Training Distribution, Channel Management & Reservations

Agenda

- Introduction to Basics

- Distribution Management

- Channel Management

- Reservations

Connect your hotel to 600,000 travel agents and 1000's of web sites.

Distribution Management

What | **Where** | **How Much** | **For How Much**

Distribution – What Exactly that is?

Hotel (Rooms) Distribution is the process of making a product (Rooms/ Packages) or service available for use by a consumer or business user, using direct means, or using indirect means with intermediaries.

Is intermediaries really important? Yes!

An **intermediary** (or **go-between**) is a third party that
offers intermediation services between two trading parties (Hotels & Traveler).
The intermediary acts as a conduit for goods or services offered by a supplier to
a consumer.

Why Intermediaries?

- Selling through wholesalers and retailers usually is much more efficient and cost effective than direct sales

Right product in the *right* place at the *right* time at the *right* price and under the right set of conditions or circumstances

Information that is distributed:

The four main categories of information that need to be distributed are:

- Hotel rates (frequently changing — dynamic)
- Hotel availability (frequently changing — dynamic)
- Hotel information such as room types, package types, amenities, location, contact information, meeting space (infrequently changing — static)
- Rich content such as photos and video (some dynamic and some static), which is a category that is growing in importance

Direct/ Indirect Channels Examples

Direct Channels

- Property reservations department

- Central Reservations Systems/ Voice

    - Affiliate Reservation Network (Hotel Chain)
    - Non-Affiliate Reservation Network

- Internet Channels

    - Branded Website
    - Social Media apps (Facebook, Google, Yahoo etc.)
    - Mobile Apps
    - Kiosks

Indirect Channels

- Cluster Reservations Offices

- Global Distribution Systems

    - Sabre
    - Galileo
    - Amadeus
    - WorldSpan

- Online Travel Agencies
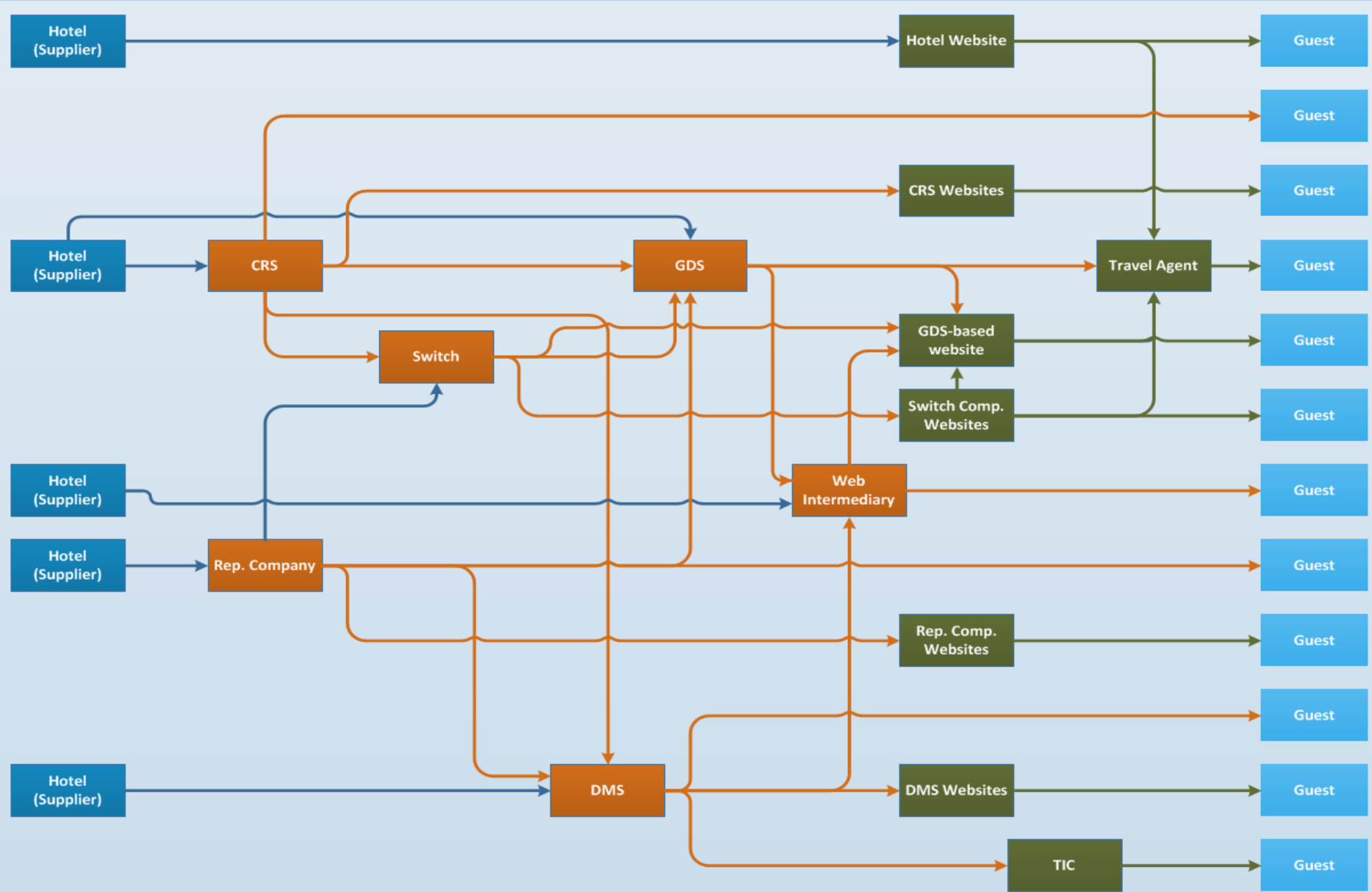
Different types of Distribution

| Supplier | Selling Direct to Guest → | Guest |

Selling through Retailers to Guest

| Supplier | → | Retailer | → | Guest |

Selling through Wholesaler to Guest

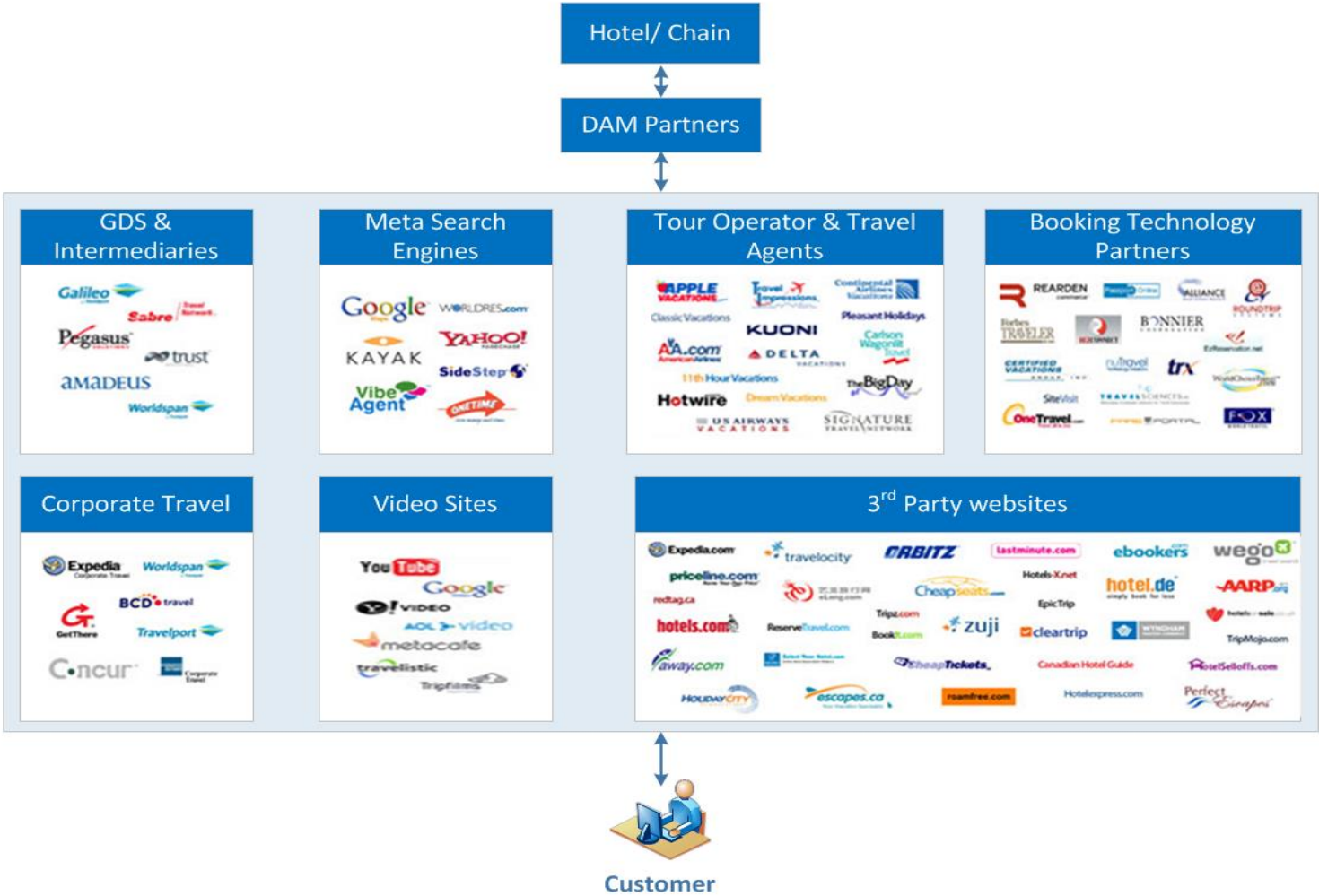| Supplier | → | Wholesaler | → | Retailer | → | Guest |

Visual Content Distribution

Hotel Content Distribution

Advantages/ Disadvantages – Indirect Channels

Advantages:

- Maintaining a brand presence – Billboard Effect (Global presence)

  (Cornell Study 2012): The Billboard Effect tells that 23% more bookings direct to brand website when present on OTAs.

