RVNG

Property Maintenance Module
Online help printed documentation

Hotel and chain level users

Published April 10, 2015

Note: This document includes all online help topics. All the information in the Pegasus RVNG user guide is included and modified for concise screen display.

Welcome to the Property Maintenance Module help center

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Release date March 20, 2015

How to use online help

The Online Help for this module offers a variety of ways to get the information you need. To learn more, click any of the links below.

In this topic

Navigation window layout

The navigation window is divided into three areas.

- *Table of Contents:* An expandable table of contents listing major topics (file folders) found in the Help system. Once you have selected this tab, click a file folder to open or close it as well as to view the detailed topics within the file folder.
- *Topic Window:* Topic content is displayed on the right. Once you are in a topic, click the hyperlinks (colored, underlined words) to access another topic that contains related information.
- *Navigation area:* The navigation area is on the top of the window. It contains the items listed in the table below.

Tab	Description
Content	An expandable table of contents listing major topics (file folders) found in the Help system. Once you have selected this tab, click a file folder to open or close it as well as to view the detailed topics within the file folder.
Index	A list of keywords linked to relevant topics. Once you have selected this tab, click the keyword to view topics associated with a keyword.
Glossary	Definitions of terms.
Back	Once in a help topic, this tab allows you to go back to the previous topic.
Forward	Once in a help topic, this tab allows you to go to the next topic.

Tab	Description
Print	To print an *individual topic*: 1. Open the desired topic. 2. Click **Print** on the toolbar To print (or view) *all of the online help*, click the **Online user guide** link on the Welcome page.
Search	A full-text search on the contents of the online help. The search is not sensitive to upper and lower case. Once you have selected this tab: 1. Enter one or more terms and click List Topics. 2. Click the topic you want to view. To refine your search you may: • Enter a phrase or multiple words. The system returns all of the topics with any of the words. • Use quotation marks (') around phrases to search for all of the words. • Use AND, OR, NOT, or NEAR to refine your search. For example, hotel NEAR rate finds topics where the first keyword is near the second keyword. • Search for partial words or phrases by using a question mark to represent a single letter, or an asterisk for multiple letters.

Resizing the windows

Point to any corner or edge of the window to resize the window. Use the double-headed arrow to drag the corner or edge. Point to the divider between the content and navigation areas to change their sizes. Use the double-headed arrow to click and drag the divider right or left.

Closing help windows

- The online help window is displayed on top of other windows. Click close (**X**) in the upper-right corner of the window to close the help window.
- For pop-up windows within a Help window, click anywhere on the text to close the window, or use the link provided.

RVNG useful information

Before you begin using the Property Maintenance Module, specific applications and equipment must be used to achieve optimum performance. These requirements are described in the following paragraphs. Computer hardware manufacturers and software suppliers are constantly updating their products, phasing out old versions. Therefore, it will be necessary for you to upgrade your computing environment from time to time.

System requirements

You will need the following to access and use the Property Maintenance Module:

- User ID and password
- Windows XP, Windows VISTA or Window 7
- Internet Explorer 7 or higher (http://www.microsoft.com/downloads)
- Adobe Flash Player 9 or higher (http://www.adobe.com/products/flashplayer) (minimum version is 9.0.115.0)
- Pop-up blockers disabled while using the application

PC hardware specifications

The minimum recommended equipment listed is for the operating system and RVNG. It does not take into account any other software being run at the same time.

If you expect to run other programs while also running RVNG, the system requirements may be higher to achieve optimal performance.

Minimum required specifications	Recommended specifications
1 GHz CPU	2 GHz CPU or more
2 GB RAM	2 GB RAM
17" monitor	17" monitor or greater
20 GB hard drive	20 GB hard drive or more

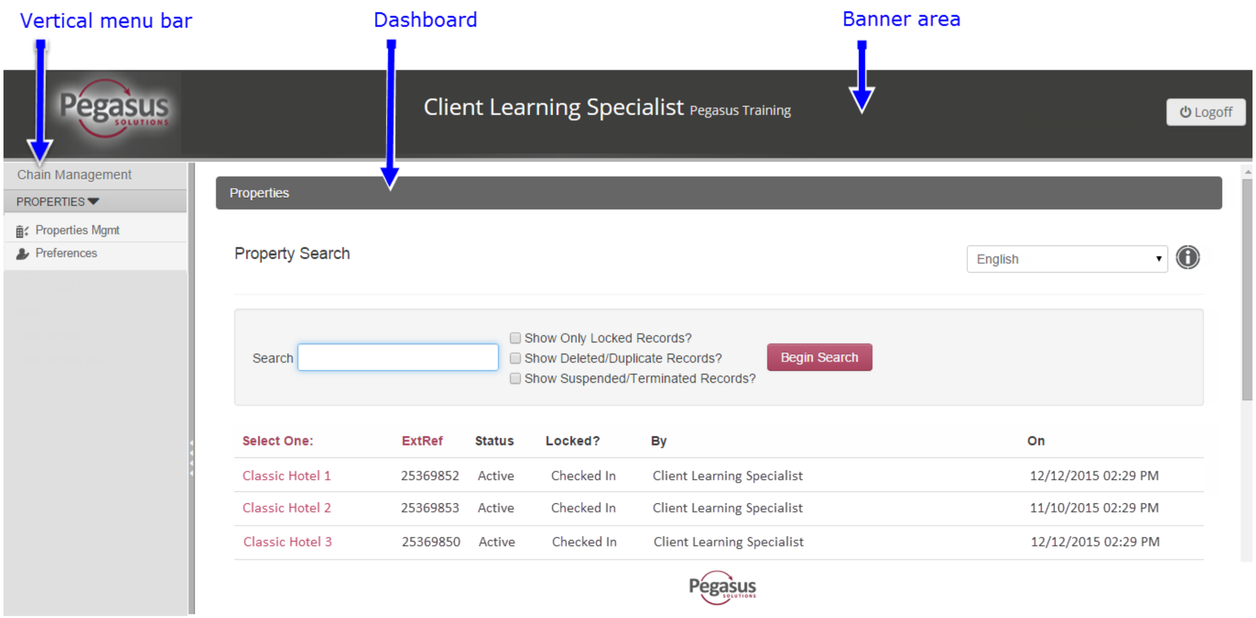
RVNG navigation and visuals

This topic describes various ways that you can navigate through the RVNG Property Maintenance Module, as well as any visual elements you may encounter.

In this topic

Layout

The RVNG screen is composed of a banner area, a vertical menu bar, and a dashboard.



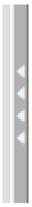
Part	Description
Banner area	• Displays user information • Contains Click to Chat button (instant messaging with Client Support) • Contains Logoff button
Vertical menu bar	• Access to My Preferences screen where you can change your password • Links to the various system levels (Chain and Property)
Dashboard	Contains the links to the various menus you can access and perform actions from. Based on your level of access it will display • the Chain dashboard, for chain level users • the Property dashboard, for individual hotel user • the Property Search screen, for group users

Tip: Click the Expand/Collapse Bar to increase the dashboard workspace.

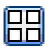
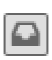
Common graphical elements and buttons

The table below describes some of the common elements and buttons displayed in the Property Maintenance Module. Clicking or hovering over these elements or buttons will give you the results described in the table.

Element	Description
	**Screen Information Icon**. Displays a message about the screen.
	Screen-level **Help** button located in the upper right-hand corner. Click this to open a pop-up window with help text that is related to the active screen. **Note:** To show *all* help topics available within the Help window and to display a search window and navigation buttons, click the **Click here to see all help topics** link at the top of the window.
	Field-level **Help** button located to the right of a field. Click to open a pop-up window with information related only to that particular field.
* Name	A red dot to the left of a field label indicates a field is required.
English	Property data is completed in English. For IBE users - the language drop-down list can be used, once the data has been saved in English, to enter translated text in the selected language.
	Opens a drop-down calendar that allows you to select dates.
Edit Edit	Edit button used to check out a property for editing. The property is still active and bookable in applicable distribution channels.
Undo	Undo button used to undo or reverse any changes made during an editing session. It also takes the property *out* of editing mode.

Element	Description
Publish	Once property data updates have been saved, it is used to publish the content to applicable distribution channels.
	Click the collapse/expand bar to hide/view the vertical menu bar.
Chain Management	Click to view Chain level access options.
Call Center NG	Click to view Call Center access options.
Properties	Click to view Property level access options.
Preferences	Takes you to the My Preferences screen to change your user name, login password and what appears on your screen when you log in.
Properties Mgmt	Returns to Property Search screen.
	The magnifying glass icons display more options for a particular field, typically in the form of a pop-up window.
	Arrow used to open or close the vertical panes of the Inventory Tree or Rate Tree.
Add	Adds information.
Add New	Add New button.
Back	Returns to the previous screen.

Element	Description
Choose File	Navigate to a file on your local computer or network.
Cancel	Quits without saving the date you just entered or changed.
✖ Cancel	Cancels a reservation.
Clear Clear	Clears all the editable fields on the screen.
Close Window	Closes the window.
Edit	Edits the information on the screen.
	Edit calendar cell icon.
	Preview Edit All edit icon.
Refresh Refresh	Refreshes the contents of the screen.
Save	Saves user data. Use this option to periodically save your work when entering a lot of information.
Save Changes	Saves changes.
Save & Continue	Saves your data and continues the operation (for example, add other sell rules).
Save and Quit	Saves your data and returns you to the previous screen.
Email Guest Email Property	E-mail button that can be used to re-send booking details to the property or guest. See Reservation Find-View.

Element	**Description**
	Print button that can be used to print booking details. See Reservation Find-View.
	Displays the General Information screen during property Preview - Edit All for managing information on relevant distribution channels. See Preview and Preview - Edit All (Property).
	Changes the multimedia gallery to the default gallery view. See Images-Booking Engine.
	Displays the image with the filename and title to the right of the image. See Images-Booking Engine.
	Displays only the filename and title (no image). See Images-Booking Engine.
	**Inventory Icon**. On the calendar, green indicates there is remaining inventory. See Property Actions (Inventory and Rate Setup).
	**Inventory Icon**. On the calendar, red indicates there is no remaining inventory, it is therefore unavailable. See Property Actions (Inventory and Rate Setup).
	**Inventory Icon**. On the calendar, grey indicates there is no inventory limit setup. RVNG will pick up inventory from a higher level if applicable. See Property Actions (Inventory and Rate Setup).
	**Freesell Icon**. On the calendar, it indicates the option **Sell with no inventory setup** has been selected for the item or rate. There is no limit to the number that can be sold. See Item and Rate (Property).
	**Sell Rules Icon**. On the calendar, green indicates there is no restriction. See Item and Rate (Property).

Element	Description
	**Sell Rules Icon**. On the calendar, yellow indicates booking restrictions apply. See Item and Rate (Property).
	**Sell Rules Icon**. On the calendar, red indicates that a close restriction applies, it is therefore unavailable. See Item and Rate (Property).
	**Policies Icon**. On the calendar, indicates a policy is attached at some level to the item or rate. See Item and Rate (Property).
	**Based On Icon**. Indicates rate is based on another rate.
Inactivate	Some information cannot be deleted; but it can be inactivated when you click this link.
Activate	Activates information when this link is clicked.

Returning to previous screens

There are a few ways to return to the previous screens and dashboards.

If you have...	And you want to...	Then...
Access to one property	Return to previous screen	Click the property name on the top left and side of the screen Property Name
	Return to the Property dashboard	Click the Property Mgmt button in the vertical menu bar Properties Mgmt

If you have...	And you want to...	Then...
Access to multiple properties	Return to previous screen	Click the property name on the top left and side of the screen 
	Return to Property Search screen	Click the Property Mgmt button in the vertical menu bar 
A Chain level access	Return to Chain Dashboard	Click the Chain Management button in the vertical menu bar

Your selections

Selection and options that appear in the Property Maintenance Module are based on your login and configuration settings.

GDS character limits and other limits

In this topic

GDS text requirements

Follow the GDS text requirements below so there are no issues when information is sent to the GDS. Entering certain characters in any text field, such as property information or rate description, can cause undesirable results such as missing or modified information.

Most GDS restrict the use of special characters in text fields as they use these special characters in system commands. When these characters are included in text information it can be rejected or removed from processing.

GDS character limitation

The following are the GDS character limitations per 'line'.

These pertain to free text entries for things like amenity and policy descriptions. This does not include product description line lengths, or room/rate description line lengths, which can have specific line lengths set using channel parameter settings.

GDS	Limitation	GDS	Limitation
Amadeus (1A)	52	Galileo / Apollo (UA)	50
Sabre (AA)	60	Worldspan (1P)	58

Suggested abbreviations

Since space can be limited in some free form text fields, it can be useful to use abbreviations were possible. Below is a list of some of the suggested abbreviations.

Text	Abbreviation	Text	Abbreviation
Breakfast	BFST	Credit card	CC
Dinner	DNR	Identification	ID
Television	TV	Night	NT
Air conditioning	AIRCON	View	VW
Required	REQ	Percent	PCT
Cancellation	CXL		

Special characters acceptable for GDS

The GDS cannot read any special characters. Please limit punctuation signs to the following:

Character Name	Acceptable sign
Period	.
Slash	/
Hyphen	-

Special characters not accepted on GDS

Descriptions sent to the GDS must only user regular letters and digits. For example, accents, monetary terms and other characters such as the ones listed in the table below should never be used.

Unacceptable sign	Use instead	Unacceptable sign	Use instead
$ **or any currency symbol**	USD 3-letter currency code	@	at
%	PCT	&	and

Unacceptable sign	Use instead	Unacceptable sign	Use instead
*	Star	+	plus

Getting started

Logging in

To access the Property Maintenance Module follow the login procedures given to you by your Pegasus representative.

Based on your login, you will be granted access to specific Chain and/or Property Level Tasks. Go to the appropriate section of online help for specific instructions on completing your tasks.

Related topics

RVNG navigation and visuals

Property dashboard

Chain dashboard

My Preferences

Using the **My Preferences** screen, you can review and modify some of your user settings.

In this Topic

User details

Password

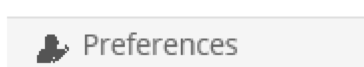
Date formats

Starting menu and screen

Other options

User details

To modify your user details, follow the steps below:

Step	Action
1	In the vertical menu bar, click the  button.

Step	Action
2	Enter the **First Name** (optional). This is displayed with Last Name and your chain name in the banner area.
3	Enter the **Last Name**. This is displayed beside your chain name in the banner area.
4	Click the Save Changes button.
5	To return to the dashboard, click the Properties Mgmt button, in the vertical menu bar.

Password

To modify your login password, follow the steps below:

Step	Action
1	In the vertical menu bar, click the Preferences button.
2	Enter the new password in the **Password** and **Confirm Password** fields.
3	Click the Save Changes button.
4	To return to the dashboard, click the Properties Mgmt button, in the vertical menu bar.

Note: The password must:

- be at least 8 characters
- alphanumeric
- cannot contain any special characters such as #, &, * etc.

Date formats

Follow the steps below to apply your date and time formats:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>In the vertical menu bar, click the Preferences button.</td></tr>
<tr><td>2</td><td>From the My Display Date Format drop-down list select the date format you would like to display on applicable screens.
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>European</td><td>My Display Date Format: 13/02/2015</td></tr>
<tr><td>American</td><td>My Display Date Format: 02/13/2015</td></tr>
</table></td></tr>
<tr><td>3</td><td>From the My Display w/Time Format drop-down list select the date and time format you would like to display on applicable screens.
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>European</td><td>My Display Date w/ Time Format: 13/02/2015 11:21 AM</td></tr>
<tr><td>American</td><td>My Display Date w/ Time Format: 02/13/2015 11:21 AM</td></tr>
</table></td></tr>
<tr><td>4</td><td>From the My Input Date Format drop-down list select the format you would like to use to complete applicable date fields.
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>European</td><td>My Input Date Format: 13/02/2015</td></tr>
<tr><td>American</td><td>My Input Date Format: 02/13/2015</td></tr>
</table></td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>From the My Input Date w/Time Format drop-down list select the format you would like to use to complete applicable date with time fields.
<table>
<tr><th>If...</th><th>Then...</th></tr>
<tr><td>European</td><td>My Input Date w/ Time Format: 13/02/2015 11:21</td></tr>
<tr><td>American</td><td>My Input Date w/ Time Format: 02/13/2015 11:21 AM</td></tr>
</table>
</td></tr>
<tr><td>6</td><td>To keep the date in context with the formats you have selected, select Yes in the Refresh Calendar Date field.
Refresh Calendar Date?: Yes</td></tr>
<tr><td>7</td><td>Click the Save Changes button.</td></tr>
<tr><td>8</td><td>To return to the dashboard, click the Properties Mgmt button, in the vertical menu bar.</td></tr>
</table>

Starting menu and screen

The **Starting Menu** identifies the level of access you most frequently use. For Property users it is set to **Properties**, for Chain level users it is set to **Chain Management.**

The **Starting Screen** identifies the screen that shows when you first log on to the system.

Note: This can only be changed by contacting your Pegasus Representative.

Other options

The **My Languages** field identifies the language used in RVNG for field labels, screen titles, dashboard options, etc. It is set to English.

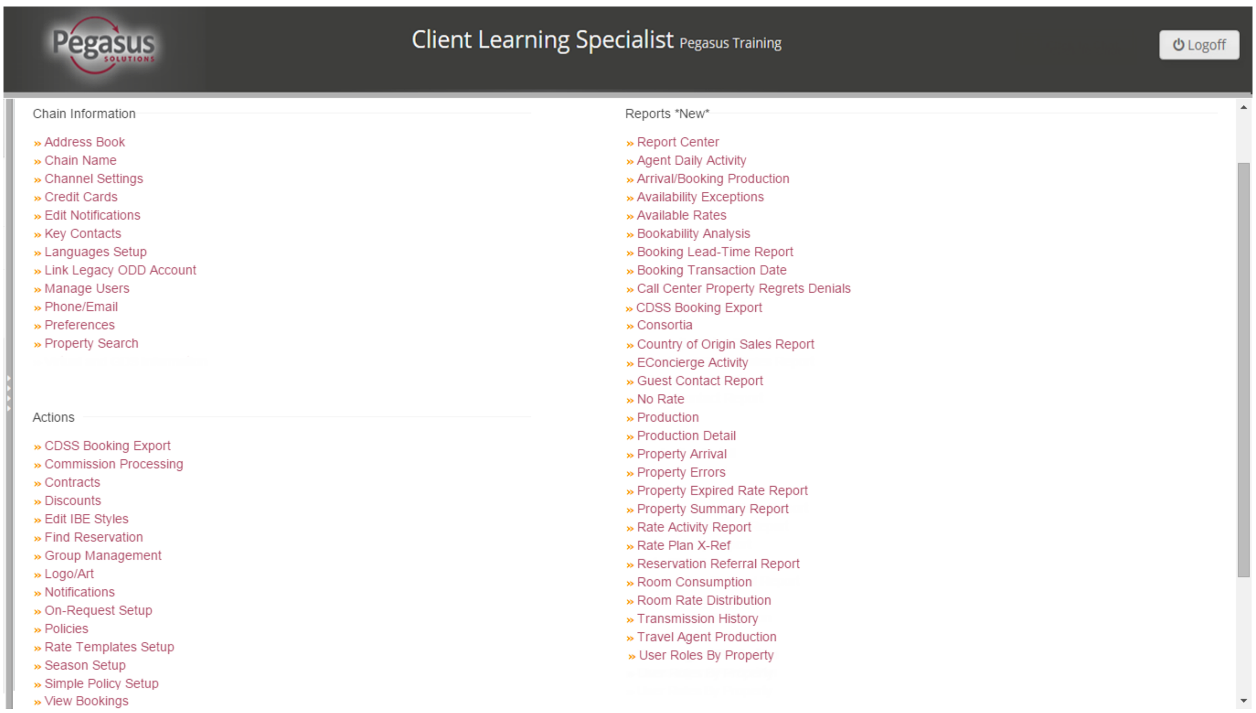
If you wish to have the vertical menu bar collapsed upon login, place a check mark in the **Collapse Side Menu** checkbox.

Dashboards

Understanding the Chain dashboard

The Chain dashboard displays chain setup functions that can be performed at the chain level. Each chain has its own dashboard, so your layout can vary based on your login and the chain dashboard configuration.

Tip: Click the Expand/Collapse bar to increase the dashboard workspace.



The Chain dashboard screen is divided into three major sections:

Part	Function
Chain Information	Provides links to set up the chain information. You can for example add or edit your chain name and contact details, you can manage users at chain or property levels.
Actions	Provides links to the tasks performed at this level. You can for example set up chain level policies that can be used by all of your properties, and you can set up your chain preferences.
Reports	Allows you to run informational reports specific to one or multiple properties in the chain.

What do you need help with?

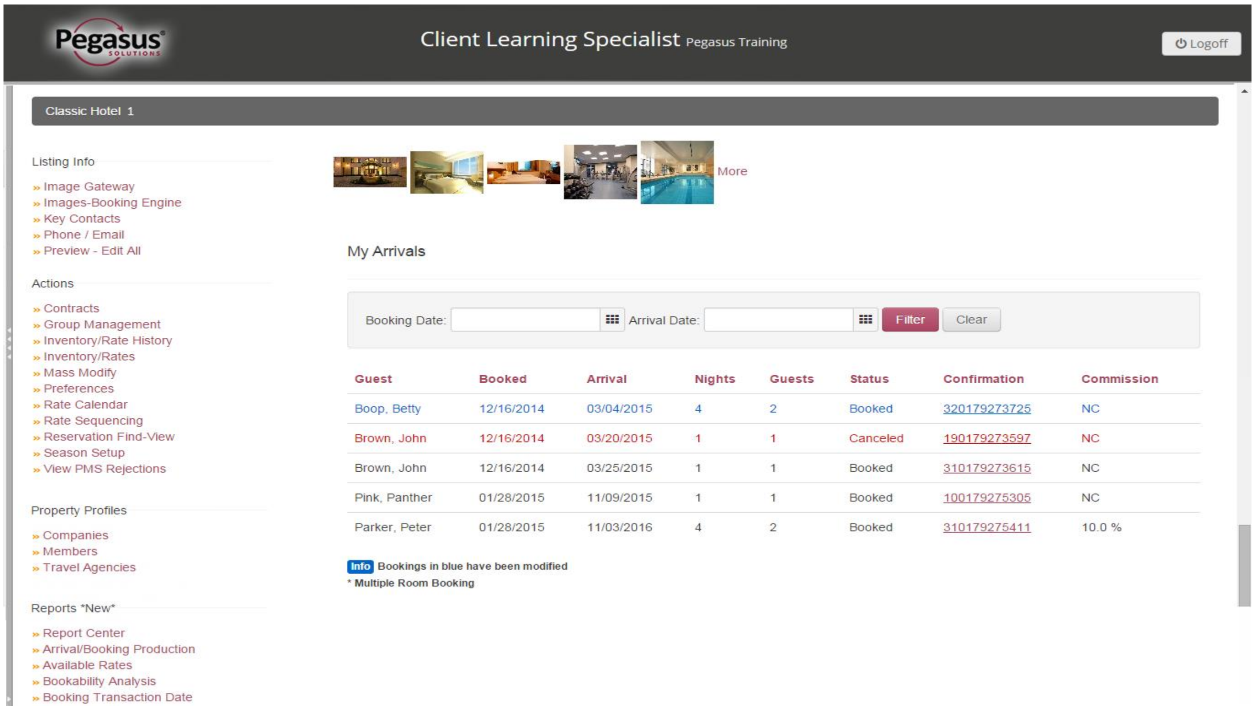
Chain Information	Actions	Reports
Address Book	CDSS Booking Export	Reports Centre
Chain Name	Commission Processing	Running Reports
Channel Settings	Contracts	
Credit Cards	Discounts	
Default Text Features	Edit IBE Styles	
Edit Notifications	Find Reservation	
Find Reservation	Group Management	
Key Contacts	Notifications	
Languages Setup	On-Request Setup	
Link Legacy ODD Account	Policies	
Manage Users	Season Setup	
Phone / Email	View Bookings	
Preferences	View On-Request	
Property Search	View Suspended Bookings	

Note: Options that appear in the Chain dashboard are based on your login and configuration settings.

Understanding the Property dashboard

Use the property dashboard to access all property-specific settings. Options that appear on your property dashboard are based on your user role (see Appendix E).

Tip: Click the Expand/Collapse bar to increase the dashboard workspace.



The property dashboard screen is divided into five major sections:

Part	**Function**
Listing info	Provides links to set up the property information. You can for example add or edit your property contact details, descriptions and images.
Actions	Provides links to the tasks performed at this level. You can for example review your property preferences, manage availability and rates, or create new items and rates.
Property Profiles	Provides links to the profile setup screens.
Reports	Allows you to run informational reports specific to your property.
My Arrivals	Shows upcoming arrivals for this property.

Display the property dashboard

If you manage only a single property, your property dashboard will display immediately after you log into the Property Maintenance Module.

If you manage multiple properties, the Properties Management screen appears after you log in displaying a list of all of the properties you can access. Click a property name to display that property's dashboard.

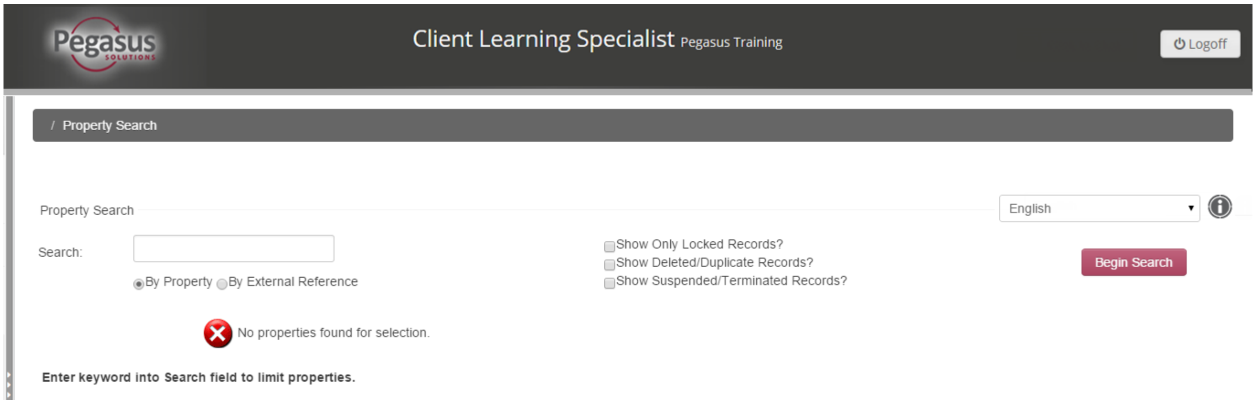
What do you need help with?

Listing Info	Actions	Property Profiles
Alternates Properties	Contracts	Companies
Credit Cards	Group Management	Members
Edit Notifications	Inventory/Rates	Travel Agencies
History	Inventory/Rates History	
Image Gateway	Mass Modify	**Reports**
Images-Booking Engine	Policies	Report Center
Key Contacts	Preferences	Running Reports
Phone / Email	Rate Calendar	
Preview **Preview - Edit All**	Reservation Find Reservation Find-View	**My Arrivals** My Arrivals
Select Nearby Airports	Season Setup	Filter arrivals
Update Airport Info		

Note: Selection and options that appear on the property dashboard are based on your login and configuration settings.

Property Search

If you have a large number of properties, you can use the search function to search for a particular property using keywords, such as name, feature, location, characteristic or product.



To search for properties, follow the steps below:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>
<table>
<tr><th>From</th><th>Then</th></tr>
<tr><td>The Chain dashboard</td><td>Click the Property Search link.</td></tr>
<tr><td>The Property dashboard</td><td>Click the Properties Mgmt icon in the vertical bar menu.</td></tr>
</table>
</td></tr>
<tr><td>2</td><td>In the Search window, enter the keyword for the property, a characteristic or a product you are looking for (for example, Resort).

Tips:
To narrow your search to only include locked records, deleted/duplicate records, or suspended/terminated records, select the appropriate checkboxes.
You can enter a % sign to perform a wildcard search that will return a complete list of all your properties.</td></tr>
<tr><td>3</td><td>Click the Begin Search button.</td></tr>
</table>

Search results are displayed on the screen, 20 to a page, with the total number of records indicated at the bottom of the screen.

If your search returns more than 20 properties, use the arrows to navigate result pages.

Note: Clicking a property name will open the Property dashboard screen for that property.

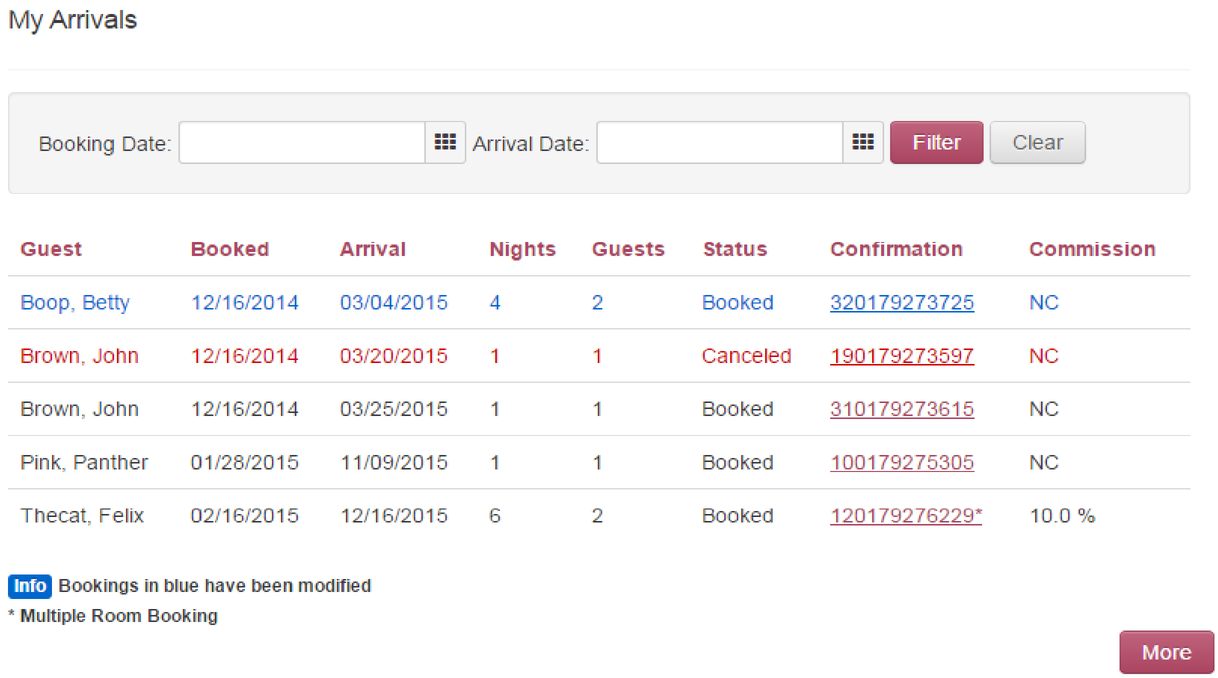
Related topic

[RVNG navigation and visuals]

[Property dashboard]

My Arrivals

The **My Arrivals** section, on the Property dashboard, lists the five arrivals that are closest to the current date. Also shown are number of nights, number of guests, status of the booking, the confirmation number and whether the booking is commissionable.


My Arrivals

Booking Date: Arrival Date: Filter Clear

Guest	Booked	Arrival	Nights	Guests	Status	Confirmation	Commission
Boop, Betty	12/16/2014	03/04/2015	4	2	Booked	320179273725	NC
Brown, John	12/16/2014	03/20/2015	1	1	Canceled	190179273597	NC
Brown, John	12/16/2014	03/25/2015	1	1	Booked	310179273615	NC
Pink, Panther	01/28/2015	11/09/2015	1	1	Booked	100179275305	NC
Thecat, Felix	02/16/2015	12/16/2015	6	2	Booked	120179276229*	10.0 %

Info Bookings in blue have been modified
* Multiple Room Booking

More

Only the earliest five arrivals appear on the screen at any one time. If there are more than five arrivals, a More button appears on the lower right of the My Arrivals section. Clicking the **More** button displays an expanded list of arrivals.

Modified bookings are displayed in blue and cancelled bookings are displayed in red. Bookings with multiple rooms display an asterisk (*) to the right of the confirmation number.

The status of the booking is displayed as one of the following:

- Booked - the booking is confirmed
- Canceled - the booking has been cancelled and accepted by the booking channel
- Pending Cancel - the booking has been cancelled but not yet accepted by the distribution channels

You can view the booking details by clicking the **Confirmation** number. Refer to Reservation Find-View for more details.

Filter your arrivals

You can also filter your arrivals to display them by Booking Date or by Arrival Date. To filter your arrivals, follow the steps below:

Step	Action
1	Enter the booking/arrival date in the Booking Date or Arrival Date field, or click the calendar icon to select a date from a drop-down calendar. **Note**: Use the Clear button to clear the date fields.
2	Click the **Filter** button. Result: The reservations are displayed for the booking or arrival date selected.
3	Click the property name at the top of the screen to return to the Property Dashboard.

Related topic

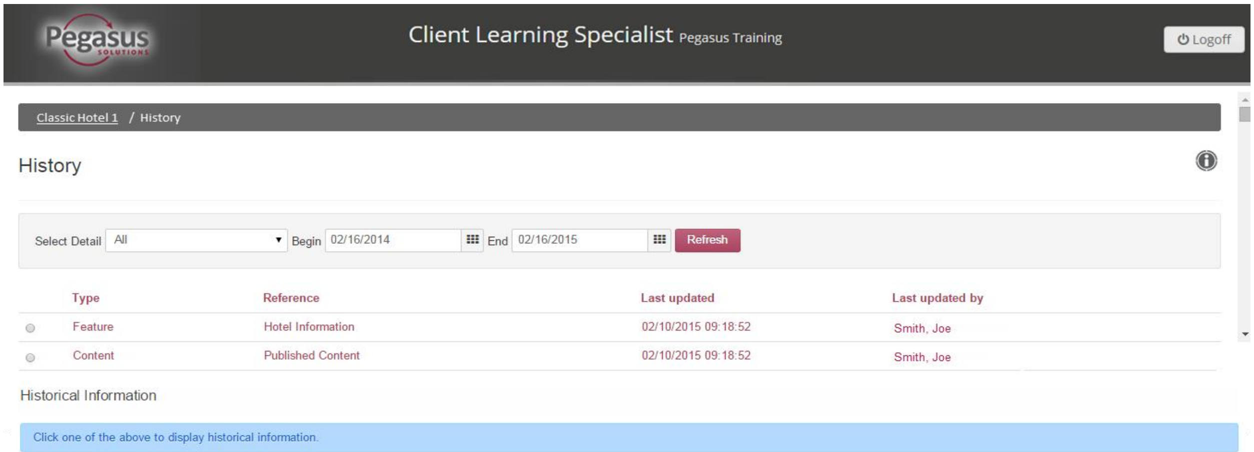
RVNG navigation and visuals

Reservation Find-View

Listing information

History

Use **History** to display and view details of the specific changes made to your property data.



The most recent changes appear first in the list. Use this log to see the date, time, user, and type of changes made to your data.

Note: Items shown in italics indicate the item has been set to inactive.

Change type name	Description
All	History of all changes
Setup	Property setup information, such as external reference
Address	Property address
Communication	Contact details such as phone or email
Content	Date content was published to distribution channels
Feature	Property descriptions and amenities
XRef	Alternate/Referral properties

Tip: To view inventory or rates changes, use the Inventory/Rate History menu from the Property dashboard.

In this topic

[Filter History]

[Display Historical Information]

Filter History

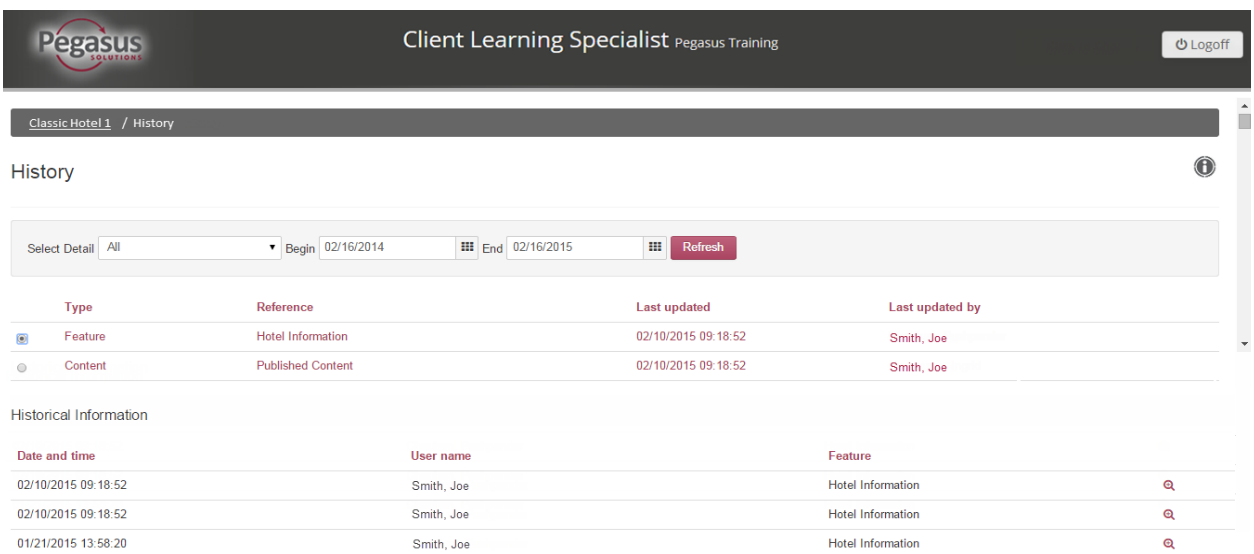
You can sort the list by clicking on any of the column headings.

You can also filter history to display only specific changes:

If you want to...	Then...
Filter by type	Select the type from the **Select Details** drop-down list; the screen automatically refreshes the data to display only the type selected.
View a specific date range	Enter a **Begin** date and **End** date, or click the **Calendar icon** to select the dates from a drop-down calendar. Click the **Refresh** button to display the results.

Display Historical Information

You can use the **Historical Information** section of the screen to review the changes in detail.



