reflected in the Rate Calendar legend. **NOTE**: Do not change these
Accounts: Save	The Save Account feature allows you to save the way you have configured the Rate/Item list. When you use this feature, the Rate Calendar will display with the specific rates and items that you had previously expanded.
Save	Save newly set preferences

Rate Calendar, Continued

Rate Calendar – Set Filters

Follow the steps below to set the **Filters** in Rate Calendar.

Step	Action
1	Click the Rate/Item, the funnel, icon at the top left of the Rate Calendar screen. This will expose the filter options.
2	Check those filter options you want to include in your Rate Calendar display. The Rate Calendar will automatically update your view with your chose options. ___ *Filter Items* - shows items associated with rates ___ *Filter Inventory* - shows number of items that can be sold ___ *Filter Sell Rules* - shows the restrictions on items and rates ___ *Filter Pricing* - shows the cost to the consumer for the items being sold ___ *Filter Policies* – shows the guarantee and cancellation policy for the room type/rate ___ *Note*: You must always select the item plus one of the other filters.
3	Click the **X** at the top right of the Filter Options display to close.

Rate Calendar, Continued

Rate Calendar – Modify Inventory

You can use the **Rate Calendar** to edit inventory, sell rules, pricing, and policies.

Inventory values indicate the number of items that can be sold for each day in the calendar view. In the **Rate Calendar**, you can edit these numbers plus add oversell values for a selected item.

To update inventory for a room type via the **Rate Calendar** follow the steps below.

Step	Action
1	Select **Filter Items** (to show items) and **Filter Inventory.**
2	Find the rate or item you want to update inventory values for in the **Rate/Item** list.
3	Click [icon] to set the Rate Calendar to **Inventory Mode**.
4	

If you….	Then….
click 🖉 Inventory (Inventory icon)	

| Step	Action
1	In the **Inventory Info** pop-up window, enter the applicable date range, and applicable days of the week for this update. Begin Date: ∗ 06 Jun 2011 End Date: ∗ 19 Jun 2011 Apply Changes to: ∗ Sun Mon Tue Wed Thu Fri Sat │ All ☑ ☑ ☑ ☑ ☑ ☑ ☑ ☑
2	Enter a number of items to sell in the **To Sell** field. To Sell: 20
3	Enter the number of items that can be sold above the To Sell amount in the **Oversell** field if required. Oversell:
4	Click the Save button.

Rate Calendar, Continued

Rate Calendar – Modify Inventory (continued)

Step	Action
4 (ctd)	

If you….	Then….
click the arrow to the left of the **Inventory** icon ▶ Inventory to expand the inventory calendar	

Step	Action
1	Click the 🖉 To Sell field or the 🖉 Oversell field.
2	In the **Inventory Info** pop-up window, enter the applicable date range, and applicable days of the week for this update. Begin Date: ✻ 06 Jun 2011 🗓 End Date: ✻ 19 Jun 2011 🗓 Apply Changes to: ✻ Sun Mon Tue Wed Thu Fri Sat | All ☑ ☑ ☑ ☑ ☑ ☑ ☑ | ☑
3	Enter a number of items to sell in the **To Sell** field. To Sell: 20 And/or Enter the number of items that can be sold above the To Sell amount in the **Oversell** field if required. Oversell:
4	Click the **Save** button.

**Rate Calendar – Modify Inventory** (continued)

Step	Action

| 4 (ctd) | |

If ...	Then ...
click the arrow to the left of the **Inventory** icon to expand the inventory calendar	

Step	Action
1	Click the edit icon on the day of the week in the calendar you wish to edit in either the **To Sell** or the **Oversell** section.
2	Enter the number items to be sold.
3	Use the **Enter** key on your keyboard to apply this change.

Rate Calendar – Modify Sell Rules

A full list of the Sell Rules and definitions are available in the Appendix.

Follow the steps below to modify Sell Rules.

Step	Action
1	Select **Filter Items** (to show items) and **Filter Sell rules**.
2	Find the rate or item you want to update sell rules for in the **Rate/Item** list.
3	Click [≡] to set the Rate Calendar to **Inventory Mode**.
4	<table><tr><th>If you....</th><th>Then....</th></tr><tr><td>click the 🖉 Sell Rules (Sell Rules) icon</td><td><table><tr><th>Step</th><th>Action</th></tr><tr><td>1</td><td>In the **Sell Rules Info** pop-up window, enter the applicable date range, and applicable days of the week for this update. Begin Date: * 06 Jun 2011 End Date: * 19 Jun 2011 Apply Changes to: * Sun Mon Tue Wed Thu Fri Sat | All ✓ ✓ ✓ ✓ ✓ ✓ ✓ | ✓</td></tr><tr><td>2</td><td>Select the **Sell Rule** from the drop-down list. Close ▼ Remove ☐ • Indicates required fields. **Note:** Use the ☐ Remove checkbox to remove the restriction.</td></tr><tr><td>3</td><td>Enter the restriction value in the **Units** field when a restriction requires a numerical value, such as minimum or maximum length of stay. Units: * [ ]</td></tr><tr><td>4</td><td>Click the [Save] button.</td></tr></table></td></tr></table>