- Cost Saving: The members of distribution channel are specialized in what they do and perform at much lower costs than companies trying to run the entire distribution channel all by itself.

- Boosting Sales: Resellers often use persuasive techniques to persuade customers into buying a product thereby increasing sales for that product.

Disadvantages:

- Revenue Loss: The hotels sells his rooms/ packages to the intermediaries at costs lower than the price at which these intermediaries sell to the final customers.

- Loss of Product Importance: The importance given to a hotel's product by the members of the distribution channel is not under the hotels' control.

Advantages/ Disadvantages – Direct Channels

Advantages:

- Revenue Share: No intermediaries' costs the price at which hotel sells to the final customers is all hotel's revenue

- Customer and Loyalty: Direct relationship with customer

- Product: Product Selling Priority, Direct customer feedback on products etc.

Disadvantages:

- Customer acquisition is expensive and overall cost of selling is high

- Marketing: Many hoteliers claim they cannot afford to market themselves via the Internet and that is why they resort to the OTAs

- No global presence

Systems to be considered in Distribution

- Central reservation system (CRS)
- Channel management Tools
- Property management system (PMS)
- Connectivity to GDS, OTA, search engine

Methods of Distribution

- Extranet
- Direct Connects
- Switches
- Channel Management Tool

Electronic Distribution Channels

Hotels make their products & Services available via electronic channels.

Categories of Electronic Distribution Channels:-

1. Global Distribution System (GDS)

    - Amadeus, Sabre, WorldSpan & Galileo

2. Internet Distribution System (IDS)

    - OTAs

    - Travel Agents

    - Wholesalers

    - Tour Operators

Global Distribution System (GDS) Channels

- GDS link directly to the Reservation Systems (CRS) of the hotels, airline, car rental and travel agency companies on a worldwide basis and provide access to inventories around the world.

- Most Central Reservation Systems (CRSs) connect with one or more of the GDSs

- Historically, each GDS was owned by an airline company or consortium of airlines

Benefits:
- A Global Bookings Channel
- Global Marketing: Exposing you to the global travel market
- Administration: Manages rates on multiple channels, integrates with back office, front office.

Internet Distribution System (IDS) Channels

- Typically, IDSs are operated by independent website sponsors that implement an online hotel reservation booking engine

- Ways to connect;

    - Channel management tool

    - Connection to Hotel's Central Reservation System (CRS)

    - Connection to a switching company (Pegasus, HBSi or Derbysoft) that connects to hotel's CRS

    - Connection to GDS that connects to Hotel's CRS

Distribution Partner's Business Models:

There are three types of arrangements/business models that vendors offer with the hotels:

- **Merchants/ Wholesaler** : Merchants take control of your inventory and stand between you and the guest. Hotel receives _net rate_ after intermediary get compensated based on negotiated percentage with the hotel. (15%-35%)

- **Travel Agents**: Intermediary is compensated on a _commission basis_ based on a pre-negotiated percentage. The commission is paid by the hotels after the total room rate is sent to the property. (10% - 25%)

- **Opaque** – Brands not disclosed to consumer until after sale, hotel gets pre-negotiated rate with vendor. (35% - 50%)

IDS processing Models:

- Transparent Sites – Expedia.com, Hotels.com, Travelocity.com etc.

- Opaque Sites: Brand Opaque: Hotwire.com

- Auction basis – Auctions or name your own price (Priceline.com) "Name their own price"

Examples of OTA using their own concept of Opaque:

- Travelocity / Lastminute - Top Secret Hotels
- Getaroom.com - Unpublished Rates
- Booking - Hidden Hotel
- GTAHotels.com - Mystery Hotel
- HotelsCombined.com - Hotel Roulette
- TravBuddy.com - Hotel Roulette
- Easyclicktravel.com - Off The Record
- HotelDirect.co.uk - Hidden Gem' Hotels
- BookIt.com - Mystery Hotel
- SuperBreak.com - Mystery Hotels

Few Terms in Distribution

Rate Parity, can be defined as maintaining consistent rates for the same product in all online distribution channels—Expedia, Orbitz, Hotwire, etc.—regardless of what commission the OTA makes.

Rate parity strengthens customer loyalty and encourages guests to book directly with the hotel where terms/policies may be more flexible, given the same pricing as in other channels.

Hotel need to log and configure the taxes and margins of the 3rd party websites correctly.

Rate integrity, is identified as justifying price discounts to ensure a hotel isn't slashing rates for no reason.

Opaque Pricing, Hidden discounts through non-branded offers. Use opaque channels like Priceline and Hotwire to unload distressed inventory.

They provide wonderful reports showing hotel exactly what demand volume exists at each price point.

Hotel Channels Management:

Channel Management, is about managing a multitude of channels along with

optimizing the bookings and revenue.

Hoteliers observe and find out which distribution channels have the highest ROI

and adapt their strategy accordingly..

Distribution Channels:
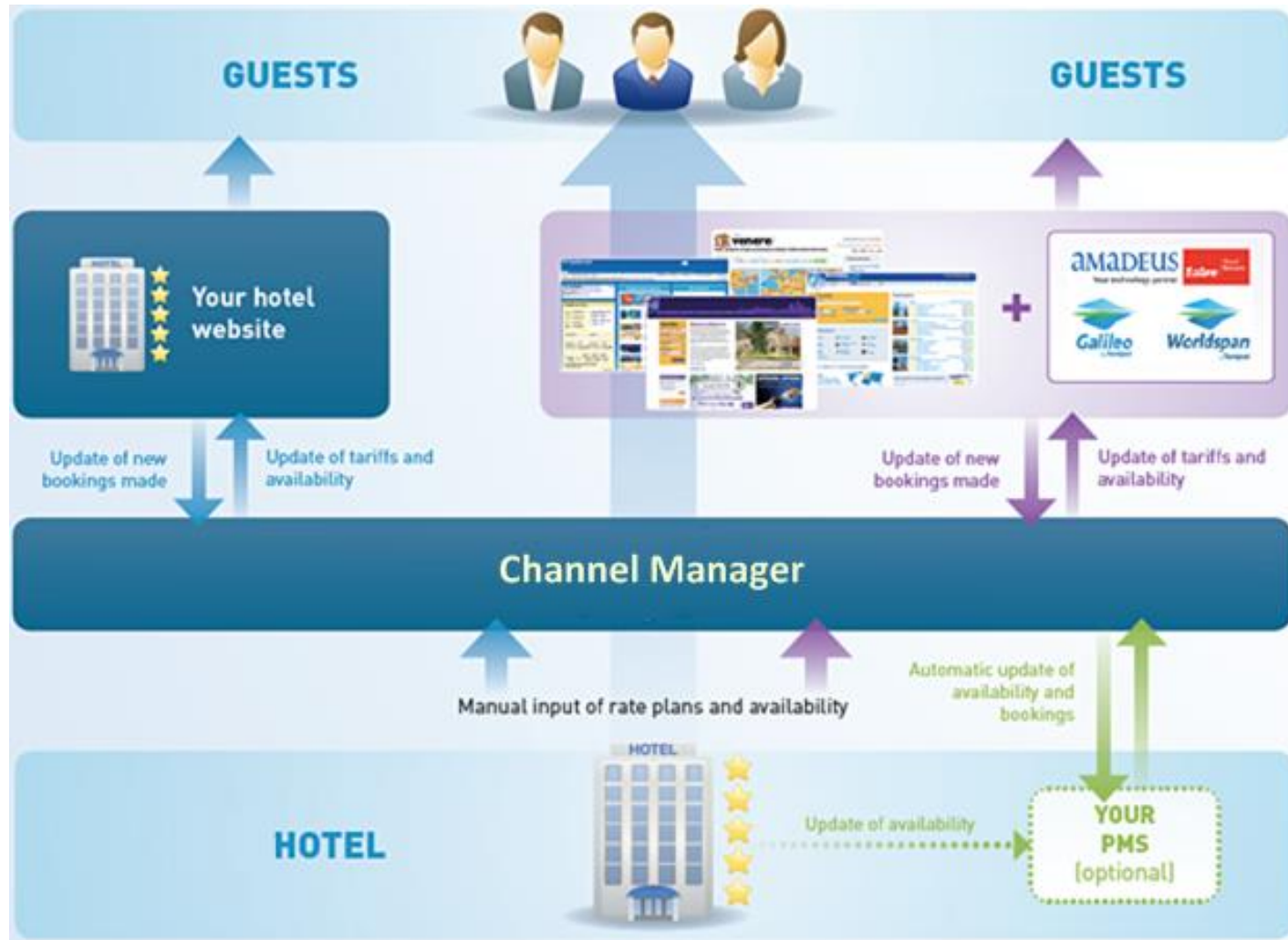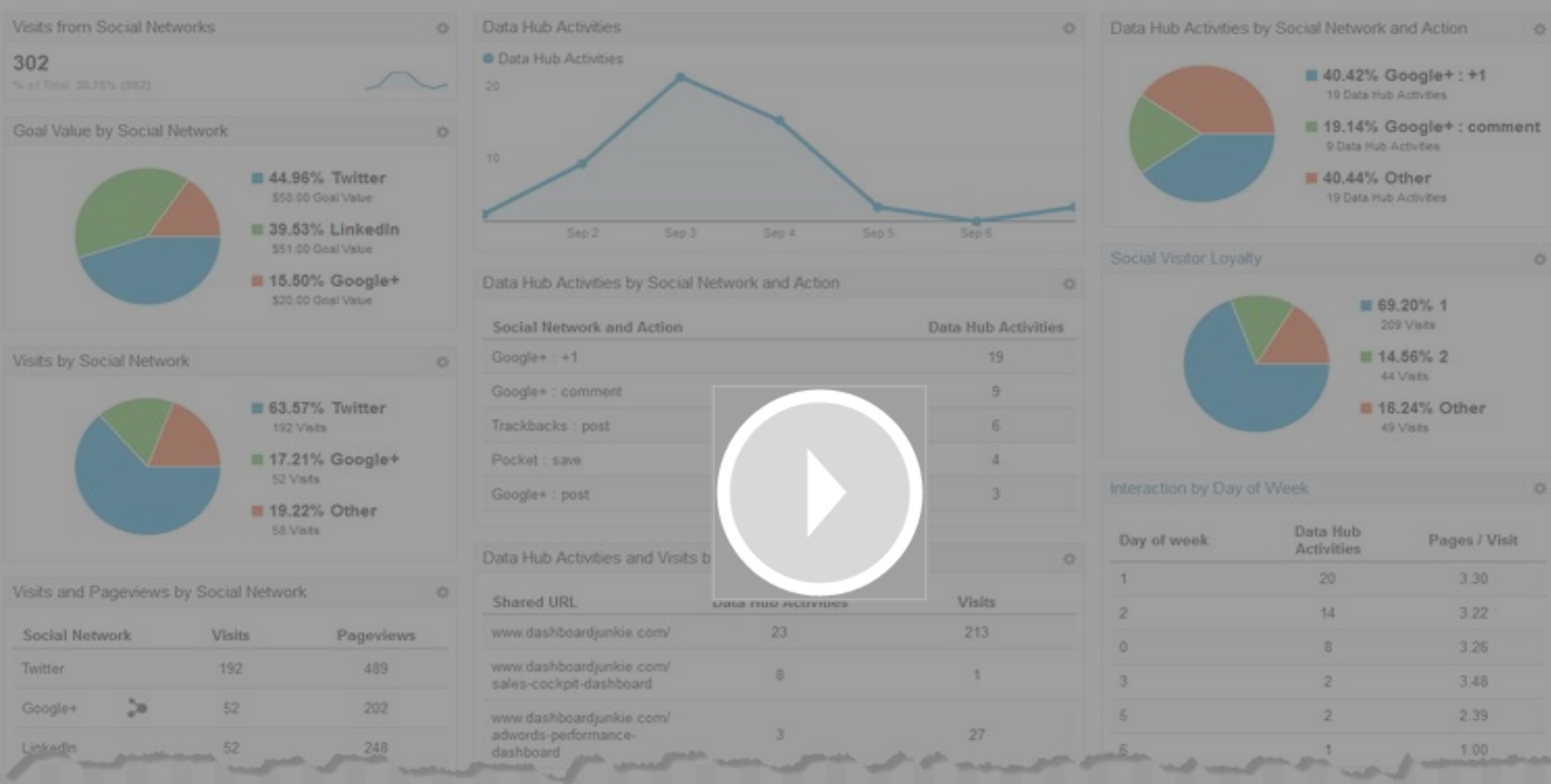
Applications Demo