To display your changes in detail, follow the steps below:

Step	Action
1	In the **History** screen, click the radio button to the left of the item you want to view. The item change details are displayed in the **Historical Information** section of the screen.
2	Click the (zoom icon) to the right of the change to display the details of the change.
3	To show only the item or items that changed, select the **Show changes only** checkbox.
4	When finished reviewing the changes, click the **Return to Summary** button at the top of the **Historical Information** section.
5	Click the property name at the top of the screen to return to the **Property Dashboard**

Related topics

Inventory/Rate History

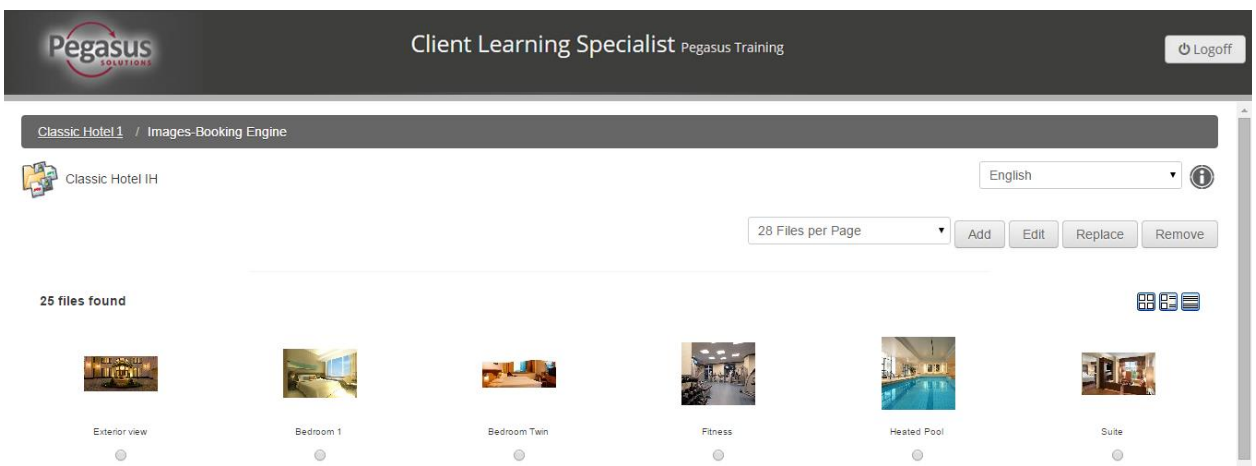
Manage Images

From the Property dashboard, you can manage images distributed to each booking channel.

If you want to...	Then...
Manage images for GDS and ADS	See Image Gateway
Manage images for the Call Centre Module	See Images-Booking Engine
Manage item images for Call Centre Module and Internet Booking Engine	See Item Setup tab

Images-Booking Engine

Use this option to add, edit or remove images that relate to your property. Images defined in Images-Booking Engine will display in the Call Center. Images stored here can also be associated to individual items (see Item Setup tab) and will then display in Call Center and IBE rate return screens. There is no limit to the number of images you keep in your image gallery.



In this topic

Process overview
Add an image
Edit an image
Replace an image
Remove an image
Gallery Display options

Process overview

Managing your images is a two-step process:

Step	Action	See
1	Upload images	Add an image
2	Define where and how images should display	Edit an image

Caution: Only images that have been associated with a category during the editing process will be distributed to the Call Center Module. You can review images that have been set to display in the Call Centre Module on the Property dashboard.

Add an image

The image upload screen allows you to upload up to eight images at a time to your image gallery.

For best results, the recommended image size is 220 x 990.

To add images to the image gallery, follow the steps below:

Step	Action
1	From the property dashboard, click on the **Images-Booking Engine** link
2	Click the **Add** button. The **Upload Files** pop-up window appears.
3	Click **Choose File** to open a dialog box to navigate to an image file on your local computer or network.
4	Click the **Start Upload** button to upload the selected images.
5	Refresh the image gallery to display the newly uploaded images, by clicking one of the Display options.
6	For each of your downloaded images, follow the steps described in the Edit an image section to describe how and where it will appear in the Call Center.

Edit an image

Once your images are downloaded, you will need to add information about each image. To add or edit information about an image, follow the steps below:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select the radio button under the desired image and click the Edit button in the upper right corner of the screen. The Change a Picture pop-up window appears.</td></tr>
<tr><td>2</td><td>Enter or change the title of the image so that it is easily identifiable in your image gallery.</td></tr>
<tr><td>3</td><td>Select the image category where you want this image to appear in the Call Center.

Caution: An image must have a Category associated to it in order for it to be visible in the Call Centre Module.

The following categories can be used:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Amenity</td><td>For images of any amenities you want to feature</td></tr>
<tr><td>Dining</td><td>For images of your dining facilities</td></tr>
<tr><td>Facility</td><td>For images of other facilities, such as exercise room</td></tr>
<tr><td>Logo</td><td>For your hotel logo</td></tr>
<tr><td>Property</td><td>For images of the exterior of your property</td></tr>
<tr><td>Room</td><td>For your room images

Note: see Item Setup for instructions on adding an image to a room type</td></tr>
</table></td></tr>
<tr><td>4</td><td>Change the height and width.

Tip: For best results, the recommended image size is 220 x 990.</td></tr>
<tr><td>5</td><td>Add border size as required.</td></tr>
</table>

Step	Action
6	Enter the order you want the image displayed in the image gallery and Call Centre Module.
7	Click the **Save & Return** button.
8	Click the property name at the top of the screen to return to the **Property Dashboard**.

Replace an image

To replace an image in your gallery with another image, follow the steps below:

Step	Action
1	Select the radio button under the image you want to replace.
2	Click the **Replace** button. The **Replace File** pop-up window appears.
3	Click the **Choose File** button to open a dialog box to navigate to an image file on your local computer or network.
4	Click the **Start Upload** button to upload the selected image to your image gallery.
5	Click the property name at the top of the screen to return to the **Property Dashboard**.

Remove an image

To remove an image, follow the steps below:

Step	Action
1	Select the radio button under the image you want to remove.
2	Click the **Remove** button in the upper right corner of the screen.
3	A popup message is generated, click the **OK** button to confirm.
4	Click the property name at the top of the screen to return to the **Property Dashboard**.

Gallery Display options

You can change the way your multimedia gallery is displayed by clicking one of the three icons beneath the action buttons, located on the top right hand side of the screen. See RVNG navigation and visuals for more information.

Back to the top

Related Topics

RVNG navigation and visuals

Manage images

Image Gateway

Image Gateway Channel Setup

Use Image Gateway to add, edit, and archive images for distribution. The Image Gateway is a centralized storage area for the management and distribution of digital assets to ADS/GDS sites and key travel channels.

Before a customer can use Image Gateway, the Pegasus Representative must ensure the property is loaded in the Hotel Content Database (HCD).

In this document

Select your image portal provider

To make Image Gateway accessible, follow the steps below:

Step	Action
1	Click **Channel Settings** from your Property dashboard. **Note**: This parameter can also be set at chain level so that it can be inherited by all properties within the chain.
2	Select **Parameters**.

Step	Action
3	Click **Assign New**.
4	Select **Image Portal** from **Channel Name**.
5	Enter a **Begin Date**. An end date is not required.
6	Select **PMM - Image Portal Provider** from **Parameter Name**
7	Based on the provider enter **ICEPORTAL** or **LEONARDO** in the **Value** field
8	Click **Save**.

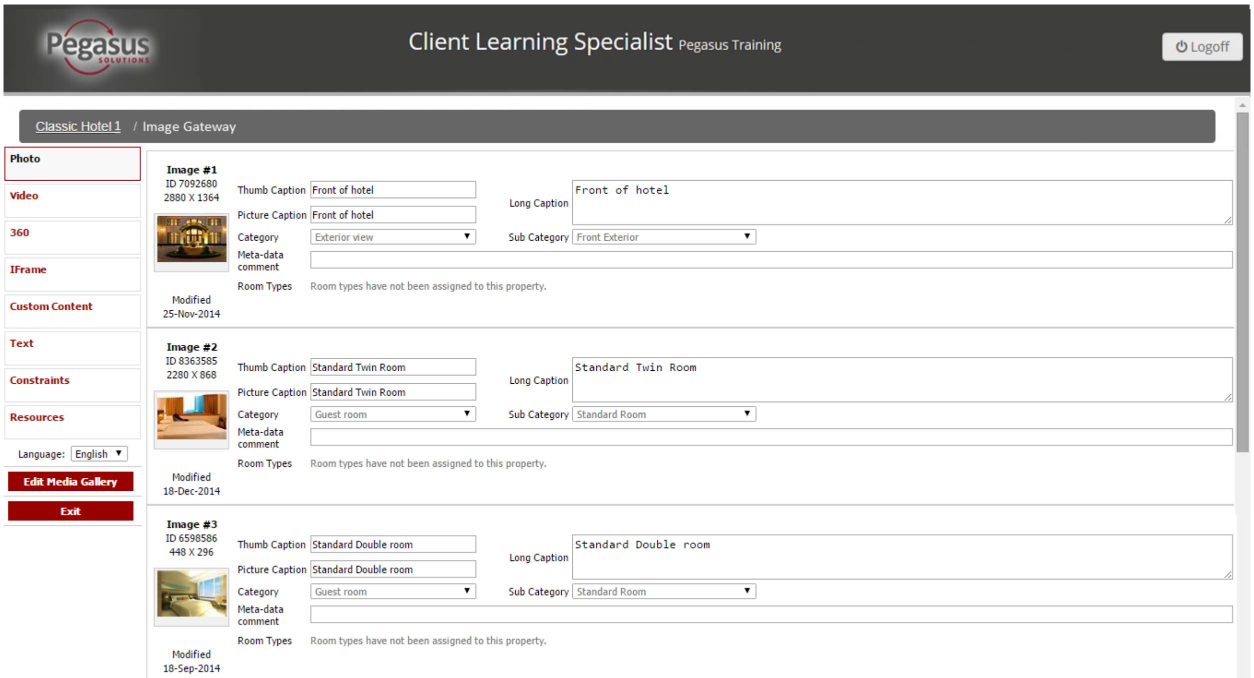
Identify your property in the image portal

To link your property ID in HCD with Image Gateway, follow the steps below:

Step	Action
1	Click **Channel Settings** from your Property dashboard.
2	Select **Conversions**.
3	Click **Assign New**.
4	Select **Image Portal** from **Channel Name**.
5	Enter a **Begin Date**. An end date is not required.
6	Enter your 2-letter chain code followed by semi-colon followed by your property ID in the **Code** field. For example: ZZ;23526325
8	Click **Save**.

Image Gateway

The Image Gateway is a centralized storage area for the management and distribution of digital assets, for example images, to ADS/GDS sites and key travel channels. Click the **Image Gateway** link on your Property Dashboard to add or edit images for ADS/GDS distribution channels. You are navigated to the Image Gateway interface. Currently you will be using the Photo tab.



In this topic

Technical requirements

Add an image

Edit image parameters

Sequence your images

Replace an image

Remove an image

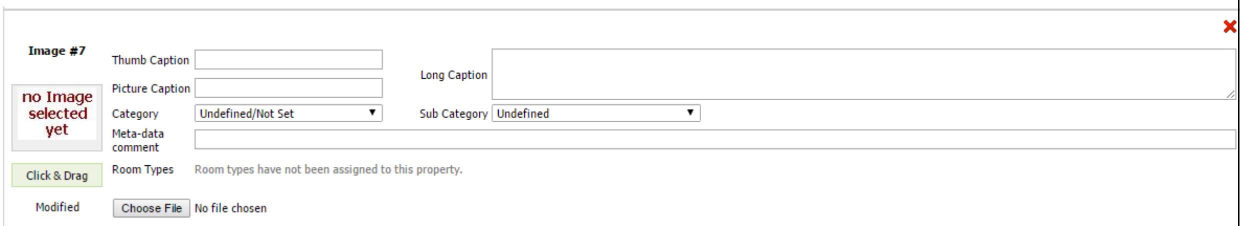
Technical requirements

Part	**Requirement**
Photo Formats	Acceptable formats are .JPG, .PNG, .GIF, .TIFF
Size	**Minimum** is 1913 x 2880 pixels

Part	Requirement
Quantity	• Minimum 20 • Maximum 50

Add an image

Follow the steps below to add a new image:

Step	Action
1	Click the **Image Gateway** link from the Property Dashboard.
2	From the Image Gateway screen, click the **Edit Media Gallery** button.
3	Click the **Add New Image** link. A new image section with 'No Image selected yet' message in the preview area appears. 
4	Click the **Choose File** button to open a dialog box to navigate to an image file on your local computer or network.
5	Click the **Open** button, and the image appears in the preview area. **Caution**: If the image pixel size is not correct, the image will not display. Resize the image and upload again.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>Enter information for the image in the content fields:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Thumb Caption</td><td>Enter a short description of the image

Tip: The text entered in this field automatically populates the Picture Caption field and the Long Caption field. You can edit information in each of these fields as needed.</td></tr>
<tr><td>Picture Caption</td><td>Enter a short description of the image</td></tr>
<tr><td>Long Caption</td><td>Enter a description of the image

Note: The information in this field is not accessed by all distribution channels.</td></tr>
<tr><td>Category</td><td>Select the applicable category for the image from the drop-down menu

Caution: The Category field is used by distribution channels to organize the distribution of your hotel’s images, be sure to label your images accurately.</td></tr>
<tr><td>Sub Category</td><td>Select the applicable Sub Category.</td></tr>
</table>
</td></tr>
<tr><td>7</td><td>Ensure the display order of the images is suitable. The image order can be seen above the image ID. To re-order images, see Sequence your images.

Tip: It is recommended to put an exterior image first and then guest rooms second.</td></tr>
<tr><td>8</td><td>Once all images are added, proceed to publish your images by clicking the Exit and approve changes button.</td></tr>
<tr><td>9</td><td>Once your images are published, the Processing Complete message will appear. Click the property name at the top of the screen to return to the Property Dashboard.</td></tr>
</table>

Edit image parameters

Follow the steps below to modify captions and categories associated with an image:

Step	Action
1	Click the **Image Gateway** link from the Property Dashboard.
2	From the Image Gateway screen, click the **Edit Media Gallery** button.
3	Find the image you would like to edit.
4	Update the applicable information in the caption and category fields. See Fields descriptions for more information. **Note**: Once you move away from the field, the system automatically saves the update and shows the **Image information updated** message.
5	Proceed to publish your changes by clicking the **Exit and approve changes** button.
6	Once your images are published, the **Processing Complete** message will appear. Click the property name at the top of the screen to return to the **Property Dashboard**.

Sequence your images

Follow the steps below to modify the image display order:

Step	Action
1	Click the **Image Gateway** link from the Property Dashboard.
2	From the Image Gateway screen, click the **Edit Media Gallery** button.
3	Find the image you would like to re-order.

Step	Action
4	Click the **Click & Drag** button, located below the image preview, to move images up or down in your image list. It is recommended to put an exterior image in first position and then guest rooms second. **Note**: Images may be ordered differently on distribution channels as each channel reorders images to the requirements of their web site.
5	Proceed to publish your changes by clicking the **Exit and approve changes** button.
6	Once your images are published, the **Processing Complete** message will appear. Click the property name at the top of the screen to return to the **Property Dashboard**.

Replace an image

Follow the steps below to replace an image with another image:

Step	Action
1	Click the **Image Gateway** link from the Property Dashboard.
2	From the Image Gateway screen, click the **Edit Media Gallery** button.
3	Find the image you would like to replace.
4	Click the **Choose File** button to open a dialog box to navigate to an image file on your local computer or network.
5	Click the **Open** button, and the image appears in the preview area. **Caution**: If the image pixel size is not correct, the image will not display. Resize the image and upload again.
6	Proceed to publish your changes by clicking the **Exit and approve changes** button.
7	Once your images are published, the **Processing Complete** message will appear. Click the property name at the top of the screen to return to the **Property Dashboard**.

Remove an image

Follow the steps below to delete an image:

Step	Action
1	Click the **Image Gateway** link from the Property Dashboard.
2	From the Image Gateway screen, click the **Edit Media Gallery** button.
3	Find the image you would like to delete.
4	Click the **X** button.
5	A popup message is generated, click the **OK** button to confirm the deletion.
6	Proceed to publish your changes by clicking the **Exit and approve changes** button.
7	Once your images are published, the **Processing Complete** message will appear. Click the property name at the top of the screen to return to the **Property Dashboard**.

Related Topics

RVNG navigation and visuals

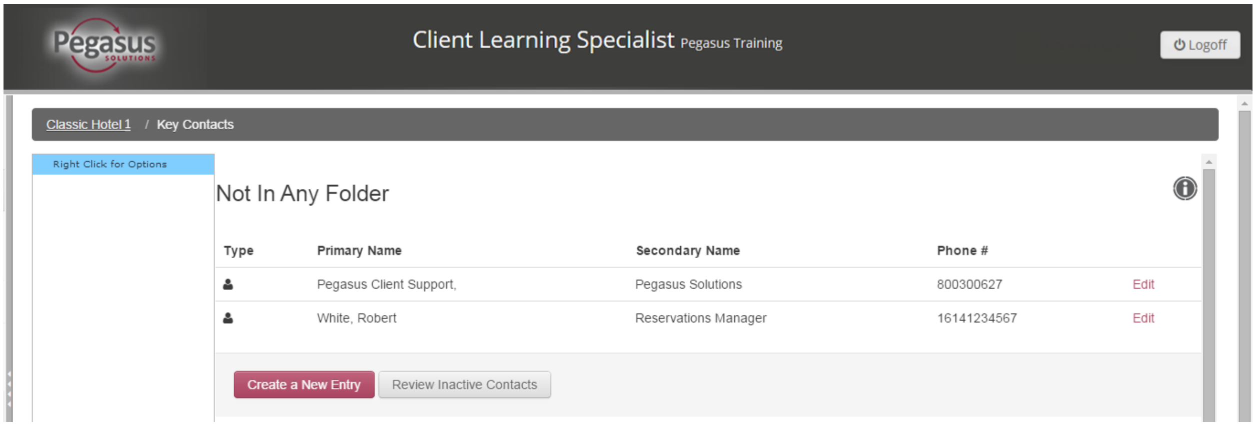
Manage images

Image Gateway channel setup

Images-Booking Engine

Key Contacts

Use **Key Contacts** to store all of your internal and external contact information. Similar to an address book, you can list all the phone numbers and addresses you use most often. Contact records can be created to reflect specific staff positions or areas of responsibility.



In this topic

[Add Key Contacts]

[Edit a contact]

[Remove a contact]

Add Key Contacts

To add a contact, follow the steps below:

Step	Action
1	Click the **Key Contacts** link from your Property dashboard.
2	Click the **Create a New Entry** button. The **Contact Information** pop-up window appears.
3	Fill out applicable fields. **Note**: At a minimum provide first and last name, job title in the company name field, phone number, and email address.
4	Click **Save and Quit** to save the contact information and return to the Key Contacts screen.
5	Click the property name at the top of the screen to return to the **Property Dashboard**.

Edit a contact

Follow the steps below to edit a contact:

Step	Action
1	Click the **Key Contacts** link from your Property dashboard.
2	Click the **Edit** link for the contact you need to update.
3	Update the applicable fields.
4	Click **Save and Quit** to save the contact information and return to the Key Contacts screen.
5	Click the property name at the top of the screen to return to the **Property Dashboard**.

Remove a contact

Contacts cannot be deleted but you can inactivate them.

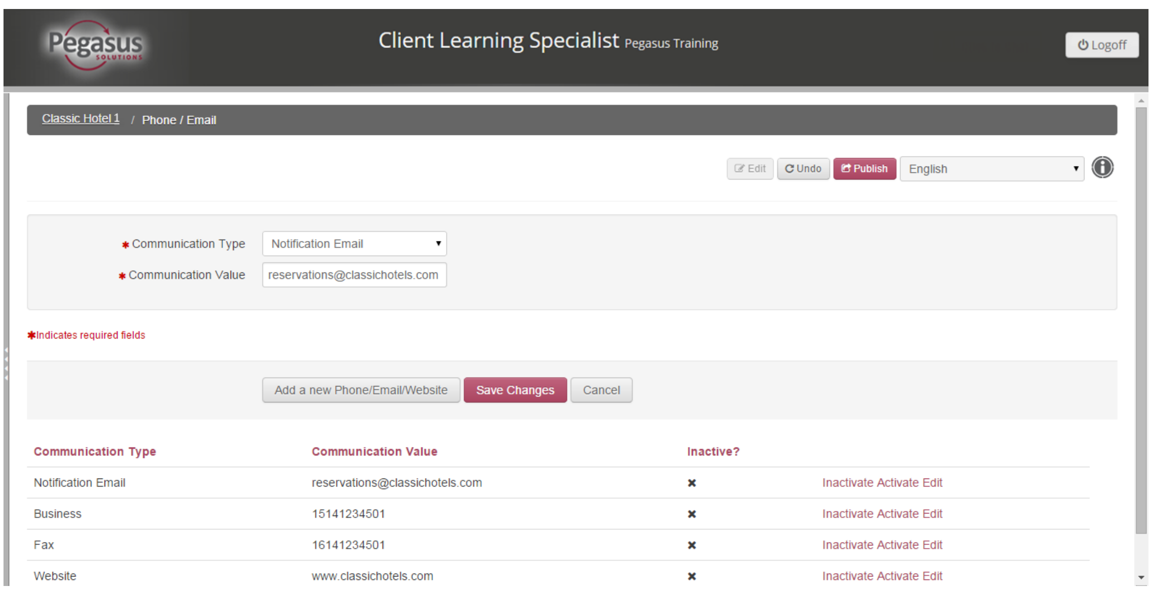
Step	Action
1	Click the **Key Contacts** link from your Property dashboard.
2	Click the **Edit** link for the contact you need to update.
3	Click the **Inactivate** button. The contact is automatically removed from the list. **Tip**: Click the **Review Inactive Contacts** button to take you to the list of contacts you have removed. To re-activate a contact click on the **Activate** link.
4	Click the property name at the top of the screen to return to the **Property Dashboard**.

Phone / Email

Use the **Phone/Email** screen to add or edit a phone number, email or web site address. You should add at least:

Communication Type	**Description**
Business	Hotel main contact phone number
Fax	Hotel main fax number
Notification Email	Hotel main email address
Website	Hotel website

Note: This is the primary communication information for guests and travel agents to contact your hotel, be sure that you keep this information current.



Caution: Notification email addresses for bookings and other property messages are not set up in this menu. See Edit Notifications.

In this topic

Add a new record
Edit a record
Remove a record

Add a new record

To add a new telephone number or email address , follow the steps below:

Step	Action
1	Click the **Phone/Email** link from your Property dashboard.
2	Click the **Edit** button to place the screen in edit mode.
3	Click the **Add a new Phone/Email/Website** button.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>
From the Communication Type drop down, select the type of information you want to add.
<table>
<tr><th>Communication Type</th><th>Description</th></tr>
<tr><td>Business</td><td>Hotel main contact phone number</td></tr>
<tr><td>Fax</td><td>Hotel main fax number</td></tr>
<tr><td>Home</td><td>Your home office telephone number, if different from your property</td></tr>
<tr><td>Key Checkin</td><td>Not currently used

Tip: If there is no main reception desk at your rental/apartment property and you need to communicate key pickup instructions to the guests, use the Miscellaneous Information field (See Preview Edit-All / Additional Information page)</td></tr>
<tr><td>Notification Email</td><td>Hotel main email address

Caution: Notification email addresses for bookings and other property messages are not set up in this menu. See Edit Notifications.</td></tr>
<tr><td>OTA Phone and OTA Email</td><td>Not currently used</td></tr>
<tr><td>Security</td><td>Not currently used</td></tr>
<tr><td>Toll Free</td><td>Hotel toll free telephone number</td></tr>
<tr><td>Website</td><td>Hotel website</td></tr>
</table>
</td></tr>
<tr><td>5</td><td>In Communication Value, enter the phone number, e-mail address or website based on the type of record selected.

Note: Enter the phone number and fax number only in the format of country code, area code, and the telephone number; do not use "+", or "( )"</td></tr>
</table>

Step	Action
6	Click the **Save Changes** button to save the new record.
7	To add another record, repeat steps 3 through 6.
8	Click the **Publish** button to publish your changes to the distribution channels.
9	Click the property name at the top of the screen to return to the **Property Dashboard**.

Edit a record

To edit an existing record, follow the steps below:

Step	Action
1	Click the **Phone/Email** link from your Property dashboard.
2	Click the **Edit** button to place the screen in edit mode.
3	Click the **Edit** link for the record you want to update.
4	Enter the appropriate change in the **Communication value** field.
5	Click the **Save Changes** button to save the update.
6	Click the **Publish** button to publish your changes to the distribution channels.
7	Click the property name at the top of the screen to return to the **Property Dashboard**.

Remove a record

Once added, you cannot delete a record; however, you can set the record to inactive.

Step	Action
1	Click the **Phone/Email** link from your Property dashboard.

Step	Action
2	Click the **Edit** button to place the screen in edit mode.
3	Click the **Inactivate** link for the record you want to remove. The inactive record will display in italic and in red at the bottom of the record table. **Tip**: You can re-activate a contact using the **Activate** link.
4	Click the **Save Changes** button to save the new record.
5	Click the **Publish** button to publish your changes to the distribution channels.
6	Click the property name at the top of the screen to return to the **Property Dashboard**.

Related topic

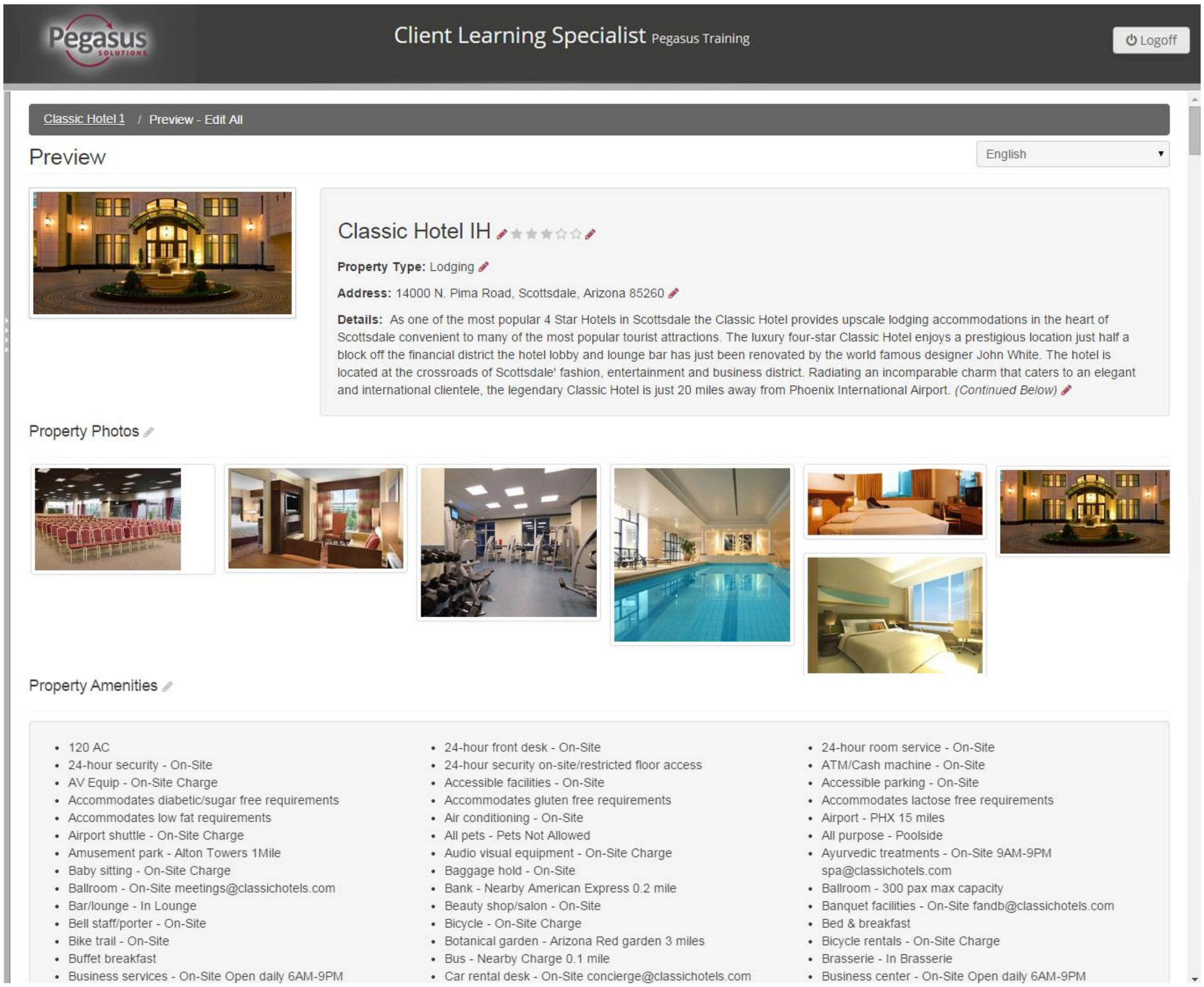
RVNG navigation and visuals

Edit Notification

Preview and Preview - Edit All

The **Preview** option allows you to view your hotel information, such as name, services and descriptions.

The **Preview Edit - All** allows you to view and update services available at your property, such as room amenities, descriptions and local information.



In this topic

[Edit process overview](#)

[Update a service](#)

Edit process overview

The table below describes the steps required to edit your hotel information and send the updates to the distribution channels.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click the Preview - Edit All link from your Property dashboard</td></tr>
<tr><td>2</td><td>Click the pencil icon (or) next to the section you wish to edit.
<table>
<tr><th>Section</th><th>Description</th></tr>
<tr><td>Property name</td><td>Click to display the Setup screen (See Setup) where you can update commission information.</td></tr>
<tr><td>Five-star icon</td><td>Click to display the General Information screen to change the property type and star rating.</td></tr>
<tr><td>Property Type</td><td>Click to display the General Information screen to change the property type and star rating.</td></tr>
<tr><td>Address</td><td>Click to display the Address screen. Contact your Pegasus Representative if an update is required.</td></tr>
<tr><td>Details</td><td>Click to display the General Information screen to change the property type and star rating.

Tip: Use the Additional information section to update the Marketing Text.</td></tr>
<tr><td>Property Photos</td><td>Click to manage your property images for the Call Centre Module - See Images-Booking Engine.</td></tr>
<tr><td>Property Amenities</td><td>Click to select or remove your properties amenities.</td></tr>
<tr><td>Room Features</td><td>Click to select or remove your room features.</td></tr>
<tr><td>Additional Information</td><td>Click to add or edit additional information you would like potential guests to know about your property (for example, marketing text, area information, polices, etc.)</td></tr>
</table></td></tr>
<tr><td>3</td><td>Click the Edit button to place the screen in edit mode.</td></tr>
<tr><td>4</td><td>Click the OK button to confirm.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>Add, edit or remove features that pertain to the section. See Update a service for more details.

Caution: See the Appendix F for standards on field information.</td></tr>
<tr><td>6</td><td>Click the **Save Changes** button to save your updates in RVNG.</td></tr>
<tr><td>7</td><td>Click the **Publish** button to send the saved updated to all distribution channels.

Tip: Use the **Undo** button to undo saved changes. This will work as long as you select this function prior to publishing.</td></tr>
<tr><td>8</td><td>Click the **OK** button to confirm.</td></tr>
<tr><td>9</td><td><table>
<tr><th>If</th><th>Then</th></tr>
<tr><td>**You have more updates to make**</td><td>Click the **Preview - Edit All** link at the top of the screen to return to the Preview - Edit All main screen.</td></tr>
<tr><td>**You have completed your hotel information changes**</td><td>Click the property name at the top of the screen to return to the **Property Dashboard**.</td></tr>
</table></td></tr>
</table>

Note: Property data is completed in English.

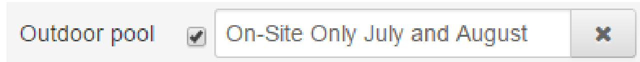
For IBE users - the language drop-down list can be used, once the data has been saved in English, to enter translated text in the selected language.

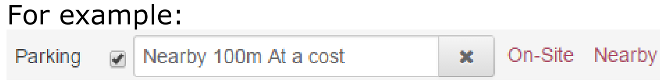
Update a service

Property Amenities and Room features

Listed below is detailed information on how to update or add amenities for your hotel and room types.

See Appendix F for standards on field information.

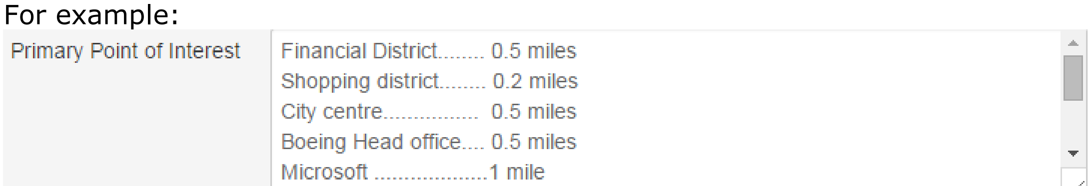
<table>
<tr><th>If</th><th>Then</th></tr>
<tr><td>Updating text information for a service</td><td>Update the text in the text field.
For example: 

Tip: Use the X to the right of the field to remove text information</td></tr>
<tr><td>Adding a service</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Check the box next to the applicable amenity to select it.</td></tr>
<tr><td>2</td><td>Specify if the amenity is on-site or nearby by clicking the applicable link to the right of the text field</td></tr>
<tr><td>3</td><td>Enter text into the free form text field.
For example:

</td></tr>
</table>
</td></tr>
<tr><td>Remove a service</td><td>Uncheck the box next to the applicable amenity to deselect it.</td></tr>
</table>

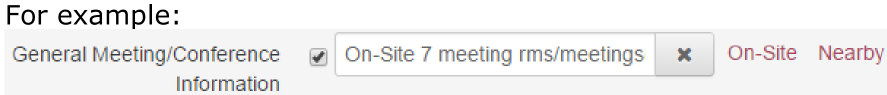
Additional information

Listed below is detailed information on how to update or add general information about your hotel.

See Appendix F for standards on field information.

<table>
<tr><th>If</th><th>Then</th></tr>
<tr><td>Updating free format text</td><td>Update the text in the text field.
For example:

</td></tr>
</table>

<table>
<tr><th>If</th><th>Then</th></tr>
<tr><td>Updating text information for an amenity</td><td>Update the text in the text field.
For example: 

Tip: Use the X to the right of the field to remove text information.</td></tr>
<tr><td>Adding an amenity</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Check the box next to the applicable amenity to select it.</td></tr>
<tr><td>2</td><td>Specify if the amenity is on-site or nearby by clicking the applicable link to the right of the text field.</td></tr>
<tr><td>3</td><td>Enter text into the free form text field.
For example:

</td></tr>
</table>
</td></tr>
<tr><td>Remove an amenity</td><td>Uncheck the box next to the applicable amenity to deselect it.</td></tr>
</table>

Related topic

RVNG navigation and visuals

GDS characters limits and other limits

Manage images

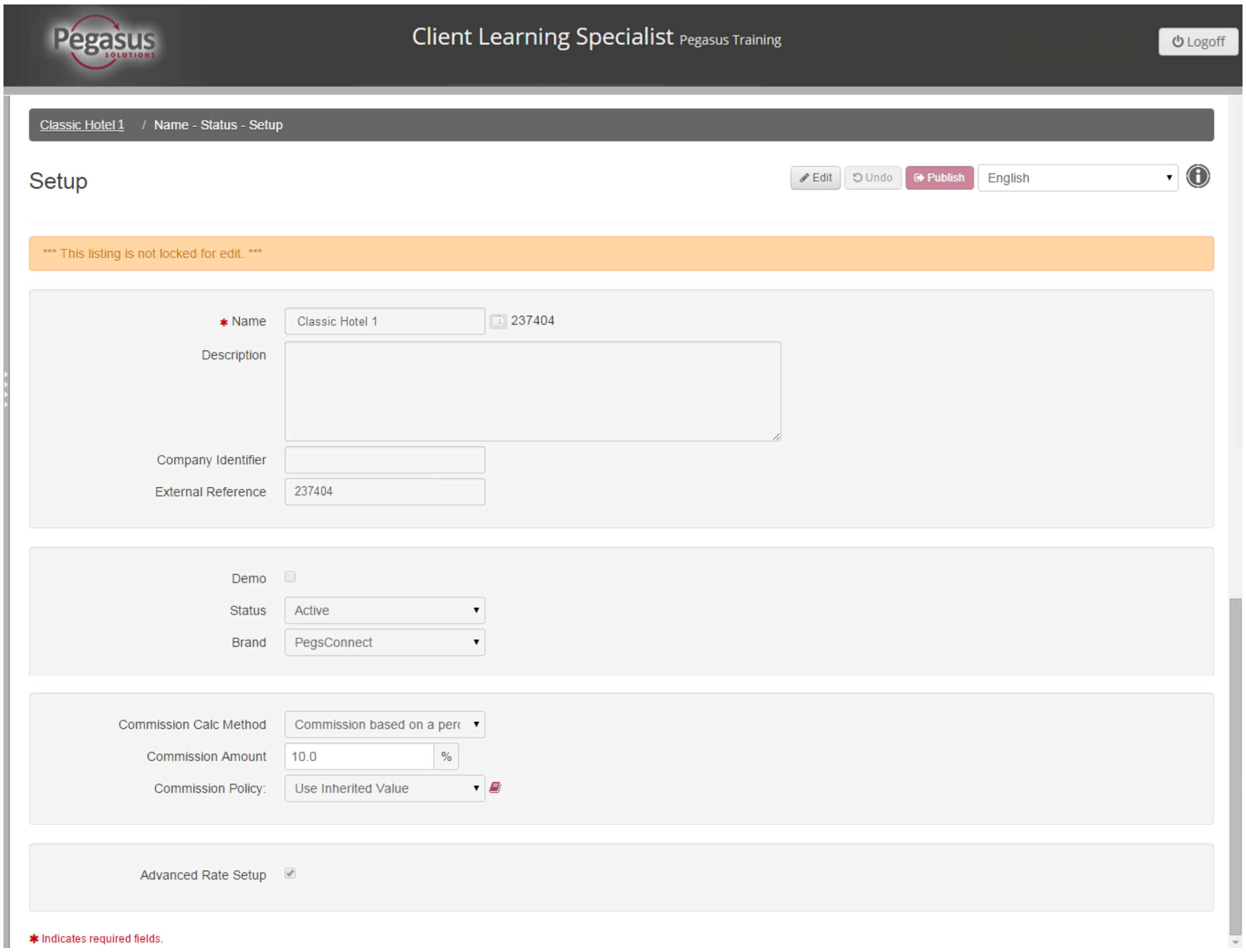
Appendix F: Preview - Edit All fields standards

Set up

In this topic

[Review initial property setup](#)

[Edit default travel agent commission policy](#)



Review initial property setup

The **Name - Status - Setup** link on the Property dashboard will take you to the **Setup** screen, where you can review initial property information.