Continued on next page

Rate Calendar – Modify Sell Rules (continued)

Step	Action
4 (ctd)	

If you….	Then….
click the arrow to the left of the **Sell Rules** icon ▶ 🔒 Sell Rules to expand to view the list	

Step	Action
1	Click the name link of sell rule you want to apply, for example 🖊 Min LOS , (edit) icon.
2	In the **Sell Rules Info** pop-up window, enter the applicable date range, and applicable days of the week for this update. Begin Date: * 06 Jun 2011 End Date: * 19 Jun 2011 Apply Changes to: * Sun Mon Tue Wed Thu Fri Sat All ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
3	Enter the restriction value in the **Units** field **when** a restriction requires a numerical value, such as minimum or maximum length of stay. Units: * [ ]
4	Click the Save button.

If you….	Then….
click the arrow to the left of the **Sell Rules** icon ▶ 🔒 Sell Rules to expand to view the list	

Step	Action
1	Click the 🖊 edit icon on the day of the week in the calendar you wish to edit in for the applicable sell rule.
2	Depending on the type of Sell Rule you are applying you will do one of the following • Tick Remove All Remove All Re… Remove • ✓ Tick the box • 15 Enter a value

Rate Calendar – Modify Sell Rules
(continued)

Step	Action
4 (ctd)	

If ...	Then ...
click the arrow to the left of the **Sell Rules** icon to expand to view the list	

Step	Action
3	Use the **Enter** key on your keyboard to apply this change.

Rate Calendar – Modify Pricing

To update the price of an item on a rate plan:

Step	Action
1	Select **Filter Items** (to show items) and **Filter Pricing.**
2	Find the rate and item you want to update pricing values for in the **Rate/Item** list. Seasonal Pricing must be set on each item associated with a rate. *Note*: To set pricing you must have the Pricing filter, and the Items filter selected.
3	Click [≡] to set the Rate Calendar to **Inventory Mode**.
4	<table><tr><th>If you….</th><th colspan="2">Then….</th></tr><tr><td>click the 🖉 Pricing (Pricing) icon</td><td colspan="2"><table><tr><th>Step</th><th>Action</th></tr><tr><td>1</td><td>In the **Pricing Info** pop-up window, enter the applicable date range, and applicable days of the week for this update. Begin Date: ✳ 06 Jun 2011 📅 End Date: ✳ 19 Jun 2011 📅 Apply Changes to: ✳ Sun ✓ Mon ✓ Tue ✓ Wed ✓ Thu ✓ Fri ✓ Sat ✓ │ All ✓</td></tr><tr><td>2</td><td>Enter a pricing value for each applicable price point. 1 Adult: 150 ☐ Remove 2 Adults: 170 ☐ Remove 3 Adults: ☐ Remove 4 Adults: ☐ Remove Extra Adult: ☐ Remove Extra Night: ☐ Remove Child 1: ☐ Remove Child 2: ☐ Remove Child 3: ☐ Remove **Note:** Use the ☐ Remove checkbox to remove pricing.</td></tr><tr><td>3</td><td>Click the [Save] button.</td></tr></table></td></tr></table>

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Rate Calendar, Continued

Rate Calendar – Modify Pricing (continued)

Step	Action
4 (ctd)	

If you….	Then….
click the arrow to the left of the **Pricing** icon ▶ Pricing to expand the inventory calendar	

Step	Action
1	Click on the person field you wish to edit. For example 🖉 1 Adult
2	In the Pricing **Info** pop-up window, enter the applicable date range, and applicable days of the week for this update. Begin Date: ✱ 06 Jun 2011 End Date: ✱ 19 Jun 2011 Apply Changes to: ✱ Sun ☑ Mon ☑ Tue ☑ Wed ☑ Thu ☑ Fri ☑ Sat ☑ All ☑
3	Enter the new pricing value. 1 Adult: 150
4	Click the **Save** button.

If you….	Then….
click the arrow to the left of the **Pricing** icon ▶ Pricing to expand to view the person list	

Step	Action
1	Click the edit 🖉 $213… icon for the day of the week you want to adjust a person rate for.
2	Enter the new pricing value. 245
3	Use the **Enter** key on your keyboard to apply this change.
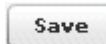
Rate Calendar – Modify Policies

Default policies for your property are set in the Preferences menu (see page 8). Each rate plan will inherit these policies, unless they are built with a different one. However, you can override policies (guarantee, cancel, no show and early check in) for a specific period, using the Rate Calendar.

Warning: Policy upates can only be set at Rate/Item level and will only apply at that level.