Extranet: Hotel – OTA

Extranet Login

destee

•••••••

Login

Hotel	Summary	Packages	Reservations

| Hotel information | Media | Location | Facilities | Extras & Fees | Restaurant | Rooms generally |

Hotel information

General Information

Hotel Name

Hotel De Stee

Short name

Hotel De Stee

Address

Hoofdstraat 24

Zip code

7873 BC

Place

Odoorn   NOTE: AutoComplete

Province

Drenthe

Country

Netherlands

Label	Link
HotelSpecials.nl	http://www.hotelspecials.nl/hotels/hotel_de_stee.html
HotelSpecials.be	http://www.hotelspecials.be/hotels/hotel_de_stee.html
HotelAanbiedingen.nl	http://www.hotelaanbiedingen.nl/hotels/hotel_de_stee.html

Telephone number

0591 512263   (Example: 0031235346806)

Fax

0591 513618   (Example: 0031235346806)

Tax

Prices   excluding taxes, € ... per person / ▼

Price   €   1.50

Children

Max. (Number) children per room   1 ▼

Category 1   0   t / m   4   (Age in years)

Category 2   5   t / m   12   (Age in years)

Category 3   t / m   (Age in years)

Arrival

Check-in from   15:00 ▼

Check-out until   12:00 ▼

Is it possible to check in? Earlier

Yes, but not in the room. Possibility to baggage claim. ▼

What are the opening hours?

◯ 24-hour front desk

◉ Hours: 08:00 ▼   to   23:00 ▼

Store   Cancel

Hotel | Summary | Packages | Reservations

Hotel information | **Media** | Location | Facilities | Extras & Fees | Restaurant | Rooms generally

Media

Add photos

Hotel

Uncategorized

Hotel	Summary	Packages	Reservations

Period

April 2013

← →

☐ Hide dynamic packages   Price

	April																			
	Mon 01	Tue 02	Wed 03	Thu 04	Fri 05	Sat 06	so 07	Mon 08	Tue 09	Wed 10	Thu 11	Fri 12	Sat 13	so 14	Mon 15	Tue 16	Wed 17	Thu 18	Fri 19	Sat 20
Status entire property	■						■	■	■	■	■		■							

Hotel Offer ❶	April																			
	Mon 01	Tue 02	Wed 03	Thu 04	Fri 05	Sat 06	so 07	Mon 08	Tue 09	Wed 10	Thu 11	Fri 12	Sat 13	so 14	Mon 15	Tue 16	Wed 17	Thu 18	Fri 19	Sat 20
HotelAanbiedingen.nl	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

Room ❶	April																			
	Mon 01	Tue 02	Wed 03	Thu 04	Fri 05	Sat 06	so 07	Mon 08	Tue 09	Wed 10	Thu 11	Fri 12	Sat 13	so 14	Mon 15	Tue 16	Wed 17	Thu 18	Fri 19	Sat 20
Family Room	98	98	98	98	72	72	98	98	98	98	98	98	98	98	98	98	98	98	98	98
Standard room	72	72	64	64	49	49	64	64	64	64	64	64	64	64	64	64	64	64	64	64
Zoo PACKAGE	119	119	119	119	119	119	119	119	119	119	119	119	119	119	119	119	119	119	119	119
Culinary 'High Tea' A	126	126	126	126	126	126	126	126	126	126	126	126	126	126	126	126	126	126	126	126
Bike or Wandelarrang	124	124	124	124	124	124	124	124	124	124	124	124	124	124	124	124	124	124	124	124

| Hotel | Summary | Packages | Reservations |

Period

April 2013

Family Room

Edit data for a longer period of time

Changes are automatically saved

Family Room

April

☐ Extensive

Date	❶ 1 Night	Allotment	Status
Mon 01-04-2013	€ 98.00	1	■
Tue 02-04-2013	€ 98.00	1	☑
Wed 03-04-2013	€ 98.00	1	☑
Thu 04-04-2013	€ 98.00	1	☑
Fri 05-04-2013	€ 72.00	1	☑
Sat 06-04-2013	€ 72.00	1	☑
as 07-04-2013	€ 98.00	1	■

Edit Data for Longer Period:

Standard room

Period

| Of | | To | |

	Mom	Di	Wo	Do	Fr	Sat	So
ⓘ Price 1 Night (€)							
Allotment							

Close Store

---

om

or a longer period of time

s are automatically saved

d room

Extensi

ⓘ 1 Night

4-2013	€ 72.00				
4-2013	€ 72.00		2		☑
4-2013	€ 64.00		2		☑
4-2013	€ 64.00		2		☑

Extranet: Hotel – OTA

Mon 15-04-2013	€ 98.00	1	☑
Tue 16-04-2013	€ 98.00	1	☑
Wed 17-04-2013	€ 98.00	1	☑
Thu 18-04-2013	€ 98.00	1	☑
Fri 19-04-2013	€ 98.00	1	☑
Sat 20-04-2013	€ 98.00	0	☑
as 21-04-2013	€ 98.00	1	☐
Mon 22-04-2013	€ 125.00	10	☐
Tue 23-04-2013	€ 98.00	1	☑
Wed 24-04-2013	€ 98.00	1	☑
Thu 25-04-2013	€ 98.00	1	☑
Fri 26-04-2013	€ 98.00	0	☑
Sat 27-04-2013	€ 98.00	1	☐
as 28-04-2013	€ 98.00	1	☐

Hotel	Summary	Packages	Reservations

Reservations

| Guest arrives in ▼ | 01-02-2013 | 31-03-2013 |

Reservation number [   ]

Name Guest [   ]

[See the reservations]

Total amount of hotel	Room Nights	Reservations
€ 667.50	10	7

[Download excel]

Reservation number	Created	Name Guest	Arrival	Departure	Status	Amount hotel	Payment	Package	Label
MH4890BA4860	12-03-2013 12:59	SI Huiting	13-03-2013	14-03-2013	OK	€ 98.00	At hotel	Standard room	HotelSpecials.nl
MX2716FV2002	17-01-2013 16:31	M Winter	22-02-2013	24-02-2013	OK	€ 157.00	At hotel	Plus room	HotelSpecials.nl
GG9019DQ2369	25-01-2013 17:38	LM Bosman	14-02-2013	15-02-2013	OK	€ 99.50	At hotel	HotelAanbiedingen.nl	HotelAanbiedingen.nl
CA2836MP1751	06-02-2013 21:45	MR Wennink	28-03-2013	29-03-2013	Cancelled	€ 77.50	At hotel	HotelAanbiedingen.nl	HotelAanbiedingen.nl
HB3055KG4220	06-02-2013 22:05	HGM Wennink	28-03-2013	29-03-2013	OK	€ 77.50	At hotel	HotelAanbiedingen.nl	HotelAanbiedingen.nl
LS4380FK3426	13-02-2013 22:15	Mr. Leideman	14-03-2013	15-03-2013	OK	€ 60.00	At hotel	HotelAanbiedingen.nl	HotelAanbiedingen.nl

Distribution Channels Tool:

Hotel Settings

Hotel Name:	**Richard's Demo Hotel**
Hotel Brand:	
* **Country:**	Albania
* **Address:**	
* **City:**	
* **State/Province:**	
* **Zip/Postal Code:**	
* **Phone:**	
Fax:	
URL:	*http://www.example.com*
* **Currency:**	US Dollar
* **Rates include tax & fees:**	●Yes ○No
Net Rate Limits:	Min Max
Sell Rate Limits:	Min Max
Contracted Websites:	**12**
Registration Date:	**2006-03-27**
Contract Start Date:	**2006-03-27**

*   Indicates required field
    Net rate limits only apply to net rate yielding.
    Sell rate limits only apply to sell rate yielding.