> **Caution**: Do not amend your hotel name or status, as this may cause your hotel to be unbookable in the distribution channels. Contact your Pegasus Representative if an update is required.

The following fields are referenced on the **Setup** screen:

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Name</td><td>Property name in the distribution channels.</td></tr>
<tr><td>ID</td><td>Your Property identification number in RVNG.

Note: This number is automatically generated by the system during the property built process. Use the External Reference field to record another Id you want to be able to search for your property against in RVNG.</td></tr>
<tr><td>Description</td><td>Not used.</td></tr>
<tr><td>Company Identifier</td><td>Not used.</td></tr>
<tr><td>External Reference</td><td>Optional - Property identifier.
It can be used, as an alternative to the ID and Name fields, to search for the property in RVNG Property Maintenance Module (PMM) (see Property Search) and Call Centre Module (CCM).</td></tr>
<tr><td>Demo</td><td>This field is checked when the property is used for demonstration only.</td></tr>
<tr><td>Status</td><td>Set to Active to display your property in the relevant distribution channels.
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Active</td><td>Hotel distributed to the booking channels.</td></tr>
<tr><td>Deleted</td><td>Hotel is no longer available.</td></tr>
<tr><td>Duplicate</td><td>Duplicate listing.</td></tr>
<tr><td>Incomplete</td><td>Property data incomplete.</td></tr>
<tr><td>New</td><td>New property listing, inactive and not yet bookable.</td></tr>
<tr><td>Suspended</td><td>Hotel distribution is interrupted for a period of time.</td></tr>
<tr><td>Terminated</td><td>Hotel distribution is ended.</td></tr>
</table></td></tr>
<tr><td>Brand</td><td>Determines the look and feel style of the RVNG screens.</td></tr>
<tr><td>Commission Calc Method</td><td>Determines the travel agents commission standard for your hotel.
All items and rates will inherit this setting, unless otherwise stated during the item build process (see Item Setup tab) and rate build process (see Rate</td></tr>
</table>

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Commission Amount</td><td rowspan="2"><u>Wizard</u> tab).</td></tr>
<tr><td>Commission Policy</td></tr>
<tr><td>Advanced Rate Setup</td><td>Must be checked.
It will allow you to create multiple items and multiple rate plans for the property.</td></tr>
</table>

Edit default travel agent commission policy

Follow the steps below to update standard commission information for your hotel.

Note: All items and rates will inherit this setting, unless otherwise stated during the item build process (see **Item Setup** tab) and rate build process (see **Rate Wizard** tab).

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>To access the Setup screen:
<table>
<tr><th>If you have</th><th>Then</th></tr>
<tr><td>An administrator access</td><td>Click the Name - Status - Setup link from the Property dashboard.</td></tr>
<tr><td>A hotel user level access</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click the Preview - Edit All link from the Property dashboard.</td></tr>
<tr><td>2</td><td>Click the pencil icon ( ) next to the hotel name.</td></tr>
</table>
</td></tr>
</table>
</td></tr>
<tr><td>2</td><td>Click the Edit button to place the screen in edit mode.</td></tr>
<tr><td>3</td><td>Click the OK button to confirm.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>From the Commission Calc Method drop-down menu select the applicable commission method:
<table>
<tr><th>If you select</th><th>Then</th></tr>
<tr><td>Use Inherited Value</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select if you want to use the standard commission policy set up for the Chain overall (if any).

Caution: This option appears by default even if no commission policy has been set at the Chain level (See Chain Name).</td></tr>
<tr><td>2</td><td>Go to step 5.</td></tr>
</table>
</td></tr>
<tr><td>Non-Commissionable</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select if none of the bookings are commissionable.</td></tr>
<tr><td>2</td><td>Go to step 5.</td></tr>
</table>
</td></tr>
<tr><td>Flat commission amount</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select if the commission is a fixed amount, regardless of the booking value.</td></tr>
<tr><td>2</td><td>Enter a numerical value in the Commission Amount field.</td></tr>
<tr><td>3</td><td>Go to step 5.</td></tr>
</table>
</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4 (ctd)</td><td>
<table>
<tr><th>If you select</th><th>Then</th></tr>
<tr><td>Based on a percentage of the rate amount</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select if the commission is based on a percentage of the booking value.</td></tr>
<tr><td>2</td><td>Enter a numerical value in the Commission Amount field.</td></tr>
<tr><td>3</td><td>Go to step 5.</td></tr>
</table>
</td></tr>
<tr><td>Commission based on a given policy</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select this option if you want to use a pre-determined Commission Policy (See Appendix A - Policy descriptions).</td></tr>
<tr><td>2</td><td>Select the policy from the Commission Policy drop-down list.</td></tr>
<tr><td>3</td><td>Go to step 5.</td></tr>
</table>
</td></tr>
</table>
</td></tr>
<tr><td>5</td><td>Click Save Changes.</td></tr>
<tr><td>6</td><td>Click the Publish button to send the saved updated to all distribution channels.

Tip: Use the Undo button to undo saved changes. This will work as long as you select this function prior to publishing.</td></tr>
<tr><td>7</td><td>Click the OK button to confirm.</td></tr>
<tr><td>8</td><td>Click the property name at the top of the screen to return to the Property Dashboard.</td></tr>
</table>

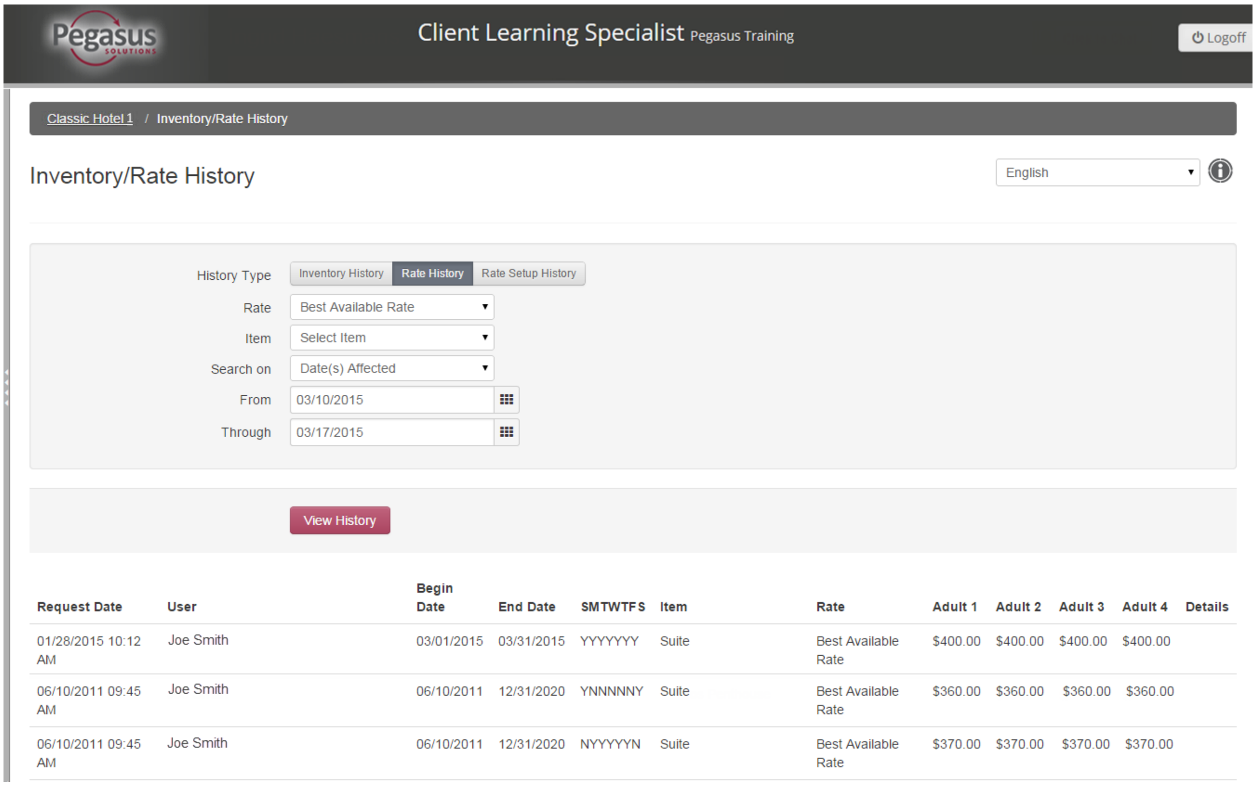
Related topic

Preview and Preview - Edit All

Actions

Inventory/Rate History

Use **Inventory/Rate History** to view a log of changes made to availability, pricing and rate build parameters. Results can also be filtered by rate, item and for a specific time frame.



Follow the steps in the table below to view your history:

Step	Action
1	Click the **Inventory/Rates History** link from your Property dashboard.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>Select a History Type by click on one of the buttons described in the table below:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Inventory History</td><td>To display a history log of changes made to:
Inventory limits
Sell rules</td></tr>
<tr><td>Rate History</td><td>To display a history log of changes made to:
Rate values for rates using the standalone rate calculation method
Calculation percentages and amounts for rates using the based on another rate calculation methods</td></tr>
<tr><td>Rate Setup History</td><td>To display a history log of changes made to rate build parameters such as policies, descriptions, and rate calculation method.</td></tr>
</table></td></tr>
<tr><td>3</td><td>From the Item and Rate drop-down menus:
<table>
<tr><th>If you want to</th><th>Then</th></tr>
<tr><td>Display all changes regardless of the rate or item affected</td><td>Leave the defaults Select Rate and Select Item.</td></tr>
<tr><td>Display all changes applicable to a specific rate plan regardless of the associated items</td><td>Select the applicable rate plan in the Rate drop-down menu and leave the default Select Item.</td></tr>
<tr><td>Display all changes applicable to a specific item regardless of the associated rates</td><td>Select the applicable item in the Item drop-down menu and leave the default Select Rate.</td></tr>
<tr><td>Display changes applicable to a specific rate-item combination</td><td>Select the applicable rate plan and item in each drop-down menu.</td></tr>
</table></td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>From the Search On drop-down menu:
<table>
<tr><th>If you want to</th><th>Then</th></tr>
<tr><td>Search for changes made on a specific date or within a date range</td><td>Select Date Change Applied</td></tr>
<tr><td>Search for the date or date ranges the changes were applied to</td><td>Select Date(s) Affected</td></tr>
</table></td></tr>
<tr><td>5</td><td>Enter a From date and a Through date, or click the calendar icon to select the dates from a drop-down calendar.

Note: Up to one year of historical data can be retrieved.</td></tr>
<tr><td>6</td><td>Click the View History button to display the results. The results are displayed in a table format.

Tip: You can sort your history list by clicking on any column heading.</td></tr>
<tr><td>7</td><td>Click the property name at the top of the screen to return to the Property dashboard.</td></tr>
</table>

Related topic

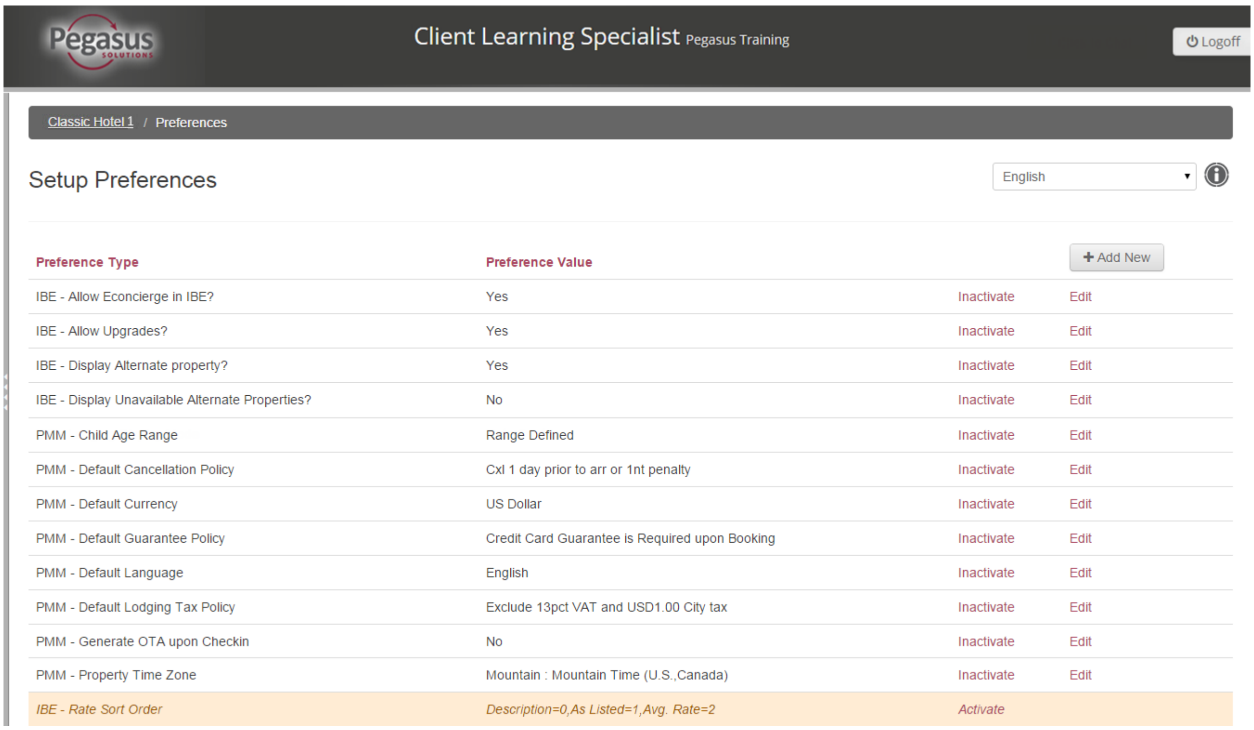
Property actions

Property Preferences

Use the **Preferences** option to define the default preference values for your property.

If preferences have been set at chain level, they will automatically be inherited by you property, but can be overridden if applicable.

Note: Policy preferences set at property level will apply to all items and rates. You can override these default policies during the item build and rate build processes.



Preference Type	Preference Value		
IBE - Allow Econcierge in IBE?	Yes	Inactivate	Edit
IBE - Allow Upgrades?	Yes	Inactivate	Edit
IBE - Display Alternate property?	Yes	Inactivate	Edit
IBE - Display Unavailable Alternate Properties?	No	Inactivate	Edit
PMM - Child Age Range	Range Defined	Inactivate	Edit
PMM - Default Cancellation Policy	Cxl 1 day prior to arr or 1nt penalty	Inactivate	Edit
PMM - Default Currency	US Dollar	Inactivate	Edit
PMM - Default Guarantee Policy	Credit Card Guarantee is Required upon Booking	Inactivate	Edit
PMM - Default Language	English	Inactivate	Edit
PMM - Default Lodging Tax Policy	Exclude 13pct VAT and USD1.00 City tax	Inactivate	Edit
PMM - Generate OTA upon Checkin	No	Inactivate	Edit
PMM - Property Time Zone	Mountain : Mountain Time (U.S.,Canada)	Inactivate	Edit
IBE - Rate Sort Order	*Description=0,As Listed=1,Avg. Rate=2*	*Activate*	

The minimum preferences required for a property to be successfully distributed are:

- PMM - Default Currency
- PMM - Property Time Zone
- PMM - Default Guarantee Policy
- PMM - Default Cancel Policy
- PMM - Default Lodging Tax Policy
- PMM - Default Language - Set to English
- Generate OTA upon Checkin - Set to No

In this topic

Add a preference

Edit a preference

Remove a preference

Add a preference

Follow the steps below to add a preference:

Step	Action
1	Click the **Preferences** link from your Property dashboard.
2	Click **Add New**.
3	On the **Setup Preferences** screen, select the **Preference Type** from the drop-down list. **Tip**: As you start typing the name of the Preference Type in the search field, a list of the matching options will show in the drop down.
4	Enter a preference value or, if provided, select it from a drop-down list.
5	Click the **Save Changes** button to return to the **Preferences** screen.
6	Click the property name at the top of the screen to return to the **Property dashboard**.

Edit a preference

By updating Preferences you are updating a default guideline or policy for your hotel. The Preferences you can update are:

- PMM - Default Cancel Policy
- PMM - Default Guarantee Policy
- PMM - Default Lodging Tax Policy
- PMM - Child Age Range

Caution: Any bookings made using the previous preference value must be honored.

Follow the steps below to update a Preference for your hotel:

Step	Action
1	Click the **Preferences** link from your Property dashboard.
2	Click the **Edit** link to the right of the preference type you want to change.

Step	Action
3	Enter the new preference value or, if provided, select it from a drop-down list.
4	Click **Save Changes** to return to the **Preferences** screen.
5	Click the property name at the top of the screen to return to the **Property dashboard**.

Remove a preference

Once added, you cannot delete a preference; however, you can set it to inactive.

Caution: You must not inactivate any of the preferences listed below:

- PMM - Default Currency
- PMM - Property Time Zone
- PMM - Default Guarantee Policy
- PMM - Default Cancel Policy
- PMM - Default Lodging Tax Policy
- PMM - Default Language
- Generate OTA upon Checkin

Step	Action
1	Click the **Preferences** link from your Property dashboard.
2	Click the **Inactivate** link for the preference type you want to remove. The inactive record will display in italic and in red at the bottom of the preferences table. **Tip**: You can re-activate a preference using the **Activate** link.
3	Click the property name at the top of the screen to return to the **Property dashboard**.

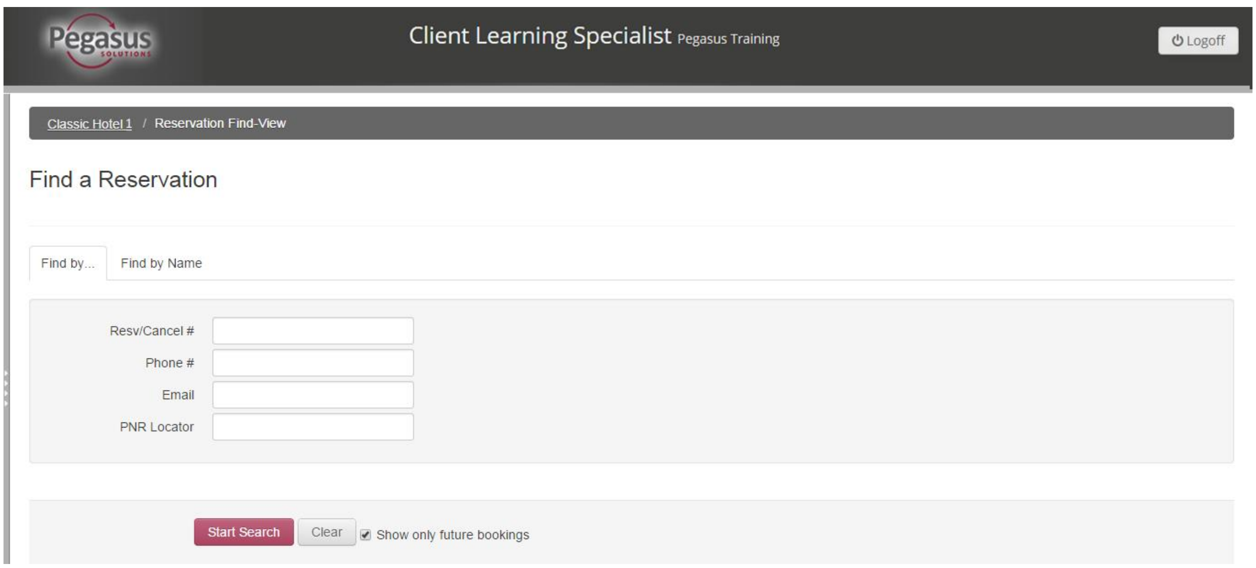
Related topic

Preferences types descriptions

Reservation Find-View

Reservation Find-View provides search options for retrieval of reservations. Follow the steps described below to use Reservation Find-View.

> **Note**: The reservation notifications you receive via email will not contain credit card details. Use the **Guarantee/Payment Information** in **Reservation Find-View** or **My Arrivals** to get this information.



In this topic

Search for a reservation

Follow the steps below to search for a reservation:

Step	Action
1	Click the **Reservation Find-View** link from your Property dashboard.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>You can now search by one of two ways:
<table>
<tr><th>If using</th><th>Then</th></tr>
<tr><td>Find by...</td><td>Enter either:

a reservation confirmation number
a cancellation number
a telephone number
an email address
a PNR (Passenger Name Record) locator
</td></tr>
<tr><td>Find by Name</td><td>Enter one of the search options combined with a search period, based on Arrival, Booking or Departure Date.

Tip: You must enter at least a partial last name for the search function to work.

If you do not know the exact spelling of the last name, enter as many characters as you can in the Sounds Like Last Name field. You can enter a ”%” in the Last Name field to return a complete list of all your reservations.

You can narrow your search by completing as many fields as possible.</td></tr>
</table></td></tr>
<tr><td>3</td><td>To show future and past bookings, deselect the Show only future bookings checkbox.

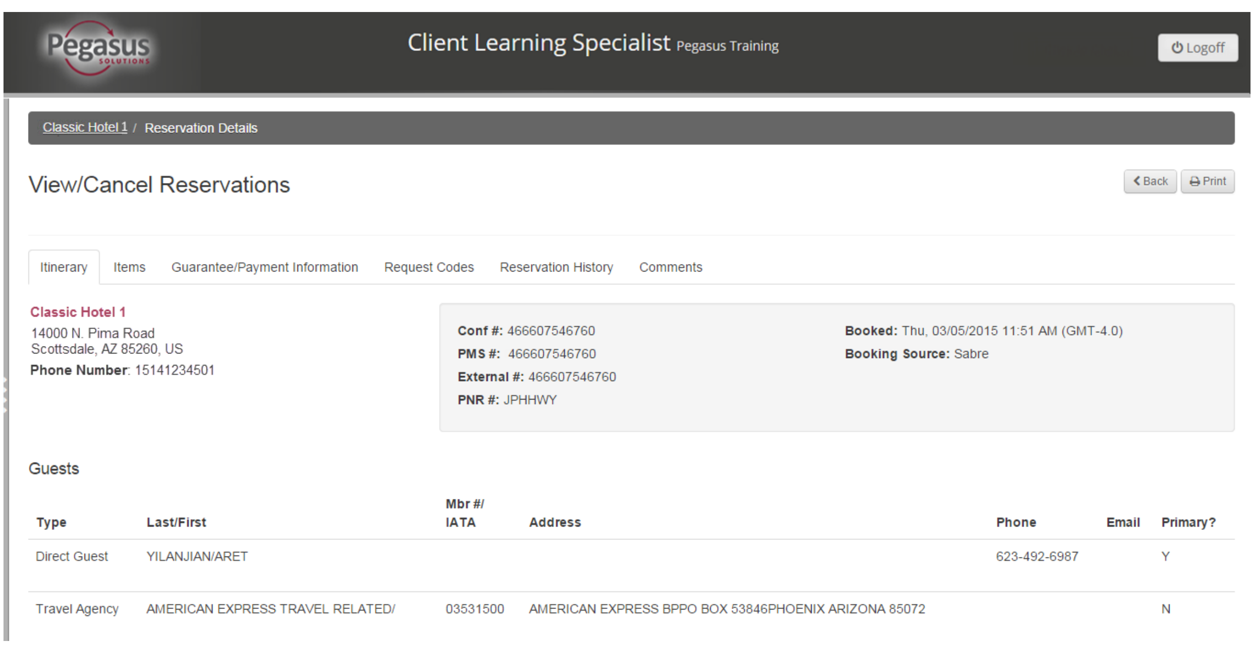
Note: This step is only needed when using the Find by Name fields.

When searching by reservation or cancellation number using the Find by... fields, past reservations will return even if the Show only future bookings checkbox remains selected.</td></tr>
<tr><td>4</td><td>Click the Start Search button.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>
The results of your search are displayed in a list at the bottom of the screen.
<table>
<tr><th>Guest</th><th>Status</th><th>Arrival Date</th><th>Property Name</th><th>Payments</th><th>CCard</th><th>$</th><th>Resv #</th></tr>
<tr><td>Berger, Louis</td><td>Booked</td><td>Monday 03/16/2015</td><td>Classic Hotel 1</td><td>$0.00</td><td>Detail</td><td>$3,420.00</td><td>220179278126</td></tr>
<tr><td>Black, Swan</td><td>Booked</td><td>Tuesday 03/17/2015</td><td>Classic Hotel 1</td><td>$0.00</td><td>Detail</td><td>$681.00</td><td>520179278325</td></tr>
<tr><td>Casanova, Giacomo</td><td>Booked</td><td>Thursday 03/19/2015</td><td>Classic Hotel 1</td><td>$0.00</td><td>Detail</td><td>$194.10</td><td>460179278568</td></tr>
<tr><td>Brown, John</td><td>Canceled</td><td>Friday 03/20/2015</td><td>Classic Hotel 1</td><td>$0.00</td><td>Detail</td><td>$162.90</td><td>190179273597</td></tr>
</table>
Click on the red links to display additional information:
<table>
<tr><th>Link</th><th>Description</th></tr>
<tr><td>Detail in CCard column</td><td>To display credit card information.</td></tr>
<tr><td>Rate value in $ column</td><td>To see the reservation income and expenses breakdown including room revenue, taxes and fees and travel agent commission due.</td></tr>
<tr><td>Reservation number on the Resv # column</td><td>To view the details of the reservation (See Reservation details)</td></tr>
</table>
</td></tr>
<tr><td>6</td><td>Click the property name at the top of the screen to return to the Property dashboard.</td></tr>
</table>

Reservation details

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



In this topic

[Action buttons](#)

[Reservation details tabs](#)

Action buttons

As the **Reservation Details** screen appears, a number of action buttons (see RVNG navigation and visuals for illustrations) are available on the top right hand side of the screen.

Note: Action buttons that appear in the **Reservation Details** screen are based on your login and configuration settings.

Button	Description
Back	To return to the **Find a Reservation** screen.
Print	To print the reservation.
E-mail Guest	Resend the guest notification via email. **Caution**: This option will only work if an email address is specified in the guest profile on the Itinerary tab.
E-mail Property	Resend the property notification via email. **Note**: This option will re-send the email notification to the email address specified in the **Phone / Email** link on the Property dashboard.

Reservation details tabs

In the **Reservation Details** screen, use the tabs to display booking details.

Tab	Description
Itinerary	Displays the guest itinerary, booker and guest information.
Items	Displays room, rate and policy information.
Guarantee/Payment Information	Displays the method of guarantee or payment.

Tab	Description
Request Codes	Display any special requests associated with the booking.
Reservation History	Logs any modifications made to the booking.
Comments	Displays any comments about the booking and allows you to add comments to the booking.

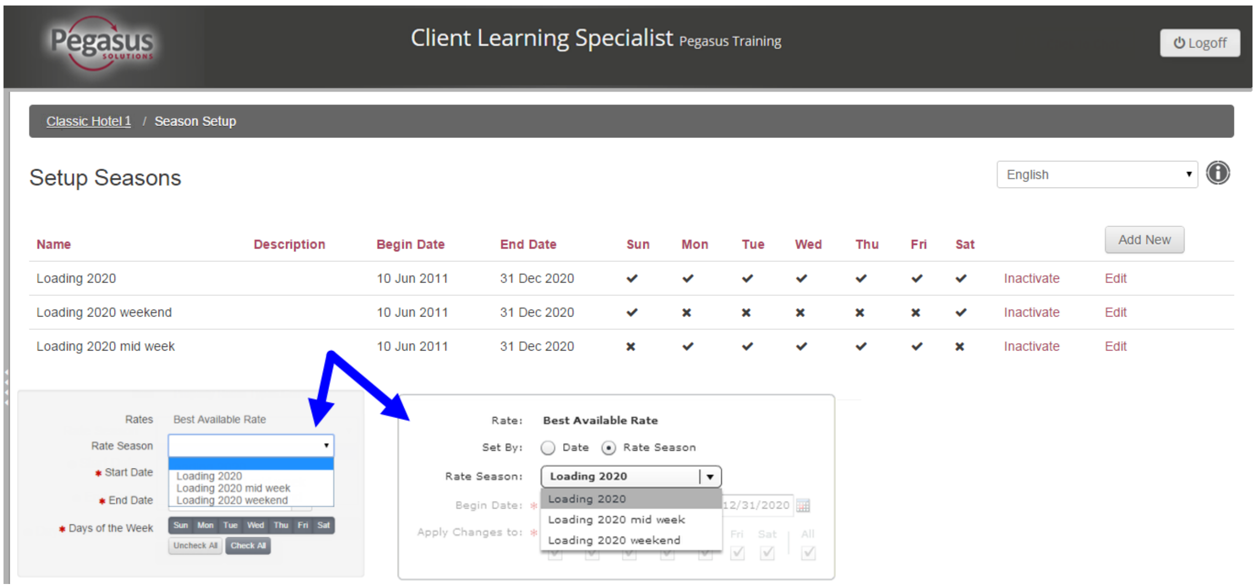
Related topic

[My Arrivals]
[Edit Notifications]
[RVNG navigation and visuals]

Season Setup

Use **Season Setup** to define the different seasons to use as options when managing availability and rates. You can set the parameters for seasons by setting dates and days of the week that apply for those seasons.

Note: Seasons are only available as options in the Inventory/Rates and Rate Calendar screens.



In this topic

Add a season

Edit a season

Add a season

To add a season, follow the steps below:

Step	Action
1	Click the **Season Setup** link from your Property dashboard.
2	Click the **Add New** button.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Complete the fields on the screen as described in the table below:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Name</td><td>Enter the season name. It will be used to identify the season in the update screens.</td></tr>
<tr><td>Description</td><td>Optional - Enter a description.</td></tr>
<tr><td>Begin Date</td><td>Enter the season start date or click the calendar icon to select it.</td></tr>
<tr><td>End Date</td><td>Enter the season end date or click the calendar icon to select it.

Caution: the end date will be included in the season period.</td></tr>
<tr><td>Days of the Week</td><td>Select the applicable days of the week for this season period.

Note: To select all days of the week, click the Check All button. To clear the days of the week, click the Uncheck All button.</td></tr>
</table>
</td></tr>
<tr><td>4</td><td>Click the Save Changes button.</td></tr>
<tr><td>5</td><td>Repeat steps 2 to 4 for each additional season.</td></tr>
<tr><td>6</td><td>Click the property name or chain name to return to the dashboard.</td></tr>
</table>

Edit a season

To edit a season, follow the steps below:

Step	Action
1	Click the **Season Setup** link from your Property dashboard.
2	Click the **Edit** link to the right of the season period you want to change.
3	Enter the changes when the season information displays.

Step	Action
4	Click **Save Changes** to return to the Season Setup screen.
5	Click the property name or chain name to return to the **dashboard**.

Related topic

Inventory/Rates

Rate Calendar

Inventory and Rate Setup

There are a number of actions you can take concerning items and rates. Explore these actions by clicking the first link below.

What do you need help with?

Property actions- Inventory and Rate Setup

Using Rate Wizard

Using Item Wizard

Related Topics

Inventory/Rates Item Groups (Property)

Calculation Method Definitions

Type	Description
Standalone Rate	Applying the Standalone rate calculation method will specify the rate as the currency amount you want to sell the rate at, with no other dynamics applied for calculation.
Based on - Adding or Subtracting and Amount	Applying a Based on Amount rate calculation method will add or subtract a currency amount that is based on the amount of another rate. For instance, you can subtract an amount from your Best Available rate, or add an amount based on your lowest promotional rate. **Note:** This form of Based on calculation should only be applied to Standalone rates.
Based on a Percentage of Another Rate	Applying a Based on a Percentage rate calculation method will add or subtract a percentage of another rate. For instance, you can discount a percentage of your Best Available rate, or increase a percentage of your lowest promotional rate. **Note:** This form of Based on calculation should only be applied to Standalone rates.
Based on a Percentage of Another Rate, Excluding Extras	Applying a Based on a Percentage rate calculation method will add or subtract a percentage of another rate, but exclude extras, such as Extra Adult or Children, from the rate calculation. For instance, you can discount a percentage of your Best Available rate, or increase a percentage of your lowest promotional rate. **Note:** This form of Based on calculation should only be applied to Standalone rates.
Best Available Rate (BAR)	**Note**: This calculation method is no longer used; use Best Available Rate from List.
Dynamic Best Available Rate (DBAR)	**Note**: This calculation is no longer used; use Dynamic Best Available Rate from List.

Type	Description
Rate Index	The Rate Index calculation method allows you to set-up parameters to return rates based on specific search or stay criteria. For example: • Length of Stay • Advance Booking • Arrival Date • Occupancy • Stay Pattern • Room Type Availability
Best Available Rate from List	The Best Available Rate (BAR) from List calculation method will allow you to select rates and add them to a list in order for them to be available for BAR calculation. Once set-up, the BAR functionality will look for the lowest available rate across the entire requested stay from one rate.
Dynamic Best Available Rate from List	The Dynamic Best Available Rate (DBAR) calculation method will allow you to select rates and add them to a list in order for them to be available for DBAR calculation. Once set-up, the DBAR functionality will look for the best available rate for each night in a requested stay from multiple rates.
Based on a Bar, DBar, or Rate Index rate adding or subtracting an amount	Once you have set-up your BAR, DBAR, or Rate Index parent rate, you can use Based on a Bar, DBar, or Rate Index rate adding or subtracting an amount calculation method to apply to the child rates of your BAR, DBAR, or Index rate. **Note:** This form of based on calculation should only be applied to the on/off amount methods for BAR from list, DBAR from list, and Rate Index.
Based on a percentage of another Bar, DBar, or Rate Index	Now that you have set-up your BAR, DBAR, or Rate Index parent rate, you can use Based on a percentage of another Bar, DBar, or Rate Index rate calculation method to apply to the child rates.
Folder	Used to create a group of rates that can be used for other rate calculations.

Property Actions (Inventory and Rate Setup)

Use *Inventory/Rates* to:

- Add or modify the items for sale at your property, such as room types or eConcierge (add-on) items.
- Create or modify the rates or rate plans associated with your items.
- Set up your inventory items' availability and sell restrictions.

Data Entry Requirements

You must abide by certain restrictions when entering your data. See GDS Character Limits and Other Limits.

Several screens in this section contain a language drop-down list that allows you create your property data in other languages. Once saved, the Pegasus Internet Booking Engine (IBE) can display your property text in the specified language. Your data must be entered in English before you convert it to another language: See Language.

Required data fields are marked with a red asterisk (*) to the left of a field label.

What would you like help with?

Using the Inventory/Rates Setup Screen

Setting Up Your Inventory

Setting Up Your Rates

Tell me about

Using the Inventory Tab

Using the Item Setup Tab

Using the Item Wizard Tab

Using the Sell Rules Tab

Using the Policies Tab

Using the Component Tab

Using the Channels Tab

Using the History Tab

Using the Rate Setup Tab

Using the Rate Wizard Tab

Using the Add Rate Tab

Associating Contracts with Rates (Using the Contracts Tab)

You can use the *Contracts* tab to associate contracts with a rate, or see the Contracts Screen in Rate Wizard for steps to attach a contract.

Note: Before you can associate a contract with a rate, you *must* have predefined contracts available to you. If you need to add a contract, see Add a Contract.

Assigning a Contract to a Rate

To use the Contract tab to assign a contract to a rate:

1. Click **Assign New**. The *Assign Contracts* screen appears.
2. From the **Select Contract** drop-down list, select the contract you want to assign to this rate.
3. Click **Assign Contract** to add the contract.
4. If you want to add more contracts to the rate, repeat steps 1 through 7; otherwise, go to step 9.
5. Do one of the following:
   - Select another tab to continue setting up rates.
   - Select the **Items** option to add or modify inventory items.
   - Click the property name at the top of the screen to return to the *Property Dashboard.*

Related Topics

Inventory and Rate Setup

Defining Distribution Using the Channels Tab

Using the Inventory/Rates Setup screen

The *Inventory/Rates* Setup screen has two main parts, the Items / Rates *Tree* associated with an item group (drop-down list) and the tabbed working area or calendar. Several calendar views are used to display the status of your inventory items and rates.

Getting Started

1. Select an item group from the drop-down list. For example, *Lodging* for rooms and rates or *Addon Product*s for eConcierge items.
2. Select one of the following options:
    - **Items**: for actions related to inventory items
    - **Rates**: for actions related to inventory rates

Each action has an associated set of tabs for tasks that can be performed for that action. To perform one of the setup tasks, click the corresponding tab to perform that task.

In this topic

[Inventory/ Rate Item Groups]

[Tree Properties]

[Calendar Properties]

Inventory Rates/ Item Groups

There are several different item groups used to define or categorize how a product is sold. The following is a list of the item group types and their definition.

- **Lodging:** Use to set up your inventory and rates for all your room types.
- **Addon Products:** Use to set up your inventory and rates for items that consumers can add on at the time of booking.
- **Individual Items:** Use to set up your inventory and rates for items that can be sold individually with no associated time setup, and not tied to a specific room type, package or reservation.
- **Rollaways:** Use to set up your inventory for rollaways.
- **Daily Items:** Use to set up your inventory and rates to be sold on a daily basis.
- **Package Items:** Use to set up your inventory and rates for your special packages.
- **Hourly Items:** Use to set up inventory and rates to be sold at hourly increments.
- **Quarter Hourly Items:** Use to set up inventory and rates to be sold at quarter hour increments.
- **Extra Bedding:** Use to set up inventory for cribs, cots and rollaways.
- **Half Hour Items:** Use to set up inventory and rates to be sold at half hour increments.

- **Information Request Items:** Use to set up your informational items, such as marketing material, activity newsletters, promotional items, etc. that consumers can request at no cost.

Tree Properties

- Use the *Tree* to define the structure you need to run your business and lay out how you want your property to be sold.
- By selecting the appropriate option button, you can use the *Tree* to view your items with their associated rates, or view your rates and the items associated with those rates.
- A rate with a *Dollar Sign with a Minus sign* icon indicates that rate is locked and not available for booking.
- The width of the Items or Rates tree can be resized by clicking and dragging the resize icon ( ) at the lower right corner of the Items or Rates tree window.