Note: if a policy is missing from the available selection, please contact Data Services.
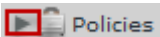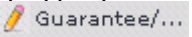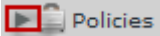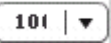
To update rate policies via the Rate Calendar:

Step	Action
1	Select **Filter Items** (to show items) and **Filter Policies.**
2	Find the rate you want to update policy values for in the **Rate/Item** list and select the first item to update. Seasonal policies must be set on each item associated with a rate. *Note*: To set policies you must have the Policies filter, and the Items filter selected.
3	Click [≡] to set the Rate Calendar to **Inventory Mode**.
4	<table><tr><th>If you....</th><th>Then....</th></tr><tr><td>click the 🖊 Policies (Policies) icon</td><td><table><tr><th>Step</th><th>Action</th></tr><tr><td>1</td><td>In the **Policy Info** pop-up window, enter the applicable date range, and applicable days of the week for this update. Begin Date: * 06 Jun 2011 End Date: * 19 Jun 2011 Apply Changes to: * Sun Mon Tue Wed Thu Fri Sat | All</td></tr><tr><td>2</td><td>From the **Policy Type** drop-down select the policy type you want. Policy Type: * Guarantee/Deposit Policy ▾</td></tr><tr><td>3</td><td>From the **Policy** drop-down select the policy to apply. Policy: * 100% Due at time of booking ▾</td></tr><tr><td>4</td><td>Click the Save button.</td></tr></table></td></tr></table>

Rate Calendar – Modify Policies (continued)

Step	Action
4 (ctd)	*(see sub-tables below)*

If you….	Then….
click the arrow to the left of the **Policies** icon ▶ Policies to expand the calendar	

Step	Action
1	Click the name of the policy type you wish to edit. For example ✏ Guarantee/… .
2	In the **Policy Info** pop-up window, enter the applicable date range, and applicable days of the week for this update. Begin Date: * 06 Jun 2011 End Date: * 19 Jun 2011 Apply Changes to: * Sun Mon Tue Wed Thu Fri Sat | All
3	From the **Policy** drop-down select the policy to apply. Policy: * 100% Due at time of booking ▾
4	Click the **Save** button.

If you….	Then….
click the arrow to the left of the **Policies** icon ▶ Policies to expand the calendar	

Step	Action
1	Click the edit ✏ icon for the day of the week you want to adjust a policy for.
2	From the drop-down menu, 10(▾ , select the policy you want to apply.
3	Use the **Enter** key on your keyboard to apply this change.

Continued on next page

Mass Modify

Mass Modify You can use **Mass Modify** to change the inventory, sell rules, pricing, and policies of several of your rate/item combinations (rate plans) at the same time. These changes can apply to multiple rate/items combinations at a time.

Important information:
- You must have a rate and item selected in order to use Mass Modify.
- You can only apply changes at levels where item and rate are associated.
- All rate plans and items must be selected individually.
- Pricing updates can only be done on Standalone rate in Mass Modify.

From the Property Dashboard click on the » Mass Modify link.

Mass Modify, Continued

Mass Modify – Rates

From the Property Dashboard click on the » Mass Modify link.

Note: Mass modify pricing can only be used **on Standalone** rates (independent rates, where pricing is not based on another rate plan)

Caution: If you select the Enable Inheritance? ✓ checkbox at the top of the screen, children rates or items are automatically selected when parent rates or parent items are selected. The same change will then apply to all checked items or rates.

To modify rates follow the steps below:

Step	Action
1	Select **Mass Update Pricing** ▼ from the drop-down list.
2	Click the arrow to the left of the Rates file ▶☐📁 Rates to display the list of available rate plans. ▼☐📁 Rates · ▼☐📁 LVO (USD) · ▼☐📁 CORPORATE RATE (USD) · ▶☐📁 Corporate Rate 1-29 (USD) · ▶☐📁 Corporate Rate 30-89 (USD) · ▶☐📁 Corporate Rate 90-179 (USD) · ▶☐📁 Corporate Rate 180 (USD) · ▼☐📁 RETAIL RATE (USD)
3	Select the rate check box (es) ✓ to the left of the rate name(s). Use the ▶ to display any nested rates if applicable. ▼☐📁 Rates · ▼☑📁 LVO (USD) · ▼☐📁 CORPORATE RATE (USD) · ▶☐📁 Corporate Rate 1-29 (USD) · ▶☐📁 Corporate Rate 30-89 (USD) · ▶☐📁 Corporate Rate 90-179 (USD) · ▶☐📁 Corporate Rate 180 (USD) · ▶☐📁 RETAIL RATE (USD)
4	Click the ▶ to the left of Items to display the list of all available items. ▼☐📁 Items · ▶☐📁 1 Bedroom Apartment · ▶☐📁 2 Bedrooms Apartment
5	Select the item check box(es) ✓ to the left of the item name(s) in the *Items* list. Use the ▶ to display any nested rates if applicable. ▼☐📁 Rates · ▼☑📁 LVO (USD) · ▼☐📁 CORPORATE RATE (USD) | ▼☐📁 Items · ▶☑📁 1 Bedroom Apartment · ▶☐📁 2 Bedrooms Apartment

Mass Modify, Continued

**Mass Modify –
Rates**
(continued)

Step	Action
6	Complete the following:

If....	Then....
Increase by Amt/Pct	
Decrease yb Amt/Pct	

Increase by Amt/Pct:

Step	Action
1	Select ⊙ Increase :
2	If increasing one of the rate types below, select the rate type from the drop-down list. i.e. Extra Adult, Child 1 Child 2 or Child 3. If these are not needed then leave as Selected Rate. Selected Rate ▼ Selected Rate Extra Adult Child 1 Child 2 Child 3
3	Enter the amount or percent. ⊙ By Amount ○ By Percent * [____]