Save

Distribution Channels Tool:

Room Settings

Hotel Room Names	Keep Blackouts	Available	Sell Rate	Min. Night Stay	Cut Off	CTA	Breakfast
Room A	☐	Yes ▾	EUR 100.00	2 ▾	2 ▾	NC ▾	NC ▾
Room B	☐	NC ▾	EUR 0.00	NC ▾	NC ▾	NC ▾	NC ▾
Room C	☐	NC ▾	EUR 0.00	NC ▾	NC ▾	NC ▾	NC ▾
Room D	☐	NC ▾	EUR 0.00	NC ▾	NC ▾	NC ▾	NC ▾
Room E	☐	NC ▾	EUR 0.00	NC ▾	NC ▾	NC ▾	NC ▾
Room F	☐	NC ▾	EUR 0.00	NC ▾	NC ▾	NC ▾	NC ▾
Room H	☐	NC ▾	EUR 0.00	NC ▾	NC ▾	NC ▾	NC ▾
Room J	☐	NC ▾	EUR 0.00	NC ▾	NC ▾	NC ▾	NC ▾
Room K	☐	NC ▾	EUR 0.00	NC ▾	NC ▾	NC ▾	NC ▾
Room I	☐	NC ▾	EUR 0.00	NC ▾	NC ▾	NC ▾	NC ▾
Room M	☐	NC ▾	EUR 0.00	NC ▾	NC ▾	NC ▾	NC ▾
Room G	☐	NC ▾	EUR 0.00	NC ▾	NC ▾	NC ▾	NC ▾

Website Selection ☐ All

Primary Sites	Secondary Sites	Third Tier Sites	Commissionable Sites	International Sites

☑ 2PVentures - DX Testing
☐ Abreu - DX BETA
☐ BestDay - DX
☐ BookIt.nl - DX (Testing)
☐ ELong - DX BETA
☐ **Hotel.de - DX**
☐ HRS 3 - DX
☐ ImpulseFlyer - DX (Testing)
☐ Intuitive - DX Testing
☐ Keytel - DX
☐ Olympia - DX (Testing)
☐ Orbitz.com
☐ Orbitz - DX
☐ Regatta - DX Testing
☑ Schmetterling-DX(PerNight)
☐ Schmetterling-DX(PerPerson)
☑ TransHotel - DX
☐ TravelImpressions - DX (Testing)

Allotments ☐ All

🔺 2PVentures - DX Testing

Room	Allotment
Room A	☐
Room B	☐
Room C	☐

🔺 Schmetterling-DX(PerNight)

Room	Allotment
Room A	☐
Room B	☐
Room C	☐

🔺 TransHotel - DX

Room	Allotment
Room A	☐
Room B	☐

By clicking the "Yield Now" button you are agreeing to the EZYield Terms of Use.

Store this EZ Yield **Yield Now** **Preview**

Allotments by Room:

Double

	Keep Blackouts	Available	Sell Rate	Min. Night Stay	Cut Off	CTA	Global Allotment
08/17/2011 (Wed)	☐	NC	0.00	NC	NC	NC	
08/18/2011 (Thu)	☐	NC	0.00	NC	NC	NC	
08/19/2011 (Fri)	☐	NC	0.00	NC	NC	NC	

King

	Keep Blackouts	Available	Sell Rate	Min. Night Stay	Cut Off	CTA	Global Allotment
08/17/2011 (Wed)	☐	NC	0.00	NC	NC	NC	
08/18/2011 (Thu)	☐	NC	0.00	NC	NC	NC	
08/19/2011 (Fri)	☐	NC	0.00	NC	NC	NC	

Each room associated will be displayed to enter allotments separately.

The top room is always the base room. To change the base room, simply drag a room to the top of the list.

Room Differentials

Room		Change				Active
Standard Room		(Base Room)				
Deluxe Suite		+ ⇕	$ ⇕	10		☑
Deluxe Room		+ ⇕	% ⇕	5		☑
3 Bedroom Suite		+ ⇕	$ ⇕	100		☑
		+				

Base room display: ◉ Sequential   ○ Grou

Add Base Room   **Save**

ROOM DIFFERENTIALS: It allows you to set up automatic supplements. You begin by setting a base room. All the other room types that you make active will have their rates calculated off a monetary value or a % value increase or decrease from the base room.

There can be multiple Base Rooms which can be used to associating the a set of room types.

Global Allotments allows you to set up a pre-defined distribution model for your website allotments.

Here it shows that the hotel has 12 websites and it is distributing 100% of its total allotments across all but one of their sites.

Global Allotments

Round Method: [Standard ⬍]

Note, when the calculation results in a fraction:
Standard will result in one more or one less room assigned to each website.
Up will result in one more room assigned to each website.
Down will result in one less room assigned to each website.

Booking	9	%
Wotif	9	%
HotelBeds	9	%
LastMinute	9	%
Expedia	9	%
Travelocity	9	%
Orbitz	9	%
Hotwire	10	%
HRS	9	%
Rates To Go - DX	9	%
GTA by Travelport	9	%
Passkey - DX	0	%
Total:	100	

Save

Add New Channel:

Maintenance Request

Field	Value
* Hotel Name:	[ ]
* Request Type:	Add Website
* Website:	AADEX DOD
* Website URL:	http://www.aadx.com.au
* Username:	
* Password:	
Other ID:	
* Currency:	US Dollar

Room Relationship

Hotel Room Name	Website Room Name
Double	
King	
One Bedroom Suite	
Single	
Test	
Test1	
Add More Hotel Rooms:	--
* Markup Type:	Select
Markup Amount:	

Example Calculation

Field	Value
Sell Rate:	
Net Rate:	
* Sell Rate Rounding Type:	NC
* Net Rate Rounding Type:	Nearest
* Net Rate Rounding Factor:	
Tax:	
Occupancy Differential Type:	%

Differential Amount

Field	Value
Double:	
Triple:	
Quad:	
Exception:	No
Comments:	

Add a room type:

Maintenance Request

* **Hotel Name:** [▼]

* **Request Type:** [Add Room Type ▼]

* **Website:** [▼]

Room Relationship

Hotel Room Name   Website Room Name

L-Room [   ]

L-Room Single [   ]

M-Room [   ]

M-Room Single [   ]

Add More Hotel Rooms: [— ▼]

Comments: [   ]

* Indicates required field

[Submit]

Markup reports

Markup Report: Zach's Hotel

Website	Room	Date Range	Days	Currency Code	Markup Type	Markup Amount	Sell Rate Rounding Type	Sell Rate Rounding Factor	Net Rate Rounding Type	Net Rate Rounding Factor	Resort Fee	Tax
2PVentures – DX Testing	N/A	N/A	N/A	CAD	None	0	None	None	None	None	None	None
Abreu – DX BETA	N/A	N/A	N/A	EUR	None	0	None	None	None	None	None	None
BestDay – DX	N/A	N/A	N/A	USD	None	0	None	None	None	None	None	None
BookIt.nl – DX (Testing)	N/A	N/A	N/A	EUR	None	0	None	None	None	None	None	None
ELong – DX BETA	N/A	N/A	N/A	USD	None	0	None	None	None	None	None	None
Hotel.de – DX	N/A	N/A	N/A	EUR	None	0	None	None	None	None	None	None
HRS 3 – DX	N/A	N/A	N/A	EUR	None	0	None	None	None	None	None	None
ImpulseFlyer – DX (Testing)	N/A	N/A	N/A	USD	None	0	None	None	None	None	None	None
Intuitive – DX Testing	N/A	N/A	N/A	EUR	Percentage	2	None	None	None	None	None	None
Keytel – DX	N/A	N/A	N/A	EUR	None	0	None	None	None	None	None	None
Olympia – DX (Testing)	N/A	N/A	N/A	EUR	Percentage	2	None	None	None	None	None	None
Orbitz.com	N/A	N/A	N/A	USD	None	0	None	None	None	None	None	None
Orbitz – DX	N/A	N/A	N/A	USD	None	0	None	None	None	None	None	None
Regatta – DX Testing	Room A	N/A	SMTWRFA	EUR	None	0	None	None	None	None	None	None
Regatta – DX Testing	Room B	N/A	SMTWRFA	EUR	None	0	None	None	None	None	None	None
Regatta – DX Testing	N/A	N/A	N/A	EUR	None	0	None	None	None	None	None	None
Schmetterling-DX(PerNight)	N/A	N/A	N/A	EUR	None	0	None	None	None	None	None	None
Schmetterling-DX(PerPerson)	N/A	N/A	N/A	EUR	None	0	None	None	None	None	None	None
TransHotel – DX	N/A	N/A	N/A	EUR	None	0	None	None	None	None	None	None
TravelImpressions – DX (Testing)	N/A	N/A	N/A	EUR	None		None	None	None	None	None	None