Calendar Properties

- *Calendars* display your inventory values so you can see at-a-glance what inventory is available to sell and any restrictions that apply.
- To display a calendar, you must select an item or rate from the *Tree* and one of the calendar tabs.
- A calendar displays a total of 42 days, with the current day of the month (or date displaying in the date window) highlighted and the days outside the currently-selected month shaded.

Controlling rate plans using Rate Indexing

Rate Indexes are created using the Rates section of the Inventory/Rates screen. Indexing allows you to set varying restrictions, pricing and policies for the same rate plan so you can control how the parent rate plan is sold. You can use up to 10 indexes (Child Rates 0 through 9) for each rate plan.

Tip: Build your parent index (the one selling) first and then nest the child indexes under it.

What do you need help with?

[Using Non-Contracted Rates]

[Using Contracted Rates]

Using non-contracted rates

Use the *Rate Tree Menu* and the *Rate Wizard* to set up rate indexing for non-contracted rates.

Setting Up Rate Indexing

To set up rate indexing for non-contracted rates use the following steps.

1. In the **Rate Tree**, right click where you want to build your parent index. For details see, Using the Rate Tree Menus.
2. From the menu, select **Add Rate**.
3. Enter the parent index name in the pop-up window and click the **Add Rate** button.
4. When the **Rate Wizard** appears, add your main controls and room types, but do not add any rates. For details, see Rate Wizard. Include the following:
    a. Rate Description fields, be sure to include details on the parent index as this information will be displayed.
    b. Guarantee and/or cancellation policies, if different from the default policies, to control selling.
    c. Start and End (optional) dates.
    d. The room types that will be sold.
    e. The rate category.
    f. Specific distribution channels.
    g. Save the parent index.
5. In the **Rate Tree**, right-click the parent index where you will be building your child index. For details, see Using the Rate Tree Menus
6. From the menu, select **Add Rate**.
7. Enter the child index name in the pop-up window and click the **Add Rate** button.

8. When the **Rate Wizard** appears, create the child index to include the following items. For details, see Using the Rate Tree Menus.
    a. Guarantee and/or cancellation policies, if different from the default policies, to control selling.
    b. Start and End (optional) dates.
    c. Select the **Calculation Method** for the child index.
    d. If this rate is based on, select the parent rate in the **Choose Parent** field.
    e. The room types; which must be same as the parent index.
    f. The rate category; which must be the same as the parent rate plan.
    g. Specific distribution channels.
    h. Save the child index.
9. Select the **Rate Setup** tab for the newly created rate. For details, see Rate Setup
    a. Select the **Rate NOT available for direct** sale checkbox.
    b. If applicable, select any of the following to control the sale of this rate
        i. **Length of Stay** requirement, if controlled by stay restrictions.
        ii. **Advance booking** requirements, if controlled by booking restrictions.
        iii. **Other restrictions**, such as minimum or maximum occupancy or closed to arrival.
    c. Click the **Save** button to save your rate index setup.
10. Repeat steps 5 through 9 until you have built all of the children rate indexes.
11. If the rate is using the Standalone calculation method, click the **Add Rate** tab to add rate values for each of the child index rates.
12. Select the parent index from the **Rate Tree**.
    a. Select the **Rate Setup** tab.
        i. Select **Rate Index** from the **Calculation Method** drop-down list. The *Select Child Rates* list appears.
        ii. Click the **Rate for sale** checkbox.

        Note: The rate search will always begin with the first index you enter (Lvl 0) and stops whenever the first set of conditions for the booking have been met.

        iii. Select the desired child rate (one at a time) from the list in the order you want it searched.
        iv. Click the **Right Arrow** button to move your rate to the **Selected Child Rates** list.
        v. Repeat steps iii and iv until all desired indexed rates are listed in the order you want them searched.
        vi. Click the **Save button** to save your rate plan.

Using contracted rates

For *contracted rate* indexing, the indexes *must be unique* to the contracted rate. You *cannot* use indexes you have set up for the non-contracted or contracted rate plans.

Setting Up Rate Indexing

To set up rate indexing for contracted rates:

1. In the **Rate Tree**, right-click where you want to build your parent index. For details, see Using the Rate Tree Menus
2. From the menu, select **Add Rate**.
3. Enter the parent index name in the pop-up window and click the **Add Rate** button.
4. When the **Rate Wizard** appears, add your main controls and room types, but do not add any rates. For details, see Rate Wizard. Include the following:
    a. Rate description fields, include details on the parent index as this information will be displayed.
    b. Guarantee and/or cancellation policies, if different from the default policies, to control selling.
    c. Start and End (optional) dates.
    d. The room types that will be sold.
    e. The rate category.
    f. The contract attached to the rate.
    g. Specific distribution channels.
    h. Save the parent index.
5. In the **Rate Tree**, right-click the parent index where you will be building your child index.
6. From the menu, select **Add Rate**.
7. Enter the child index name in the pop-up window and click the **Add Rate** button.
8. When the **Rate Wizard** appears, create the child index to include the following:
    a. Guarantee and/or cancellation policies, if different from the default policies, to control selling.
    b. Start and End (optional) dates.
    c. Select the **Calculation Method** for the child index
    d. If this rate is based on, select the parent rate in the **Choose Parent** field.
    e. The room types; which *must* be same as the parent index.
    f. The rate category; which *must* be the same as the parent rate plan.
    g. Specific distribution channels.
    h. Save the child index.
9. Select the **Rate Setup** tab for the newly created rate. For details, see Rate Setup
    a. If applicable, select any of the following to control the sale of this rate:

i. **Length of Stay** requirement, if controlled by stay restrictions.
ii. **Advance booking** requirements, if controlled by booking restrictions.
iii. **Other restrictions**, such as minimum or maximum occupancy or closed to arrival.

b. Click the **Save** button to save your rate index setup.

10. Repeat steps 5 through 9 until you have built all of the children rate indexes
11. If using the Standalone calculation method, click the **Add Rate** tab to add rate values for each of the child indexes.
12. Select the parent index from the **Rate Tree**.
13. Select the **Rate Setup** tab.

a. Select **Rate Index** from the **Calculation Method** drop-down list. The *Select Child Rates* list appears.
b. Select the **Rate for sale** checkbox.
c. Select the desired child rate (one at a time) from the list in the order you want it searched.

Note: The rate search will always begin with the first index you enter and stops whenever the first set of conditions for the booking has been met.

d. Click the **Right Arrow** button to move your rate to the **Selected Child Rates** list.
e. Repeat steps c and d until all desired indexed rates are listed in the order you want them searched.
f. Click the **Save button** to save your rate plan.

Setting Up Your Inventory

When setting up your inventory, it is important to remember that the availability you set at the "parent" level affects what will be available at the sublevels. For example, if you set the parent level availability for *All Rooms* at 100, the most rooms available at the sublevel *Double Queen* would be 100.

What do you need help with?

Setting Up Allotments
Setting Up Rate Restrictions
Setting Up Date-based Policies
Loading or Changing Rates
Adding Item Types
Adding, Renaming or Deleting an Item
Adding a Rate to an Item
Building Room Types Quickly
Defining Inventory Items

Tell me about

Using the Item Setup Tab
Using the Inventory Tab
Using the Sell Rules Tab
Using the Policies Tab
Using the Component Tab
Using the Channels Tab
Using the History Tab
Using the Item Tree Menus
Using the Item Wizard
Using On-Request

Working with the Setup screens

Use the following tabs for your item setup tasks.

- Use the Inventory tab to setup your inventory item availability.
- Use the Sell Rules tab to setup your inventory item restrictions.
- Use the Policies tab to set date-based policies for your individual items.
- Use the Add Rate tab to load or change your rates, and add any additional charges associated with your rates.

What do you need help with?

Setting up Item Availability/Allotments
Setting or Editing Sell Rules
Removing Restrictions
Setting or Editing Date-Based Policies
Removing Date-Based Restrictions
Adding Rates
Editing Rates

Setting up allotments (Using the Inventory Tab)

Use the *Inventory* tab to set up the allotments for a specific rate plan.

Inventory counters are hierarchical and inherit counter values from their parent items. New child rate inventory will initially inherit the parent's rate inventory until changed at this level.

Setting Up or Editing Your Inventory

To set or edit your inventory:

1. Click the **Inventory** tab. The *Inventory Calendar* screen appears.

   Tip: To display the rate starting from a date other than the current date, enter that date in the date window or click the calendar icon to select the date from the drop-down calendar. You can also select a specific date range from the drop-down list.

2. Click the (edit) icon in today's date or any future date you want to adjust inventory. The *Setup Inventory* pop-up window appears.

   Note: When hourly, half hourly, or quarter hourly items are selected, a *Magnifying glass* icon appears in the upper right corner of each date. Clicking this icon displays an hourly, half hourly or quarter hourly view.

3. If the item is seasonal, select the season from the **Rate Season** drop-down list. To set up a rate season, see Seasons.

4. Enter a **Start Date** and **End Date** for this inventory or click the calendar icon to select the dates from a drop-down calendar.

   Tip: You can quickly remove inventory settings from the calendar in the date range selected. Select the *Remove* checkbox in the Setup Inventory window, then click **Save**. If you are adding items that have a time period associated with them, such as hourly rentals, *Start Time* and *End Time* drop-downs appear in the pop-up window for you to indicate when these items are available

   Note: To clear all the days of the week, click the Uncheck All button. To select all days of the week, click the Check All button.

5. By default, all days of the week are selected (darkened). Click to select any days of the week this item would <u>not</u> be valid.

6. Enter the quantity of inventory that is available at this rate.

   Tip: You can use **Clear** to clear all the fields and start over. You can use **Close Window** to close the window without saving.

7. Click **Save and Continue** to add other settings, or click **Save** to save this inventory setting and return to the tabbed work area.

8. Do *one* of the following:

- Select another tab to continue setting up inventory items.
- Click the **Rates** option to add or modify rates.
- Click the property name at the top of the screen to return to the *Property Dashboard.*

Setting up rate restrictions(Using the Sell Rules Tab)

Use the *Sell Rules* tab to set up your rate restrictions. The calendar displays a hierarchy of restrictions with the most restrictive settings listed first. Also, sell rules defined here override all settings at all other levels, including those set up in Rate Setup. Refer to Appendix B - Restriction Descriptions for a description of the individual restrictions and system hierarchy.

In this topic

Setting or Editing Sell Rules

To set or edit sell rules for your inventory rate or item availability:

1. Click the **Sell Rules** tab. The *Sell Rules Item Calendar* screen appears.
2. Click the (edit) icon in today's date or any future date you want the sell rules to be applied. The *Setup Sell Rules* pop-up window appears.
3. If the rule is seasonal, select the season from the **Rate Season** drop-down list. To set up a rate season, see Seasons.
4. Enter a **Start Date** and **End Date** for this sell rule or click the calendar icon to select the dates from the drop-down calendar.

   Note: If you are adding items that have a time period associated with them, such as hourly rentals, *Start Time* and *End Time* drop-downs appear for you to indicate when these sell rules apply.
5. By default, all days of the week are selected (darkened). Click to select any days of the week this sell rule would not apply.

   Note: To clear all the days of the week, click the **Uncheck All** button. To select all days of the week, click the **Check All** button.
6. From the **Sell Rule** drop-down list, select your restriction (for example, Min LOS, Max LOS and CTA). See Appendix B – Restriction Descriptions.
7. If applicable, enter the restriction quantity in the **Quantity** field (not shown unless needed).

   Tip: Use **Clear** to clear all fields and start over. Use **Close** to close the window without saving.
8. Click **Save & Continue** to add other sell rules, or click **Save** to save your settings and return to the tabbed work area.

9. Do *one* of the following:
   - Select another tab to continue setting up inventory items.
   - Select the **Rates** option to add/modify rates or **Items** option to add/modify items.
   - Click the property name at the top of the screen to return to the *Property Dashboard*.

Removing Restrictions

To remove restrictions from the calendar:

1. Enter the dates in **Start Date** and **End Date** fields.
2. From the **Sell Rule** drop-down list, select the restriction you want to remove (or select **Remove All** to remove all sell rules).
3. Click the ✖ (**Remove**) button.
4. Click **Save** to save your changes and return to the tabbed work area.

Setting up date-based policies (Using the Policies Tab)

Use the *Policies* tab to set date-based policies for your individual items on each of your rates. These are your guarantee, cancel, meal plan no show and early checkout policies on specific dates. These need to be done at the item/rate intersection. Refer to Appendix A for policy descriptions and hierarchy.

Policies set using the Policies calendar will *override* any assigned or default policies set up in *Preferences* or in the *Item Setup* tab for those dates. These policies also appear in the *Status* calendar and can be viewed by clicking the policy icon.

In this topic

Setting Up or Editing Date-based Policies

To set or edit your date-based policies:

1. Select the **Item** on the rate that is being assigned the date-based policy.
2. Click the **Policies** tab. The *Policies Calendar* appears.

   Note: To view the policy name, move your cursor over the policy type displayed inside the calendar cell. If a new policy is required, it must first be set up in *Policies* and be available.

3. Click the (edit) icon in today's date or any future date that you want policies to be applied. The *Setup Policies* pop-up window appears.
4. If the policy is seasonal, select the season from the **Rate Season** drop-down list (to set up a rate season, refer to Season Setup for more details).
5. Enter a **Start Date** and **End Date** for this policy, or click the calendar icon to select the dates from a drop-down calendar.

6. By default, all days of the week are selected (darkened). Click to select any days of the week this policy would not be apply.

   Note: To clear all the days of the week, click the **Uncheck All** button. To select all days of the week, click the **Check All** button.

7. Select the applicable policy or polices from the drop-down lists (to set up policy descriptions and rules, refer to Policies for more details).

   Tip: You can use the **Clear** button to clear all fields and start over. You can use the **Close** button to close the window without saving.

8. Click **Save & Continue** to add other date-based policies for the item selected, or click **Save** to save your settings.
9. Repeat these steps for each Item on the rate for the policy to be applied consistently across the rate.
10. Do one of the following:
    - Select another tab to continue setting up inventory items.
    - Select the Rates option to add or modify rates.
    - Click the property name at the top of the screen to return to the *Property Dashboard.*

Removing Date-Based Policies

To remove policies from the calendar:

1. Select the Item under the rate in the rate tree.
2. Click the **Policies** tab.
3. Click the (edit) icon in today's date or any future date that you want policies to be removed. The *Setup Policies* pop-up window appears.
4. Enter the dates in **Start Date** and **End Date** fields, or click the calendar icon to select the dates from a drop-down calendar.
5. Select the **Remove** checkbox.
6. Click **Save**.

Loading or changing rates (Using the Add Rate Tab)

Use the *Add Rate* tab to load or change your rates, set your policies, and add any additional charges associated with your rates.

In this topic

Loading Rates

To load your rates, use the following steps.

1. Select a rate from the **Tree**.
2. Click the **Add Rate** tab. The *Add Rate Calendar* screen appears.
3. Click the icon in today's date or any future date you want to adjust rates. The **Setup Rates** pop-up window appears.
4. If the rate is seasonal, select the season from the **Rate Season** drop-down list. To set up a rate season, see Seasons.
5. Enter a **Start Date** and **End Date** for this rate, or click the calendar icon to select the dates from a drop-down calendar.

   Note: If you are adding rates to items that have a time period, *Start Time* and *End Time* drop-downs appear in the pop-up window for you to indicate when the items are available.

6. By default, all days of the week are selected (darkened). Click to select any days of the week this rate would not be valid.

   Note: To clear the days of the week selected, click the **Uncheck All** button. To select all days of the week, click the **Check All** button.

7. Enter a rate for **Adult 1** and **Adult 2** (if complimentary, click the appropriate (complimentary) button).

   Note: If you are using variable rates, an **Adjustment Amount** field with appear for you to enter your variable rates. The adjustment will be based on the parent rates for each rate entered.

8. Enter the rates for **Extra Adult**, **Child 0-10**, **Child 11-14** and Child **15-18** as needed.

   Note: Your child age range options are defined in Preferences using the **PMM - Child Age Range** preference type.

9. If creating a package rate with additional charges, enter the room charge for an additional nights stay in the **Extra Night** field.
10. Click **Save & Continue** to add more rate settings on the Add Rate tab. Or, click **Save** to save this rate and return to the tabbed work area.
11. Do one of the following:

- Select another tab to continue setting up rates.
- Select the **Items** option to add or modify inventory items.
- Click the property name at the top of the screen to return to the *Property Dashboard*.

Removing Rates

To remove specific rates:

1. Click the icon in today's date or any future date. The **Setup Rates** pop-up window appears.
2. Click the (**Remove**) button next to the rate to be removed.
3. Click **Save**.

Using the Item tree menus

Tree menus allow you to perform an action in the Item Tree. These menus allow you to perform an action on the selected item type or item, such as add, rename, delete an item, or add a rate to the item. Right click an item type or item to display its menu.

In this topic

Adding a New Item Type

This menu allows you to add a new item type to the item tree. An item type is a class of items (for example, *Property Room Types*) within a specific item group (for example, *Lodging*).

To add a new item type:

1. In the **Item Tree**, right-click **Add Item** to display the **Item Type** menu.
2. Select **New Item** from the menu. The **Add Item** window appears.
3. Enter the item type name (can be up to 45 characters including spaces) and click the **Add Item** button.

   The tabbed categories associated with the new item appear above the tabbed work area with the **Item Wizard Item Setup** screen displayed by default.
4. Begin defining your inventory item using Item Wizard.

Adding an Item

This menu allows you to add, delete, or rename an item, or add a rate item. An item (e.g. *Junior Suite*) would be a product that would be common to a specific product type (e.g. Property Room Types).

To add a new item:

1. In the **Item Tree**, right-click the item type where you want to add the new item. The **Item Menu** appears.
2. Select **New Item** from the menu. The **Add Item** window appears.
3. Enter the item name (can be up to 45 characters including spaces) and click the **Add Item** button.

   The tabbed categories associated with the new item appear above the tabbed work area with the **Item Wizard Item Setup** screen displayed by default.
4. Begin defining you inventory item using Item Wizard.

Renaming an Item

To rename an item:

1. In the **Item Tree**, right-click the item you want to rename. The **Item Menu** appears.

2. Select **Rename Item** from the menu. The **Rename Item** window appears.
3. In the **New Item Name** field, enter the new item name (can be up to 45 characters including spaces) .
4. Enter the item and click the **Save Changes** button. The new item name appears in the Item Tree.

Deleting an Item

1. In the **Item Tree**, right-click the item you want to rename. The **Item Menu** appears.
2. Select **Delete Item** from the menu.
3. In the confirmation window, click the **Ok** button.

Adding a Rate to an Item

1. In the **Item Tree**, right-click the item you want to rename. The **Item Menu** appears.
2. Select **Add Rate** from the menu. The **Add Rate** window appears.

   Note: The rates that appear are those not currently assigned to this item.

3. Select the rate you want to add.
4. Click the **Ok** button.

Related Topics

Setting Up Your Inventory

Using the Item Wizard to Build Room Types

Item Wizard guides you through the room type build process and enables you to quickly build a room type with minimal data entry. It can also be used to modify existing room types.

The Item Wizard also collects or creates the appropriate channel distribution information to support the automated creation and updating of room types and rate plans in the GDS and other distribution channels.

- To build a room type, follow the wizard using each screen listed below, in the order you see below.
- To update an existing room type, select the screen that you want to use and follow the procedures associated with that screen. When updating, you *must* still use the Item Summary/Completion screen to save your changes.

  Note: Continue to manage enhanced item management features (for example, policy-based items) using the Item Setup tab.

In this topic

Step 1: Setting Up Room Types Using the Item Setup Screen

Step 2: Pairing Bed Types with Room Codes Using the Generate Room Codes Screen

Step 3: Saving Room Types Using the Item Summary/Completion Screen

Be aware that each screen in the wizard has a series of steps that must be performed in the screen before moving on. *Read all steps carefully before proceeding to the next screen.*

Using the Item Setup Screen

The *Item Setup* screen appears by default either when you add a new item or click the *Item Wizard* tab at the top of the items tabbed work area. Use this screen to describe your room type. The first four fields are populated with the item name you assigned when you created it.

In the *Item Setup* screen:

1. If necessary, modify the interface name or interface description (for the interface description, line 1 can be up to 30 characters, lines 2 and 3 can be up to 45 characters including spaces) in these fields.
2. In the **Control Information** section, select the following:
   - **Room Type** (*Apartment, Condominium, Cottage, Home, Room, Studio, Suite, Villa*)
   - **Room Quality** *(Premium, Deluxe, Superior, Standard, Moderate, Economy)*
   - **Smoking Allowed** option (*Yes*, *No* or *N/A* (to allow either smoking or non-smoking))
   - **Number of Bedrooms** in this room type
   - **Number of Rollaways** allowed
   - **Number of Persons Allowed Without a Rollaway** maximum number of guests that can occupy this room type without a rollaway
   - **Ground Floor** (room is on the ground floor - *Yes* or *No*)
   - **Maximum Occupancy** maximum number that can occupy this room type

- **Maximum Adults** maximum number of adults that can occupy this room type
- **Maximum Children** maximum number of children that can occupy this room type

3. The **Notify** checkbox must be selected to create the room type and associated rate plan in the GDS/ADS and generate notifications if/when the item changes.

Note: To automatically select the **Notify** checkbox when creating a new rate plan, set the **PMM - Default GDS Notify Y/N** preference to **Yes.** If this has already been set for your property/chain, just double check that the notify checkbox is selected when building rates and items.

4. Click **Next**. The *Generate Room Codes* screen appears.

Note: To end the room type setup at any time, click *Cancel*. To return to a previous screen, click *Back*, and to go to a following screen, click *Next*.

Using the Generate Room Codes Screen

Use the *Generate Room Codes* screen to select your bedding types and number of beds, and then generate your GDS/ADS room codes.

In the *Generate Room Codes* screen:

1. Select the appropriate bed type(s) from the drop-down lists.
2. Click **Generate**. The room codes appear at the bottom of the screen.
3. Click **Next**. The Item Summary/Completion screen appears.

Note: To end the room type setup at any time, click *Cancel*. To return to a previous screen, click *Back*, and to go to a following screen, click *Next*.

Using the Item Summary/Completion Screen

The *Item Summary/Completion* screen is a summary of your newly-created room type. Use this screen to review your room type and save it if everything is correct. Use the scroll bar to view the *Room Codes.*

To save the item:

1. Click **Save**. The *Item Was Saved* notice appears.
2. Click **OK**. The **Setup Item Channel Settings** screen appears.
3. Do any one of the following:
    - Edit the item channel conversions if necessary using the **Conversions** tab (see instructions below)
    - Continue building room types. See Using Item Tree Menus.
    - Select one of the other Item tabs to add item information.
    - Select the **Rates** tab to add or modify rates.
    - Click the property name at the top of the screen to return to the *Property Dashboard.*

Channel Conversions

If you need to edit a conversion code:

1. Select the **Conversion** tab to display the generated conversion codes.
2. Click the **Edit** link in the **Item Channel Settings - Conversions** screen to the right of the channel setting you want to change.
3. When the **Conversions Setup** screen appears, enter the changes.
4. Click the **Save** button to save the changes.

Note: For more information on conversions settings refer to Adding Channel Conversions.

Related Topics

Inventory and Rate Setup
Defining Inventory Using the Item Setup Tab

Defining Inventory Items (Using the Item Setup Tab)

Use the **Item Setup** tab to define the inventory item characteristics and default settings of an inventory item.

Considerations

Be aware of the following:

- To generate your room codes, you *must* select the bed type, room type, room quality, number of beds, and whether smoking is allowed.
- Policies and restrictions entered in the **Rate Setup** will override those set up here in **Item Setup** where common policies and restrictions exist and have been selected. Refer to Appendix A for policy descriptions and hierarchy, and Appendix B for restriction descriptions and hierarchy.

  Tip: To ensure your property always shows some availability, use the Freesell maximum quantity and *Sell with no inventory setup* options.

In this topic

Defining an Inventory Item

To set up your item inventory, complete the steps that follow.

Click here to view fields that are required. Additional fields can be completed as necessary.

To define the inventory item:

1. Click **Item Setup** tab. The *Item Setup* screen appears.

   Note: The *Item ID* is automatically entered for you and cannot be changed. The next four fields are based on the description of the item when you set it up. These fields can be changed.

   Tip: When adding policies, click the (help icon) to the right of the policy field to display the available policies along with descriptive text (see Appendix A for policy hierarchy).

2. In the **Product Name** field, enter the name to shown in the IBE.
3. In the **Interface Name** field, enter the item name going to the GDS/ADS? (30 characters maximum including spaces). This is a *mandatory* field.
4. In the **Description** field, enter descriptive text for the item. This will be displayed in the Call Centre Module and IBE.

5. In the **Interface Description** field, enter seamless text for the item. This will be distributed to the GDS/ADS (up to three lines; Line 1 is 30 characters, Line 2 and 3 are 45 characters including spaces). This is a *mandatory* field.
6. Enter the dates of when this specific item can be sold in the **Start Sell** and **End Sell** (optional) fields, or click the **Calendar** icon to select the dates from a drop down calendar. Be aware that these dates only reflect the period of time when the item can be sold for future stays; not the actual stay dates. Stay dates are defined via the inventory allocated through the calendar, or if the item is indicated as sell with no inventory.

   Tip: For certain inventory items, like your standard room types, leave the *End Sell* date open so you do not have to continually update them.

7. The **Parent** field is system generated based on where the room type was created in the **Tree**. To move an item to a different parent folder in the **Tree**, click the **Magnifying Glass** icon and select the folder from the pop up window, then click the **Ok** button to move it to that location.
8. To add an image/photo of the item (to be used for the Call Center or Booking Engine), click the **Add/Edit Photos** button.
   a. When the Media Gallery pop-up window appears, click the **Add** button.
   b. Select the radio button beneath the image you want to display. (To add images to your Media Gallery, see Images-Booking Engine.)
   c. Click the **Add** button.

   Note: Click the **Set Default** button to make this image the default image for this item. Use the **Edit** button to edit the selected image. Use the **Remove** button to remove the selected image.

   d. Click the **Close** button in the Media Gallery pop-up window to add the image.
   e. Click the **Refresh** button to display the default image that was selected.
9. If the item is included on more than one day of the stay (for example, packages), select the new value from the **Length of Stay Included** drop down list.
10. From the **Room Type** drop down list, select the room type. This is required for defining the GDS room code.
11. From the **Room Quality** drop down list, select the room quality. This is required for defining the GDS room code.
12. From the **Bed Type** drop down list, select a bed type for this room type. This is required for defining the GDS room code.

    Note: If the item was built in **Item Wizard** and a bed type was selected, this field may be pre-populated.

13. Select the number of beds in the room from the appropriate drop down list(s). This is required for defining the GDS room code.
14. Select whether smoking is allowed in this room (**Yes** is for Smoking Allowed, **No** is for Non Smoking Room, or **N/A** can be for either smoking or non-smoking room). This is required for defining the GDS room code.
15. In the **Maximum Occupancy** field, enter a value for your maximum occupancy.
16. To create the room type and associated rate plan in the GDS/ADS and generate notifications if/when the items changes, select the **Notify** checkbox. The **Notify** checkbox *must* be selected for this to occur. This is a *mandatory* field if distributed to all channels.

To receive notifications via email or PMS Interface, contact your Pegasus Representative to have this set up for you.

Note: To automatically select the **Notify** checkbox when creating a new item, set the **PMM - Default GDS Notify Y/N** preference to **Yes**. If this has already been set for your property/chain, just double check that the notify checkbox is selected when building rates and items.

17. Enter or select the remaining field items based on the descriptions in the Item Setup Field Descriptions table below.
18. Click the **Save** button to save your item (or use the **Clear** button to clear all the fields and start over).
19. Do one of the following:

- Select another tab to continue setting up this item.
- Select the **Rates** option to add or modify rates.
- Click the property name at the top of the screen to return to the **Property Dashboard**.

Item Setup Field Descriptions

Field	Description
Item ID	System generated identification number that cannot be changed.
Product Name	Item name being sent to the IBE or Call Center. Generated when the item was added. Can be changed.
Interface Name	Item name being sent to the GDS/ADS. Generated when the item was added. Can be changed: 30-characters maximum.
Description	Item description being sent to the IBE or the Call Center. Generated when the item was added. Can be changed.
Interface Description	Item description being sent to the GDS/ADS. Generated when the item was added. Can be changed. Line 1: up to 30 characters. Lines 2 and 3: up to 45 characters.
Start Sell	Dates of when this specific item can be sold. Enter dates in the **Start Sell** field, or click the **calendar** icon to select the date from a drop down calendar.
End Sell	Date when this specific item can no longer be sold. Enter the date in the **End Sell** field, or click the **calendar** icon to select the date from a drop down calendar.

Field	Description
Close to Arrival	Click to select day or days that are closed to arrival for the item.
Parent	System generated based on where the item was created in the **Tree**. To move an item to a different folder in the **Tree**, click the magnifying glass icon and select the folder from the pop-up window, then click the **Ok** button to move it to that location.
Content Icon	Use the **Add/Edit Photos** link to add or edit images or files attached to this item. Use the **Refresh** button to refresh the images in the item setup screen.
Length of Stay Included	If this item is included in more than one day of the stay (for example, eConcierge or package deals), select the number of days from the drop down list.
Interface Code	Only used when migrating a property from another CRS, or for PMS interfaces.
Physical Count	Count used for reporting purposes against oversell. Enter how many of the items there are at the property.
Room Type	The type of room this is (e.g. Room, Suite, Cottage, etc.).
Room View	Additional information to describe the room view.
Room Quality	The quality of the room (e.g. Premium, Deluxe, Standard, Moderate, Economy, etc.).
Bed Type	The type of bed in the room (e.g. King, Queen, Double).
Number of (bed type) Beds	The number of each type of bed.
Smoking Allowed	**Yes** = Smoking is allowed in the room. **No** = this is a non-smoking room. **N/A** = can be either smoking or non-smoking room.
Number of Bedrooms	The number of bedrooms for this room type.

Field	Description
Number of Rollaways	The number of rollaways or cribs/cots allowed in the room.
Number of Persons Allowed Without a Rollaway	The maximum number of guests allowed in the room without adding a rollaway.
Ground Floor	Select **Yes** to indicate room type is on the ground floor. Select **No** to indicate room type could be on any floor.
Authorized Inventory	Field is optional but recommended if you want to always show some availability. Enter a default allocation amount to be used when an inventory quantity has not been defined. Inventory set using the calendar will override any authorized quantities.
Minimum Length of Stay	Default value for your minimum length of stay.
Maximum Length of Stay	Default value for your maximum length of stay.
Minimum Occupancy	Default value for your minimum occupancy.
Maximum Occupancy	Maximum number of guests that can occupy this room type.
Max Adults	This is the maximum number of adults that can occupy this room type.
Max Children	This is the maximum number of children that can occupy this room type.
Extra Bed Allowed?	This setting enables the Call Center Module to handle extra occupancy bookings. Select the number of extra beds from the drop-down list. To charge for the extra bed, you must have Extra Bedding as an Item Group and have created inventory and rates (Rate Category used for extra bedding *must* be one of the default rate categories set up in channel parameters).
Extra Bed Cost Included?	If selected, this checkbox indicates that an extra bed fee is included in the cost of this room type.

Field	Description
Not Require Lodging Item?	Select this checkbox to allow an eConcierge item to be sold as a standalone item.
Cancel Policy	***Use Inherited Value*** appears by default even if you do not have any inherited policies. • If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. • If you want to set a different policy for this item, select your cancellation policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden.
Tax Policy	***Use Inherited Value*** appears by default even if you do not have any inherited policies. • If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. • If you want to set a different policy for this item, select your tax policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or if a preference policy needs to be overridden.
Discount Policy	***Use Inherited Value*** appears by default even if you do not have any inherited policies. • If you inherited a policy from the Chain Level, it will use that policy here. • If you want to set a different policy for this item, select your discount policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden.
Overbooking Policy	*Use Inherited Value* appears by default even if you do not have any inherited policies. • If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. • If you want to set a different policy for this item, select your overbooking policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden.

Field	Description
Freesell without inventory?	This check box shows this item as available with no sell limits. When selected, it is recommended to use the ***Authorized Inventory*** option as an absolute maximum. With this box selected and no inventory set in the calendar or an Authorized Inventory quantity, this item has no limits to the quantity booked.
Allow property to change	Check the check box for a PMS interface.
Show On Written Confirmation?	This check box shows this item on the written confirmation.
Notify	The **Notify** check box ***must*** be selected to create the room type and associated rate plan in the GDS/ADS, and generate notifications if/when the item changes. **Note**: To automatically select the **Notify** checkbox when creating a new rate plan, set the **PMM - Default GDS Notify Y/N** preference to **Yes**. If this has already been set for your property/chain, just double check that the notify checkbox is selected when building rates and items.
Notification Email	Appears for eConcierge items to allow a separate email address to be used for notifications when eConcierge items are sold.
Commission Calc Method	***Use Inherited Value*** appears by default and will use the method selected (if any) when the property was initially configured under Name-Status-Set Up. If you want to set a different method for this item, select your calculation method from the drop-down list.
Commission Amount	The commission amount (for example, percentage or flat amount).
Commission Policy	***Use Inherited Value*** appears by default even if you do not have an inherited policy. It will use the policy selected (if any) when the property was initially configured under Name-Status-Set Up or one inherited from the Chain Level. If you want to set a different policy for this rate, select your commission policy from the drop-down list of available policies. A policy should be selected if your property does not have a default set or the property policy needs to be overridden.

Field	Description
Order	This sets the order in which this item is displayed in the **Item Tree** and **Rate Calendar** within the "Parent" branch that it is assigned. This also controls the display order for the IBE (when IBE Lodging Display Mode is set to Rate Centric) and the Call Center unless overridden in the **Channels** tab.

Related Topics

Setting Up Allotments Using the Inventory Tab

Item and Rate Setup

Setting up your rates

When setting up your rates availability, it is important to remember that the availability you set at the "parent" level affects what will be available at the sublevels. For example, if you set the availability at 50 at the parent level for *Internet Rate*, the most you could have available at the sublevel *20 Percent Off* would be 50.

Inventory counters are hierarchical and inherit counter values from their parent items. Depending on where you keep inventory (rates or items) the new child item will initially inherit the parent's inventory counter until changed at the child level at the inventory tab of the inventory and availability calendar.

What do you need help with?

Adding a Rate Type

Copying a Rate Type

Adding or Deleting a Rate or Rate Plan

Copying a Rate Template

Locking or Unlocking a Rate

Adding an Item to a Rate

Setting Up Rates Quickly Using a Wizard

Tell me about

Using the Rate Tree Menus

Using the Rate Wizard

Using the Rate Setup Tab

Using the Inventory Tab

Using the Add Rate Tab

Using the Sell Rules Tab

Using the Contracts Tab

Using the Channels Tab

Using the History Tab

Using the Rate tree menus

Tree Menus allow you to perform an action in the *Rate Tree*. You can use these menus to perform any of the following on the selected rate plan or rate:

- Search for a rate
- Rename, delete, or copy a rate.
- Add an item to the rate.
- Copy a rate template.
- Lock a rate.

Right-click a rate plan type or rate to display its menu.

Rate Type Menu

This menu allows you to add a new rate plan type or copy a rate template to the rate tree. A rate plan type would be a class of rates (for example, *Contracted Rate Plans*) within a specific item group (for example, *Lodging)*.

In this topic

Searching for Rates

To shorten the cycle time for finding and updating rates, you can use the rate tree search feature. To search for a rate:

1. In the **Rate Tree**, right-click **Add Rate** to display the **Rate Type Menu**.
2. Select **Search Rate...** from the menu. The **Rate Search Text** pop-up window appears.
3. Enter the rate name in the **Search Text** field.
4. Click the **Search** button. The rate name appears on the screen under the **Rate (external reference)** label.
5. Click the  button to the right of the rate to automatically go to that rate in the Rate Tree and display the rate status calendar for that rate.

Adding a Rate Type

To add a rate type:

1. In the Rate Tree, right-click **Add Rate** to display the **Rate Type Menu**.
2. Select **Add Rate** from the menu. The **Add Rate** pop-up window appears.
3. Enter the rate plan type name and click the **Add Rate** button. The new rate plan appears in the *Rate Tree*. The **Rate Wizard** starting screen appears.

Copying a Rate Type Template

To copy an existing rate type template to the Rate Tree:

1. In the Rate Tree, right-click **Add Rate** to display the **Rate Type Menu**.
2. Select **Copy Rate Template** from the menu. The **Copy Rate Template** pop-up window appears.
3. Select the template from the list of available templates.
4. Click the **Copy Rate Template** button. The rate plan template appears in the *Rate Tree*.

Note: When copying a rate template, you will be limited in the number of fields you can edit in *Rate Setup*. The fields pre-populated when the template was created will *not* be accessible.

Rate Menu

This menu allows you to search for, add, rename, delete, copy or lock a rate, or add an item to the rate. A rate (for example, *Negotiated Rate)* would be common to a specific rate plan type (for example, *Contracted Rate Plans)*.

Adding a Rate to a Rate Plan

To add a new rate:

1. In the **Rate Tree**, right-click the rate plan you where you want to add the new rate. The *Rate Menu* appears.
2. Select **Add Rate** from the menu. The **Add Rate** pop-up window appears.
3. Enter the rate name (can be up to 45 characters including spaces) and click the **Add Rate** button. The new rate appears in the Rate Tree and the **Rate Wizard** starting screen appears.

Renaming a Rate

To rename a rate or rate plan:

1. In the **Rate Tree**, right-click the rate plan you where you want to add the new rate. The *Rate Menu* appears.
2. Select Rename Rate for the menu. The **Rename Rate** pop-up window appears.
3. In the **New Rate Name** field, edit the existing name or enter a new one (can be up to 45 characters including spaces).
4. Click the **Save Changes** button. The renamed rate or rate plan appears in the *Rate Tree*.

Deleting a Rate or a Rate Plan

To delete a rate or rate plan:

1. In the **Rate Tree**, right-click the rate plan you where you want to add the new rate. The *Rate Menu* appears.
2. Select **Delete Rate** from the menu.
3. In the confirmation pop-up window, click the **Ok** button.

Note: Deleting the rate or rate plan will not affect reports. All bookings that were made against the deleted rate or rate plan will still be presented in applicable reports. The deleted rate or rate plan information will be maintained in the system as inactive.

Copying a Rate

Using this option, you can clone and existing rate plan and create a new rate plan using all or selected information from the existing rate plan.