Decrease yb Amt/Pct:

Step	Action
1	Select ⊙ Decrease :
2	If decreasing one of the rate types below, select the rate type from the drop-down list. i.e. Extra Adult, Child 1 Child 2 or Child 3. If these are not needed than leave as Selected Rate. Selected Rate ▼ Selected Rate Extra Adult Child 1 Child 2 Child 3
3	Enter the amount or percent. ⊙ By Amount ○ By Percent * [____]

Mass Modify, Continued

**Mass Modify
– Rates**
(continued)

Step	Action

6 (continued)	

If….	Then….
Increase by different Amts/Pcts	<table><tr><th>Step</th><th>Action</th></tr><tr><td>1</td><td>Select ⦿ Increase Selected Rates by:</td></tr><tr><td>2</td><td>Enter the person(s) rate being increased. These may be different or vary from each other. ✳ Person 1: Person 2: Person 3: Person 4:</td></tr><tr><td>3</td><td>Select whether this is a currency amount or percent. ⦿ Amount ◯ Percent</td></tr></table>
Decrease by different Amts/Pcts	<table><tr><th>Step</th><th>Action</th></tr><tr><td>1</td><td>Select ⦿ Decrease Selected Rates by:</td></tr><tr><td>2</td><td>Enter the person(s) rate being decreased. These may be different or vary from each other. ✳ Person 1: Person 2: Person 3: Person 4:</td></tr><tr><td>3</td><td>Select whether this is a currency amount or percent. ⦿ Amount ◯ Percent</td></tr></table>
Set rates	Select ⦿ Set Selected Rates to: and enter the rates. ✳ Person 1: Person 2: Person 3: Person 4: Extra Adult: Child (age 0-18)

Note: You can only use Increase/Decrease option in Mass Modify when a rate value currently exists on the rate/item

**Mass Modify
– Rates**
(continued)

Step	Action
7	For the period beginning: Select the start and end dates. ✱ 03/06/2011 through: ✱ 03/06/2011
8	For Apply Changes to: , select • ✱ ☑ Day of Week: ALL if the change applies to every days of the week during the selected period • ☑ Sun ☑ Mon ☑ Tue ☑ Wed ☑ Thu ☑ Fri ☑ Sat if it only applies to select specific days
9	Click the **Update** button to submit changes.

Mass Modify, Continued

Mass Modify – Rates
(continued)

The results are displayed on the screen.

Result	Definition
SUCCESS	The update was successful
INVRATEITEM	The update did not complete because you have selected an item that is not associated with the rate plan you want to modify
REQERR	The update did not complete, because : • You have used the Increase/Decrease options on a rate plan without any pricing loaded • You have used Mass modify on a rate plan that is based on the value of another rate.

Click the **OK** button to return to the **Mass Update Pricing** screen.
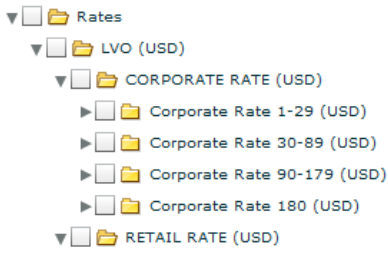
Click **Reset** to clear the Mass Modify home screen if further changes are going to be applied.

**Mass Modify –
Inventory**

From the Property Dashboard click on the » Mass Modify link.

To modify Inventory follow the steps below:

Step	Action
1	Select **Mass Update Inventory** ▼ from the drop-down list.
2	Click the arrow to the left of the Rates file ▶ 📁 Rates to display the list of available rate plans. ▼ ☐ 📁 Rates 　▼ ☐ 📁 LVO (USD) 　　▼ ☐ 📁 CORPORATE RATE (USD) 　　　▶ ☐ 📁 Corporate Rate 1-29 (USD) 　　　▶ ☐ 📁 Corporate Rate 30-89 (USD) 　　　▶ ☐ 📁 Corporate Rate 90-179 (USD) 　　　▶ ☐ 📁 Corporate Rate 180 (USD) 　　▼ ☐ 📁 RETAIL RATE (USD)
3	Select the rate check box(es) ☑ to the left of the rate name(s). Use the ▶ to display any nested rates if applicable. ▼ ☐ 📁 Rates 　▼ ☑ 📁 LVO (USD) 　　▼ ☐ 📁 CORPORATE RATE (USD) 　　　▶ ☐ 📁 Corporate Rate 1-29 (USD) 　　　▶ ☐ 📁 Corporate Rate 30-89 (USD) 　　　▶ ☐ 📁 Corporate Rate 90-179 (USD) 　　　▶ ☐ 📁 Corporate Rate 180 (USD) 　▶ ☐ 📁 RETAIL RATE (USD)
4	Click the ▶ to the left of Items to display the list of all available items. ▼ ☐ 📁 Items 　▶ ☐ 📁 1 Bedroom Apartment 　▶ ☐ 📁 2 Bedrooms Apartment
5	Select the item check box(es) ☑ to the left of the item name(s) in the *Items* list. Use the ▶ to display any nested rates if applicable. ▼ ☐ 📁 Rates　　　　　　　　▼ ☐ 📁 Items 　▼ ☑ 📁 LVO (USD)　　　　　▶ ☑ 📁 1 Bedroom Apartment 　　▼ ☐ 📁 CORPORATE RATE (USD)　▶ ☑ 📁 2 Bedrooms Apartment
6	Enter the Quantity: ✳ [＿＿＿＿]

	Step	Action
Mass Modify – Inventory (continued)	**7**	For the period beginning: Select the start and end dates. * 03/06/2011 through: * 03/06/2011
	8	For Apply Changes to: , select • * ☑ Day of Week: ALL if the change applies to every days of the week during the selected period • ☑ Sun ☑ Mon ☑ Tue ☑ Wed ☑ Thu ☑ Fri ☑ Sat if it only applies to select specific days
	9	Click the Update button to submit changes.