Reservations Management

RESERVATION

Reservations are legal contracts – the request constitutes the offer and the promise of accommodations represents the acceptance. The promise to pay or the actual transfer of a deposit is the third important element of a contract.
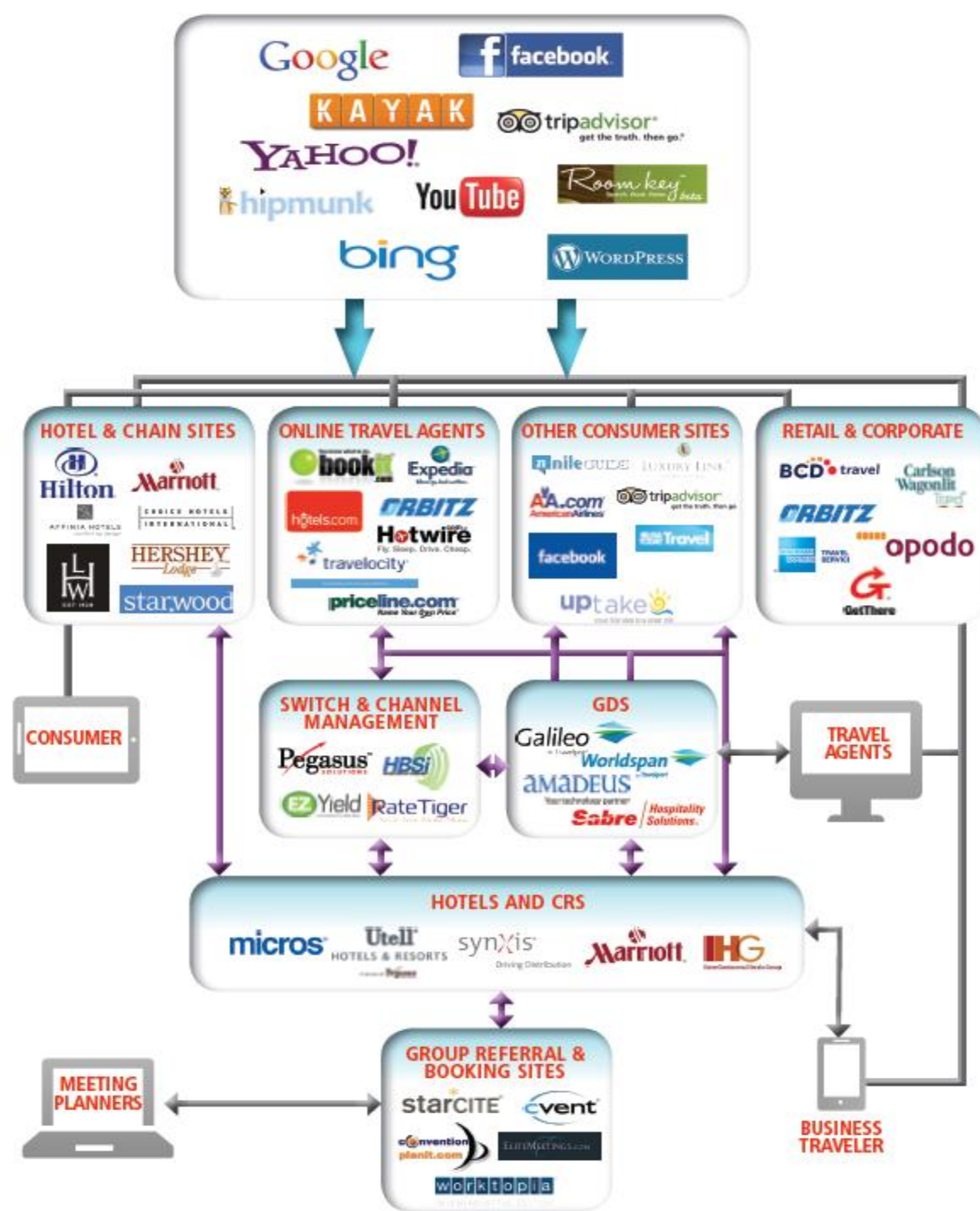
Reservations:

Type of Reservations:

Guaranteed Reservations: Assures the guest that the hotel will hold a room until a specific time of the day following the guest's scheduled arrival date. The time may be check-out time etc.

- Prepayment

- Credit card

- Advance deposit

- Travel agent

- Voucher/miscellaneous charge order (MCO)

- Corporate

Non-Guaranteed Reservations: the hotel agrees to hold a room for the guest until a state reservation cancellation hour (usually 4 PM or 6 PM) or the day of arrival. This type of reservation does not guarantee that the property will receive payment for no-shows.

Source of Reservations

- Property Direct
- Central Reservation System
    - Affiliate Reservation Network (Hotel Chains)
    - Non Affiliate Reservation Networks
        - Leading Hotels of the world
        - Preferred Hotels
        - Distinguished Hotels
- Cluster Reservation Offices
- Global Distribution System
    - Sabre
    - Galileo International
    - Amadeus
    - WorldSpan
- Internet Distribution System
    - OTA and others

A Reservation Record

- Reservation Confirmation #
- Product sold (Room Type)
- Actual Rate (Nightly Rate)
- Guest name
- Terms & Conditions (Policies)
- Home/billing address
- Telephone number
- Company name and number (if appropriate)
- Name of person making reservation
- Number in party
- Arrival date and time
- Number of nights
- Type of reservation
- Special requirements
- Additional information, as needed

Reservation Transaction Reports

- Commission agent report

- Reservation transactions report

- Regrets and denials report

- Revenue forecast report

- Expected arrival and departure lists

Majorly sales department is involve in the group booking activities (Quote to Close)

A major player in today's lodging industry, the term *group business* represents a variety of options:

- Major conventions & expositions (trade shows)
- Midsized corporate meetings & conferences
- Smaller incentive travel packages, tour groups & corporate retreats

Group Booking

Segment of Group: A Sales representative may be assigned to attracting social, military, educational, religious, and fraternal groups which together called **SMERF market**.

Tour Groups
- Sold as a group
- Guests handled as a group
- One sale, one registration, one service, one billing=savings

Convention Groups
- Sold as a group
- Guests handled individually

Expositions and Trade Shows
- Similar to conventions
- Average guest stay is longer with a show because displays require set up and tear down time.
- Reservation and front-office procedures are the same as for a convention or an individual guest.

Group Booking "Few Terms"

- **Block**: An agreed upon number of guestrooms are set aside

- **Booked**: Rooms reserved for specific guests are referred to as booked.

- **Cut-off Date:** Unreserved rooms in the block may be released to the inventory at a predetermined date called cut-off date.

- **Wash/Wash Down:** Reducing the block based on the group's history is called wash down.

- **Definite Group**: In contract

- **Tentative Group**: Sales in process

- **Rooming List**: The final list of guest in association with the allocated rooms

Packages:

Golf Spa Romance Culture Family

ONE PRICE All-Inclusive Package =

Return flight and transfers + Twin share Superior accommodation + All-day Dining on sumptuous buffet and gourmet cuisine + Open bar & snacking served during the day and night + Sports & Leisure activities with expert tuition + Nightly live entertainment + Supervised childcare

Packages:

Inclusions: These are the items which are part of the package sold and will always be zero in cost but there might be inventory associated with it as regular booking and scheduling purpose.

Extras: These items are available for purchase and will cost extra to the guest.

NOTE: Booking engines should be capable of pricing the extras and including inclusions (without price) and book.

Reservation Confirmation:

Expedia.co.in

Traveller Info > Payment > Confirmation

Who's Travelling?

* Require

Connect using [f] Facebook or sign in to your Expedia account to book faster!

Please tell us who will check in.

	First and Last Name
Name:*	Shamshu Hirani

	Country*	Preferred Phone Number*
Phone Number:*	India (91)	9881461112
		+ Add another number

Room: 1 Adult

Bedding Request: One King Bed

Smoking Request: Non-smoking

Special Requests ❖

Note: All special requests (such as in-room amenities, bed type, and smoking preference) are shared hotel. We recommend you confirm them directly with the hotel before travel.

CONTINUE ▶   ✔ FREE cancellation 🖫 before 09 March

Expedia

Flights | Hotels | Cars | Vacation Packages | Cruises | Activities | DEALS & OFFERS

Dear

Per your request, your flight has been changed. You will be charged a total amount of $150.00 by the airline for the difference in fare and/or airline imposed penalties. Please review the new schedule in the Traveler Details section.

Note that the airline may charge additional fees for checked baggage or other optional services.

Traveler Details

Main contact:	**Traveler(s):1**	**Expedia Itin No.: 144406851299**
E-mail: TRAVELDESK@CYBAGE.COM	**Traveler:**	
	Airline Ticket No.:0147046937942	

Revised Itinerary

Tuesday, April 17, 2012

Flight

Airline confirmation code: **LS8GCZ**

Air Canada Flight 722

Depart 6:30 PM Toronto, ON - YYZ

Arrive 8:00 PM New York, NY - LGA

Helpful links

- Questions about this change?
  - o Fill out our Itinerary Assistance form
  - o E-mail Customer Service
  - o Call 1-800-Expedia or 1-404-728-8787 for customers calling long distance.
- Log in to your Expedia Account.

More Traveler Tools

See services at more than 64 airports with Airport Guides.

Receive your flight itinerary via cell phone with Expedia To Go®.

Confirm flight schedules and times with Flight Status.

▶ See more Traveler Tools

Best Price Guarantee

Expedia guarantees you're getting the best price. If you should find a better price online for the same trip within 24 hours, Expedia will refund the difference--and give you a travel coupon worth $50.

▶ Learn more

Get relevant deals via e-mail Ensure you receive personalized travel offers and deals. ▶ Update your e-mail account

Flights | Hotels | Cars | Vacation Packages | Cruises | Activities | Deals & Destinations | Business Travel | Rewards

Reservation Modify/Cancel:

The modify/ cancellation of a reservation will based on the sales and cancellation **policies.**
If the dates in the policy guest will be allowed to modify/cancel his/her reservation.