To copy an existing rate plan to the **Rate Tree**:

1. In the **Rate Tree**, right-click the rate plan you where you want to add the new rate. The *Rate Menu* appears.

2. Select **Copy Rate** from the menu. The **Copy Rate** pop-up window appears.
3. Enter the rate name in the **New Rate Name** field.
4. Enter a destination email address for notification of when the copy process has completed.

   Note: If you have a notification email address set in **Channel Settings** for rate change notifications, you can use that email address and leave this one blank.

5. Select the checkboxes for the information you want included, from the copied rate, in the new rate (**Calendar**, **Inventory**, **Restrictions**).
6. Click the **Copy Rate** button. The new rate appears in the *Rate Tree.*
7. Use the **Rate Wizard** or **Rate Setup** to make changes.

Copying a Rate Template

To copy and existing rate template to the Rate Tree:

1. In the **Rate Tree**, right-click the rate plan you where you want to add the new rate. The *Rate Menu* appears.
2. Select **Copy Rate Template** from the menu. The **Copy Rate Template** pop-up window appears.
3. Select the template from the list of available templates.
4. Click the **Copy Rate Template** button. The rate template appears in the *Rate Tree* under the selected rate plan.

   Note: When copying a rate template, you will be limited in the number of fields you can edit in Rate Setup. The fields pre-populated when the template was created will *not* be accessible.

Locking a Rate

Using this option, you can lock a rate so that it cannot be booked. A rate with a Dollar Sign and Stop icon () indicates that the rate is locked and not available for booking.

To lock a rate:

1. In the **Rate Tree**, right-click the rate plan you where you want to add the new rate. The *Rate Menu* appears.
2. Select **Lock Rate** from the menu.
3. In the confirmation pop-up window, click the **Ok** button.

Unlocking a Rate

1. In the **Rate Tree**, right-click the rate plan you where you want to add the new rate. The *Rate Menu* appears.
2. Select **Publish Rate** from the menu.
3. In the confirmation pop-up window, click the **Ok** button.

Adding an Item to a Rate

To add an item to a rate:

1. In the **Rate Tree**, right-click the rate plan you where you want to add the new rate. The *Rate Menu* appears.
2. Select **Add Item** from the menu. The **Items** pop-up window appears.

   Note: The items that appear in the window are those not currently assigned to this rate.

3. Select the item you want to add.
4. Click the **Ok** button.

Related Topics

Inventory/Rates Item Groups (Property)

Defining Distribution Channels (Using the Channels Tab)

Use the *Channels* tab to define:

- Which distribution channels will have access to your item or rate.
- Which distribution channels to exclude from having access to your item or rate.
- The parameters for specific channels.
- How an item will be recognized in a specific channel.

If no settings are defined, the item or rate will be available to all channels.

You can also set your filters, parameters and conversions for specific date ranges so they can vary by month or according to season.

In this topic

Setting Up Filter Settings

Use channel filter settings to specify to which channels the items is distributed. If no filters are used, the item is available to all channels. You can choose to exclude specific channels.

Click to see filter options.

To assign a new filter setting:

1. Select the **Filters** option.
2. Click **Assign New**. The *Setup Item Channel Settings Filter* screen or the *Setup Rate Channel Settings Filters* screen appears.
3. Select the channel type from the **Channel Name** drop-down list.

   Tip: You can also begin entering a channel name. As you enter characters, the list will automatically scroll down to the matching characters.

4. Enter a **Begin Date** and **End Date** (optional) or click calendar icon to select the dates from a drop-down calendar.
5. Select the **Filter Type** from the drop-down list.
6. Options are:
   - Include - to make this item available only to the selected channels or channels
   - Exclude - to block this item from being seen by the selected channels or channels
   - Generic - to filter for generic room types only
7. Click **Save** to save setting and return to the **Rate Channel Settings** screen (or Cancel to quit without saving).
8. Do one of the following:
   - Select another tab to continue setting up inventory items or rates.
   - Select the **Rates** option to add/modify rates or **Items** option to add/modify items.
   - Click the property name at the top of the screen to return to the *Property Dashboard.*

Editing Channel Filter Settings

To edit a filter setting:

1. Click the **Edit** link in the **Item Channel Settings - Filters** screen to the right of the setting you want to change. The *Filter Setup* screen appears.
2. Enter the changes.
3. Click **Save**.

Note: Once added, you cannot delete a setting; however, you can set a setting to inactive by clicking *Inactivate* or you can reactivate a setting by clicking *Activate*.

Setting Up Parameter Settings

Use channel parameter settings to specify the display order of an item or rate and the date range for that display order to be in effect for the selected channel. You can only set for one channel at a time so you will have to keep track of the order set in the value field.

To assign a new parameter setting:

1. Select the **Parameters** option.
2. Click **Assign New**. The Setup Item Channel Settings Parameters screen or Setup Rate Channel Settings Parameters screen appears.
3. Select the channel type from the **Channel Name** drop-down list.

   Tip: You can also begin entering a channel name. As you enter characters, the list will automatically scroll down to the matching characters.

4. Enter a **Begin Date** and **End Date** (optional) or click the calendar icon to select the dates from a drop-down calendar.
5. From the **Parameter Name** drop-down list, select **Order By**.
6. Enter a display order in the **Value** field.

   Tip: It is recommended that you add values in increments of 10 since the display order function arranges items or rates by 10's whenever it is used. Then if you wanted to add an item or rate in the middle of a list, you would enter a value of 55 to put it between the existing 5th and 6th items. This gives you more flexibility when you are adding your items.

7. Click the **Save** button to save setting and return to the **Rate Channel Settings** screen or, **Cancel** to quit without saving.
8. Do one of the following:
   - Select another tab to continue setting up inventory items or rates.
   - Select the **Rates** option to add/modify rates or **Items** options to add/modify items.
   - Click the property name at the top of the screen to return to the *Property Dashboard.*

Editing Channel Parameter Settings

To edit a parameter setting:

1. Click the **Edit** link in the **Item Channel Settings Parameters** screen or the **Rate Channel Settings Parameters** screen to the right of the setting to change. The Parameter Setup screen appears.
2. Enter the changes.
3. Click **Save**.

Setting Up Conversion Settings

Use channel conversion settings to connect RVNG rate codes to specific distribution channel codes. For example, GDS or PMS where you want your item to appear. Additional text types can be added for each item or rate when text different from item or rate setup is required for distribution to different channels.

These conversions have several uses:

- Set Room Type or rate conversions for those channels that require them.
- Set channel-specific short descriptions, long descriptions, and extended long descriptions for the items or rates distributed to the distribution channels; the lengths of these fields can be configured for each channel when your property settings are initially configured by your Pegasus representative.

To assign a new conversion setting:

1. Select the **Conversions** option.
2. Click **Assign New**. The *Setup Item Channel Settings Conversion* screen or *Setup Rate Channel Settings Conversion* screen appears.
3. From the **Channel Name** drop-down list, select the channel type.

   Tip: You can also begin entering a channel name. As you enter characters, the list will automatically scroll down to the matching characters.

4. Enter a **Begin Date** and **End Date** (optional), or click the calendar icon to select the dates from a drop-down calendar.
5. Enter the alphanumeric access code (1 to 10 characters)
6. For contracted rate plans, i.e., Negotiated or Consortia, Code must be 3 characters for Sabre, Worldspan, Amadeus, and ADS. Galileo can be 2 to 6 characters) in the *Code* field.
7. This is the cross reference code for the item for the selected channel. The code must correspond with the distribution channels or GDS inventory cross reference.
8. Enter the item’s or rate's channel specific **Short Description** (maximum 30 characters).
9. Enter the channel-specific **Long Description** (include the Short Description at the beginning of the first line of text) based on the parameters set for you for this distribution channel (you can fill in up to 47 characters per textbox, but after 94 characters, the GDS will truncate this information). Contact your Pegasus representative for these values.
10. If needed, enter the channel-specific **Extended Long Description** (up to 960 characters).

    Note: You only need to enter a short, long or extended long description if you want to distribute text, different from that in item or rate setup, to a specified channel.

11. Click **Save** to save setting and return to the *Item Channel Setting* screen (or Cancel to quit without saving).
12. Do one of the following:

- Select another tab to continue setting up inventory items.
- Select the **Rates** option to add/modify rates or **Items** option to add/modify items.
- Click the property name at the top of the screen to return to the *Property Dashboard.*

Editing Channel Conversion Settings

To edit an existing conversion setting:

1. Click the **Edit** link in the **Item Channel Settings Conversions** screen or **Rate Channel Settings Conversions** screen to the right of the setting to change. The *Conversions Setup* screen appears.
2. Enter the changes.
3. Click **Save**.

Note: Once added, you cannot delete a setting; however, you can set a setting to inactive by clicking *Inactivate* or you can reactivate a setting by clicking *Activate*.

Related Topics

Viewing Changes to Items or Rater (Using the History Tab)

Inventory and Rate Setup

Viewing Changes to Items or Rates (Using the History Tab)

Use the *History* tab to view changes made to your inventory items or rates. Results can be displayed by inventory changes or by rate changes, and during a specific period of time. You can also display rate setup changes that were made in the **Rate Setup** tab.

- *Date Change Applied:* To search for inventory or rate history changes made on the date specified or within the date range specified
- *Date(s) Affected:* To search for the date or date ranges the change was applied to for either inventory or rate history

Viewing Your History

To view your history:

1. Select the **Inventory History**, **Rate History** or **Rate Setup History** option.
2. Select from the **Search on** drop-down list to display:
   - By the dates the change affected (**Date(s) Affected**).
   - By the date the changes were made (**Date Change Applied**).
3. Enter a **From** date and a **Through** date or click the calendar icon to select the dates from the drop-down calendar.

   Note: Up to one year of historical data can be retrieved. The most recent changes are always displayed first.
4. Click **View History** to display the results. The results are displayed by the criteria selected.
5. Sort the history list by any column by clicking the column heading.
6. Do one of the following:
   - Select another tab to continue setting up inventory items.
   - Select the **Rates** option to add or modify rates.
   - Click the property name at the top of the screen to return to the *Property Dashboard.*

Related Topics

Inventory and Rate Setup

Setting Up Rate Characteristics (Using the Rate Setup Tab)

Use the Rate Setup tab to define enhanced details for a specific rate plan configuration.

> **Note**: Policies and restrictions entered in Rate Setup will override those set up in Item Setup where common policies and restrictions exist and have been selected. Refer to Appendix A for policy descriptions and hierarchy, and Appendix B for restriction descriptions and hierarchy.

> **Tip**: When adding policies, click the help icon to the right of the policy field to display the available policies along with descriptive text.

Complete the following steps to set up your rate properly. Fields marked as required, with a * (red asterisk), *must* be completed before you can save the rate setup. Additional fields can be completed as necessary.

In this topic

Related Topics

Setting Up Allotments Using the Inventory Tab

Inventory and Rate Setup

Calculation Method Definitions

Setting Up Rate Characteristics

To set up the rate characteristics use the following steps.

1. Add a new rate item using the steps in Adding Rate Types, or click the **Rate Setup** tab. The **Rates** screen appears.

   > **Note**: The *Rate ID* is automatically entered and *cannot* be changed. The next four fields are based on the description of the rate when you set it up. These fields can be changed.

2. As a minimum, you must complete the required fields.If necessary, update rate name used in the booking engine and Call Center in **Rate Name** field
3. In the **Description** field, enter a seamless text description of the rate to be displayed in the booking engine and Call Center
4. In the **Interface Rate Name** field, enter the rate name going to the GDS (30 character maximum). Mandatory field if distributed to all channels.
5. In the **Interface Description** field, enter a seamless text rate description to be shown in the GDS (up to three lines; line 1 can be up to 30 characters; lines 2 and 3 can be up to 45 characters per including spaces). Mandatory field.
6. From the **Currency** drop-down list, select the currency in which the rate is loaded only if different than the default currency.

7. The **External Reference** field is used when upgrading a property from another CRS, or when a PMS interface is used. This code is used to refer to the previous CRS. This is only a placeholder and any code entered will not be used in this system.
8. Enter a **Begin Sell** date and **End Sell** (optional) date or click the **Calendar** icon to select the date from the drop-down calendar. It is important to note these dates only reflect the period of time when a rate can be sold for future stays; not the actual stay dates. Stay dates are defined via the inventory allocated through the calendar, or if the rate is indicated as sell with no inventory.

   Tip: For certain rates, like your RACK and BAR, leave the *End Sell* date open so you do not have to continually update them.

   Note: The **Begin Active** and **End Active** date fields can be used to define when a guest stay can occur.

9. From the **Calculation Method** drop-down list, select which method is used to calculate the rate (see Calculation Method Definitions for more information). Refer to the Rate Setup Field Descriptions table for additional field requirements.
10. For **Timeslot Duration**, use the default setting of 1 Days unless creating a package rate. When creating a package rate, select the number of days included in the package from the drop-down list. For example, for a "2" day package, you would set this to "2." Then when the rate is displayed, it would show the price of the package on the first night (effectively the total stay rate).
11. From the **Allow override of duration** drop-down, select whether the timeslot duration can be adjusted from the drop-down list. Setting this to **Yes** for a package will allow additional nights to be sold using the extra night price.
12. If this is a Negotiated or Group rate, select the **Requires Contract** checkbox. If this box is unchecked, this rate will be publicly available.
13. Select the **Notify** checkbox to send a notification when any changes are made to this rate. Mandatory field if distributed to all channels. To receive notifications via email or PMS Interface, you must contact your Pegasus Representative to have this set up for you.

    Note: To automatically select the **Notify** checkbox when creating a new rate plan, set the **PMM - Default GDS Notify Y/N** preference to **Yes**. If this has already been set for your property/chain, just double check that the notify checkbox is selected when building rates and items.

14. From the **Primary Rate Category** drop-down list, select the primary GDS rate category. This is for GDS purposes only.
15. (Optional) Select Additional Rate Categories to extend the rate's visibility in a variety of rate searches. From the **Additional Rate Categories** list, select the additional rate categories (hold the Ctrl key down to select multiple categories). Click the -> button to move them to the selected categories list.
16. Enter or select the remaining field items as required, based on the descriptions in Rate Setup Field Descriptions table.
17. Once you have entered the required fields, click the **Save** button to save your rate setup.
18. Do one of the following:

- Select another tab to continue setting up rates.
- Select the **Items** option to add or modify inventory items.
- Click the property name at the top of the screen to return to the *Property Dashboard.*

Rate Setup Field Descriptions

Field	Description
Rate ID	Automatically entered for you and cannot be changed.
Rate Name	Used for the booking engine and Call Center.
Description	The seamless text description of the rate to be displayed in the booking engine and Call Center.
Interface Rate Name	The rate name going to the GDS: 30 character maximum. Mandatory field if distributed to all channels.
Interface Description	The seamless text rate description to be shown in the GDS up to three lines. Line 1: up to 30 characters. Lines 2 and 3: up to 45 characters per including spaces. Mandatory field.
Belongs To	System generated based on where rate is created in the Tree. If the rate needs to be moved to a different branch in the Tree, click the magnifying glass, and select the branch from the pop-up window. Then click **Ok** to save to that location.
Currency	The currency at which the rates will be distributed to all selected channels. (Initially, the default currency for your property will be displayed.)
External Reference	Used when upgrading a property from another CRS, or when a PMS interface is used. This code is used to refer to the previous CRS.
Begin Sell	This date only reflects the period of time when the rate can be sold for future stays; *not* the actual stay dates. Stay dates are defined via the inventory allocated through the calendar, or if the rate is indicated as sell with no inventory. Enter a **Begin Sell** date click the **Calendar** icon to select the date from the drop-down calendar.
End Sell	This date only reflects the period of time when the rate can be sold for future stays, not the actual stay dates. Enter an End Sell (optional) date, or click the Calendar icon to select the dates from a drop-down calendar.

Field	Description
Begin Active	This would be used to define the begin date for when a guest stay can occur.
End Active	This would be used to define the end date for when a guest stay can occur.
Calculation method	The method used to calculate the rate (see Calculation Method Definitions for more information). See below for additional details.
Calculation Parent (not shown)	Appears when a based on amount or percentage **Calculation Method** is selected. Click the **Magnifying glass** and select from the pop-up window the rate that will be used as the base rate.
Variable Calculation (not shown)	Appears when a based on amount or percentage **Calculation Method** is selected. Select the check box to allow the amount or percentage **Calculation Method** to vary by day of the week.
Calculation Amount (not shown)	Appears when a based on amount or percentage **Calculation Method** is selected. Enter an amount or as a percentage of the based on rate (for example, for a 30% discount, you would enter 70).
Rate Policy (not shown)	Appears when **Based on a policy rate Calculation Method** is selected. Select from the drop-down list whether a rate policy is to be applied (**Rate Adjustment Policy**).
Rate available for BAR	Selecting this checkbox will make this rate available for Best Available Rate calculations.
Rate *not* available for direct sale	Selecting this checkbox will make this rate available for rate indexing but it cannot be sold by itself.
Rate for sale (not shown)	Appears when calculation method is BAR, DBAR or Rate Indexing. Selecting this checkbox makes this rate available for sale.
Yield Rate?	Select this checkbox to enable the use of Yield Policy management of this rate.
Markup Calc Method	Not used.
Markup Amount	Not used.

Field	Description
Markup Basis	Not used.
Cost Calc Method	Not used.
Cost Amount	Not used.
Commission Calc Method	**Use Inherited Value** appears by default and will use the method selected (if any) when the property was initially configured under Name-Status-Set Up. If you want to set a different method for this rate, select your calculation method from the drop-down list.
Commission Amount	The commission amount (for example, percentage or flat amount).
Commission Policy	Use Inherited Value appears by default even if you do not have an inherited policy. It will use the policy selected (if any) when the property was initially configured under Name-Status-Set Up or one inherited from the Chain Level. If you want to set a different policy for this rate, select your commission policy from the drop-down list of available policies. A policy should be selected if your property does not have a default set or the policy needs to be overridden.
Timeslot Duration	Select the default setting of 1 Days unless creating a package rate. When creating a package rate, select the number of days included in the package from the drop-down list. For example, for a 2 day package, you would set this to “2.” Then when the rate is displayed, it would show the price of the package on the first night (effectively the total stay rate).
Allow override of duration	Determines whether the timeslot duration can be adjusted from the drop-down list. Setting this to **Yes** for a package will allow additional nights to be sold using the extra night price.
Back to Back?	Selecting the checkbox will allow a multiple of a package to be booked where the number of nights booked is exactly divisible by the package rights.
Tax Included?	If checked, indicates that the tax is included in the rate.
Requires Contract?	Select this checkbox when this rate is associated with a contract. If this box is unchecked, this rate will be publicly available.

Field	Description
Allows Direct Bill?	Select this checkbox to apply direct bill as a guarantee option in the booking engine. Can only be used when this rate requires a contract and the Requires Contract checkbox is selected.
Confidential (Do Not Display amount)?	Selecting this checkbox will prevent this rate amount from showing anywhere other than on the property confirmation.
Freesell without inventory?	Selecting this checkbox will setup this rate with no sell limits. When selected uses the freesell option.
Notify	If selected, you will receive a notification when any changes are made to this rate. Mandatory field if distributed to all channels. To receive notifications via email or PMS Interface, you must contact your Pegasus Representative to have this set up for you. **Note**: To automatically select the **Notify** checkbox when creating a new rate plan, set the **PMM - Default GDS Notify Y/N** preference to **Yes**. If this has already been set for your property/chain, just double check that the notify checkbox is selected when building rates and items.
Force Confirmation?	Selecting this checkbox will force confirmations to be generated whenever this rate is booked (the destination is not managed here).
Allow External Changes?	Selecting this check box will allow modifications of you inventory and/or restrictions associated with this rate by a PMS or the rate upload performed by your Pegasus Representative. This function only works if you have a 2-way interface with your PMS.
Use Contract Description	Selecting this checkbox will cause the rate to display the contract short description in hotel notifications when a contract is associated with this rate.
Rate Change Rule	Sets rules that will affect changes to this rate. Calendar based rate changes option should be used where the rate is being distributed via electronic channels.
Discount Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you inherited a policy from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select your discount policy from the drop-down list of available policies. A policy should be selected if the default policy needs to be overridden.

Field	Description
Cancel Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. If you want to set a different policy for this item, select your cancellation policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden.
Guarantee/ Dep	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select your guarantee policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden.
Fee Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you inherited a policy from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select your fee policy from the drop-down list of available policies. A policy should be selected if the default policy needs to be overridden.
Yield Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you inherited a policy from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, you must first select the **Yield Rate?** checkbox. Then select your yield policy from the drop-down list of available policies. Rate values will be automatically adjusted based on the rule and filters set, for example, Occupancy. A policy should be selected if the default policy needs to be overridden.
Overbooking Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select an overbooking policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden. From the drop-down list, select the policy for overselling of a rate by a predetermined value to get closer to 100% occupancy.
Rate Adjustment Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you inherited a policy from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select your rate adjustment policy from the drop-down list of available policies. If this is a based rate policy that can be adjusted by a fixed amount, or percentage based on when the guest is making their reservation, select the appropriate policy.

Field	Description
No Show Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select a no show policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden.
Early Checkout Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select your early checkout policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden.
Primary Rate Category	Select the primary GDS rate category. This is for GDS purposes only.
Additional Rate Categories	You can attach multiple rate categories to extend a rate's visibility in a variety of rate searches. Select additional rate categories from the list. Click the -> button to move them to the selected categories list.
Market Segment	Select one of the market segments to categorize this rate. This will vary by customer.
Marketing Message	This option allows you to specify a which marketing messages will accompany the rate plan and could be inserted into the confirmation display screen in the IBE and CCM, as well as other confirmation documents (fax, e-mail, etc.). Would only display those messages whose begin/end dates fall within the Sell dates for the rate. Select messages from the list. Click the **>>** button to move them to the selected messages list.
Rate Strategy Code	If created, you can select the rate strategy code for this rate plan from the drop-down list (for example, an "A" code could be for high-demand days, "B" for medium-demand days and "C" for low-demand days).
Billing Codes	If created, you can select an available billing code from the drop-down list to track this rate.
Limit Credit Cards	List of credit cards that have been set as being acceptable for use at your property. To limit the credit card types that can be used with this rate, select only the checkboxes for those credit cards you will accept when booking this rate. If all are left unchecked, all will be accepted for use.

Field	Description
Order	This sets the order that this rate is displayed in the **Rate Calendar** and in the **Rate Tree** within the "Belongs to" branch that it is assigned. This also controls the display order for the Call Center and the booking engine (when IBE Lodging Display Mode is set to Rate Centric) unless overridden in the **Channels** tab.
Minimum Length of Stay	Default value for your minimum length of stay.
Maximum Length of Stay	Default value for your maximum length of stay.
Minimum Advance Book	Minimum number of days in advance this rate plan must be booked prior to arrival.
Maximum Advance Book	Maximum number of days in advance this rate plan must be booked prior to arrival.
Minimum Occupancy	Default value for your minimum occupancy.
Maximum Occupancy	Default value for your maximum occupancy.
Max Adults	Enter the maximum number of adults that can be associated with this rate.
Max Children	Enter the maximum number of children that can be associated with this rate.
Meal Plan	From the drop-down list, select a meal plan policy that would be included in this rate. You must first have an available Meal Plan Policy or create a Meal Plan Policy (see Policies).
Meal Plan Inclusion	Select the **Inc In Rate** checkbox to include the meal plan in the rate amount. If not checked, the Meal Plan Policy itself should include the cost of the meal plan and the meal plan cost is displayed in the information windows in the booking engine and Call Center. If the cost of the meal plan is to be added to the rate amount, select the **Add To Rate** checkbox. If the checkbox is not selected, the cost of the meal plan is not included in the rate amount.

Field	Description
Strikethrough Calculation Method	If choosing to display discounted rates with a strikethrough, select the calculation method used as a basis for this rate. • **None** – no strikethrough • **Parent** – based off a calculation of a parent rate • **Policy** – based off a discount policy
Close to Arrival	Click to select days of the week that will be closed to arrival.
Default Rate	Appears in Rate Setup for an Item/Rate intersection. Enter the lowest rate that can be offered (basement rate).
Max Rate	Appears in the Rate Setup for an Item/Rate intersection. You enter the maximum rate that would be displayed (ceiling rate). This would override the current rate value displayed.

Using the Rate Calendar

The *Rate Calendar*:

- Provides a two week view of all items and rates and has configurable filters so you can include items, inventory values, sell rules, policies and pricing in the display.
- Allows editing of all this information across multiple items and rates in one screen. Property users can also set viewing preferences so the calendar will show the most frequently used data by default.

The order in which your Items and Rates are displayed in the Rate Calendar is controlled by the order number you assigned to it. This order number is assigned in the Order field in Item Setup and Rate Setup in Inventory/Rates.

If a user has access to multiple properties in RVNG, the *Rate Calendar* enables you to change properties within the screen to make rate and item updates. Together these features improve usability and reduce the time required for viewing and modifying items and rates.

For rate calendar availability color codes, click the Rate Calendar Legend.

What do you need help with?

Using the Viewing Options for the Rate Calendar

Updating the Rate Calendar

Setting Rate Calendar Preferences

Refreshing Rate Calendar Updates

Setting Rate Calendar updates

You can change the *Rate Calendar* default settings and save your own view of the Rate Calendar. Using the *Rate Calendar* preferences, you can create a calendar configuration that opens with the filters, views, durations, and color codes you desire. In Preferences, you can also save a *Rate Calendar* account that records what rates and items have been expanded in the rate/item list.

As a result of this information, you will be able to create *Rate Calendar* preferences that compliment your rate and item management methods.

Changing Rate Calendar Preferences Settings

To change the Rate Calendar preference settings, use the following steps.

1. Click (Preferences button).
2. Set the Initialization settings as follows:
    a. Select the filters you want to display automatically in the **Rate Calendar** by clicking the relevant filter from the **List Filter** options.
    b. Select the **View Mode** using one of the following settings:
        - **Availability**

- **Inventory Mode**

3. Select the **View Duration** as **14 Days** or **7 Days** for the **Rate Calendar** to display upon opening.
4. Select how much indentation should separate parent and child objects in the rate/item list using the **List Indent** slider bar.
5. Select colors to reflect the different availability indicators in the Rate Calendar.
6. 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.
7. Click the **Saved Accounts Save** button to save the way you have configured the Rate/Item list.

   Note: When you use this feature, the *Rate Calendar* will display with the specific rates and items that you had previously expanded.

8. Click the **Save** button at the bottom of the **Rate Calendar** to save your preferences and return to the **Rate Calendar** or **Cancel** to return without saving.

Updating the Rate Calendar

Use the *Rate Calendar* to edit the inventory, sell rules, pricing, and policies through the *Rate Calendar.*

In this topic

Updating Inventory

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.

Getting Started

Before you update inventory, you *must* complete the following steps.

1. Click to set the Rate Calendar to **Inventory Mode**.
2. Select **Filter Items** (to show items with rates) and **Filter Inventory.** Click to see Filter Options.

Updating the Inventory

To update inventory for a room type via the **Rate Calendar**:

1. Find the rate or item you want to update inventory values for in the **Rate/Item** list.
2. Do *one* of the following:

If you...	**Then...**
click Inventory **(Inventory icon)**	follow these steps: 1. In the **Inventory Info** pop-up window, select a **Set By** option: a. Select **Date** to select a date range and applicable days of the week for this update b. Select **Rate Season** to apply this update to a rate season (only if rate seasons exist under Season Setup) 2. Enter a number of items to sell in the **To Sell** field. 3. Enter the number of items that can be sold above the To Sell amount in the **Oversell** field. 4. Click the **Save** button.
click the arrow to the left of the Inventory icon to expand the inventory calendar	follow these steps: 1. Hover your cursor over the **To Sell** or **Oversell** fields for any single day and you will see the (edit) icon. 2. Click the field you want to edit. 3. Enter your inventory values. 4. Press the **Enter** key on your keyboard to save the value.

Updating Sell Rules

Sell Rules indicate restrictions associated with items or rates. In the *Rate Calendar*, you can determine what sell rules are applicable for your items or rates and can add restriction values when necessary.

Before you update sell rules, the *Rate Calendar* must be set to *Inventory Mode* **()** and you must select the *Filter Items* and *Filter Sell Rules.* Click to see Filter Options.

Updating Sell Rules

To update Rate Calendar sell rules:

1. Find the rate or item you want to update sell rules for in the **Rate/Item** list.
2. Do *one* of the following:

If you ...	Then...
click the Sell Rules **(Sell Rules) icon**	follow these steps: 1. In the **Sell Rules** pop-up window, select a **Set By** option: a. Select **Date** to select a date range and applicable days of the week for this update. b. Select **Rate Season** to apply this update to a rate season (only if rate seasons exist under Season Setup) 2. Select the **Sell Rule** from the drop-down list. **Note:** Use the **Remove** checkbox to remove the restriction. 3. Enter the restriction value in the **Units** field when a restriction requires a numerical value, such as minimum or maximum length of stay. 4. Click the **Save** button.
click the arrow to the left of the Sell Rules icon to expand the sell rules calendar	follow these steps: 1. Hover your cursor over the sell rule field for any single day and you will see the (edit) icon 2. Click the field you want to update. a. If the field contains a checkbox, select the checkbox b. If the field requires a numerical value, enter the value. 3. Press the **Enter** key on your keyboard to save the sell rule.

Updating Pricing

Pricing values (rates) indicate the cost to the consumer for the items being sold. In the *Rate Calendar*, you can enter a value in the fields for each adult, extra adult and child per item.

Before you can update pricing, the *Rate Calendar* must be set to *Inventory Mode* **( )** and you must select the *Filter Items* and *Filter Pricing*. Click to see Filter Options.

Updating the Price

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

1. Find the rate or item you want to update pricing for in the **Rate/Item** list.
2. Do *one* of the following:

If you ...	Then...
click the Pricing (Pricing) icon	follow these steps: 1. In the **Pricing Info** pop-up window, select a **Set By** option: a. Select **Date** to select a date range and applicable days of the week for this update b. Select **Rate Season** to apply this update to a rate season (only if rate seasons exist under Season Setup) 2. Enter a pricing value for each applicable price point **Note:** Use the **Remove** checkbox to remove the restriction. 3. Click the **Save** button.
click the arrow to the left of the Pricing icon to expand the pricing calendar	follow these steps: 1. Hover your cursor over the **Pricing** field for any single day and you will see the (edit) icon 2. Click the field you want to update. 3. Enter the pricing value. 4. Press the **Enter** key on your keyboard to save value.

Updating Policies

You can update the guarantee/deposit, cancel, early checkout and no show policies in the *Rate Calendar.* Policies can be updated from the Rate/Item view.

Before you can update policies, policies must be created for your property, the *Rate Calendar* must be set to *Inventory Mode* **( )** and you must select the *Filter Items* and *Filter Policies*. Click to see Filter Options.

Updating the Calendar

To update rate policies via the **Rate Calendar**:

1. Find the item linked to the rate in the **Rate/Item** list. Seasonal policies must be set on each item associated with a rate (see Appendix A for policy hierarchy).
2. Do *one* of the following:

If you ...	Then...
click the Policies (Policies) icon	follow these steps: 1. In the **Policies Info** pop-up window, select a **Set By** option: a. Select **Date** to select a date range and applicable days of the week b. Select **Rate Season** to apply this update to a rate season (only if rate seasons exist under Season Setup) 2. Select policy type to apply to the item using the **Policy Type** drop-down list. **Note:** Use the **Remove** checkbox to remove the restriction. 3. Select an available policy to apply to the item using the **Policy** drop-down list. 4. Click the **Save** button.
click the arrow to the left of the Policies icon to expand the policies calendar	follow these steps: 1. Hover your cursor over the **Policy** field for any single day and you will see the (edit) icon. 2. Click the field you want to update. 3. Select an available policy to apply to the item using the **Policy** drop-down list. 4. Press the **Enter** key on your keyboard to save the value.

Refreshing calendar updates

If a network interruption results in loss of connectivity during *Rate Calendar* updates, the *Rate Calendar* provides a feature to refresh interrupted updates. This feature will prevent you from having to re-enter updates due to network problems.

Upon the event of a network interruption that stops updates in the *Rate Calendar*, the (Refresh) icon in the upper left corner of the *Rate Calendar* will display as .

Refreshing Interrupted Updates

To refresh interrupted updates:

1. Click the **Refresh** icon showing the **X** at the top left of the **Rate Calendar** screen. The *Error Information* pop-up window appears.
2. In the **Error Information** pop-up, click the Refresh (refresh) button.

3. Use the  (arrow) button to scroll to the next message and repeat step 2 until all messages have been refreshed.
4. Use the  icon to remove single errors or the  to remove all errors from the **Error Information** pop-up.
5. Click the **Close** button to end the refresh session.

Using viewing options (for the Rate Calendar)

Rate Calendar has several different viewing options.

In this topic

Selecting the Date Range
Selecting the Display Mode
Selecting the View
Selecting Filter Options
Selecting Properties
Selecting the Rate Items

Selecting the Date Range

The Rate Calendar can display a 1 to 2 week span of property inventory. The Rate Calendar offers several features for selecting a date range.

Date range options for the Rate Calendar include:

- A calendar span drop-down that allows you to select a one or two week display for the Rate Calendar.
- A calendar icon to select a date. The date you select will be the first day of the Rate Calendar display.
- Double arrows (**>>**) to move the calendar 14 days more or less than the current date.
- Single arrows (**>**) to move the calendar 7 days.

Selecting the Display Mode

There are two display modes to choose from in the Rate Calendar.

- **Availability Mode**
- **Inventory Mode**

The *Availability Mode* is a view only function and will show inherited values. For example, if you set a restriction at a parent rate, the display in Availability Mode will show all child rates as inheriting that restriction.

The *Inventory Mode* is where you can modify the values set at each level.

Selecting the View

The Rate/Item list of the Rate Calendar can be viewed in two different ways using the buttons on the bottom left of the Rate Calendar:

- The Rate/Item button adjusts the calendar display to show rates. Items can be included using the Items filter.
- The Item Only button adjusts the calendar display to show only items.

Selecting Filter Options

Filter options allow you to select the categories of information to include in the Rate Calendar display. To select filter options:

1. Click (Rate/Item icon) at the top left of the Rate Calendar screen to display the filter options. The **Filter Options** window appears.

2. Select the checkboxes for the filter options you want to include in your Rate Calendar display.
    - **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 applicable policies.

    Note: The Rate Calendar will automatically update your view with your chose options.

3. Click the **X** at the top right of the **Filter Options** display to close the options window.

Selecting Properties

Chain users or users with access to more than one property can use the property search function to access another property's items and rates to be viewed or edited in the *Rate Calendar*.

To search for and select another property:

1. Enter a partial or full property name in the search field at the top right of the **Rate Calendar**.

    Note: Property names matching the characters entered will begin to appear below the search window. You can stop entering when you see the property you want to display.

2. Select the desired property from the search results displayed.

    Note: The selected property appears in the upper left corner of the **Rate Calendar**.

Selecting the Rate/Items

The left side of the *Rate Calendar* screen is the *Rate/Item* list. It shows the structure of the items and rates that the property has for sale. The display will be based on the options you selected for your view and filters.

1. Click a rate or item to select it.
2. An arrow to the left of the rate or item pointing right indicates there are components hidden from view. Click arrow to expand the list.

Using Rate Wizard to Build Rate Plans

Rate Wizard guides you through the rate plan build process and enables you to quickly build a rate plan with minimal data entry. The rate wizard also collects or creates the appropriate channel distribution information to support the automated creation and updating of rate plans in the GDS and other distribution channels.

You can also use the rate wizard to modify rates for an existing rate plan, or update any existing rate plan information without affecting the rates.

- To build a rate plan, follow the Rate Wizard using each screen listed below, in the order you see below.
- To update an existing rate plan type, select the screen that you want to use to update the plan and follow the procedures associated with that screen. When updating, you *must* still use the Rate Summary/Completion screen to save your changes.

Note: Continue to manage enhanced rate management features (for example, policy-based rates) using the Rate Setup tab

Getting Started

- Before using the Rate Wizard to build your rate plans, you *must* have your room codes.
- Before building contracted rates (i.e., negotiated, consortia), you *must* have contracts created that can be assigned to the rate. You will *not* be able to proceed with your rate plan without one. See Adding a Contract.

Each screen in the wizard has a series of steps that must be performed in the screen before moving on. *Read all steps carefully before proceeding to the next screen.*

What do you need help with?

Step 1: Defining a Rate Plan (Using the Build Rate Plan Screen)

Step 2: Defining Policies and Rate Calculations (Using the Controls Screen)

Step 3: Pairing Room Types with Plans (Using the Room Types Screen)

Step 4: Entering Rates (Using the Rates Screen)

Step 5 Setting GDS Rate Category and Attaching Contracts (Using the Contracts Screen)

Step 6: Creating Distribution Channel References (Using the Channels Screen)

Step 7: Reviewing Rate Plan Setup (Using the Rate Summary/Completion Screen)

Related Topics

Inventory and Rate Setup

Setting Up Rate Characteristics (Using the Rate Setup Tab)

Setting Up Rate Restrictions (Using the Sell Rules Tab)

Defining a Rate Plan (Using the Build Rate Plan Screen)

The rate wizard's *Build Rate Plan* screen appears by default when you add a new rate type or click the *Rate Wizard* tab at the top of the rates tabbed work area.

Use this screen to do the following tasks.

- Define your rate plan
- Select the rate plan period
- Select the language you want to use to create the rate plan.

Note: Initially, you must build your rate plan in English before creating it in another language.

Tip: Use the help icon at the top right corner of this rate wizard screen to assist you in completing the steps in that screen.

Starting the Build Rate Plan Process

In the *Build Rate Plan* screen, the first four fields are populated with the rate name you assigned when you created it. To start to build the rate plan, use the steps that follow.

1. Review, and if necessary, modify, the rate name or rate description. For the GDS rate description, field 1 can be up to 30 characters and must include the rate plan name; fields 2 and 3 can be up to 47 characters.
2. Select a **Begin Sell Date** and **End Sell Date** (optional) using the pop-up calendar to define the life span of the rate plan.

   It is important to note that these dates only reflect the period of time when the rate plan can be sold for future stays; not the actual stay dates. If you are outside these dates, the rate plan *cannot* be sold.

   Tip: The *End Sell Date* is an optional field used to define a rate plan with a limited time period. If you do not enter an end here, you will be reminded to add the end date in the Rates screen.