The results are displayed on the screen.

Result	Definition
SUCCESS	The update was successful
INVRATEITEM	The update did not complete because you have selected an item that is not associated with the rate plan you want to modify

Click the OK button to return to the **Mass Update Inventory** screen.

Click Reset to clear the Mass Modify home screen if further changes are going to be applied

Mass Modify, Continued

Mass Modify - Restrictions

A full list of the Sell Rules and definitions are available in the Appendix section of this guide.

To modify Restrictions follow the steps below.

Step	Action
1	Select **Mass Update Restriction** ▼ from the drop-down list.
2	Click the arrow to the left of the Rates file ▶ 📁 Rates to display the list of available rate plans. ▼ 📁 Rates 　▼ 📁 LVO (USD) 　　▼ 📁 CORPORATE RATE (USD) 　　　▶ 📁 Corporate Rate 1-29 (USD) 　　　▶ 📁 Corporate Rate 30-89 (USD) 　　　▶ 📁 Corporate Rate 90-179 (USD) 　　　▶ 📁 Corporate Rate 180 (USD) 　　▼ 📁 RETAIL RATE (USD)
3	Select the rate check box(es) ☑ to the left of the rate name(s). Use the ▶ to display any nested rates if applicable 　▼ 📁 LVO (USD) 　　▼ 📁 CORPORATE RATE (USD) 　　　▶ ☑ 📁 Corporate Rate 1-29 (USD) 　　　▶ ☑ 📁 Corporate Rate 30-89 (USD) 　　　▶ ☑ 📁 Corporate Rate 90-179 (USD) 　　　▶ ☐ 📁 Corporate Rate 180 (USD) 　　▼ 📁 RETAIL RATE (USD) 　　　▶ ☑ 📁 Retail Rate 1-29 (USD) 　　　▶ ☑ 📁 Retail Rate 30-89 (USD) 　　　▶ ☑ 📁 Retail Rate 90-179 (USD) 　　　▶ ☐ 📁 Retail Rate 180 (USD)
4	Click the ▶ to the left of Items to display the list of all available items. ▼ 📁 Items 　▶ 📁 1 Bedroom Apartment 　▶ 📁 2 Bedrooms Apartment
5	Select the item check box(es) ☑ to the left of the item name(s) in the *Items* list. Use the ▶ to display any nested rates if applicable. 　▼ 📁 LVO (USD)　　　　　　　▼ 📁 Items 　　▼ 📁 CORPORATE RATE (USD)　▶ ☑ 📁 1 Bedroom Apartment 　　　▶ ☑ 📁 Corporate Rate 1-29 (USD)　▶ ☑ 📁 2 Bedrooms Apartment 　　　▶ ☑ 📁 Corporate Rate 30-89 (USD)
6	Select the restriction from the drop-down list. Sell Rule: ＊ **Close** ▼　Remove ☐

Continued on next page

**Mass Modify
- Restrictions**
(continued)

Step	Action
7	For the period beginning: Select the start and end dates. * 03/06/2011 🗓 through: * 03/06/2011 🗓
8	For Apply Changes to: , select • *☑ Day of Week: ALL if the change applies to every days of the week during the selected period • ☑ Sun ☑ Mon ☑ Tue ☑ Wed ☑ Thu ☑ Fri ☑ Sat if it only applies to select specific days
9	Click the Update button to submit changes.

The results are displayed on the screen.

Rate Update Result				Items	
Result	Message	Rate Description	Rate ID	Item Description	Item ID
SUCCESS	Request	Rate Level 0 (LV0)	302700	Run of house	31245
SUCCESS	Request	Rate Level 0 (LV0)	302700	Standard room Double bed	31243

*☑ Day of Week: ALL   OK
☑ Sun ☑ Mon ☑ Tue ☑ Wed ☑ Thu ☑ Fri ☑ Sat

Result	Definition
SUCCESS	The update was successful
INVRATEITEM	The update did not complete because you have selected an item that is not associated with the rate plan you want to modify

Click the OK button to return to the **Mass Update Restrictions** screen.

Click Reset to clear the Mass Modify home screen if further changes are going to be applied

Mass Modify, Continued
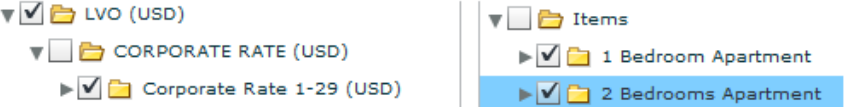
Mass Modify Policies

Default policies for your property are set in the Preferences menu. Each rate plan will inherit these policies, unless they are built with a different one. However, you can override policies for a specific period, using the Mass modify.