Policies:

- Arrival/ Departure

- Modify/ Cancellation

Reservation System (CRS)

Functionalities:
- FIT Reservation, Agent Reservation, Corporate Reservations
- Reservation Status Monitoring,
- Agent Account Management, Agent Profile
- Allotments, Special Offers, Overbooking, Guest History, Multi-Property Operation

Goals:
- Central Reservation System (CRS) enables an entire chain of hotels to be centrally managed by a single reservation office.
- Room inventories of multiple properties available in one convenient location, such as the Central Reservation Office
- Electronic communication with chain properties to update reservations and room positions in their systems and room positions at the central office
- Accommodation of call centers that accept bookings from travel agents, corporations and FITs (Frequent Individual Travelers)

Systems Integrations:
- Front Office, Web Reservations, Agent Booking System, GDS, Channel Management, Payment, Revenue Management
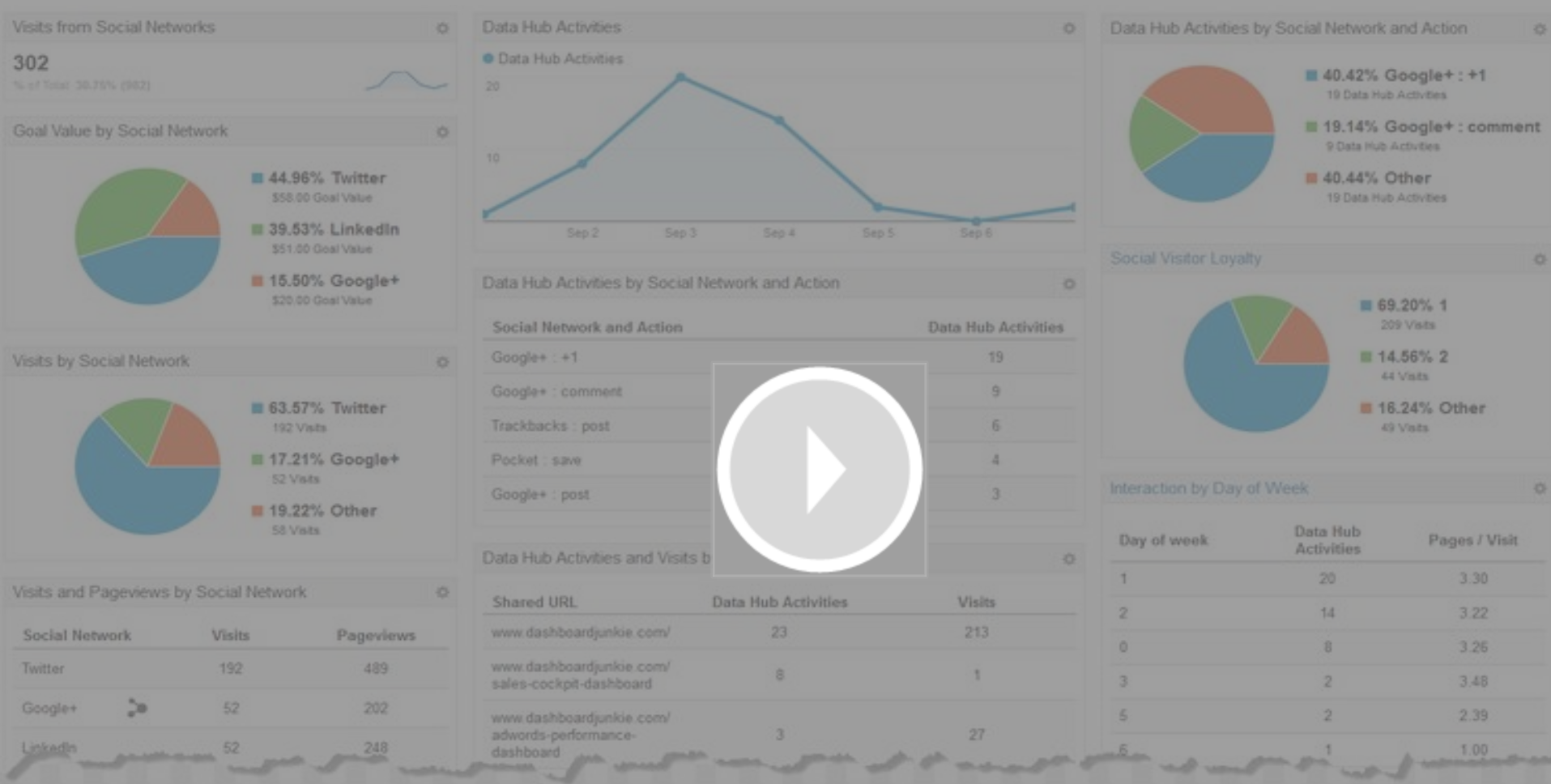
Applications Demo

CRS Tool:

iHotelier℠

| Home | Reports | Admin Setup | Property Setup | Inventory/Rates | Packages | Groups | Client Profiles | Marketing | User Settings |

Home ⓘ

The Evergreen (1001)   Select Property   or   Jump To [_____] [Go]

Messages
No messages to view.

Property | Rules Group

Code	[____]	Name	[_____]	Status	☑ Active	☐ Inactive	Rules Group Code	[_____]
State/Prov	[_____]	Country	[_____]	Stop Sell	☑ Yes	☑ No	Conf #	[_____]	[Search]

Inbox	Code	Property Name	Rules Group	City	State/Prov	Country	Stop Sell	Status
	6938	TRAVELCLICK - Beau Manor (AV TEST)	LILY	Schaumburg City, CHICAGO	IL	USA	No	Active
	1001	The Evergreen		London	England	UK	No	Active
	1096	Taj Paradise (web 3.0)		Pune	Maharashtra	India	No	Active
	2867	Bryant Park Hotel		New York	NY	USA	No	Active
	8892	The Lux Hotel (P)		Montreux		Switzerland	No	Active

Home | Reports | Admin Setup | **Property Setup** | Inventory/Rates | Packages | Groups | Client Profiles | Marketing | User Settings

Property Info | Inventory Setup | Rate Setup | Sales Channel | Service Requests | Multi-Step Pages | Security Setup | PMS Interface | Direct Connect Setup |
Registration | General Info | Amenities | Policies | Payment Types Accepted | Tax Percent | Fax Setup | Services | iStay Enhancements | Flexible Calendar |

Registration ⓘ

The Evergreen (1001)

Select Property   or
Jump To [   ] [Go]

Registration *Items in bold will be used for contact information in the confirmation email or required by other modules*

Language:	English (US) ▾
License Number:	iHotelier40 - 1001
Property Name:	The Evergreen
Street Address:	Wilton Place, Knightsbridge
City:	London
State/Province:	England
Zip:	SW1X 7RL
Country:	UK
Latitude:	51.5015562
Longitude:	-0.15636719!
Property Phone:	999-999-9999
Date Opened:	Sep ▾ 10 ▾ 1986
Date Renovated:	Sep ▾ 10 ▾ 2006
Property Fax:	999-999-9999
ISOCountryCode:	UNITED KINGDOM ▾
Star Rating:	5.5 ▾

TC Revenue Manager:	iH
Contact Name:	Akanksha
Contact Title:	
Contact Phone:	999-999-9999
Contact Email:	
Property Email:	asinghai@travelclick.com
Group/RFP Email:	
Web Address: http://	http://is3llm01-t4.tcprod.local:80{
Reservation URL: http://	http://is3llm01-t4.tcprod.local:80{
Go Live Date:	08/25/2009
Total Rooms:	1500
Total Floors:	8
TimeZone:	(GMT+01:00) Brussels, Copenhagen, Madrid ▾
Check In Time:	15 :00
Check Out Time:	11 :00
Reservation Lead Hours:	-8

Rack Rates Range   NOK 259 - NOK 799

Booking Engine "Special Offers" default is No   ☐

[Un-checking this box defaults the booking engine "Special Offers" to "Yes". Doing so allows the property to save guest personal information for use in future marketing campaigns]

ADR: 100

Hotel Location:
Hotel Location ;
Located in the heart of London's luxury shopping district

The Berkeley luxury hotel stands on the corner of Wilton Place and Knightsbridge,

Map This Address

*i*Hotelier℠

Help | Contact Us | Logo

ihvpat

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Property Info | Inventory Setup | Rate Setup | Sales Channel | Service Requests | Multi-Step Pages | Security Setup | PMS Interface | Direct Connect Setup |

Inventory Setup

Select Property   or
The Evergreen (1001)   Jump To [   ] [Go]

Room Info   * Required Fields

* Room Code	ABC1	Language	English (US) ▼	Maximum Room Type Occupancy	2
* Room Name	Cybage1	PMS Room Code	[ ]	Maximum Adult	2
Owner	1001	Sort Order	99	Maximum Child	0
Status	● Active ○ Inactive	# of Beds	2 Physical Count [ ]	Publish to GDS	☐
Make Default for RMS ☐					

Room Description

GDS Room Description-Line 1	[ ] (Limited to 47 characters per line)
Line 2	[ ] (Limited to 47 characters per line)
Web	This is for Cybage web booking
Mobile	This is for Cybage mobile booking
ODD	
Call Center	CC bookings

Other Info

[Images]   [Amenities]   [Inventory]   [Room Upgrade]

[Save] [Cancel]

New Room Type

Adding Amenities to a room type

iHotelie

Help | Contact Us | Logou
ihvpate

Home   Reports
Property Info |

Inventory Set

Inventory Setup

Begin Date Apr ▾ 22 ▾ 2013 ▾		**End Date** Apr ▾ 22 ▾ 2013 ▾							

RoomType	GDS	Mon	Tue	Wed	Thu	Fri	Sat	Sun
KING	Y							
QUEEN								
SUITE								
AM_ROOM								
Cybage1								
CybTest								
CybTest1								
CybTest2								
Quad Suite								
Quad Suite								
Training Room								

Update

Available Rooms/Total Rooms Allocated

RoomType	GDS	04/22 Mon	04/23 Tue	04/24 Wed	04/25 Thu	04/26 Fri	04/27 Sat	04/28 Sun	04/29 Mon	04/30 Tue	05/01 Wed	05/02 Thu	05/03 Fri	05/04 Sat	05/05 Sun	05/06 Mon	05/07 Tue	05/08 Wed	05/09 Thu	05/10 Fri	05/11 Sat	05/12 Sun
KING	Y	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5
QUEEN		5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5
SUITE		5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5
AM_ROOM		0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0
Cybage1		0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
CybTest		0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0
CybTest1		0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0
CybTest2		0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0

or

Go

Adding Inventory to the room(s)

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Inventory | Rates | Rate Level Controls | Availability Restrictions | ChannelDirect | EZYield Sync |

Room Type Inv | Property Inv | Rate Plan Inv | Overview Report | Allocation Report | Booked Report |

Room Type Inv ⑦

The Evergreen (1001)