   Note: The **Active Begin Date** and **Active End Date** fields can be used to define when a guest stay can occur.

3. To enter your rate plan text in another language, select the language from the drop-down list. You *must* enter and save the rate plan in English before entering the rate plan in another language.
4. Verify that the **Notify** checkbox is selected so that it can create the rate plan in the GDS/ADS and generate notifications if/when the rate plan changes.

Note: To automatically select the **Notify** checkbox when creating a new rate plan, set the **PMM - Default GDS Notify Y/N** preference to **Yes**. If this has already been set for your property/chain, just double check that the notify checkbox is selected when building rates and items.

5. Click **Next**. The Controls screen appears.

Defining Policies and Rate Calculations (Using the Controls Screen)

The *Controls* screen is where you define your Commission, Guarantee, Cancel and Meal Plan policies for this rate plan. Setting policies in this screen would be the same as assigning them in Rate Setup (see Appendix A for policy hierarchy. If the rate is based off another rate plan, you will select the rate calculation method. You can also choose a marketing message to be included in the confirmation screens and confirmation documents when the rate plan is selected.

Note: Initially, you must build your rate plan in English before creating it in another language.

Tip: Use the help icon at the top right corner of this rate wizard screen to assist you in completing the steps in that screen.

Building a Rate Plan Process: Step 2

- If you set a default policy for Guarantee and/or Cancel in Preferences (see Preferences) or inherited polices from the Chain Level, it will use those policies here.
- If a Commission Type was selected when the property was initially configured, it will use that one here (see Name - Status - Setup).

Note: **Use Inherited Value** appears by default in the Commission Type, Guarantee and Cancel policy fields even if you do not have any inherited policies.

In the *Controls* screen, use the steps that follow.

1. From the **Currency** drop-down list, select the currency at which the rates will be distributed to all selected channels. (Initially, the default currency for your property will be displayed.)
2. If this rate is not commissionable, select **Non-Commissionable** from the **Commission Type** drop-down list and go to step 5.
3. From the **Commission Type** drop-down list, select the commission type that applies.

Note: If you select the **Commission** based on a given policy option, a **Commission Policy** drop-down list appears for you to select a previously created commission policy type.

4. In the **Commission Amount** field, enter the amount or percentage based on the selection above. Do *not* use a percent sign. It will appear automatically when needed.

5. If not using a default guarantee policy, select an available guarantee policy for this rate plan from the **Guarantee** drop-down list. (Seasonal policies can be set up in the **Rates** screen.)

6. If not using a default cancel policy, select an available cancel policy for this rate plan from the **Cancel** drop-down list. (Seasonal policies can be set up in the **Rates** screen.)

7. If not using a default **Meal Plan** policy, select an available meal plan policy for this rate plan from the drop-down list. (Seasonal policies can be set up in the Rates screen.)

8. If this meal plan is included in the rate, select the **Meal Plan Included YN** checkbox.

9. If the cost of the meal plan is to be added to the rate amount, select the **Meal Plan Included YN** checkbox and the **Meal Plan Added YN** checkbox. If the checkboxes are not selected, the cost of the meal plan is not included in the rate amount.

10. If you want to include a marketing message with this rate plan, select an available message from the drop-down list.

> **Note**: This marketing message will be added to the confirmation display screen in the CCM, as well as any confirmation documents (fax, e-mail, etc.). Only marketing messages that have begin and end dates that fall within the sell dates for the rate will be available.

11. For **Rate Calculation Method** (see Calculation Method Definitions for more information), do one of the following:

If...	Then...
this is a Standalone Rate	use the following steps: 1. Select the **Rate for sale** checkbox to distribute this rate. **Note:** If you do not want this rate distributed, leave the **Rate for sale** checkbox clear. When the checkbox is clear, this rate will be available for rate indexing but it cannot be sold by itself. 2. If this rate is to be used to determine the Best Available Rate, select the **Rate available for BAR** checkbox. 3. Go to step **12**.

<table>
<tr><th>If...</th><th>Then...</th></tr>
<tr><td>this rate is based on adding or subtracting an amount to/from a rate</td><td>use the following steps:

Select Based on a Rate Adding an Amount or Based on a Rate Subtracting an Amount from the drop-down list.
If you are using variable calculations, select the Variable Calculation checkbox; otherwise, go to step 3.
Note: If using variable calculation, you must enter the calculation amounts on each item using the Add Rate tab.
Leave the Rate for sale checkbox selected to distribute this rate.
Note: If you do not want this rate distributed, clear the Rate for sale checkbox. When you clear the checkbox, this rate will be available for rate indexing but it cannot be sold by itself.
If this rate is to be used to determine the Best Available Rate, select the Rate available for BAR checkbox.
For Strikethrough Calculation Method, select one of the following options:

None – no strikethrough used
Parent – calculation is based off a parent rate
Policy – calculation is based off a discount policy

Note: If using the Policy option, the policy must be selected in the Rate Setup screen.
Click the Magnifying Glass button access the list of available rates. The Rate Selection pop-up window appears.
Select the rate from the pop-up list.
Click the Set button.
In the Calculation Amount field, enter the amount to add to or subtract from the parent rate.
Go to step 12.
</td></tr>
</table>

<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>this rate is to be based on a percentage of another rate</td><td>
use the following steps:

Select Based on a Percentage of Another Rate from the drop-down list
If you are using variable calculations, select the Variable Calculation checkbox; otherwise, go to step 3.

Note: If using variable calculation, you must enter the calculation amounts on each item using the Add Rate tab.
Leave the Rate for sale checkbox selected to distribute this rate.

Note: If you do not want this rate distributed, clear the Rate for sale checkbox. When you clear the checkbox, this rate will be available for rate indexing but it cannot be sold by itself.
If this rate is to be used to determine the Best Available Rate, select the Rate available for BAR checkbox.
For Strikethrough Calculation Method, select one of the following options:

None – no strikethrough used
Parent – calculation is based off a parent rate
Policy – calculation is based off a discount policy

Note: If using the Policy option, the policy must be selected in the Rate Setup screen.
Click the Magnifying Glass button to access the list of available rates. The Rate Selection pop-up window appears.
Select the rate from the pop-up list.
Click the Set button.
Enter the rate calculation percentage as a whole number (a calculation value of 100% equals the base rate)

Enter a percentage over 100% to increase the rate over the based on rate (for example, 110% gives you a 10% increase)

Enter a percentage under 100% to decrease the rate under the based on rate (for example, 90% gives you a 10% decrease)

</td></tr>
</table>

If...	Then...
this rate is to be based on a percentage of another rate **(continued)**	10. If you want to round the resulting rate, enter a value in one of the following: • **Round to Nearest** – to round the rate to the nearest whole number multiple. For example, a rounding factor of '3' would cause a calculated rate of $121.45 to round to $120, and a calculated rate of $121.50 to round to $123. A '0' rounding factor results in no rounding taking place and the rate displays with decimals that the property currency format allows. • **Round to Decimal** – to round the rate to the whole number decimal value that has been entered; for example, if a rate-rounding factor is 25 and calculated value is 125.35, the rounded value would be displayed as 125.25 and if the calculated value is 126.51 the rounded value would be 127.25. ***Note:*** When using **Round to Decimal**, a '**1**' must be entered in the **Round to Nearest** field and a decimal point should NOT be used with the decimal value. 11. Go to step **12**.
this rate is to be based on a BAR or DBAR rate	1. Select **Best Available Rate** or **Dynamic Best Available Rate** from the drop-down list. 2. Clear the **Rate for Sale** checkbox. 3. For the **Strikethrough Calculation Method**, select **None**. 4. Click the **Rate Categories** button. The **Rate Categories** pop-up appears. 5. Select the rate category checkbox(es) to search for the best available rate. 6. Click the **Set** button. 7. Go to step **12**.

If...	Then...
this rate is to be based on child index rates	1. Select **Rate Index**, **Best Available Rate from List** or **Dynamic Best Available Rate from List** (as appropriate) from the drop-down list. 2. Clear the **Rate for Sale** checkbox. 3. For the **Strikethrough Calculation Method**, select **None**. 4. Click the **Child Rates** button. The **Select Child Rates** pop-up appears. 5. Select a child rate from the **Select Child Rates** list. 6. Use the **-->** button to move the child rate to the **Selected Child Rates** list. 7. Repeat steps 5 and 6 as necessary. 8. When the list is complete, click the **Set** button. 9. Go to step **12**.

1.

12. Click **Next**. The Room Types screen appears.

Pairing Room Types with Plans (Using the Room Types Screen)

The *Room Types* screen is where you select the room types that will be sold with this rate plan. You can choose to include all room types or select from a list of your available room types.

> **Note**: Initially, you must build your rate plan in English before converting it to another language.

> **Tip**: Use the help icon at the top right corner of this rate wizard screen to assist you in completing the steps in that screen.

Building a Rate Plan Process: Step 3

In the *Room Types* screen, do the following:

> **Tip**: You should always use the **Rate Plan applies to selected room types** option.

1. Select your room types by clicking the checkbox next to the room type.
2. Click **Next**. The Rates screen appears.

Entering Rates (Using the Rates Screen)

Use the *Rates* screen to enter your rates for this rate plan. You can also use this screen to set up your seasonal rates and seasonal policies. Setting policies in this screen would be the same as setting them in the rate/item intersection (see Appendix A for policy hierarchy). The screen displays the room types selected in the *Room Types* screen.

If you based your rate on the percentage of another rate, the *Rates* screen will not appear. Instead, go to the Contracts Screen.

Note: Initially, you must build your rate plan in English before creating it in another language.

Tip: Use the help icon at the top right corner of this rate wizard screen to assist you in completing the steps in that screen.

Building a Rate Plan Process: Step 4

In the *Rates* screen, do the following:

1. Click the **OK** button to clear the warning pop-up.
2. If rate plan applies only to specific days of the week, clear the days the rate will not be available, otherwise go to step 2. By default, all days are selected.
3. If this is not a seasonal rate, go to step 4.
4. If entering seasonal rates (specific periods of time this rate plan is available):

   Note: If you did not enter an *End Date* in the *Build Rate Plan* screen, you must enter an end date in the *Seasonal End Date* field or your rates will only appear for the current date.

   a. Enter a **Seasonal Start Date** and **Seasonal End Date**, or click the **Calendar** icon to select the dates from a drop-down calendar.

   b. **Use Inherited Value** appears by default even if you do not have any inherited policies. Chose one of the following:

   - If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. Go to step 4.
   - If using a Guarantee policy that would only apply to this rate period, select an available policy type from the drop-down list, otherwise do not perform this step. This will add the policy at the rate/item level; see Appendix A for policy hierarchy.
   - If using a Cancel policy that would only apply to this rate period, select an available policy type from the drop-down list, otherwise, do not perform this step. This will add the policy at the rate/item level.

5. Enter the rates for each person allowed in each room type in the list.

   Tip: Press the **Tab** key to move to the next rate field. Press **Shift+Tab** to move back to a rate field.

6. After all your rates are entered for each room type, click **Save Rates** to save the rates.

The rates you entered appear in a summary at the bottom of the screen. The rate summary displays all rates that have been entered. If you make changes to previously defined rates, the most recent changes will override the previous rates when saved.

Note: If you used a different policy for a seasonal rate period, the policy will display in the corresponding row under the appropriate policy column heading.

7. Do *one* of the following:
   - Click **Clear** to clear the fields and add additional rates starting back at step 1.
   - Click **Next.** The Contracts screen appears.

Contracts Screen

Building a Rate Plan Process: Step 5

Use the Contracts screen to select the GDS Rate Category for the rate, and if needed attach contracts.

GDS Rate Category

GDS rate categories are used by travel agents when searching for rates. Ensure that rates are loaded under the category, and that you have a variety of rates loaded to ensure increased visibility in the GDS.

If this is...	Then select...
an Association rate	Association rate category
a Corporate rate	Corporate rate category
a Government rate	Government rate category
a Military rate	Military rate category
a Package rate	Package rate category
a Promotional rate	Promotional rate category
a Rack rate	Rack rate category
a Senior rate	Senior rate category

Adding Contracts

A contract can be attached to the rate if needed, and the access codes for the rate will be generated from the contract that is attached.

To add a contract to the rate:

1. From the GDS Rate Category, select one of the following:
   - Negotiated
   - Consortia
   - Merchant
2. Click the **Save** button, and the contract appears in the **Contract Summary** section.

Note: To discontinue using a contract, click **Inactivate** in the **Actions** column. To re-activate a discontinued contract (the contract name appears in red), click **Activate** in the **Actions** column (the contract name appears in black).

3. Do *one* of the following:
   - To limit the availability of this rate plan in the GDS to a single Access Code, leave the Generic Rate option set to **No**.
   - To allow this rate to be available to multiple Access Codes in the GDS, set the Generic Rate option to **Yes**.
4. Click the **Next** button to navigate to the **Channels** screen.

Note: If multiple contracts are to be attached to the rate, then set the **Generic Rate** option to ***Yes***, and repeat steps 1 - 2 until all applicable contracts are attached.

Creating Distribution Channel References

Building a Rate Plan Process: Step 6

The **Channels** screen is a cross reference created for you for all public rates. Cross reference is required for each distribution system to see availability for a Rate Plan and to book a Rate Plan.

Cross reference codes are derived from a number of sources. They are created by using a combination of various pieces of information including the room types, rate plans, and contracts. By changing these factors, you will change the codes used. After creating and saving your rate, you should see most of these fields completed.

To see the *cross reference codes*, click here.

In this topic

Using Distributions Channels

Overriding Rate Plan Codes

Using Distribution Channels

In the *Channels* screen, do the following:

1. If you want the rate to be sold only via specific distribution channels, clear the distribution channel checkboxes at the top of the screen where you do *not* want the rate to be sold, otherwise, go to step 2.

   Note: If you clear the GDS checkbox, the wizard will not create conversion records for EAP or GDS channels. You should not have the Voice (Call Center) and Booking Engine checkboxes selected unless you have those options available to you.

2. Do *one* of the following:

<table>
<tr><th>If you have...</th><th>Then...</th></tr>
<tr><td>non-contracted rates</td><td>follow these steps:

Note: You can attach multiple rate categories to extend a rate’s visibility in a variety of rate searches.

1. To add alternate rate categories:
a. Click the Alternate Rate Categories button.
b. Select the checkboxes from the Select Alternate Rate Categories pop-up.
c. Click the Set button.
2. If using billing codes to track this rate, select an available code from the Billing Codes drop-down.
3. Go to step 3.</td></tr>
</table>

If you have...	Then...
contracted rates (*Negotiated, Consortia, Merchant or Internet specific)*	**Before you begin**: You *must* have a contract that can be tied to the rate before proceeding. See Contracts. follow these steps: 1. If using billing codes to track this rate, select an available code from the **Billing Codes** drop-down. **Note**: This drop-down will only appear if billing codes are set at the chain level. 2. If this rate can be used for Rate Yielding, select the **Is Rate Yieldable?** checkbox. **Note**: You will only use this checkbox if your property uses Yield Rates and you want this rate to be available for rate yielding. 3. To apply direct bill as a guarantee option in the IBE, select the **Allow Direct Bill** checkbox. 4. To add alternate rate categories: a. Click the **Alternate Rate Categories** button. b. Select the checkboxes from the **Select Alternate Rate Categories** pop-up. c. Click the **Set** button.

3. If you want the rate to be sold *only via specific GDS channels*, clear the **GDS channel** checkboxes where you do *not* want the rate to be sold, otherwise, skip this step.

   Note: When you exclude a GDS channel by clearing the checkbox, the entire row is removed and only the checkbox remains.

Overriding Rate Plan Codes

The Override RPC feature allows you to control the order in which your rate plans are displayed in each distribution channel and override system-generated rate plan codes.

Considerations

When setting your display order, keep the following in mind.

- The rate plan display order supersedes any room type display order settings.
- If rate plans have the same ranking order, the room type ranking order will determine what order the rate plan is displayed.

- If multiple rate plans share the same display order number, those rate plans will be returned in order of the priority of their room types.
- If multiple rate plans share both the same rate plan and room display order value (including blank fields), those rate plans will be returned alphabetically using the system generated room code.
- If you do *not* enter a value in the **Display Order** field, that rate plan will appear below those with a display order value.

Setting Your Display Order

To set your display order for each GDS:

1. Click **Override RPC**. The Override RPC pop-up window appears.
2. Enter a numeric value (1 to 999) in the **Display Order** field for each distribution channel you use. A '1' will cause that rate plan to be the first one displayed.
3. In the **Rate Code Override** field, enter your new rate plan code.
4. After entering the values, click **Save** to return to the **Channels** screen.
5. Click the **Next** button. The Rate Summary/Completion screen appears.

Reviewing Rate Plan Setup (Using the Rate Summary / Completion Screen)

The *Rate Summary/Completion* screen is a summary of your newly created rate plan. You will use this screen to review your rate plan and save it if everything is correct.

Note: Initially, you must build your rate plan in English before creating it in another language.

Tip: Use the help icon at the top right corner of this rate wizard screen to assist you in completing the steps in that screen.

Building a Rate Plan Process: Step 7

To save the rate plan:

1. Click the **Save Rate...** button. The *Rate Was Saved* notice appears.
2. Click **OK**.
3. Do *one* of the following:
   - Continue building rates for this rate plan by clicking the **Rates** button
   - Click **Cancel** to leave the Rate Wizard
   - Select one of the other Rate tabs to add rate information
   - Select the **Items** option to add or modify inventory items
   - Click the property name at the top of the screen to return to the *Property Dashboard*

Other Property setup actions

Booking Special Request Options (Property)

Use **Booking Request Options** to add a list of special request items or preferences that will be presented in the booking engine or Call Center at the time of booking.

To set up a preference request code group:

1. Enter a description of the request group (for example **Smoking Preference**) in the **Description** field.
2. Select whether you want the available options to appear in a drop-down list (optional).
3. Enter the order that you want the group displayed (optional) in the **Order By** field.
4. Click the **Add New** button.

   The new group appears in the group list.
5. Click the **Options** link.

   The **Setup Request Codes** screen appears.
6. Enter the preference description (for example, Non Smoking) in the **Description** field.
7. Enter a 1 to 4 character preference code (for example, **NS**) in the **Code** field.
8. Enter the order that you want the preference displayed (optional) in the **Order By** field.
9. Click the **Add New** button.

   The new preference appears in the preference description list.
10. Repeat steps 6 through 9 until your list of preferences is complete.
11. Click the **Back** button to return to the request group screen.
12. Do one of the following.

   Continue adding request groups.

   Or,

   Click the property name at the top of the screen to return to the **Property Dashboard**.

CDSS Booking Export

Use the CRS Decision Support System (CDSS) Booking Export to create booking detail extract files based on arrivals, departures or transactions. After the extract is created, it is transferred via an FTP program to the location your property specified. A copy of the extract file is moved into the CDSS archive directory and retained for a configurable period before being purged by System Administration.

Three types of Booking Detail Extract output formats are supported:

- Bookings by Arrival date
- Bookings by Departure date
- Bookings by Transaction date

To run a booking detail extract:

1. Select the type of extract from the **Extract Type** drop-down list.
2. Select the level of address detail from the **Address Detail** drop-down list.
    - **None** – the associated travel agency, corporate, and guest address fields remain blank
    - **Partial** – the associated travel agency, corporate, and guest city and country code address fields are populated
    - **Full** – the associated travel agency, corporate, and guest address fields are fully populated
3. Select a report time period. If Date Range is selected, you will be provided with fields to enter the desired dates or use the calendar icon to select the run dates from a drop-down calendar.

    Note: The default schedule for transaction and arrival based extracts is monthly. The capture period starting date defaults to the first day of the preceding month and the end date defaults to the last day of the preceding month.
4. (Optional) If you want to exclude a specific chain from the report, select the chain from the **Exclude Chain Filter** drop-down list. The default is ALL chains will be included.
5. Select the **Guest Detail** checkbox to include guest information in the extract.
6. Select the **Rate Records** checkbox to include rate information in the extract.
7. Select the **Headers** checkbox to include headers in the report.
8. To run this report at another time, select the time and time zone you want your report run from the Run Later Time and Run Later Time Zone drop-down lists.
9. If you want the report to be recurring (run every Day, Week or Month), select the interval from the Run Report Every drop-down list.
10. From the Date Persist drop-down, select one of the following:
    - **No** – to increment the report dates based on the recurring option selected above
    - **Yes, with Annual Rollover** – to advance the end date by one year
    - **Yes, without Annual Rollover** – to never advance the Begin and End dates
11. Click the **Generate Export** button to create the booking detail extract.

    The **Request Submitted** screen appears.

12. Click the **Return to Export Screen** link to see the status of your extract.

    The **CDSS Booking Export** screen displays the status of the extract at the bottom of the screen.

When the extract is finished, the date the report was processed, a status of **Done** and the file name will appear. It may take a while to complete the extract.

You can use the **Refresh** button to see an update of the status of the extract.

Using Contracts

Use the *Contracts* option to setup the information for group rate or negotiated rate contracts. Contracts represent the terms of the agreement between you and the group using the rate. A contract is a requirement for setting up a group. Once a contract is created, it can be associated with an item or rate via the *Contract* tab in Inventory/Rates. Contracts created at the Chain Level are inherited by the properties and their rates.

Considerations

Contracts must be of the Group or Negotiated rate type.

- **Group Rates**: Rates created for special group of guests, such as wedding parties, trade shows and seminars
- **Negotiated Rates**: Rates negotiated with a specific client. Viewership of these rates in the GDS by a travel agent or other GDS user is restricted, and the rate may be booked only after entry of either the agent's or client's authorization code
  - These types of rates must have dates and an alphanumeric access code.
  - The access code is the negotiated rate or group code. These codes can be self defined or if it is GDS distributed, must have the appropriate code (must be 3 alphanumeric characters for Sabre, Worldspan, Amadeus, and ADS. Galileo can be 2 to 6 alphanumeric characters).
  - The contract number is entirely self-defined. The different descriptions accommodate those distribution methods that use them. Some channels may use the long or short description.

In this topic

Adding a Contract

Tips: You can use the *Show Inactive* checkbox to hide or display your inactive contracts. You can also sort your list of contracts by any column by clicking the column heading.

To add a new contract, use the following steps.

1. Click **Add New**. The **Setup Contracts** screen appears.
2. Select the contract type from the drop down list.

3. Enter an alphanumeric access code (3 alphanumeric characters for Sabre, Worldspan, Amadeus, and ADS. Galileo can be 2 to 6 characters. Group Rates can use 1 to 10 alphanumeric characters) that consumers and Travel Agents will use to access this rate under this contract.

   Note: You can search for an existing access code using the Access Code Lookup link (see below).

4. Alternate Rate Access codes is not currently used.
5. Enter a **Begin Date** and **End Date** or click the **Calendar** icon to select to select the dates from a drop-down calendar. It is important to note that these dates only reflect the period of time when the contracted rate can be sold for future stays; not the actual stay dates. If you are outside these dates, the contracted rate cannot be sold.
6. Enter or select the remaining field items based on the descriptions in the Setup Contracts Field Descriptions table. These fields allow you add information about the contract.
7. After completing the required fields and entering any additional optional information, click **Save Changes** to save your entries and return to the **Contracts** screen (or **Cancel** to quit without saving).
8. Do one of the following:
   - If your contracted rate is to be available through distribution channels, you must add your access code conversion as outlined in Setting Contract Channel Conversions.
   - Click the property name at the top of the screen to return to the *Property Dashboard.*

Access Code Lookup

Use **Access Code Lookup** to check to see if the access code you are considering has been previously used. It also allows you to pull up the details of an existing contract so that it can be updated.

To lookup an access code:

1. Click the **Access Code Lookup** link. The **Access Code Lookup** screen appears.
2. Enter the search criteria.
   - **Access Code** - to search by access code
   - **Description** - to search by contract description
   - **Galileo**, **Worldspan**, **Sabre**, **Amadeus** or **ADS** - to search for access code by distribution channel
3. Click the **Execute Search** button.
   - If found, the access code and description results display.
   - If no access code is found, the screen will display *No matching results found*.
4. Do one of the following:

   Click the **Cancel** button to return to the **Contracts** screen.

   or,

   Select the radio button to the left of the access code and click the **OK** button to display the contract details in the **Contracts** screen.

Setting Contract Channel Conversions

Once you save your contract, you must add the *Access Code* to **Channel Conversions**. Channel conversion settings allow you to connect the contracted rate codes in RVNG to any distribution channel, such as GDS, PMS, ADS, where you want your rate to appear.

To add your access code to channel conversion:

1. In the **Contracts** screen, click the **Edit** link to the right of the contract you just added. The **Setup Contracts** screen appears.
2. Click the **Channel Conversions** link to the right of the **Access Code** field. The **Contract Channels Settings Conversions** screen appears.
3. Click the **Assign New** button. The **Setup Contract Channel Settings** screen appears.
4. Select the distribution channel from the **Channel Name** drop down list.
5. In the **Begin Date** field, enter the date this conversion will begin, or click the **Calendar** icon to select the date from a drop down calendar (**End Date** is optional).
6. In the **Code** field, enter the code you used for the contract.
7. Click the **Save** button.

Maintaining Viewership

Viewership allows you to restrict the viewing of contracted rate plans by entering specific codes.

To control viewership, follow the steps below.

1. In the **Contracts** screen, click the **Edit** link to the right of the contract you created. The **Setup Contracts** screen appears.
2. Click **Maintain Viewership** link to the right of the **Access Code** field. The **Contract Viewership** screen appears.
3. Click the **Assign New** button. The **Setup Contract Viewership** screen appears.
4. Select the channel from the **Channel** drop-down list.
5. Enter a **Begin Date** or select a date from the calendar to indicate when this access code will be available. (The End Date is optional.)
6. Select the code type from the **Type** drop-down list.
   - SGA Code for **ADS**
   - CD Numbers (Office IDs), Country, IATA Number or Pseudo City Codes for **Amadeus**
   - CD Numbers, Country, City, IATA Number, Point of sale, Pseudo City Codes, Rate Access Code or State for **Galileo**
   - Alpha Pseudo City Codes, CD Numbers, Country, City or Pseudo City Codes for **Sabre**
   - CD Numbers, IATA Number, or Pseudo City Code for **Worldspan**
7. Enter the viewership code in the **Value** field.

Note: Use the **Add Multiple** link to load up to 20 codes at a time.

8. Click the **Save Changes** button.
9. Click the property name at the top of the screen to return to the *Property Dashboard.*

Before you begin attaching rates to contracts, you should verify the contract with the viewership settings.

Editing a Contract

To edit a contract, use the following steps.

1. Click the **Edit** link in the **Contracts** screen to the right of the contact you are going to change.
2. When the **Setup Contracts** screen appears, enter changes in the appropriate fields. Click the **Save Changes** button to return to the **Contracts** screen.
3. Once added, you cannot delete a contract. Instead, set the contract status to inactive by clicking **Inactivate***.* The contract can be reactivated by clicking **Activate***.*
4. To return to the Property Dashboard*,* click the property name at the top of the screen.

Setup Contracts Field Descriptions

Field	Description
Contract Type	Select the type of contract Group Rate or Negotiated Rate. • Group Rates - is for building a contract for a group that can be booked vie the Call Centre Module or booking engine. • Negotiated Rates - is for building a contract for any contracted rate (Company, Consortia, and Internet Special).
Access Code	Alphanumeric characters - a 3 character limit for Sabre, Worldspan, Amadeus and ADS. Galileo can be 2 to 6 characters. Group Rates can use 1 to 10.
Begin Date	The start date of the contract.
End Date	The date the contract ends.
Contract Number	If needed, enter the contract number.
Short Description	Enter a short description of the rate that can be displayed in the CCM for look up in the Promo and Group code box.
Long Description	Enter more descriptive rate information.

Field	Description
Interface Short Description	Not currently used.
Interface Long Description	Not currently used.
Allow Non-Contract Rates?	Select **No** to prevent any public rates from being displayed to the group associated with this contract, even if their rate is unavailable. Select **Yes** to display public rates along with this contracted rate; it does not force the group into using only this contracted rate.
Are Rates Confidential?	Select **Yes** if you want this rate to be blurred in booking engine and Call Center Module. It also will be relayed in the hotel reservation notification. Also restricts this rate so that it is visible to only the group with which you have a contract. **No** does the opposite and allows access to the public.
Is a profile required?	If you want to associate the contract with any or all client file types, select **Yes**. You will be presented with checkboxes to select the client file types.
Neg. Rates Password	For additional security for this rate, enter a password that must be used to access this rate.
Projected Room Nights	Enter the number of room nights projected for the group during the term of the contract.
Confirmed Room Nights	Enter the number of room nights that the group committed to using during the term of the contract.
Internal Signature Name	Enter the person at your property who signed the contract.
External Signature Name	Enter the individual from the group who signed the contract.
Salesperson Name	Enter the person’s name that sold or negotiated the contract.
Contact Email	Enter the person’s email address who can be contacted for questions about the terms of the contract.
Contract PDF Image	Click the right arrow icon to upload a PDF image of the contract.

Field	Description
Contract Verbiage	Use this space to enter a copy of the contract text. You can use the word processing tools to format your text.

Assigning a Contract to a Member Profile

If this member is part of a group who has a negotiated rate with your property, you can associate a contract with this member profile.

To assign a contract:

1. From the **Profile Information** options, select **Contracts**. The *Contracts* screen appears.
2. Click **Assign New** on the Contracts screen. The *Assign Member* Contracts screen appears.
3. Choose the applicable contract from the **Select Contract** drop-down list.
4. Click **Assign Contract**.
5. Click the guest name to return to the **Member Profile Information** screen.
6. Do one of the following:
   - Select another **Profile Information** option and continue adding information.
   - Click the property name at the top of the screen to return to the *Property Dashboard.*

Discounts

Use Discounts to set discounted rates at your properties for specific periods of time. Use this to increase bookings during non-seasonal or low usage periods at your properties.

Applying a Discount

To apply a discount:

1. Select an item or property from the **Discount Item** drop-down list.
2. Enter a **Start Date** and **End Date** for the discount.
3. By default, all days are selected that this discount will be valid. Clear the checkbox to remove the discount from specific days of the week.
4. Enter the amount of the discount (enter whole numbers only) in the **Percent** field.
5. Click **Apply** to apply the discount.
6. Click **Refresh**, as needed.
7. Click the chain name to return to the Chain Dashboard.

Removing a Discount

To remove a discount:

1. Select the discounted item or property from the **Discount Item** drop-down list.
2. Enter a **Start Date** and **End Date** for the discount.
3. Select the days of the week this discount was applied.
4. Select the **Clear all of the discounts for selected dates:** check box.
5. Click **Apply** to remove the discount.
6. Click the chain name to return to the Chain Dashboard.

Group Management

Setup Groups

Group Management

Use **Group Management** to allocate contracted inventory for a special group of guests, such as wedding parties, tradeshows and seminars. This allocated inventory is ‘blocked’ from the general availability pool. The availability, rates and policies will be customized so they are applicable to each group. The **Group Management** screen shows the groups associated to the property.

Hotels on a PMS interface can have groups built in the PMS brought into RVNG.

Prior to adding a group, there must be a contract (see Setup Contracts) that would apply to the group, a group rate (see Setting Up Your Rates), and existing guarantee/deposit and cancel policies (see Policies).

> **Note**: You can sort your list of groups by any column by clicking the column heading.

Use the **Right Arrow** icon to move to the next set of groups and use the **Left Arrow** icon to move to the previous set of groups.

Group Search

To search for a specific group, group name or group characteristic, enter at least the first 3 characters (case sensitive) of the name or any part of the name in the **Name** field in the **Group Management** screen and click **Search**. The results will be displayed on the screen.

Group Setup

To set up a group:

1. Click **Add New**. The **Setup Groups** screen appears
2. Enter the group **Name** as it relates to the group contract.
3. Enter the group **Description** to be used at your property.
4. In **Allocation Type,** select where inventory for the group will be allocated.
5. In the **Group Arrival** and **Group Departure** fields, enter the Group Date Range. It is important to note that these dates are the actual stay dates.

6. From the **Status** drop-down list, select the group status. Only a status of **Definite** or **Complete** will allow bookings for this group.
    - **Prospect**: Initial inquiry, no contract has been sent
    - **Tentative**: Contract terms have been sent and are awaiting signing
    - **Definite**: Contract has been signed and group is live
    - **Complete**: Group has stayed and stay dates have passed
    - **Canceled**: Contract/Group business was never signed/picked up
7. From the **Allotment Type** drop-down list, select the **Group** (only option available).

    Note: Note: The **PMS Group Number** comes from the PMS. When there is a group set up on the PMS, it creates messages to build group rates in the CRS and transfers the PMS Group Number with it.
8. By default, all days of the week are selected (darkened). Click to select any days of the week this group rate would not be valid.
9. From the **Contract** drop-down list, select the contract that applies to this group.
10. From the **Cancel Policy** drop-down list, select the applicable cancellation policy. If a policy is not selected, the property's default cancellation policy is used.
11. From the **Guarantee Policy** drop-down list, select the applicable guarantee policy. If a policy is not selected, the property's default guarantee policy is used.

    Note: If a Cancel or Guarantee policy is not selected, the policy attached to the group rate will be used. If the group rate does not have a policy attached, the property's default policy from Preferences is used.
12. For **Rate ID**, select a rate to offer this group. To select a rate, do the following:

    Note: The rate assigned to the group can be a generic group rate; it does not have to be a rate built specially for this group. Also, Rates and Items do not have to be added here, they can be added in the Calendar / Rates / Inventory section.
    a. Click the magnifying glass in the **Rate ID** field.
    b. When the pop-up window appears with the list of available rates, select the rate you want to use.
    c. Click **Ok** to load the rate into the **Rate ID** field.
13. For **Item ID**, select a room type to offer this group. To select the room type, do the following:
    a. Click the magnifying glass in the **Item ID** field.
    b. When the pop-up window appears with the list of available items, select the item you want to use.
    c. Click **Ok** to load the item into the **Item ID** field.
14. In the **Cutoff Days** field, enter the number of cutoff days prior to the Event/Arrival Date before unused inventory is returned to general inventory.

    Note: Only use this field if you will not be setting more advanced cutoff days. See Cutoff Dates for more information.
15. From the **Auto Release Y/N** drop-down list, enter whether used inventory will be automatically released back into general availability after the cutoff date.

16. Click **Save Changes** to save the group rate plan. This takes you to the Manage Groups screen.
17. To exit, click the property name at the top of the screen to return to the Property Dashboard.

Managing Group Characteristics

Once a group is created, you can manage the characteristics of the group, such as modify the group information and status, set up a group information page in the RVNG IBE, enter contacts, set up an allocation calendar, create cutoff dates, set up follow up tasks, and create rooming lists.

To edit a group:

1. Click the **Manage** link to the right of the group you want to edit. The **Manage Groups** screen appears.
2. Select a link to edit your group as follows:
    - **Change Group Information / Status**: to add/change information using the Setup Groups screen (see Group Setup)
    - **Event Calendar**: to add/change the group events calendar (see Event Calendar below)
    - **Contacts**: to add/change contact information (see Contacts)
    - **Calendar / Rates / Inventory**: to add/change rate allocation (see Calendar / Rates / Inventory)
    - **Cutoff Dates**: to add/change your cutoff dates (see Cutoff Dates)
    - **Follow Up Tasks**: to set up a task reminder (see Follow Up Tasks)
3. Save your changes accordingly.
4. When done, click the **<Back** button to return to the Group Management screen.
5. Click the property name at the top of the screen to return to the Property Dashboard.

Contacts

Use the **Contacts** link to set up and edit the names and contact information for people that are related to this group.

To add or edit your group contacts:

1. In the Manage Groups screen, click the **Contacts** link. The Group Management Contacts screen appears.
2. Do one of the following:
    - To add a new contact, click **Add New**.
    - To edit a contact, click the **Edit** link to the right of the contact. The Setup Contacts screen appears.
3. From **Contact Type** drop-down list, select the type of contact.
    - **Company**: Contact at the group's company

- **Event**: Coordinator for the event (for example, a wedding planner)
- **Property**: Contact at the hotel property for handling group events

4. Enter a name in the **Name** field (could be a person's name or a more specific contact type).
5. If using a person's name, enter the following:

4.
   a. **First Name**
   b. **Middle** (optional)
   c. **Title Code** (Mr., Mrs., Dr., etc.)
   d. **Suffix** (Jr., Sr., etc.), if applicable

5. From the **Address Type** drop-down list, select an address type.
6. Select your **Country** from the drop-down list.
7. In the remaining fields, enter the rest of your address and contact information.
8. Click **Save Changes** to save the contact information (or **Cancel** to quit without saving).

Note: Click **Inactivate** to make a contact inactive or click **Activate** to make a contact active.

10. At the top of the screen, click **Group Management** to return to the Group Management screen or click the property name to return to the Property Dashboard.

Calendar / Rates / Inventory

Use the **Calendar/Rates/Inventory** link to set up inventory allocation for a specific date within the group date range (arrival to departure), inactivate an existing allocation, edit an existing allocation, or duplicate an existing inventory allocation for the next calendar day. You must have inventory allocated for each day of the group stay and for each room type used.

To add or edit your inventory allocations:

1. In the Manage Groups screen, click the **Calendar / Rates / Inventory** link. The Setup Allocation screen appears.
2. Do one of the following:
   - To add a new allocation, click **Add New**.
   - To edit an allocation, click the **Edit** link to the right of the allocation item. The Setup Allocation Calendar screen appears.
3. Select the item or room type to allocate by doing the following:

2.
   a. Click the magnifying glass in the **Item** field.
   b. When the pop-up window appears with the list of available items, select the item you want to use.
   c. Click **OK** to load the item into the **Item** field.

3. Select the rate to allocate by doing the following:
    a. Click the magnifying glass in the **Rate** field.
    b. When the pop-up window appears with the list of available rates, select the rate you want to use.
    c. Click **Ok** to load the rate into the **Rate** field.
4. In the **Allocation Date** field, enter the date you want to allocate the specific quantity of inventory for sale, or use the calendar icon to select the date from a drop-down calendar. Dates should encompass entire date range of the group, including **Shoulder** dates.
5. In the **To Sell** field, enter the number of items that can be sold on this date plus any allocated Elastic items. This amount will be blocked in inventory.
6. In the **Forecasted to Sell** field, enter the number of items you expect to sell on this date.
7. In the **Elastic** field, enter how many more items can be sold over the amount that was originally requested by the group.
8. Click **Save Changes** to save the information (or Cancel to quit without saving).