Warning: Policy upates can only be set at Rate/Item level and will only apply at that level.

Note: if a policy is missing from the available selection, please contact Data Services.

To modify seasonal rate Policies follow the steps below:

Step	Action
1	Select **Mass Update Policy** ▼ from the drop-down list.
2	Click the arrow to the left of the Rates file ▶ 📁 Rates to display the list of available rate plans. ▼ 📁 Rates ▼ 📁 LVO (USD) ▼ 📁 CORPORATE RATE (USD) ▶ 📁 Corporate Rate 1-29 (USD) ▶ 📁 Corporate Rate 30-89 (USD) ▶ 📁 Corporate Rate 90-179 (USD) ▶ 📁 Corporate Rate 180 (USD) ▼ 📁 RETAIL RATE (USD)
3	Select the rate check box(es) ☑ to the left of the rate name(s). Use the ▶ to display any nested rates if applicable. ▼ ☑ 📁 LVO (USD) ▼ 📁 CORPORATE RATE (USD) ▶ ☑ 📁 Corporate Rate 1-29 (USD) ▶ ☑ 📁 Corporate Rate 30-89 (USD) ▶ ☑ 📁 Corporate Rate 90-179 (USD) ▶ ☑ 📁 Corporate Rate 180 (USD) ▼ 📁 RETAIL RATE (USD) ▶ ☑ 📁 Retail Rate 1-29 (USD) ▶ ☑ 📁 Retail Rate 30-89 (USD) ▶ ☑ 📁 Retail Rate 90-179 (USD) ▶ ☑ 📁 Retail Rate 180 (USD)
4	Click the ▶ to the left of Items to display the list of all available items. ▼ 📁 Items ▶ 📁 1 Bedroom Apartment ▶ 📁 2 Bedrooms Apartment
5	Select the item check box(es) ☑ to the left of the item name(s) in the *Items* list. Use the ▶ to display any nested rates if applicable. ▼ ☑ 📁 LVO (USD) ▼ 📁 Items ▼ 📁 CORPORATE RATE (USD) ▶ ☑ 📁 1 Bedroom Apartment ▶ ☑ 📁 Corporate Rate 1-29 (USD) ▶ ☑ 📁 2 Bedrooms Apartment

Continued on next page

Mass Modify, Continued

Mass Modify Policies
(continued)

Step	Action
6	Select the Guarantee Policy: [Please make a selection ▼] Cancel Policy: [Please make a selection ▼]
7	For the period beginning: Select the start and end dates. * 03/06/2011 through: * 03/06/2011
8	For Apply Changes to: , select • * ☑ Day of Week: ALL if the change applies to every days of the week during the selected period • ☑ Sun ☑ Mon ☑ Tue ☑ Wed ☑ Thu ☑ Fri ☑ Sat if it only applies to select specific days
9	Click the [Update] button to submit changes.

The results are displayed on the screen.

Rate Update Result

Result	Message	Rate Description	Rate ID	Item Description	Item ID
SUCCESS	Request	Published Rack Rate (PUBR)	302720	Standard room Double bed	31243
SUCCESS	Request	Published Rack Rate (PUBR)	302720	Suite	31246
SUCCESS	Request	Published Rack Rate (PUBR)	302720	Superior room King bed	31244

* ☑ Day of Week: ALL   [OK]

Result	Definition
SUCCESS	The update was successful
INVRATEITEM	The update did not complete because you have selected an item that is not associated with the rate plan you want to modify

Click the [OK] button to return to the **Mass Update Policies** screen.

Click [Reset] to clear the Mass Modify home screen if further changes are going to be applied

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Inventory/Rates History

Inventory and Rate History

Inventory/Rate History on the dashboard will display changes made to existing inventory, restrictions or rate based on the date(s) affected, or the date the change was applied. Follow the steps below to use Inventory/Rate History.

Step	Action
1	From the Dashboard click the *Inventory/Rate History* link.
2	Select the radio button for the history you are looking for. _If ..._ / _Then ..._ Inventory & restrictions — Click ⦿ Inventory History Rate — Click ⦿ Rate History
3	Select the applicable rate and/or item. **Rate** Select Rate ▾ **Item** Select Item ▾
4	Select applicable period. _If ..._ / _Then ..._ **Date Change Applied** — Select Search on Date Change Applied ▾ **Date(s) Affected** — Select Search on Date(s) Affected ▾
5	Enter dates in the **From** and **Through** fields. From 16/06/2011 ▾ Through 23/06/2011 ▾
6	Click the View History button.