Select Property   or
Jump To [   ] [Go]

| Begin Date | Apr ▼ | 19 ▼ | 2013 ▼ | End Date | Apr ▼ | 19 ▼ | 2013 ▼ |

RoomType	GDS	Mon	Tue	Wed	Thu	Fri	Sat	Sun
KING	Y	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
QUEEN		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
SUITE		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
AM_ROOM		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Cybage1		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
CybTest		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
CybTest1		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
CybTest2		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Quad Suite		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Quad Suite		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Training Room		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

[Update]

Available Rooms/Total Rooms Allocated

RoomType	GDS	04/19	04/20	04/21	04/22	04/23	04/24	04/25	04/26	04/27	04/28	04/29	04/30	05/01	05/02	05/03	05/04	05/05	05/06	05/07	05/08	05/09
		Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
KING	Y	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5
QUEEN		5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5
SUITE		5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5	5/5
AM_ROOM		0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0
Cybage1		0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
CybTest		0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0
CybTest1		0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0
CybTest2		0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0	0/0	0/0	0/0	0/0	0/0	6/6	0/0

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Home   Reports   Admin Setup   **Property Setup**   Inventory/Rates   Packages   Groups   Client Profiles   Marketing   User Settings

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Rate Plan Setup | Sub Rate Plan | Linked Products | Rate Display | Discounts | Auto Load Rates | Sell Code Setup |

Rate Plan Setup ⓘ

Select Property   or
The Evergreen (1001)   Jump To [   ] [Go]

Rate Info   * Required Fields

* Rate Category	PROMOTIONAL ▼	Language	English (US) ▼	Confidential	☐	(Call Center, Web 3.0, Loyalty & Email Only)	
* Rate Plan Code	ADV	Sort Order	100	Allow Rate Override	☐	(Call Center Only)	
* Rate Plan Name	15 days advance	PMS Rate Plan Code	ADV	Commission Amount	[ ]	⦿ Percent ◯ Flat Amount	
Status	⦿ Active ◯ Inactive			TA Commissionable	☐		
Owner	1001	Market Segment	QWEROER	ID Required	☐	(GDS and ODD only)	
		Associated Corporate Profile	[Select a Profile] ▼	Assign Sell Codes	☐		
Allow Web 3.0 Room Upgrade	☐						
Web 3.0 Lead Rate	☐						

RMS Options

Controlled by Channel	iHotelier ▼
Yieldable	☐

Distribution Options

Web Enabled	☐	ODD Enabled	☐	Call Center Enabled	☐	Direct Connect Enabled	☐
Rate Access Code Required	☐	Rate Access Code Setup		3rd Party Portal Access			

Rate Description

Web	book 15 days in advance and get 15% off blebleble
Mobile	
ODD	
Call Center	

GDS/ODD

Publish to GDS	☑	GDS Rate Plan Description-Line1	[ ]
Meal Plan Included in Room Rate	☐	Line2	[ ]
Breakfast Included in Room Rate	☐		
Negotiated Rate	☐		

⊞ Negotiated Rate

Discounts

Primary Discount Type	% off on Res Amount	Discount	271-Hot Promotion	Rank	3	[Discounts]
	% off on Res Amount	Discount	277-Cache Test Discount 3	Rank	6	
Additional Discount Type		Discount		Rank		
Discount Type		Discount		Rank		

⊟ Room Types

Select	Code	Room Type	
☐	123	Quad Suite	
☑	1BR	KING	
☐	ABC1	Cybage1	
☐	AMR	AM_ROOM	
☑	B1K	QUEEN	
☐	BAT	CybTest1	

[Enter Rates] [Rate Chart]   [Rate Plan History]

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Room Type Inv | Property Inv | Rate Plan Inv | Overview Report | Allocation Report | Booked Report |

Rate Plan Inv ⑦

The Evergreen (1001)

Rateplan Level Inventory Restriction Setup (The Evergreen - 1001)

| Rateplan | BAR ▼ | Begin Date | Apr ▼ | 19 ▼ | 2013 ▼ | End Date | Apr ▼ | 29 ▼ | 2013 ▼ |

RoomType	GDS	Mon	Tue	Wed	Thu	Fri	Sat	Sun
KING	Y	10	10	10	10	10	10	10
QUEEN								

[Update]

Available Rooms/Total Rooms Allowed for Rateplan BAR

RoomType	GDS	04/18	04/19	04/20	04/21	04/22	04/23	04/24	04/25	04/26	04/27	04/28	04/29	04/30	05/01	05/02	05/03	05/04	05/05	05/06	05/07	05/08
		Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
KING	Y	0/0	10/10	10/10	10/10	10/10	10/10	10/10	10/10	10/10	10/10	10/10	10/10	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
QUEEN		0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0

Home | Reports | Admin Setup | Property Setup | **Inventory/Rates** | Packages | Groups | Client Profiles | Marketing | User Settings

Inventory | **Rates** | Rate Level Controls | Availability Restrictions | **Rate Management** | Rate Plan Chart |

Rate Management ⓘ

Taj Paradise (web 3.0) (1096)

Select Property   or
Jump To [   ] [Go]

Rate Plan Search

Category [CORPORATE ▼]   Code [All ▼]   Name [   ]   [Search]

Results Found: 2

☐	Code ▼	Rate Plan	Category	Owner Code	Link/SubRt
☑	CORP	Corporate Rate	CORPORATE	1096	
☐	MADD	MADD Corporate Rate	CORPORATE	1096	

Begin Date	Apr ▼	22 ▼	2013 ▼	End Date	May ▼	21 ▼	2013 ▼	[Refresh]		
		Mon ☐	Tue ☐	Wed ☐	Thu ☐	Fri ☐	Sat ☐	Sun ☐		
Room Type	GDS	1P	2P	Extra	Child	Min. Stay	Max. Stay
Deluxe King Room		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Deluxe Queen Room		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

[Update Rate] [Reset]

▆ Hotel Close ▆ Room Close ▆ Rate Close ▆ Rm/Rt Close

Rate 1P/Rate 2P/Extra/Child/MinStay/MaxStay

RateType	RoomType	04/22 Mon	04/23 Tue	04/24 Wed	04/25 Thu	04/26 Fri	04/27 Sat	04/28 Sun	04/29 Mon	04/30 Tue	05/01 Wed	05/02 Thu	05/03 Fri	05/04 Sat	05/05 Sun	05/06 Mon	05/07 Tue	0 W
Corporate Rate Deluxe King Room (DKR)	1 Person	USD105.00	USD95.00	USD105.00	USD95.00	USD105.00	USD125.00	USD125.00	USD105.00	USD95.00	USD105.00	USD95.00	USD105.00	USD125.00	USD125.00	USD105.00	USD95.00	USD
	2 Person	USD125.00	USD115.00	USD125.00	USD115.00	USD125.00	USD145.00	USD145.00	USD125.00	USD115.00	USD125.00	USD115.00	USD125.00	USD145.00	USD145.00	USD125.00	USD115.00	USD
	Ext. Adult	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	US
	Ext. Child	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	US
	Min Stay	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
	Max Stay	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
Corporate Rate Deluxe Queen Room	1 Person	USD95.00	USD85.00	USD95.00	USD85.00	USD95.00	USD105.00	USD105.00	USD95.00	USD85.00	USD95.00	USD85.00	USD95.00	USD105.00	USD105.00	USD95.00	USD85.00	US
	2 Person	USD105.00	USD105.00	USD105.00	USD105.00	USD105.00	USD125.00	USD125.00	USD105.00	USD105.00	USD105.00	USD105.00	USD105.00	USD125.00	USD125.00	USD105.00	USD105.00	USD
	Ext. Adult	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	US
	Ext. Child	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	USD0.00	US
	Min Stay	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	
	Max Stay	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	

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| Home | Reports | Admin Setup | Property Setup | Inventory/Rates | Packages | Groups | Client Profiles | Marketing | User Settings |

Property Info | Inventory Setup | Rate Setup | Sales Channel | Service Requests | Multi-Step Pages | Security Setup | PMS Interface | Direct Connect Setup |
Rate Plans | Room Types |

Rate Plans ⓘ

The Evergreen (1001)

Select Property   or
Jump To [   ] [Go]

Sales Channel   Batch mode

Select Rate Category:

[All Categories ▼]

[List >]

Rate Plan	Rate Category	Sabre	WorldSpan	Amadeus	Galileo	ODD	TWeb Net	Internet Hotel	Call Center	Internet 3rd Party	Direct Connect
ADV PURCHASE	RACK										
AM_RATE	RACK							X	X		
Andrew James Jam Pack	RACK										
BAR	RACK							X	X		
Best Available Rate*	RACK	X		X					X	EVE,ZZZ	
BHT	RACK										
Corp Test 1	RACK										
DEBB Rate Plan	RACK										
dfsf	RACK							X			
Discount Test	RACK							X			
EQC Rate Plan	RACK							X	X		X
GURRATEPLAN	RACK							X			
Need Strength3	RACK								X		
Need Strength4	RACK							X			
Pinkster Testing	RACK										
Rack with access code	RACK										
rms	RACK										
sdasdas	RACK										
test by amey	RACK							X			
test by TC Cybage	RACK							X			
XXXZ-name	RACK							X			
Z RACk TEST ACCESS CODE Reqd	RACK							X			
Z Rack with Access Code set	RACK							X			
ABC Corporate Services	CORPORATE								X		
APEX CO.	CORPORATE										
CatMouse1	CORPORATE										
Corporate rate WEEK	CORPORATE							X			
Corporate rate weekend	CORPORATE							X			
Corporate test rate	CORPORATE							X	X		
FRA7	CORPORATE							X	X		
History Rate Rateplan	CORPORATE							X			

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Inventory | Rates | Rate Level Controls | Availability Restrictions | ChannelDirect | EZYield Sync |

Property Level | Room Type Level | Rate Plan Level | Room/Rate Level | Overview Report | Unavailability Report |

Property Level

Property Level Availability Restrictions

Action
Close Date

Begin Date Sep / 1 / 2013

End Date Sep / 10 / 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
☐	☐	☐	☐	☐	☐	☐

Submit Option

12 Open   **12** Close   **12** Close to Arrival   **12** Close to Departure   **12** Boxed Close

April 2013
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May 2013
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June 2013
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

July 2013
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August 2013
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September 2013
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October 2013
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November 2013
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December 2013
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

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Inventory | Rates | Rate Level Controls | Availability Restrictions |

Room Type Inv | Property Inv | Rate Plan Inv | Overview Report | Allocation Report | Booked Report | Group Blocked Report | Out of Order Report |

Booked Report ?