    Notes: You must have inventory allocated for each day of the group stay. To create allocation for additional days, use the **Copy** button (**Copy [previous day's date**] **to [next calendar day's date**]) at the bottom of the allocation list. This will create a duplicate of the previous day’s record and apply that information to the next calendar day.

    To remove an allocated rate/item combination, click the **Inactivate** link.

    If an **Allocation Date** falls outside the Group Date Range (arrival to departure), a **Y** is displayed in the **Shoulder** column on the **Allocation Calendar**. If an **Allocation Date** falls within the Group Date Range (arrival to departure), a **N** is displayed in the **Shoulder** column on the **Allocation Calendar**.

11. At the top of the screen, click **Group Management** to return to the Group Management screen or click the property name to return to the Property Dashboard.

Cutoff Dates

Use **Cutoff Dates** to set the parameters for returning unused group blocked inventory back to general availability. Cutoff Dates are different from the Cutoff Days in the Setup Groups screen. Cutoff Days are absolute, meaning once you pass the cutoff days, all inventory is returned. Cutoff Days allows more flexibility in how inventory is returned to general availability and when. A cutoff date is a set time when all remaining group inventory is returned to general availability; whereas, cutoff days allows the return of a set amount of inventory for every day between the first cutoff day and the end day of the group booking period according to the calculation method selected.

To add or edit your cutoff dates:

1. In the Manage Groups screen, click the **Cutoff Dates** link. The Group Management Cutoff Dates screen appears.
2. Do one of the following:
    - To add new cutoff dates, click **Add New**.
    - To edit cutoff dates, click the **Edit** link to the right of the allocation cutoff. The Setup Allocation Cutoffs screen appears.

3. From the **Cutoff Type** drop-down list, select the cutoff type.
    - **Inventory**: Pertains to the availability of the inventory itself.
    - **Rooming List**: Relates to the days a rooming list can be created.
4. In the **Cutoff Days** field, enter how many days prior to the cutoff date the current rule takes place for each day until the end date for the group.
5. In the **Cutoff Date** field, enter the date when unused inventory will be released to general availability, or use the calendar icon to select the date from a drop-down calendar.
6. Select the cutoff time using the drop-downs for hour, minute and AM/PM.

Note: When **Cutoff Time** is set, it will be based on the **Property Time Zone** default set in Preferences. If **Cutoff Time** is not set, it will default to the system time on the date set in **Cutoff Date** or date calculated from **Cutoff Days**.

7. From the **Allow Cancel Y/N** and **Allow Change Y/N** drop-downs, select whether cancellations or modifications can be made during the cutoff period.
8. From the **Release Calculation Method** drop-down list, select the method used to determine how much inventory is returned on the cutoff day.
    - **Fixed quantity of inventory released**: release a specific number of inventory
    - **Percentage**: release a specific percentage of inventory
    - **No release of inventory**: do not release the blocked inventory
9. In the **Release Quantity** field, enter the number value or percentage value for the calculation method chosen. This quantity is released each day following the cutoff day until all inventory items are released or the cutoff date is reached.
10. To select a specific rate for this cutoff period, do the following:
    a. Click the magnifying glass in the **Rate** field.
    b. When the pop-up window appears wit the list of available rates, select the rate you want to use.
    c. Click **Ok** to load the rate into the **Rate** field.
11. To select a specific item for this cutoff period, do the following:
    a. Click the magnifying glass in the **Item** field.
    b. When the pop-up window appears with the list of the available items, select the item you want to use.
    c. Click **Ok** to load the rate into the **Item** field.
12. Click **Save Changes** to save the cutoff date (or **Cancel** to quit without saving).
13. At the top of the screen, click **Group Management** to return to the Group Management screen or click the property name to return to the Property Dashboard.

Mass Modify (Property)

If your level of access allows, you can use Mass Modify to change the cost of several of rate/item combinations (rate plans) at the same time. In addition, if available, you can change the quantities of rooms or restrictions associated with your rates.. You must first have an item and rate association before you can successfully perform these updates (see Inventory and Rates Setup Screen). You can only update standalone rates with same currency; you cannot update a rate based on another rate.

Modifying Pricing

You can only modify rate plans that have a valid rate and item combination where the rates have already been defined.

To modify rates:

> **Note**: 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. Child items or rates will then automatically inherit changes made above them.

1. Select **Mass Update Pricing** from the drop-down list.
2. In the **Rates** section, use the **Arrow** to the left of *Rates* to display the list of available rates.
3. Select the rate checkbox(es) to the left of the rate name(s) in the *Rates* list. Use the **Arrow** to display any nested rates if applicable.
4. Click the **Arrow** to the left of *Items* to display the list of all items available at your property.
5. Select the item checkbox(es) to the left of the item name(s) in the *Items* list. Use the **Arrow** to display any nested items if applicable.
6. In the update pricing fields, you can do the following:
    a. Select whether the change is an increase or decrease (this is only used for a standalone rate).
    b. Select whether the change is an amount or a percentage (this is only used for a standalone rate).
    c. Specify the increase or decrease amount in the textbox (this is only used for a standalone rate (all amounts must be in your default currency)).
    d. Increase or decrease a specific rate (**Extra Adult**, **Child 1**, **Child 2** or **Child 3** (this is only used for a standalone rate)).

Note: **Extra Adult**, **Child 1**, **Child 2** and **Child 3** appear in the **Selected Rate** drop-down.

e. Increase or decrease rates by occupancy (per person (this is only used for a standalone rate)).

f. Set selected rate amounts per person (this is only used for a standalone rate).

g. Select a date range for this rate change to take effect, or click the **Calendar Icon** to select the dates from a drop-down calendar.

h. Select whether the change applies to all days of the week or only specific days. By default, all days are selected.

Tip: You can clear the **Day of Week: ALL** checkbox to clear all the days of the week.

Tip: You can clear all changes using the **Reset** button. This will remove everything you have entered prior to using the **Update** button and return you to the initial mass modify screen (Mass Update Pricing).

7. Click **Update** button to submit your changes.

   The results are displayed on the screen. If successful, "SUCCESS" is displayed in the **Result** column meaning the change took place. Invalid rate and item combinations are displayed as error messages such as "INVALID" or "INVRATEITEM" in the **Result** column and no change will take place.

8. Click **Ok** to return to the **Mass Update Pricing** screen.

   Note: To see the actual changes to the rate, go to the corresponding **Add Rate** calendar.

9. Do one of the following:
   - Modify another rate using the steps above
   - Click the property name at the top of the screen to return to the **Property Dashboard**.

Modifying Inventory

You can only modify inventory that has a valid rate and item combination.

To modify inventory:

Note: 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. Child items or rates will then automatically inherit changes made above them.

1. Select **Mass Update Inventory** from the drop-down list.
2. Click the **Arrow** to the left of *Rates* to display the list of available rates.
3. Select the rate checkbox(es) to the left of the rate name(s) in the *Rates* list. Use the **Arrow** to display any nested rates if applicable.
4. Click the **Arrow** to the left of *Items* to display the list of all items available at your property.

5. Select the item checkbox(es) to the left of the item name(s) in the *Items* list. Use the **Arrow** to display any nested items if applicable.
6. In the update inventory fields, do the following:
    a. Enter the new inventory count
    b. Enter the date range for this inventory change to take effect, or click the **Calendar Icon** to select the dates from a drop-down calendar
    c. By default, all days of the week are selected. Clear the checkbox for days of the week the change does not apply.

    Tip: You can clear the **Day of the Week: All** checkbox to clear all the days of the week.

    Tip: You can clear all changes using the **Reset** button. This will remove everything you have entered prior to using the **Update** button and return you to the initial mass modify screen (Mass Update Pricing).

7. Click the **Update** button to submit your changes.

   The results are displayed on the screen. If successful, "SUCCESS" is displayed in the **Result** column meaning the change took place. Invalid rate and item combinations are displayed as error messages such as "INVALID" or "INVRATEITEM" in the **Result** column and no change will take place.

8. Click the **Ok** button to return to the **Mass Update Inventory** screen.

   Note: To see the changes to inventory, go to a corresponding **Status** or **Inventory** calendar.

9. Do one of the following:
    - Modify other inventory counts using the steps above.
    - Click the property name at the top of the screen to return to the **Property Dashboard**.

Modifying or Removing Restrictions

You can only remove or modify restrictions that have a valid rate and item combination.

Modifying Restrictions

Note: 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. Child items or rates will then automatically inherit changes made above them.

1. Select **Mass Update Restriction** from the drop-down list.
2. Click the **Arrow** to the left of **Rates** to display the list of available rates.
3. Select the rate checkbox(es) to the left of the rate name(s) in the *Rates* list. Use the **Arrow** to display any nested rates if applicable.
4. Click the **Arrow** to the left of **Items** to display the list of all items available at your property.

5. Select the item checkbox(es) to the left of the item name(s) in the **Items** list. Use the **Arrow** to display any nested items if applicable.
6. In the update restrictions fields, do the following:
    a. Select the restriction from the drop-down list.

    Note: If your property is using Rate Yielding, a **Rate Yielding** restriction will be included in the Sell Rule drop-down; if you select **Rate Yielding**, another drop-down list will appear for you to select the **Yield Type**.

    b. Enter the date range for this restriction to rake effect, or click the **Calendar Icon** to select the dates from a drop-down calendar.
    c. By default, all days of the week are selected. Clear the checkbox for days of the week the change does <u>not</u> apply.

    Tip: You can clear the **Day of the Week: All** checkbox to clear all the days of the week.

    Tip: You can clear all changes using the **Reset** button. This will remove everything you have entered prior to using the **Update** button and return you to the initial mass modify screen (Mass Update Pricing).

7. Click the **Update** button to submit your changes.

   The results are displayed on the screen. If successful, "SUCCESS" is displayed in the **Result** column meaning the change took place. Invalid rate and item combinations are displayed as error messages such as "INVALID" or "INVRATEITEM" in the *Result* column and no change will take place.

8. Click the **Ok** button to return to the **Mass Update Restriction** screen.

   Note: To see the changes, go to a corresponding **Status** or **Sell Rules** calendar.

9. Do one of the following:
    - Modify other restrictions using the steps above.
    - Click the property name at the top of the screen to return to the **Property Dashboard**.

Removing Restrictions

Note: 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. Child items or rates will then automatically inherit changes made above them.

1. Select **Mass Update Restriction** from the drop-down list.
2. Click the **Arrow** to the left of **Rates** to display the list of available rates.
3. Select the rate checkbox(es) to the left of the rate name(s) in the **Rates** list. Use the **Arrow** to display any nested rates if applicable.
4. Click the **Arrow** to the left of Items to display the list of all items available at your property.
5. Select the item checkbox(es) to the left of the item name(s) in the **Items** list. Use the **Arrow** to display any nested items if applicable.

6. Do one of the following:

   To remove all restrictions:

   a. Select **Remove All** from the **Sell Rule** drop-down list.
   b. Enter the date range for this restriction to take effect, or click calendar icon to select the dates from a drop-down calendar.
   c. By default, all days of the week are selected. Clear the checkbox for days of the week the change does not apply.

   or,

   To remove a single restriction:

   a. Select the restriction from the drop-down list.

   Note: You must select the correct restriction or an error will occur.

   b. Select the **Remove** checkbox.
   c. Enter the date range for this restriction to take effect, or click calendar icon to select the dates from a drop-down calendar.
   d. By default, all days of the week are selected. Clear the checkbox for days of the week the change does not apply.

   Tip: You can clear all changes using the **Reset** button. This will remove everything you have entered prior to using the **Update** button and return you to the initial mass modify screen (Mass Update Pricing).

7. Click the **Update** button to submit your changes.
8. Click the **Ok** button to return to the **Mass Update Restriction** screen.
9. Modify other restrictions using the steps above or click the property name at the top of the screen to return to the Property Dashboard.

Modifying Policies

You can only modify policies that have a valid rate and item combination.

Note: Once the restriction is applied, it can be viewed in the rate calendar or policies tab under the rate/item intersection (see Appendix A for policy hierarchy).

To modify policies:

Note: 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. Child items or rates will then automatically inherit changes made above them.

1. Select **Mass Update Policy** from the drop-down list.
2. Click the arrow icon to the left of Rates to display the list of available rates.
3. Select the rate checkbox(es) to the left of the rate name(s) in the Rates list. Use the arrow icon to display any nested rates if applicable.
4. Click the arrow icon to the left of Items to display the list of all items available at your property.

5. Select the item checkbox(es) to the left of the item name(s) in the Items list. Use the arrow icon to display any nested items if applicable.
6. In the update policy fields, do the following:
    a. Select the Guarantee and/or Cancel policy from the drop-down lists.
    b. Enter the date range for this policy change to take effect, or click the calendar icon to select the dates from a drop-down calendar.
    c. By default, all days of the week are selected. Clear the checkbox for days of the week the change does not apply.

    Tip: You can clear the Day of Week: ALL checkbox to clear all the days of the week.

    Tip: You can clear all changes using the **Reset** button. This will remove everything you have entered prior to using the **Update** button and return you to the initial mass modify screen (Mass Update Pricing).
7. Click the **Update** button to submit your changes.

   The results are displayed on the screen. If successful, "SUCCESS" is displayed in the Result column meaning the change took place. Invalid rate and item combinations are displayed as error messages such as "INVALID" or "INVRATEITEM" in the Result column and no change will take place.
8. Click the **Ok** button to return to the **Mass Update Policy** screen.

   Note: To see the changes, select the rate/item in the tree and go to the **Policies** calendar.
9. Do one of the following:
    - Modify other policy using the steps above.

   or

    - Click the property name at the top of the screen to return to the Property Dashboard.

Notifications

Use Notifications to display changes that have been made to the property database. To receive notifications via email or PMS Interface, you must contact your Pegasus Representative to have this set up for you.

Notifications that can be displayed include:

- Modifications to the available inventory
    - Group block allocation changes
    - Inventory availability changes
    - Item information and characteristic changes
    - Reservations (bookings, cancellations or changes to a reservation)
    - Restriction changes
- Modifications to rate information
    - Rate setup information changes
    - Rate amount changes (except when based off another rate)
- Modification to property information
    - Changes to property information (description, phone, address, etc.)

To display a notification:

1. Select your search criteria from the drop-down lists.
2. Enter the date range the change was committed rather than when change took place.
3. Click the **Notification Find** button.

Your specific notifications log will be displayed on the screen. The log displays the method used to make the change, date the change was requested, date the change was made to the database, the status, internal reference number and additional information about the change.

Payments Due

This screen lists payments that are due for upcoming bookings. Clicking the External Tracking Number link will display a copy of the reservation.

PMS Rejects (View PMS Rejections)

The PMS Rejects option displays the transactions rejected by the PMS, including the date of the transaction, the error message generated, and a link to view the reject log in its entirety.

If there is a problem processing rate and availability updates sent to the Property Maintenance Module through the PMS Interface, a record is written to the PMS Rejects log screen so that you can access the screen and determine what was wrong with the message and how to correct it so it processes cleanly.

The majority of the messages generated are caused by a rate code or room type code being sent that has not yet been built in your Inventory/Rates.

Policies

Use **Policies** to set your property's policies, such as guarantee, cancellation, meal plan, fee, tax, commission, discount, etc. If your property is part of a chain, you will inherit the chain policies; however, these policies can be overridden at the property level. You can also use different rules for one policy so it can cover several scenarios. Refer to Appendix A – Policy Descriptions for policy descriptions and hierarchy.

Polices set here will be available in Preferences to use as default settings. Once set at Preferences, these policies flow down to all levels where polices are used. Policies can also be applied at the Inventory/Rates level that will override those set in Preferences for a specific rate or season.

When creating Cancellation Policies, rules must always be created for cancellations outside of any penalty and one for inside of any penalty. Rules must also be created for your Guarantee/Deposit and Tax policies or any other policy with a specific period of time associated with it (see Add Policies below).

You should avoid changing the rules associated with an established policy, especially if there's a possibility they may have bookings associated with them. If you need to change your policy (for example, Guaranteed, Cancel), create a new policy and then assign it to the rate/item/calendar. This preserves the policies that may already be used for reservations.

When creating seasonal policies, you must always assign the policy at the rate/item intersection for it to be effective.

Note: The **Generate SQL** button, which starts a SQL editor, is used for bulk loading of policies.

Add Policies

Required fields * (red asterisk) must be completed before you can save the policy. Additional fields can be completed as necessary. Refer to Setup Policies Fields table.

To add a policy:

1. Click **Add New**. The Setup Policies screen appears.
2. Select the policy **Type**.
3. In the **Name** field, enter the name of the policy that will be used in all areas of the Property Maintenance Module, and used in RVNG Internet Booking Engine (IBE) and Call Center.
4. In the **Interface Name** field, enter the name going to the GDS/ADS (45 characters maximum including spaces).

5. In the **Interface Code** field, do one of the following (this is a required field for **Guarantee/Deposit** and **Cancel** policies):
   - For **Guarantee/Deposit** policies, select the interface code from the drop-down list.
   - For **Cancel** policies, select the applicable radio button and option from the associated drop down list.
   - For all other policies, this field can be left blank unless you know the approved GDS interface code for the specific policy used.

   Note: The interface code is used by the GDS for the messages that are used in the different availability responses. These are used with Guarantee/Deposit, Cancel, Tax and Fee policies. For Tax policies, the interface codes can be selected from a drop-down list when applying policy rules. See Interface Codes in Appendix A for a list of acceptable codes.

6. In the **Policy Text** textbox, enter the text used in the RVNG IBE and Call center to describe the policy.
7. In the **Interface Text** textbox, enter the text used in the GDS/ADS to describe the policy.
8. From the **Item Group** drop-down list, select which item group that this policy applies. You can set up policies that apply only to lodging and policies that apply only to product.
9. If this is a guarantee policy, select the guarantee method form the **GTD Method** drop-down list. If you accept Travel Agent guarantees for all rates, set the interface code to **Credit Card** and select **Travel Agency** from the drop-down list.

   Note: To add a seasonal policy via the calendar (i.e., **Begin Date** plus **End Date**) you must also enter a rate value from the Rate drop-down list. Without this, the **Guarantee** or **Cancel** policy change will NOT be applied.

10. If **Based on** field is used, enter a minus value (for example, -12) for days prior to the based on date or enter a positive value (for example, 15) for days after based on date.
11. In the remaining fields, enter additional policy information based on the descriptions in the Setup Policies Fields table below.
12. When finished adding the policy information, click **Save Changes** to return to the Policies screen (or **Cancel** to quit without saving).
13. If creating Guarantee/Deposit, Cancellation or any other policies that have a time deadline, rules must always be created in order for them to work as expected (see Adding Policy Rules below).
14. Click the property name at the top of the screen to return to the **Property Dashboard**.

Edit Policies

You can only edit policies you added.

To edit a policy:

1. Click the **Edit** link to the right of the policy you want to change.
2. Enter your changes based on the descriptions in the Setup Policies Fields table.
3. Click **Save Changes** (or **Cancel** to quit without saving).
4. Click **Activate** to make a policy active, or click **Inactivate** to make a policy inactive.
5. To return to the Property or Chain Dashboard, click the property or chain name.

Add a New Rule

Policy rules are used to enforce the policy when a booking is made. Rules can only be added to the policies that you have created. Each policy should have at least one rule; however. Multiple rules can be added to any policy once it has been saved. See the Setup Policies Fields table.

With policies that have a time deadline (for example, guarantee, cancellation and no show), you have to create two rules in order for them to work as expected. The primary rule defines what happens if you are in the time period of the policy but another rule needs to be applied to address the period of time outside that policy period.

You should avoid changing the rules associated with an established policy, especially if there is a possibility they may have bookings associated with them. If you need to change your policy (for example, Guaranteed, Cancel), create a new policy and then assign it to the rate/item/calendar. This preserves the policies that may already be used for reservations.

For regions with more than one tax, the edit rules are used to enter the different types of tax.

Refer to Policy Rules Required Fields in Appendix A for a description of the fields that should be completed.

As a minimum you should enter the information outlined in the following steps.

To add policy rules:

1. Click **Add New Rule**.
2. In the Name field, enter the name of the policy rule to be used in RVNG Internet Booking Engine and Call Center
3. If required, enter or select the appropriate interface code.

   Tip: If you are adding Tax Policy rules, you can select the applicable interface code from a drop-down list.

4. From the **Item Group** drop down list select which item group that this rule applies to. You can set up rules that apply only to lodging and rules that apply only to product.
5. If this is a guarantee policy rule, select the guarantee method from the **GTD Method** drop down list.
6. Select **Yes** from the **Allow Cancel** and **Allow Changes** drop down lists.
7. Enter other desired rules in appropriate fields.
8. If this is a **Cancel** policy rule, you must enter an order number in the **Order By** field.

   Note: The Order By field determines the order that rules are selected. A '1' in the Order By field will be the first policy rule selected.

9. Click **Save Changes**.
10. Click the property name at the top of the screen to return to the Property Dashboard.

Edit Policy Rules

You can only edit policy rules for the policies you added. See the Setup Policies Fields table.

To edit a policy rules:

1. Click the **Edit Rules** link to the right of the policy you want to change.
2. Change the rules as necessary based on the descriptions in the Setup Policies Fields table.

3. Click **Save Changes**. The Setup Policies Edit Rules screen appears displaying the new rule.

   Tip: You can sort your list of policy rules by any column by clicking the column heading. You can also click **Inactivate** to make a rule inactive, or click **Activate** to make a rule active.

4. Click the property or chain name to return to the **Property Dashboard** or **Chain Dashboard**.

Setup Policies Fields

Field	Description
Type	Select the policy type from the drop down list.
Name	Enter the name of the policy used in the RVNG IBE and Call Center.
Interface Name	Enter the name of the policy that will be going to the GDS/ADS.
Interface Code	For **Guarantee/Deposit** policies, select the interface code from the drop down list. For **Cancel** polices, select the applicable radio button and option from the associated drop down list. For **Tax** policies, the interface codes can be selected from a drop down list when applying policy rules. For **Meal Plan** policies, select the interface code from the drop-down list of meal plan codes. For all other policies, this field can be left blank unless you know the approved GDS interface code for the specific policy used.
Policy Text	Enter the text used in the booking engine and Call Center to describe the policy.
Interface text	Enter the text used in the GDS/ADS to describe the policy.
Message Text	Enter any message text to be displayed with the policy description.
Interface Message	Enter a message to be displayed in the GDS and ADS.
Bookable (not shown)	Select whether this is bookable (required for a rate policy).
Calculation Rule	Select whether this rule is based on a percentage or a flat amount.
Amount for Calculation	Select which calculation amount will be used.

Field	Description
Max # Days (not shown)	For **Rate Adjustment Policies** – If the calculation rule is set to **Percentage** and the amount for calculation is set to **First (n) Day Amount**, this textbox will appear. Enter the number of days the percentage calculation will be applied.
Amount	Enter the percentage or flat amount based on the calculation rule.
Item Group	Select which item group that this policy applies (Lodging will appear by default). You can set up polices that apply only to lodging and then policies that apply only to product.
GTD Method	Select the guarantee method from the **GTD Method** drop down list (only used for guarantee policies). If you accept Travel Agent guarantees for all rates, set the interface code to **Credit Card** and select **Travel Agency** from the drop-down list.
Based on	Select a date in time the policy will be based on. This needs to be set to **Arrival Date** for current cutoffs to work
Days:	If **Based on** field is used, enter a minus value (for example, -12) for days prior to the based on date or enter a positive value (for example, 15) for days after based on date. Must be used for time-based policies.
Time of Day	Select the time of day that this policy applies.
VAT (not shown)	Select whether this tax should be added to the sum of the total plus the previous tax (required for tax policies). This should be used when there are multiple tax policy rules to indicate whether it should be used in the tax calculation.
Taxable (not shown)	Select whether this fee is taxable (required for fee policies).
Refundable (not shown)	Select whether this fee is refundable (required for fee policies).
GL Rule	Select any accounting methods that would apply.
Allow cancel	Select **Yes** to allow the policy to be cancelled.
Allow Changes	Select **Yes** to allow the policy to be changed.

Field	Description
Begin Date	If desired, enter a begin date for the policy, or click the calendar icon to select the dates from a drop-down calendar.
End Date	If desired, enter an ending date for the policy, or click the calendar icon to select the dates from a drop-down calendar.
Days	By default, all days of the week are selected (darkened). Click to select any days of the week this policy would not apply.
Filter	If you want this policy to be qualified by a specific filter (**Percent Remaining to Sell**, **Qty Remain** to **Sell or Length of Stay**), select the filter from the **Filter** drop-down list. **Filter Low** and **Filter High** fields will appear below to enter your low and high filter values.
Order By	Enter a number to specify the order the policy is displayed.

Policy Revisions

This screen will display revisions made to the policy or policy rules during a selected date range.

To display policy revisions, follow the steps below.

1. Select the **Policies** option on the dashboard. The list of pre-set policies appears.
2. Click the **Edit** or **Edit Rules** to the right of the policy. The **Setup Policies** screen appears.
3. Click the **Revisions** link at the top of the screen. The **Policy Revisions** screen appears.
4. Select the from and to dates from the drop-down. The revisions appear on the screen.

Revision Descriptions

Any changes to the most current revision are highlighted in **orange** with the user's name and date it was changed. The original value will be shown in **blue** below it. Any versions between the two date range values will be shown as **green** for each time there is a change. The user name and revisions are a link that can be clicked to switch to only show that particular revision.

Setting up booking options On-Request

Use *On-Request Setup* to set your reservation booking options.

- You can select whether bookings and transactions are confirmed automatically, or submitted as on-request, where they must be approved by a property manager before they are confirmed.
- You can also select a transaction timeout anywhere from 3 hours to 6 days.
- On-Request inventory will be supported for Call Centre Module, RVNG Internet Booking Engine and GDS Transactions.

Caution: Since the Pegasus Distribution Network does *not* support the On-Request option, Pegasus recommends that you do *not* use the On-Request option without first discussing it with your Pegasus Representative.

What do you need help with?

Understanding On-Request Setup

Setting Up Booking Preferences

Setting Calendar Only to On-Request

Removing On-Request Restrictions

Receiving On-Request Notices

Viewing On-Request

Reports

Reports

Reports provide you with details on areas such as what types of rates and rooms are being sold via the distribution channels; which travel agencies are booking the property; guest arrivals and departures for a particular day; as well as additional booking details during specific periods.

Reports runs at the property level are specific to that property. Clicking an individual report link will take you to that report's initiation screen. RVNG provides you with a number of report options, but access to specific reports is based on you user role.

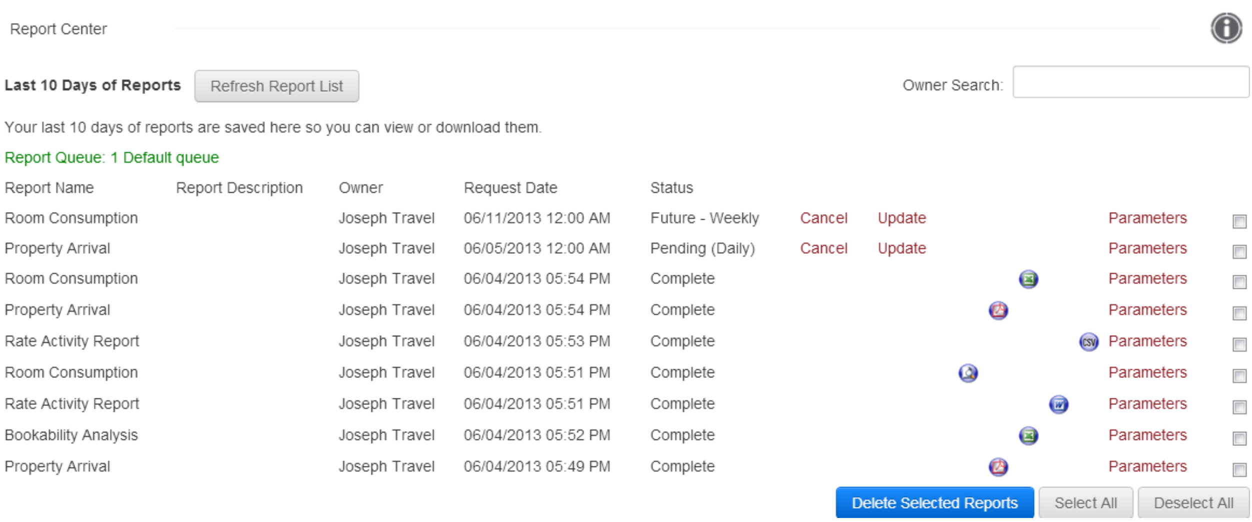
- Report Center
  - Report Status
  - Report Search
  - Report Format
  - Updating a Report
  - Deleting a Report
  - Report Parameters
- Agent Daily Activity
- Arrival Booking Production
- Availability Exceptions
- Available Rates
- Bookability Analysis
- Booking Detail Report
- Booking Lead-Time Report
- Booking Transaction Date
- Call Center Detail Report
- Call Center Property Regrets Denial Report
- CDSS Booking Export
- Channel Production Report
- Consortia
- Contract Production
- Country of Origin Sales Report
- Daily Flash
- EConcierge Activity
- Guest Contact Report
- No Rate
- Production
- Production Detail
- Property Arrival
- Property Errors
- Property Expired Rate Report
- Property Summary Report
- Rate Activity Report
- Rate X-Reference
- Reservation Referral Report
- Room Consumption
- Room Rate Distribution
- Transaction Activity Report
- Transmission History
- Travel Agent Groups
- Travel Agent Production
- User Roles by Property
- Group Reporting

Reports (Chain)

Reports can be run at either a chain or property level. Reports run at the chain level can be displayed by groups of properties or locations. Reports run at the property level are specific to that property. Clicking an individual report link will take you to that report's initiation screen. RVNG provides you with a number of reports options, but access to specific reports is based on your user role. With the exception of the option of running reports in groups, the setup instructions are the same as performed at the property level.

Report Center

The Report Center screen displays the reports that have been run in the past 10 days (or 30 days if preferred) and their status. In this screen, you can view, save or print the reports in several different formats.



Report Status

After a report is run it will be in one of four states:

- **Pending** - Report is in queue but not yet started
- **Running** - Report is being generated
- **Complete** - Report has been generated and is ready to view
- **Future** - Report is scheduled to be run at a later date (displayed in **Request Date** column) or is recurring (**Daily, Weekly**, or **Monthly** is displayed to the right.

Future reports can be cancelled by clicking the **Cancel** link.

Use the **Refresh Report** List button to update the list.

Report Search

To search for a specific report that has been compiled:

1. Enter the report name or description in the **Search** field.
2. Press the Enter key on your keyboard.

Report Formats

The table below describes the formats available for your reports. Only the formats selected in the report parameters setup screen will appear in the Report Center. Reports scheduled for e-mail delivery will contain each corresponding file type selected. Click the icon to view your report in the format created.

Report Formats	
Icon	**Format Description**
	Displays the report in a webpage (HTML format).
	Creates a PDF version of the report.
	Creates the report in XML format.
	Creates the report in Rich Text Format that can be opened in Microsoft Word.
	Creates a Comma Separated Values spreadsheet (for example, Excel).

Updating a Report

Scheduled reports can be changed without having to cancel the report and create a new one with all new parameters. This option opens the report with the current parameters intact.

To update a report:

1. Click the **Update** link to the right of the report to be changed. The selected report setup screen appears with the current settings.
2. Change the fields to be updated.
3. Click the **Update Report** button to save the changes. The **Report Updated** indication appears.
4. Click the **See this report at the Report Center** link to return to the Report Center.

Deleting a Report

You can delete individual reports or all of the reports shown in the Report Center.

To delete a report:

1. Select the checkbox to the right of the report or reports you want to delete.

Note: You can select all reports using the **Select All** button.

2. Click the **Delete Selected Reports** button.

Report Parameters

The **Parameters** link will display a detailed list of the selected report parameters.

Agent Daily Activity

The Agent Daily Activity report displays the daily booking activity of the agents using your call center. It will show number of bookings, modifications and cancellations, along with nights booked and revenue.

To run this report:

1. Enter the run date in the **Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
2. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
3. Select the call center from the **Call Centers** list.
4. Click the > button to move the call center or call centers to the **Selected Call Centers** list.

   Tip: Multiple call centers can be selected by holding the **Ctrl** key down on your keyboard while selecting the call centers. You can move all call centers over using the **>>** button.

5. Use the **Report Description** field to describe the report (such as the report date range).
6. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
7. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
8. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
9. If you want this report to be recurring (run every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop-down list.
10. From the **Date Persist** drop-down, select one option:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
11. To email the report, enter the email address in the **Email To** field. To automatically enter your email address, click the **Use my Email** button.

Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

12. Click the **Create Report** button to submit the report request.
13. Click the **See this report at the Report Center** link to go to the **Report Center** to view your report.

Arrival Booking Production

The Arrival booking Production report provides a view of the percentage of reservations that were booked for arrival each day for the week based upon the period selected. The report can be based upon arrival date of the guest or by the booking date (date the reservation was confirmed).

To run this report:

1. Click the **Arrival/Booking Production** link. The **Arrival/Booking Production** report setup screen appears.
2. Select a report time period. If the **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
3. Select a comparison time period (optional). If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the dates from a drop-down calendar).
4. From the **Display Mode** drop-down, select whether you want the results displayed as individual property information or as combined properties information.
5. From the **Data Based on guest's** drop-down list, select whether you want your report based on the **arrival** date or the **booking** date.
6. Select your property or properties from the **Properties** list.
7. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

8. Select whether you want to show just active properties or just inactive properties or both.
9. Use the **Report Description** field to describe the report (such as the report date range).
10. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
11. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
12. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
13. If you want this report to be recurring (run every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop-down list.
14. From the **Date Persist** drop-down, select one of the following:

- **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
- **Yes, with Annual Rollover** to advance the end date by one year
- **Yes, without Annual Rollover** to never advance the Begin and End dates

15. To email the report, enter the email address in the **Email To** field. To automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

16. Click the **Create Report** button to submit the report request.
17. Click the **See this report at the Report Center** link to go to the **Report Center** to view your report.

Availability Exceptions

The Availability Exceptions report is used to monitor availability restrictions at each hotel.

To run this report:

1. Click the **Availability Exceptions** link. The **Availability Exceptions** report setup screen appears.
2. Enter the report start date in the **Start Date** field, or use the calendar icon to select the start date from a drop-down calendar.
3. Do one of the following:

   Enter the report end date in the **End Date** field, or use the calendar icon to select the end date from a drop-down calendar.

   or

   Select the date range from the **Days in Date Range** drop-down list.
4. Select the rate status (**Open** or **Closed**) from the **Rate Status** drop-down list.
5. Select the number days (**Open** or **Closed**) to display in the report. For example, if **Closed** and **1** day are selected, the report will show only those dates that are closed for one day.
6. Select whether the days must be consecutive.
7. Select the rate plan to display in the report.
8. From the **Country** drop-down list, select the specific country you want to display in your report.
9. From the **Property Status** drop-down list, select whether you want to show only active properties or only inactive properties or both.
10. Select your property or properties from the **Properties** list.

    Note: Inactive properties are shown with an asterisk (*****) next to the property name.

11. Click the **>** button to move your property or properties to the Selected Properties list.

Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

12. Use the **Report Description** field to describe the report (such as the report date range).
13. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
14. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
15. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
16. If you want this report to be recurring (run every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop-down list.
17. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
18. To email the report, enter the email address in the **Email To** field. To automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

19. Click the **Create Report** button to submit the report request.
20. Click the **See this report at the Report Center** link to go to the **Report Center** to view your report.

Available Rates

The Available Rates report allows you to view the availability of specific rates during a selected date range.

To run this report:

1. Click the **Available Rates** link. The **Available Rates** report setup screen appears.
2. Select your property or properties from the **Properties** list.

    Note: Inactive properties are shown with an asterisk (*****) next to the property name.

3. Click the **>** button to move your property or properties to the **Selected Properties** list.

    Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

4. In the **From Date** and **To Date** fields, enter the date range for the report, or use the **Calendar** icon to select the run dates from a drop-down calendar.
5. Use the **Min Rate Amount** field to display only those rate amount equal to or above the rate value entered.

Note: Can be used with the **Max Rate Amount** field to display a range of available rates.

6. Use the **Max Rate Amount** field to display only those rate amount equal to or below the rate value entered.

   Note: Can be used with the **Min Rate Amount** field to display a range of available rates.

7. From the day of week drop-down list, select whether to make **Sunday** or **Monday** the first day of the week in your report.
8. Select the information to display from the **Information Available to Display** list
9. Click the **>** button to move the information type to display to the **Selected Information to Display list**.

   Tip: Multiple types of information can be selected by holding the **Ctrl** key down on your keyboard while selecting the types. You can move all types over using the **>>** button.

10. Select your rate plans from the **Available Rate Plans** list.
11. Click the **>** button to move you rate plans to the **Selected Available Rate Plans** list.

    Tip: Multiple types of information can be selected by holding the **Ctrl** key down on your keyboard while selecting the types. You can move all types over using the **>>** button.

12. Use the **Report Description** field to describe the report (such as the report date range).
13. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
14. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
15. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
16. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
17. From the **Date Persist** drop-down, select one of the following:

    No to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)

    Yes, with Annual Rollover to advance the end date by one year

    Yes, without Annual Rollover to never advance the Begin and End dates

18. To email the report, enter the email address in the **Email To** field, or to automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

19. Click the **Create Report** button to submit the report request.
20. Click **See this report at the Report Center** link to go to **Report Center** to view your report.

Bookability Analysis

The Bookability Analysis Report displays the percentage of total availability of the property and then the bookability percentage of each rate category and/or rate plan for a specific arrival date.

To run this report:

1. Click the **Bookability Analysis** link. The Bookability Analysis report setup screen appears.
2. Enter the report start date in the **Start Date** field, or use the **Calendar** icon to select the start date from a drop-down calendar.
3. From the drop-down lists, select the following criteria on which to base the report:
   - **Number of days** - number of days (up to 90) from the **Start Date** to include in the report.
   - **Length of Stay** - number of nights (up to 90) that would need to be available.
   - **Number of Adults** - number of adults (up to 9) that would be included in the stay.
   - **Number of children** - number of children (up to 9) that would be included in the stay.
   - **Number of rooms** - number of rooms (up to 9) that would need to be available.
   - **Display Restrictions Only** - select **Yes** to display only those items that have a restriction associated with them; or, **No** to display all items.
   - **Display** - the property, rate category, and rate plan information to display.
   - **Rate Category** - a specific rate category to display.
4. If you want to display the availability of a specific rate plan, enter the rate plan name in the **Rate Plan** field.
5. To filter the report by bookability percentage:
   a. Select the low-end percent rate (filters out everything below this percentage).
   b. Select the high-end percent rate (filters out everything above this percentage).
6. Select your property or properties from the **Properties** list.