Continued on next page

Inventory/Rates History, Continued

Displayed History

Inventory History result screen:

Request Date	User	Begin Date	End Date	SMTWTFS	Remove	Item	Rate	Sell Rule	Qty	Inv Type	Pattern	Allocation
16 Jun 2011 02:32 PM	Ingrid Haesmans	16/06/2011	16/06/2011	YYYYYYY			Rate Level 0 (LV0)	CLOSE				
16 Jun 2011 01:30 PM	Ingrid Haesmans	16/06/2011	16/06/2011	YYYYYYY		Run of house	Rate Level 0 (LV0)		53			
16 Jun 2011 01:30 PM	Ingrid Haesmans	16/06/2011	16/06/2011	YYYYYYY		Standard room Double bed	Rate Level 0 (LV0)		53			

Rate History result screen:

Request Date	User	Begin Date	End Date	SMTWTFS	Item	Rate	Adult 1	Adult 2	Adult 3	Adult 4	Details
10 Jun 2011 09:45 AM	Pegs Training	10/06/2011	31/12/2020	YNNNNNY	Suite	Rate Level 0 (LV0)	$360.00	$360.00			View
10 Jun 2011 09:45 AM	Pegs Training	10/06/2011	31/12/2020	NYYYYYN	Suite	Rate Level 0 (LV0)	$370.00	$370.00			View
10 Jun 2011 09:45 AM	Pegs Training	10/06/2011	31/12/2020	YNNNNNY	Superior room King bed	Rate Level 0 (LV0)	$240.00	$240.00			View
10 Jun 2011 09:45 AM	Pegs Training	10/06/2011	31/12/2020	NYYYYYN	Superior room King bed	Rate Level 0 (LV0)	$250.00	$250.00			View
10 Jun 2011 09:45 AM	Pegs Training	10/06/2011	31/12/2020	YNNNNNY	Standard room Double bed	Rate Level 0 (LV0)	$190.00	$190.00			View
10 Jun 2011 09:45 AM	Pegs Training	10/06/2011	31/12/2020	NYYYYYN	Standard room Double bed	Rate Level 0 (LV0)	$200.00	$200.00			View
10 Jun 2011 09:45 AM	Pegs Training	10/06/2011	31/12/2020	YNNNNNY	Run of house	Rate Level 0 (LV0)	$190.00	$190.00			View
10 Jun 2011 09:45 AM	Pegs Training	10/06/2011	31/12/2020	NYYYYYN	Run of house	Rate Level 0 (LV0)	$200.00	$200.00			View

Reservations

My Arrivals   My Arrivals is found on the Dashboard, and lists the five arrivals that are closest to the current date. You can view more of your arrivals by clicking the [More] button, up to 100 per page.

Clicking the **Confirmation** link allows you to view all of the reservation details.

Note: The reservations notification you receive via email will not contain credit card details, you must retrieve the reservation in the PMM in order to get this information. Only users with the privilege to view credit cards attached to their user role will be able to access credit card information on reservations.

My Arrivals

Booking Date: [_____] [⊙▼]   Arrival Date: [_____] [⊙▼]   [Filter] [Clear]

* Multiple Room Booking

Guest	Booked	Arrival	Nights	Guests	Status	Confirmation	Commission
Burggraf, Christine	11 Jul 2011	10 Nov 2011	2	2	Booked	122834119	NC
Kirschner, Uwe	30 Jun 2011	10 Nov 2011	3	3	Canceled	125521540	NC
Koch, Norbert	18 Jul 2011	10 Nov 2011	2	2	Booked	120416591	NC
Koenigsberger, Herbert	30 Jun 2011	10 Nov 2011	3	3	Booked	120382978	NC
Kuerschner, Uwe	11 Jul 2011	10 Nov 2011	3	3	Booked	118243195	NC
Matt, Anneliese	11 Aug 2011	10 Nov 2011	3	2	Booked	118919455	NC
Matt, Anneliese	11 Jul 2011	10 Nov 2011	3	2	Canceled	122945402	NC
Peter, Stephan	22 Aug 2011	10 Nov 2011	3	2	Booked	119648420	NC

Reservation Find-View

Reservation Find-View provides search options for retrieval of reservations.

Follow the steps below to use **Reservation Find-View**.

Step	Action
1	From the Dashboard click the *Reservation Find-View* link.
2	From the **Reservation Find-View** screen you now search one of two ways.

If searching by ...	Then ...
Find by...	You can enter information in one of the fields listed below: Resv/Cancel #: , Phone #: , Email: , PNR Locator:
Find by Name	You search with a combination of the fields listed below. • Last Name (% for all): , • Sounds Like Last Name: , First Name: , Profile Number: , CC (Last 4): , Phone (Partial): , Zip/Postal Code: , Guest Type: , Arrival Date, Booked Date, Departure Date, 06/08/11, Exact, +/- 3 Days, +/- 5 Days, +/- 10 Days, +/- 30 Days, +/- 60 Days, Start Search • A partial Last Name or Sounds Like Last Name and Date is required for a name search.

Step	Action
3	For a search on past bookings, un-check Show only future bookings ☑
4	Click the Start Search button.

Continued on next page

Reservations, Continued

List Return

Based on the parameters you search by in Reservation Find-View you will have a list return in the screen.

Clicking the **Reservation** number link allows you to view all of the reservation details.

Note: Only users with the privilege to view credit cards attached to their user role will be able to access credit card information on reservations.