TRAVELCLICK - Beau Manor (AV TEST) (6938)

Select Property   or
Jump To [   ] [Go]

Booked Inventory   Vertical view

		04/19	04/20	04/21	04/22	04/23	04/24	04/25	04/26	04/27	04/28	04/29	04/30	05/01	05/02	05/03
		Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri
Property Level		102	114	91	99	97	102	84	73	65	70	76	62	83	83	
RoomType	GDS															
Grand Suite		54	59	47	54	50	55	44	39	34	37	43	28	50	50	47
SINGLE INVENTORY		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Twin Beds		6	10	7	5	7	11	8	4	1	3	3	4	1	0	0
Lodge Suite		42	45	37	40	40	36	32	30	30	30	30	30	32	33	33

Start Date: [Apr ▼] [19 ▼] [2013 ▼] End Date: [May ▼] [3 ▼] [2013 ▼] [Display It]

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Reports | Statistics | Monitor Tools | iManager |

Reservations | Cancellations | No Shows | Services | Discounts | Guest History | Search | PMS Interface | Interface Messages | Payment Deposits | Payment Transactions | DC Error Log |

Reservations

TRAVELCLICK - Beau Manor (AV TEST) (6938)

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Reservations *Last Update   April 16, 2013 - April 19, 2013*

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🟧 Confirmed   🟩 Modified

RV	Book	Update	Src	Confirm	In	Out	Rm	Ad/Ch	RoomType	Rate	Amount	LastName, FirstName	City,St	Notes	TA	Refer	
	04/18	04/18 17:09:25	WEB	143987367	05/18	05/19	1	1/0	Twin Beds	Best Available Rate	USD105.00	Frost, J	Chicago, Illinois			(Mobile)	⚪
	04/18	04/18 15:29:29	WEB	143987347	04/18	04/19	1	2/0	Grand Suite	Best Available Rate	USD99.00	Pinkus, Marcus	Detroit, Michigan				⚪
	04/18	04/18 15:00:05	WEB	143987327	05/18	05/28	1	1/0	Grand Suite	Best Available Rate	USD2,840.00	CHAUDHURI, ARNAB	NEW YORK, New York	Click		(Mobile)	⚪
	04/18	04/18 12:16:19	WEB	143987296	04/23	04/25	1	2/0	Grand Suite	Best Available Rate	USD198.00	White, Betty	Chicago, Illinois			(1SC)	⚪
	04/18	04/18 12:01:16	WEB	143987295	05/06	05/08	1	2/0	Lodge Suite	P:	USD554.99	case, test	Location, Maharashtra			(Web 3.0)	⚪
	04/18	04/18 11:56:59	WEB	143987294	04/28	05/01	1	2/0	Grand Suite	Best Available Rate	USD899.99	case, test	Location, Maharashtra			(Web 3.0)	⚪
	04/18	04/18 11:49:58	WEB	143987293	04/20	04/22	1	2/0	Lodge Suite	Best Available Rate	USD178.00	White, Betty	Chicago, Illinois				⚪
	04/18	04/18 08:58:17	WEB	143987276	04/23	04/25	1	2/0	Grand Suite	JC% - Corporate Test	USD306.00	Bell, Tom	Chicago, Illinois				⚪
	04/18	04/18 03:08:37	WEB	143986907	05/14	05/16	1	2/0	Grand Suite	Best Available Rate	USD650.00	patel, vimal	schaumburg, Illinois			(Web 3.0)	⚪
	04/17	04/17 15:49:18	WEB	143986903	06/17	06/19	1	2/0	Grand Suite	Best Available Rate	USD650.00	Hopkins, John	Chicago, Illinois				⚪
	04/17	04/17 07:54:08	WEB	143986883	05/16	05/18	1	1/0	Grand Suite	Best Available Rate	USD353.00	Frost, J	Chicago, Illinois			(Mobile)	⚪
	04/17	04/17 07:05:19	CALL-1953	143986872	05/16	05/18	1	2/0	Grand Suite	Best Available Rate	USD365.00	Ford, Henry	Chicago, Illinois				⚪
	04/17	04/17 04:49:56	WEB	143986834	04/24	04/27	1	2/0	Grand Suite	Internet Special	USD696.99	Neha, test fr service removal	KN, New Hampshire	Click		(iStay2)	⚪
	04/16	04/16 17:09:06	WEB	143986760	05/16	05/18	1	2/0	Lodge Suite	Best Available Rate	USD285.00	Smith, Will	Chicago, Illinois			(iStay2)	⚪
	04/16	04/16 16:53:42	WEB	143986759	05/16	05/18	1	2/0	Grand Suite	Best Available Rate	USD365.00	Elliott, Sam	Chicago, Illinois			(Web 3.0)	⚪
	04/16	04/16 09:16:02	WEB	143986631	04/16	04/18	1	2/0	Twin Beds	Best Available Rate	USD290.00	kumar, harish	wehheh, Antwerpen			44416 (Web 3.0)	⚪
	04/16	04/16 09:12:15	WEB	143986630	04/16	04/18	1	2/0	Twin Beds	Best Available Rate	USD290.00	kumar, harish	wehheh, Antwerpen			44415 (Web 3.0)	⚪
	04/16	04/16 09:08:15	WEB	143986629	04/16	04/18	1	2/0	Twin Beds	Best Available Rate	USD290.00	kumar, harish	wehheh, Antwerpen			44415 (Web 3.0)	⚪
	04/16	04/16 08:51:40	WEB	143986628	11/28	11/29	1	2/0	Lodge Suite	G:Corb	USD125.00	raj, Rishi	pune, Maharashtra			(Web 3.0)	⚪
	04/16	04/16 08:48:45	WEB	143986627	04/17	04/20	1	2/0	Grand Suite	Internet Special	USD645.00	kumar, harish	wehheh, Antwerpen			44415 (Web 3.0)	⚪
	04/16	04/16 07:38:23	WEB	143986615	04/17	04/19	1	2/0	Twin Beds	Best Available Rate	USD290.00	kumar, harish	wehheh, Antwerpen			44415 (Web 3.0)	⚪
	04/16	04/16 07:32:00	WEB	143986612	04/28	04/30	1	2/0	Grand Suite	Best Available Rate	USD550.00	case, test	Location, Maharashtra			(Web 3.0)	⚪
	04/16	04/16 07:15:04	WEB	143986601	05/08	05/10	1	2/0	Grand Suite	Best Available Rate	USD650.00	bhagat, anshuman	test city, Arkansas			(Web 3.0)	⚪
	04/16	04/16 06:26:53	WEB	143986595	04/17	04/19	1	2/0	Twin Beds	Park & Stay	USD254.99	patil, rashmi	wewer, Christ Church			(Web 3.0)	⚪
	04/16	04/16 02:08:49	WEB	143986508	05/15	05/17	1	2/0	Grand Suite	Best Available Rate	USD650.00	test, test	test, Florida			(Web 3.0)	⚪

25 Record(s)   [NoShow] [Cancel]

Direct Connect setup in CRS

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Expedia | Direct Connect Services |
Hotel Setup | Room Type Setup | Rate Plan Setup | Product Plan Setup | Schedule Outage | Inventory Threshold | Restatus | Transaction Req |

Hotel Setup ⓘ

TRAVELCLICK - Beau Manor (AV TEST) (6938)

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Partner Hotel Mapping

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OTA Source Name	Hotel ID	Partner Chain Code	Partner Brand Code	Partner Hotel Code	Status
ExpediaDirectConnect	6579	XO	XO	6579	YES
ExpediaDirectConnect	6581	XO	XO	6581	YES
ExpediaDirectConnect	13121	XO	XO	13121	YES
ExpediaDirectConnect	13122	XO	XO	13122	YES
ExpediaDirectConnect	11216			EDC25	NO
ExpediaDirectConnect	6846	XO	XO	6846	NO
ExpediaDirectConnect	13123	XO	XO	13123	YES
ExpediaDirectConnect	4755	XO	XO	4755	YES
ExpediaDirectConnect	15225	XO	WV	15225	YES
ExpediaDirectConnect	6577	XO	XO	6577	YES
10 Record(s)					

Property Management System

A property management system (PMS), is a computerized system used to manage guest bookings, online reservations, point of sale, telephone and all the amenities of the hotel.

Hotel property management systems may interface with central reservation systems (CRS) and revenue or yield management systems, front office, back office and point of sale systems.

(OR)

A PMS may have all/few of the above system as modules.

Property Management System (PMS):

Functionalities:
- Managing Reservations, Day use, Check-In, Walk-ins, Guest Amendments, Quick Reservations
- Management Flash Report, City Ledger Settlements, Currency Exchange
- Enquiries
- Check-in/Check-out Process
- Housekeeping Assignments
- Cashier operations
- Concierge

Goals:
Front desk is center of property operations responsible for guest reservations, registration, service and payment.

System Integration:
PMS, Revenue Management System, Accounting Management, Guest Service, Concierge

Distribution & Channel Management

- Hotel (Rooms) Distribution
- Intermediary
- Supplier | Wholesaler | Retailer | Guest
- Direct/ Indirect Channels
- Inventory Distribution
- Digital Content distribution
- Advantages/ Disadvantages of Direct/Indirect channels
- Distribution Channels
- GDS/ IDS
- Business Models - Merchants and Travel Agents
- Transparent Sites
- Opaque Sites
- Auction basis
- Few Terms: Rate Parity, Rate integrity, Opaque Pricing etc.
- Channel Management Tools & Flow

Reservation

- Guaranteed/Non-Guaranteed Reservations
- Basic Reservation Record
- Reports
- Group Bookings & Few Terms
- Package Bookings & Few Terms
- Policies
- CRS/ PMS Functions

Questions?

Thank you!