MUELLER , KLAUS	Booked	Wednesday 02 Nov 2011		Hotel	€ 0,00	Detail	€ 166,00	121277706
OTTERSTAETTER , M	Booked	Monday 31 Oct 2011		Hotel	€ 0,00	Detail	€ 331,98	383486306589
OTTO , ROLF	Booked	Saturday 05 Nov 2011		Hotel	€ 0,00	Detail	€ 159,99	118285413
PRICE , IAN	Booked	Sunday 06 Nov 2011		Hotel	€ 0,00	Detail	€ 159,99	03469138100
SCHADT , ANDREA	Booked	Tuesday 01 Nov 2011		Hotel	€ 0,00	Detail	€ 216,00	124475667
SCHUSTER , SILKE	Booked	Sunday 30 Oct 2011		Hotel	€ 0,00	Detail	€ 331,50	143469920347

Appendix

System Requirement Basics

You will need to have the **system requirements** listed below to use RezView NG.

Part	Function
User ID	Login for RezView NG
Windows XP or Windows Vista	Operating System
Internet Explorer v. 6 or higher	Internet Browser
Adobe Flash Player v 9 or higher	View Flash programs in RezView NG
Sun Java v 1.5 or higher	View Java programs in RezView NG
Disable Pop-up Blocker	Allows pop-up windows in RezView NG

System Requirement PC Hardware

Listed next are the **minimum requirements**, and the recommended requirements for **PC Hardware** for RezView NG.

Part	Minimum Requirement	Recommended Requirement
CPU	1GHz	2GHz
RAM	512Mb	1GB
Monitor	17"	17" or greater
Screen Resolution	1024x768 (1280x1024 for chain level)	1280x1024 or greater
Hard Drive	20GB	20GB or greater
Internet Connectivity	128Kbps	300Kbps

Sell Rules Table

Arrival Based Restrictions	Function
LOS (Length of Stay) Pattern	This is a date of arrival restriction that allows you to set more than one length of stay requirements in a period. On days restricted, guests can stay only if the number of nights requested is equal to a number of nights specified in the length of stay pattern. For example, a restriction is set with a 2, 4, and 7 night LOS Pattern in July (2,4,7+); this allows guests to stay if they book a two, four, seven or more stay in July. ***Note:*** Setting a Min LOS on a particular day could alter the LOS Pattern.
Closed to Arrival (CTA)	This prevents guests from arriving on a particular date or specific days of the week. Reservations can be made if the stay includes a restricted day, as long as the guest does not arrive on the day restricted.
Minimum Length of Stay (Min LOS)	This adds a requirement of a minimum number of nights when the guest's date arrival is on a day restricted. For example, if you have a Minimum Length of Stay restriction on Saturday for 3 nights, a guest trying to book a new reservation for Saturday only, would not be able to book a reservation, as it does not satisfy the minimum length of stay restriction of 3 nights.
Maximum Length of Stay (Max LOS)	This will place a limit on the guest's stay to a maximum number of nights allowed when the guest's date arrival is on a day restricted. For example, if you have a Maximum Length of Stay restriction on Saturday for 4 nights, a guest trying to book a new reservation for Saturday through Friday, would not be able to book a reservation, as it exceeds the maximum number of days on the restriction.
Not Length of Stay (Not LOS)	This puts a restriction on a particular number of days that a booking will not be accepted. For example, if you set the Not Length of Stay at 4, a guest could not book a 4 night stay.
Length of Stay Increments (LOS Increments)	This stipulates that you will only accept bookings that meet specific number of night increments. For example, you set the LOS increment at 2; then, a guest must book their stay for 2, 4, 6, 8 etc. nights but no other.
Minimum Advance Booking (Min Advance Book)	This puts a restriction on how close to the arrival date a booking can be made.
Maximum Advance Booking (Max Advance Book)	This sets a limit on how far in advance a reservation can be booked.

Appendix, Continued

Sell Rules Table
(continued)

Departure Based Restriction	Function
Closed to Departure (CTD)	No reservations can be made having a departure date falling on this date or in this date range.

Stay Based Restrictions	Function
Remove All	The Remove All option will remove all restrictions set on a selected period.
Close	This will cause your property/rate/item to be unavailable on the dates selected. This could be used for reasons such as seasonal property closures or properties closed for renovation.
Minimum Stay Through (Min Stay Thru)	If any part of a new reservation touches the Stay-Through restriction date(s), it must match or exceed the number of days on the stay restriction in order to be booked. For example, today is Monday and if a Stay Through restriction is set up on Tuesday for 4 nights, a guest trying to book a reservation for Monday through Wednesday would not be able to book a reservation, as it does not meet or exceed the number of days on the Min Stay Through restriction. If a guest wanted to stay Monday through Friday (5 nights), then he or she would be able to book the reservation.
Sell Through LOS	This allows a guest to book over a restricted period if their stay meets or exceeds the minimum length of stay. For example, if the sell though LOS on a certain day is 5 days it means that this day will be closed unless there is a booking arriving or including that day for 5 or more days
Min Occupancy	This will set a minimum occupancy restriction on the room type. For example, a two bedroom suite could have a minimum occupancy of 2 people, so one person could not book a reservation.
Max Occupancy	This will place a limit on the number of people that can occupy a specific room type. For example, a party of 5 could not book a reservation with a maximum occupancy of 4.