   Note: Inactive properties are shown with an asterisk (*****) next to the property name.

7. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

8. Use the **Report Description** field to describe the report (such as the report date range).
9. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This <u>is</u> a required field.
10. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
11. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
12. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
13. From the **Date Persist** drop-down, select one of the following:

- **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
- **Yes, with Annual Rollover** to advance the end date by one year
- **Yes, without Annual Rollover** to never advance the Begin and End dates

13. To email the report, enter the email address in the **Email To** field, or to automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

14. Click the Create Report button to submit the report request.
15. Click **<u>See this report at the Report Center</u>** link to go to **<u>Report Center</u>** to view your report.

Booking Detail Report

The Booking Detail Report creates an extraction of booking and travel agent activity to be used for invoicing hotels. This report can only be viewed in CSV format and will include the following fields of data:

Property
Booking Channel Type
Booking Channel
Booking Agent
Cancel Channel Type
Cancel Channel
Cancel Agent
Confirmation Number
Confirmation Date
Reservation Status
Room Status
Cancellation Number
Cancellation Date

Guest
Travel Agent Code
Travel Agent
Travel Agent Street
Travel Agent City
Travel Agent State
Travel Agent Province
Travel Agent Country
Travel Agent Postal
Arrival Date
Departure Date
Rate Code
Rate Name

Item Code
Item Name
Local Currency
Booked Room Nights
Booked Local Revenue
Booked XXX Revenue (where XXX = currency; for example “USD”)
Cancelled Room Nights
Cancelled Local Revenue
Cancelled XXX Revenue (where XXX = currency; for example “USD”)

To run this report:

1. Click the **Booking Detail** link.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
3. From the **Date Type** drop-down, select whether you want your report based on the **arrival** date, **booking** date or the **departure** date.
4. From the **Property Status** drop-down list, select whether you want to show only active properties or only inactive properties or both.
5. Select your property or properties from the **Properties** list.

Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

6. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

7. Select the booking channels from the **Booking Channels** list.
8. Click the **>** button to move the individual, multiple or all booking channels to the **Selected Booking Channels** list.
9. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
10. Use the **Report Description** field to describe the report (such as the report date range).
11. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
12. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
13. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
14. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
15. From the **Date Persist** drop-down, select one of the following:

    No to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)

    Yes, with Annual Rollover to advance the end date by one year

    Yes, without Annual Rollover to never advance the Begin and End dates

16. To email the report, enter the email address in the **Email To** field, or to automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

17. Click the Create Report button to submit the report request.
18. Click **See this report at the Report Center** link to go to **Report Center** to view your report.

Booking Lead-Time Report

Use the Booking Lead-Time Report to see how far in advance your guests are booking their reservations over a selected time period and from various reservation sources.

To run this report:

1. Click the **Booking Lead-Time** link. The **Booking Lead-Time Report** setup screen appears.

2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
3. From the **Display Mode** drop-down, select whether you want the results displayed as individual property information or as combined property information.
4. From the **Data Based on** drop-down list, select whether you want your report based on the guest arrival date or the booking date.
5. Select the booking lead time (**30**, **60**, **90** or **All**) from the **Lead Time** drop-down list.
6. Select your booking sources from the **Sources** list.
7. Click the **>** button to move your sources to the **Selected Sources** list.

   Tip: Multiple sources can be selected by holding the **Ctrl** key down on your keyboard while selecting the sources. You can move all sources over using the **>>** button.

8. Select your property or properties from the **Properties** list.

   Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

9. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

10. From the status drop-down list, select whether you want to show just active properties or just inactive properties or both.
11. Use the **Report Description** field to describe the report (such as the report date range).
12. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
13. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
14. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
15. If you want this report to be recurring (run every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop-down list.
16. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
17. To email the report, enter the email address in the **Email To** field. To automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

18. Click the **Create Report** button to submit the report request

19. Click the **See this report at the Report Center** link to go to the **Report Center** to view your report.

Booking Transaction Date

The Booking Transaction Date report displays booking details for a specific property or multiple properties during a selected date range. It lists guests by arrival date and shows confirmation number, stay dates, booking source, lengths of stay, number of guests, rate plan, first night rate and total revenue (excluding tax). Confirmed and Cancelled booking can be displayed separately or combined. Headers are color coded green for confirmed and red for cancelled.

To run this report:

1. Click the **Booking Transaction Date** link. The Booking Transaction Date report screen appears.
2. From the **Report based on** drop-down list, select whether you want your report based on the arrival date, booking date, or the departure date.
3. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
4. Select whether you want confirmed transaction only, cancelled transactions only or both.
5. Select your property or properties from the **Properties** list.

   Note: **Note**: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

6. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

7. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
8. Use the **Report Description** field to describe the report (such as the report date range).
9. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
10. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
11. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
12. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
13. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates

14. To email the report, enter the email address in the **Email To** field, or to automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

15. Click the Create Report button to submit the report request.
16. Click **See this report at the Report Center** link to go to **Report Center** to view your report.

Call Center Detail Report

The Call Center Detail Report allows you to see the performance of the call center booking your chain or property.

To run this report:

1. Click the **Call Center Detail** link. The **Call Center Detail** setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates or use the calendar icon to select the run dates from a drop-down calendar.
3. Select a comparison time period (Optional). If **Date Range** is selected, you will be provided with fields to enter the desired dates or use the calendar icon to select the run dates.
4. From the **Display Reservations** drop-down list, select whether to show the reservations on the report. If you choose **Yes**, you must select the **Display Mode as Display** individual property information in the field below.
5. From the **Property Grouping** drop-down, select whether you want the results displayed as individual property information or as combined property information.
6. From the **Property Status** drop-down list, select whether you want to show only active properties or only inactive properties or both.
7. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
8. Select your property or properties from the **Properties** list.

    Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

9. Click the **>** button to move your property or properties to the Selected Properties list.

    Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

10. Select the call center or centers from the **Reservation Centers** list.
11. Click the **>** button to move your call center or centers to the **Selected Reservation Centers** list.

Tip: Multiple call centers can be selected by holding the **Ctrl** key down on your keyboard while selecting the call centers. You can move all call centers over using the **>>** button.

12. Use the **Report Description** field to describe the report (such as the report date range).

13. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.

14. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.

15. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.

16. If you want this report to be recurring (run every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop-down list.

17. From the **Date Persist** drop-down, select one of the following:

- **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
- **Yes, with Annual Rollover** to advance the end date by one year
- **Yes, without Annual Rollover** to never advance the Begin and End dates

18. To email the report, enter the email address in the **Email To** field. To automatically enter your email address, click the **Use my Email** button.

Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

19. Click the **Create Report** button to submit the report request

20. Click the **See this report at the Report Center** link to go to the **Report Center** to view your report.

Call Center Property Regrets Denial Report

This report allows you to see bookings that were lost in the Call Center Module and the reason for the loss.

To run this report:

1. Select the **Call Center Property Regrets Denial Report** link from the Property or Chain Dashboard.
2. Select a Report Time Period by selecting a date option (use the calendar icon to select a run date range from a drop-down calendar).
3. Select the call center or centers from the **Call Centers** list.
4. Click the **>** button to move your call center or centers to the **Selected Call Centers** list.

Tip: Multiple call centers can be selected by holding the **Ctrl** key down on your keyboard while selecting the call centers. You can move all call centers over using the **>>** button.

5. From the **Display Mode** drop-down, select whether you want the results displayed as **individual** property information or **combined** properties information.

6. From the **Show Agent Comments** drop-down, select whether to display the agent comments in the report.
7. Select the property from the **Properties** list.
8. Click the **>** button to move your call center or centers to the **Selected Properties** list.
9. From the **Show properties with a status of** drop-down list, select whether you want to show only **active** properties or only **inactive** properties or **both**.
10. Use the **Report Description** field to describe the report (such as the report date range).
11. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
12. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
13. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
14. If you want this report to be recurring (run every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop-down list.
15. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
16. To email the report, enter the email address in the **Email To** field. To automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

17. Click the Create Report button to submit the report request.
18. Click the **See this report at the Report Center** link to go to the **Report Center** to view your report.

Channel Production Report

The Channel Production Report provides information on the productivity of distribution channels for your properties. It displays reservations, room nights and net revenue generated by all distribution channels.

To run this report:

1. Click the **Channel Production Report** link. The **Channel Production Report** setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
3. Select a comparison time period (Optional). If Date Range is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates).

4. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
5. From the **Display Mode** drop-down, select whether you want the results displayed as individual property information or as combined properties information.
6. From the **Report based** on drop-down list, select whether you want your report based on the guest arrival date, booking date, or the guest departure date.
7. Select your property or properties from the **Properties** list.

   Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

8. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

9. From the **Property Status** drop-down list, select whether you want to show only active properties or only inactive properties or both.

10. Use the **Report Description** field to describe the report (such as the report date range).

11. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.

12. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.

13. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.

14. If you want this report to be recurring (run every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop-down list.

15. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates

16. To email the report, enter the email address in the **Email To** field. To automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

17. Click the **Create Report** button to submit the report request.

18. Click the **See this report at the Report Center** link to go to the **Report Center** to view your report.

Consortia

The Consortia report provides information on the productivity of consortia for your properties. It displays reservations, room nights and revenue generated by all agencies belonging to the consortia. It also provides the average daily rate, average revenue and average stay these consortia provide.

> **Note**: Deleting a rate plan code will not affect your reported data. Bookings made with the deleted rate plan code(s) will still appear in your reports.

To run this report:

1. Click the **Consortia** link. The **Consortia** report setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates or use the calendar icon to select the run dates from a drop-down calendar.
3. (Optional) Select a comparison time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates or use the calendar icon to select the run dates.
4. From the **Display By** drop-down list, select how you want the data displayed.
5. From the **Display Agency Address** drop-down, select whether to display the agency address in the report.

   > **Note**: The **Travel Agency** parameter has to be included in the **Display By** options in step 3 above before the agency address will be shown in the report.

6. In the **Show Revenue** field, the default currency of the property you are currently logged into appears. If you want to display the results in another currency, select it from the drop down list.
7. From the **Sort By** drop down list, select how you want your data sorted (by **Consortia**, **Reservations** (**net bookings**), **Nights, Revenue**, **Average Daily Rate**, **Average Revenue**, or **Average Stay**).
8. Select whether you want the output in ascending or descending order.
9. From the **Report based on** drop-down list, select whether you want your report based on the guest arrival date, booking date or the guest departure date.
10. From the **Region** drop-down list, select the geographical region (**Americas**, **Asia Pacific**, **Europe**) you want to display in your report.
11. Select the origin country from the **Origin Country** drop-down list.
12. Click the **>** button to move your sources to the **Selected Origin Country** list.

    > **Tip**: Multiple countries can be selected by holding the **Ctrl** key on your keyboard while selecting each country. You can move all countries over using the **>>** button.

13. Select your consortia from the **Available Consortia** list.
14. Click the **>** button to move your sources to the **Selected Available Consortia** list.

    > **Tip**: Multiple consortia can be selected by holding the **Ctrl** key on your keyboard while selecting each consortia. You can move all sources over using the **>>** button.

15. Select your property or properties from the **Properties** list.

    > **Note**: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

16. Click the **>** button to move your property or properties to the **Selected Properties** list.

Tip: Multiple properties can be selected by holding the **Ctrl** key on your keyboard while selecting the properties. You can move all sources over using the **>>** button.

17. From the **Property Status** drop-down list, select whether you want to show only active properties or only inactive properties or both.
18. Use the **Report Description** field to describe the report (such as the report date range).
19. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
20. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
21. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
22. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
23. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
24. To email the report, enter the email address in the **Email To** filed. To automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

25. Click the **Create Report** button to submit the report request.
26. Click **See this report at the Report Center** link to go to the **Report Center** to view your report.

Contract Production Report

The Contract Production report displays booking performance associated with contracts. This would be useful when multiple rates are associated with a single contract. The report can display by contract or grouped by contract and rate.

To run this report:

1. Click the **Contract Production** link. The **Contract Production** report setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates or use the calendar icon to select the run dates from a drop-down calendar.
3. Select a comparison time period (Optional). If **Date Range** is selected, you will be provided with fields to enter the desired dates or use the calendar icon to select the run dates.
4. Select your property or properties from the **Properties** list.

Note: Properties shown with an asterisk (*) next to the property name are in a status other than Active.

5. Click the **>** button to move your property or properties to the **Selected Properties** list.

Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

6. From the **Property Status** drop-down list, select whether you want to show only active properties or only inactive properties or both.
7. From the **Report based on** drop-down list, select whether you want your report based on the guest arrival date, booking date or the guest departure date.
8. From the **Display By** drop-down list, select whether you want your report to display contracts only (**Contract Only**) or by rate and then contract (**Rate/Contract**) or by contract and then rate (**Contract/Rate**).
9. From the **Property Grouping** drop-down, select whether you want the results displayed as individual property information or as combined property information.
10. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
11. Select your contract from the **Contract Name** list.
12. Click the **>** button to move your contract or contracts to the **Selected Contract Name** list.

Tip: Multiple contracts can be selected by holding the **Ctrl** key down on your keyboard while selecting the contracts. You can move all contracts over using the **>>** button.

13. From the **Contract Type** drop-down list, select negotiated rates or group rates.
14. Select **Yes** in the **Show Travel Agents** drop-down to display travel agent data, or **No** to suppress travel agent data.
15. Select **Yes** in the **Display All Contracts** drop-down to display all contracts regardless of whether an itinerary has been created, or **No** to display only contracts that have been booked.
16. Select **Yes** in the **Show Non Contracted Bookings** drop-down to display all bookings regardless of whether a contract has been associated, or **No** to display only contracted bookings.
17. Select **Yes** in the **Display Contracts** drop-down to display all selected contracts in the report header, or **No** to hide the selected contracts from the report header.
18. Use the **Report Description** field to describe the report (such as the report date range).
19. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
20. To run this report on another date, enter the date in the **Run Later Date** field or use the calendar icon to select the run date from a drop-down calendar.
21. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
22. If you want the report to be recurring (run every Day, Week or Month), select the interval from the **Run Report Every** drop-down list.

23. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
24. To email the report, enter the email address in the **Email To** filed. To automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

25. Click the **Create Report** button to submit the report request.
26. Click **See this report at the Report Center** link to go to the **Report Center** to view your report.

Country of Origin Sales Report

The Country of Origin Sales Report displays booking activity for distribution channels by geographical source.

To run this report:

1. Click the **Country of Origin Sales Report** link. The **Country of Origin Sales Report** setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates or use the calendar icon to select the run dates from a drop-down calendar.
3. Select a comparison time period (Optional). If **Date Range** is selected, you will be provided with fields to enter the desired dates or use the calendar icon to select the run dates.
4. From the **Date Type** drop-down list, select whether you want your report based on the guest arrival date, booking date or the guest departure date.
5. From the **Property Status** drop-down list, select whether you want to show only active properties or only inactive properties or both.
6. From the **Region** drop-down list, select the geographical region you want to display in your report.
7. From the **Country** drop-down list, select the specific country you want to display in your report.
8. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
9. From the **Group By** drop-down list, select whether you want your report grouped by Country, Country/Channel, Country Rate or by Country/Channel/Rate.
10. From the **Sort** drop-down list, select how you want your data sorted (by Name, Rooms, Room Nights, or Revenue).
11. From the **Property View** drop-down, select whether you want the results displayed as individual property information or as combined property information.

12. Select your sources from the **Sources** list.
13. Click the **>** button to move your sources to the **Selected Sources** list.

Tip: Multiple sources can be selected by holding the **Ctrl** key down on your keyboard while selecting the sources. You can move all sources over using the **>>** button.

14. Select your property or properties from the **Properties** list.

Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

15. Click the **>** button to move your property or properties to the **Selected Properties** list.

Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

Note: Chain level users may have a Source Country Location Order option when activated through Preferences. This will allow you to define the hierarchy to determine the originating market where the booking was sourced.

16. Use the **Report Description** field to describe the report (such as the report date range).
17. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
18. To run this report on another date, enter the date in the **Run Later Date** field or use the calendar icon to select the run date from a drop-down calendar.
19. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
20. If you want the report to be recurring (run every Day, Week or Month), select the interval from the **Run Report Every** drop-down list.
21. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
22. To email the report, enter the email address in the **Email To** filed. To automatically enter your email address, click the **Use my Email** button.

Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

23. Click the **Create Report** button to submit the report request.
24. Click **See this report at the Report Center** link to go to the **Report Center** to view your report.

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Daily Flash

The Daily Flash report displays current arrivals data generated by date on a regional basis for the Americas, Asia Pacific, Europe and Unknown.

To run this report:

1. Click the **Daily Flash** link. The **Daily Flash** report setup screen appears.
2. Enter the date you want to view or use the calendar icon to select the run date from a drop-down calendar.
3. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
4. Use the **Report Description** field to describe the report (such as the report date range).
5. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
6. To run this report on another date, enter the date in the **Run Later Date** field or use the calendar icon to select the run date from a drop-down calendar.
7. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
8. If you want the report to be recurring (run every Day, Week or Month), select the interval from the **Run Report Every** drop-down list.
9. From the **Date Persist** drop-down, select one of the following:
   - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
   - **Yes, with Annual Rollover** to advance the end date by one year
   - **Yes, without Annual Rollover** to never advance the Begin and End dates
10. To email the report, enter the email address in the **Email To** filed. To automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

11. Click the **Create Report** button to submit the report request.
12. Click **See this report at the Report Center** link to go to the **Report Center** to view your report.

EConcierge Activity

The EConcierge Activity report allows you to see the performance of EConcierge for your chain or property. Use this report to see what Items are booked, the time booked, amount sold and revenue made.

To run this report:

1. Click the **EConcierge Activity** link. The **EConcierge Activity** report setup screen appears.

2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
3. Select a comparison time period (Optional). If Date Range is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates).
4. Select the Report Type.
    - **Summary** - to display just a summary if items sold
    - **Detail** - to include booking and utilization dates
5. Select your sources from the **Sources** list.
6. Click the **>** button to move your sources to the **Selected Sources** list.

    Tip: Multiple sources can be selected by holding the **Ctrl** key down on your keyboard while selecting the sources. You can move all sources over using the **>>** button.

7. Select your property or properties from the **Properties** list.

    Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

8. Click the **>** button to move your property or properties to the **Selected Properties** list.

    Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

9. From the **Show properties with a status of** drop-down list, select whether you want to show only **active** properties or only **inactive** properties or **both**.
10. From the **Property Display** drop-down list, select whether you want the results displayed as individual property information or combined properties information.
11. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
12. Use the **Report Description** field to describe the report (such as the report date range).
13. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
14. To run this report on another date, enter the date in the **Run Later Date** field or use the calendar icon to select the run date from a drop-down calendar.
15. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
16. If you want the report to be recurring (run every Day, Week or Month), select the interval from the **Run Report Every** drop-down list.
17. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
18. To email the report, enter the email address in the **Email To** filed. To automatically enter your email address, click the **Use my Email** button.

Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

19. Click the **Create Report** button to submit the report request.
20. Click **See this report at the Report Center** link to go to the **Report Center** to view your report.

Guest Contact Report

Use the Guest Contact Report to generate an alphabetical list of all guests at your property for the time period you select. It provides name, address, telephone, and email information.

To run this report:

1. Click the **Guest Contact Report** link. The **Guest Contact Report** setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
3. Select your property or properties from the **Properties** list.

   Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

4. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

5. From the **Property Status** drop-down list, select whether you want to show only active properties or only inactive properties or both.
6. Use the **Report Description** field to describe the report (such as the report date range).
7. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
8. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
9. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
10. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
11. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
12. To email the report, enter the email address in the **Email To** filed. To automatically enter your email address, click the **Use my Email** button.

Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

13. Click the **Create Report** button to submit the report request.
14. Click **See this report at the Report Center** link to go to the **Report Center** to view your report.

No Rate

The No Rate report allows you to check for rate plans that do not have assigned rate values during the selected date range. The report will display those dates within the selected date range the rates are not defined.

To run this report:

1. Click the **No Rate** link. The **No Rate** report setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
3. Select your property or properties from the **Properties** list.

   Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

4. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

5. From the **Rate Category** drop-down list, select the rate category to show in the report.
6. Select your rate plans from the **Available Rate Plans** list.
7. Click the **>** button to move your rate plans to the **Selected Available Rate Plans** list.

   Tip: Multiple rate plans can be selected by holding the Ctrl key down on your keyboard while selecting the rate plans. You can move all rate plans over using the **>>** button.

8. Use the **Report Description** field to describe the report (such as the report date range).
9. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
10. To run this report at a later date, enter the date in the **Run Later Date** field or use the Calendar icon to select from the run date from a drop-down calendar.
11. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
12. If you want this report to be recurring (every **Day**, **Week**, or **Month**), select the interval from the Run Report Every drop down list.
13. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year

- **Yes, without Annual Rollover** to never advance the Begin and End dates

14. To email the report, enter the email address in the **Email To** field, or to automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

15. Click the **Create Report** button to submit the report request.
16. Click **See this report at the Report Center** link to go to **Report Center** to view your report.

Production

The Production report is one of the most powerful reports. This report provides up-to-the-minute information on the booking activity by source (GDS. Internet, Voice), for selected time periods, in any selected currency, sorted by key values (revenue, reservation, etc.), in either descending or ascending order.

Note: Deleting a rate plan code will not affect your reported data. Bookings made with the deleted rate plan code(s) will still appear in your reports.

The Production Report groups reservation activity by its source (Sabre, Apollo, Internet, Voice, Worldspan, and Amadeus).

A Sub-Source is a source of reservation within a listed Source (Internet, Voice). Not all sources in your report may have sub-source activity. Those that do are indicated by an underline. Click these sources to open display related sub-source activity on-screen. Click again to close.

To run this report:

1. Click the **Production** link. The **Production** report setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
3. Select a comparison time period (Optional). If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates).
4. From the **Date Field** drop-down list, select whether you want your report based on the departure date or booking date.
5. From the **Report Type** drop-down list, select whether you want your report by source or by location.
6. From the **Sub type** drop down list, select whether you want your report by property country or by property region.
7. From the **Group By** drop down list, select whether you want your report grouped by source or by location.
8. Select whether you want to show just active properties or just inactive properties or both.
9. Select your property or properties from the **Properties** list.

    Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

10. Click the **>** button to move your property or properties to the **Selected Properties** list.

    Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

11. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
12. From the **Sort By** drop-down list, select how you want your data sorted (by **Source**, **Reservations** (**net bookings**), **Nights**, **Revenue**, **Average Daily Rate**, **Average Stay**, **Average Booking** or **Total Activity** (***net bookings plus cancellations)***).
13. Select whether you want the output in ascending or descending order.
14. From the **Display Mode** drop-down, select whether you want the results displayed as individual properties or as combined properties.
15. Use the **Report Description** field to describe the report (such as the report date range).
16. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
17. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
18. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
19. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
20. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
21. To email the report, enter the email address in the **Email To** field. To automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

22. Click the **Create Report** button to submit the report request.
23. Click the **See this report at the Report Center** to go to the **Report Center** to view your report.

Production Detail

The Production Detail report provides information on property reservations. It displays net values and percentages for reservations, revenue, and room nights as well as total reservation activity and percentage of cancellations. It also provides the average rate, average stay length and the average booking cost.

Note: Deleting a rate plan code will not affect your reported data. Bookings made with the deleted rate plan code(s) will still appear in your reports.

To run this report:

1. Click the **Production Detail** link. The **Production Detail** report setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the dates from a drop-down calendar).
3. Select a comparison time period (optional). If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the dates from a drop-down calendar).
4. From the **Date Field** drop down list, select whether you want your report based on the booking date, guest arrival date or guest departure date.
5. Select your sources from the **Sources** list.
6. Click the **>** button to move your sources to the **Selected Sources** list.

   Tip: Multiple sources can be selected by holding the **Ctrl** key down on your keyboard while selecting the sources. You can move all sources over using the **>>** button.

7. Select your property or properties from the **Properties** list.

   Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

8. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

9. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
10. From the **Subsource Sort By** drop down list, select how you want your data sorted (by **Source**, **Reservation** (net bookings), **Nights**, **Revenue**, **Average Daily Rate**, **Average Stay**, **Average Booking** or **Total Activity** (**net bookings + cancellations**)).
11. Select whether you want the output in ascending or descending order.
12. From the **Group by native sources** drop down list, select whether you want the results displayed as individual property or as combined properties.
13. From the **Display Mode** drop down list, select whether you want the results displayed as individual properties or as combined properties.
14. Use the **Report Description** field to describe the report (such as the report date range).
15. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
16. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
17. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.

18. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
19. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
20. To email the report, enter the email address in the **Email To** field, or to automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

21. Click the Create Report button to submit the report request.
22. Click **See this report at the Report Center** link to go to **Report Center** to view your report.

Property Arrival

The Property Arrival report is very helpful as a check to insure that all reservations have been received. Although this report is available on-demand, it is recommended that it be set up as a recurring report so that the property receives it on a daily basis. The report also lists the canceled reservations that were originally booked for the date range requested and displays any requests from the guest.

To run this report:

1. Click the **Property Arrival** link. The **Property Arrival** report setup screen appears.
2. Select a report time period (**Yesterday**, **Today**, **Tomorrow** or **Date Range**). If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
3. Select your rate or rates from the **Rates** list.

   Tip: Multiple items can be selected by holding the **Ctrl** key down on your keyboard while selecting the items. You can move all listed items over using the **>>** button.

4. Click the **>** button to move your rate or rates from the **Selected Rates** list.
5. Select your room type or types from the **Roomtypes** list.
6. Click the **>** button to move your rate or rates from the **Selected Roomtypes** list.
7. Select your booking channel or channels from the **Booking Channels** list.
8. Click the **>** button to move your rate or rates from the **Selected Booking Channels** list.
9. Select your request code or codes from the **Request Codes** list.
10. Click the **>** button to move your rate or rates from the **Selected Request Codes** list.
11. Select your property or properties from the **Properties** list.

    Note: Properties shown with an asterisk (*) next to the property name are in a status other than Active.

4. Click the **>** button to move your property or properties to the **Selected Properties** list.
5. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
6. Use the **Report Description** field to describe the report (such as the report date range).
7. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
8. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
9. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
10. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
11. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
12. To email the report, enter the email address in the **Email To** field. To automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.
13. Click the **Create Report** button to submit the report request.
14. Click the **See this report at the Report Center** to go to the **Report Center** to view your report.

Property Errors

The Property Errors report shows errors and warnings for property, rate, and room information. Errors are incurred when minimum information requirements are not met. Warnings notify the user of empty data fields that are not required.

Most communication errors or warnings (missing phone, fax or email) can be fixed using the Phone / Email option (see Phone/Email/Web Site Address). Most property errors and warnings (missing property information) can be fixed using the Preview - Edit All option (see Preview - Edit All).

To run this report:

1. Click the **Property Errors** link. The Property Errors report setup screen appears.
2. From the drop-down errors and warnings lists, select **Yes** to include or **No** to exclude the types of warnings and errors you want in your report.
3. Select your property or properties from the **Properties** list.

    Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

4. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

5. Use the **Report Description** field to describe the report (such as the report date range).
6. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
7. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
8. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
9. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
10. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
11. To email the report, enter the email address in the **Email To** field, or to automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

12. Click the **Create Report** button to submit the report request.
13. Click **See this report at the Report Center** link to go to **Report Center** to view your report.

Property Expired Rate Report

This report is dependent on whether a rate / item is priced for the entire duration of the requested period and should not be representative of the 'End Sell Date,' which is not a mandatory field. If a rate expires during the requested period or has no rates for any part of the period, then the report would return the last date that was priced which can be derived from the rate calendar.

To run this report:

1. Click the **Property Expired Rate Report** link. The **Property Expired Rate Report** setup screen appears.
2. Enter an **End** date for this report, or click the calendar icon to select the dates from a drop-down calendar.
3. From the **Number of Days** drop-down, select the number of days (up to 90) from the **End Date** to include in the report.
4. From the **Rate Category** drop-down list, select the rate category to show in the report.
5. Select your rate plans from the **Rate Plan** list.
6. Click the **>** button to move your rate plans to the **Selected Rate Plan** list.

Tip: Multiple rate plans can be selected by holding the **Ctrl** key down on your keyboard while selecting the rate plans. You can move all rate plans over using the **>>** button.

7. Select your property or properties from the **Properties** list.

Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

8. Click the **>** button to move your property or properties to the **Selected Properties** list.

Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

9. Select whether you want to show just active properties or just inactive properties or both.

10. Use the **Report Description** field to describe the report (such as the report date range).

11. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.

12. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.

13. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.

14. If you want this report to be recurring (run every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop-down list.

15. From the **Date Persist** drop-down, select one of the following:

- **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
- **Yes, with Annual Rollover** to advance the end date by one year
- **Yes, without Annual Rollover** to never advance the Begin and End dates

16. To email the report, enter the email address in the **Email To** field. To automatically enter your email address, click the **Use my Email** button.

Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

17. Click the **Create Report** button to submit the report request.

18. Click the **See this report at the Report Center** link to go to the **Report Center** to view your report.

Property Summary Report

Use this report to display property performance grouped by date type and property detail.

To run this report:

1. Click the **Property Summary Report** link. The **Property Summary Report** setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates or use the calendar icon to select the run dates from a drop-down calendar.

3. Select whether you want to include the year-over-year comparison.
4. Select whether you want to include the date in the report.
5. From the **Group By** drop-down list, select whether you want your report grouped by **City** or by **Country**.
6. From the **Property Status** drop-down list, select whether you want to show **Active Only** properties, or only **Inactive Only** properties or both.
7. Select your property or properties from the **Properties** list.

   Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

8. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

9. Select your booking sources from the **Sources** list.
10. Click the **>** button to move your sources to the **Selected Sources** list.

    Tip: Multiple sources can be selected by holding the **Ctrl** key down on your keyboard while selecting the sources. You can move all sources over using the **>>** button.

11. From the **Report Based On** drop-down list, select whether you want your report based on the guest arrival date, booking date or the guest departure date.
12. From the **Display Mode** drop-down, select whether you want the results displayed as individual property or as combined properties.
13. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
14. From the **Sort By** drop-down list, select how you want your data sorted (by **Name**, **Reservations** (net bookings), **Nights**, **Revenue**, **Average Daily Rate**, **Avg Stay**, **Avg Booking**, **Tot Activity** or **Avg Lead Days**).
15. Select whether you want the output in ascending or descending order.
16. Use the **Report Description** field to describe the report (such as the report date range).
17. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
18. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
19. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
20. If you want this report to be recurring (run every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop-down list.
21. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates

22. To email the report, enter the email address in the **Email To** field. To automatically enter your email address, click the **Use my Email** button.

> **Note**: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

23. Click the **Create Report** button to submit the report request.

24. Click the **See this report at the Report Center** link to go to the **Report Center** to view your report.

Rate Activity Report

Use the Rate Activity Report to display business on the books for each rate plan by selected property and selected booking sources. You can specify the time period and compare it to the same time period from the previous year.

To run this report:

1. Click the **Rate Activity Report** link. The **Rate Activity Report** setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
3. Select whether you want to include the year-over-year comparison.
4. Select your property or properties from the **Properties** list.

> **Note**: Properties shown with an asterisk (*) next to the property name are in a status other than Active.

5. Click the **>** button to move your property or properties to the **Selected Properties** list.

> **Tip**: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

6. Select your booking sources from the **Sources** list.
7. Click the **>** button to move your sources to the **Selected Sources** list.

> **Tip**: Multiple sources can be selected by holding the **Ctrl** key down on your keyboard while selecting the sources. You can move all sources over using the **>>** button.

6. Select your rate or rates from the **Rates** list.
7. Click the **>** button to move your rates to the **Selected Rates** list.

> **Tip**: Multiple rates can be selected by holding the **Ctrl** key down on your keyboard while selecting the rates. You can move all rates over using the **>>** button.

8. From the **Property Status** drop-down list, select whether you want to show only active properties or only inactive properties or both.
9. From the **Date Type** drop-down list, select whether you want your report based on the guest arrival date, booking date or the guest departure date.
10. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.

11. From the **Property Grouping** drop-down, select whether you want the results displayed as individual property information or as combined property information.
12. From the **Rate Category** drop-down list, select the rate category to show in the report.
13. From the **Group By** drop-down list, select whether you want your report grouped by **Rate**, **Rate Category/Rate**, **Day/Rate** or by **Day/Rate Category/Rate**.
14. Use the **Report Description** field to describe the report (such as the report date range).
15. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
16. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
17. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
18. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
19. From the **Date Persist** drop-down, select one of the following:

    No to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)

    Yes, with Annual Rollover to advance the end date by one year

    Yes, without Annual Rollover to never advance the Begin and End dates
20. To email the report, enter the email address in the **Email To** field, or to automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.
21. Click the **Create Report** button to submit the report request.
22. Click **See this report at the Report Center** link to go to **Report Center** to view your report.

Rate X-Reference

Use the Rate X-Reference Report to display your property’s distribution channel cross references by rate category.

To run this report:

1. Click the **Rate Plan X-Ref** link. The **Rate Plan X-Ref** report setup screen appears.
2. Select your property or properties from the **Properties** list.

    Note: Properties shown with an asterisk (*) next to the property name are in a status other than Active.
3. Click the **>** button to move your property or properties to the **Selected Properties** list.

    Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.
4. Use the **Report Description** field to describe the report (such as the report date range).

5. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
6. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
7. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
8. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
9. From the **Date Persist** drop-down, select one of the following:

    No to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)

    Yes, with Annual Rollover to advance the end date by one year

    Yes, without Annual Rollover to never advance the Begin and End dates
10. To email the report, enter the email address in the **Email To** filed. To automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.
11. Click the **Create Report** button to submit the report request.
12. Click **See this report at the Report Center** link to go to the **Report Center** to view your report.

Reservation Referral Report

The Call Center Module has an optional field where reservation agents can select the source through which the guest was made aware of the property or room or rate (for example, Newspaper, Web, or Search). This source information can then be displayed in the Reservation Referral Report. This report shows the different referral sources identified during call center bookings along with the number of times that source was recorded for the selected time period.

To run this report:

1. Click the **Reservation Referral Report** link. The **Reservation Referral Report** setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
3. From the **Sort By** drop-down list, select whether you want to sort by **Property Name** or **Property Number**.
4. Select whether you want the output in ascending or descending order.
5. Select your property or properties from the **Properties** list.

    Note: Properties shown with an asterisk (*) next to the property name are in a status other than Active.
6. Click the **>** button to move your property or properties to the **Selected Properties** list.

Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

7. Select whether you want to show just active properties or just inactive properties, or both.
8. Use the **Report Description** field to describe the report (such as the report date range).
9. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
10. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
11. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
12. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
13. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
14. To email the report, enter the email address in the **Email To** filed. To automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

15. Click the **Create Report** button to submit the report request.
16. Click **See this report at the Report Center** link to go to the **Report Center** to view your report.

Room Consumption

This report provides a view of reservation activity across 7 days of the week for a selected span of time. For each day of the week, this report shows the total number of rooms booked, the average number of bookings and the percentage of reservation occurring on that day.

To run this report:

1. Click the **Room Consumption** link. The **Room Consumption** report set up screen appears.
2. Select a report time period. If the **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the dates from a drop-down calendar).
3. Select a comparison time period (optional). If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the dates from a drop-down calendar).
4. From the **Display Mode** drop-down, select whether you want the results displayed as individual property or as combined properties.

5. From the **Status** drop down list, select whether you want your report to show **Confirmed Reservations**, **Cancelled Reservations**, or **All Reservations**.
6. From the **Report based on** drop-down list, select whether you want your report based on the guest arrival date, booking date or the guest departure date.
7. Select your property or properties from the **Properties** list.

   Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

8. Click the **>** button to move your sources to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

9. Select your sources from the **Sources** list.
10. Click the **>** button to move your sources to the **Selected Sources** list.

    Tip: Multiple sources can be selected by holding the **Ctrl** key down on your keyboard while selecting the sources. You can move all sources over using the **>>** button.

11. Use the **Report Description** field to describe the report (such as the report date range).
12. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
13. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
14. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
15. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
16. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
17. To email the report, enter the email address in the **Email To** field, or to automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

18. Click the **Create Report** button to submit the report request.
19. Click the **See this report at the Report Center** link to go to the **Report Center** to view your report.

Room Rate Distribution

The Room Rate Distribution report tracks the various distribution sources that book the selected property for a selected period and compares it to another period of your choosing. It also shows percentage variances of each measure to indicate growth or decline.

> **Note**: Deleting a rate plan code will not affect your reported data. Bookings made with the deleted rate plan code(s) will still appear in your reports.

To run this report:

1. Click the **Room Rate Distribution** link. The **Room Rate Distribution** setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the dates from a drop-down calendar).
3. Select a comparison time period (optional). If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the dates from a drop-down calendar).
4. From the **Report based on** drop-down list, select whether you want your report based on the guest arrival date, booking date or the guest departure date.
5. Select your sources from the **Sources** list.
6. Click the **>** button to move your scores to the **Selected Sources** list.

> **Tip**: Multiple sources can be selected by holding the **Ctrl** key down on your keyboard while selecting the sources. You can move all sources over using the **>>** button.

7. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.

8. From the **Sort By** drop-down list, select how want your data sorted (by **Name**, **Reservations** (net bookings), **Nights**, **Revenue**, **Average Daily Rate**, **Average Stay**).

9. Select whether you want output in ascending or descending order.

10. Select your property or properties from the **Properties** list.

> **Note**: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

11. Click the **>** button to move your property or properties to the **Selected Properties** list.

> **Tip**: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

12. Select whether you want to show just active properties or just inactive properties or both.

13. From the **Display Mode** drop-down, select whether you want the results displayed as individual properties or as combined properties.

14. Use the **Report Description** field to describe the report (such as the report date range).

15. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.

16. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.

17. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.

18. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.

19. From the **Date Persist** drop-down, select one of the following:

- **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
- **Yes, with Annual Rollover** to advance the end date by one year
- **Yes, without Annual Rollover** to never advance the Begin and End dates

20. To email the report, enter the email address in the **Email To** field. To automatically enter your email address, click the **Use my Email** button.

> **Note**: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

21. Click the **Create Report** button to submit the report request.

22. Click the **See this report at the Report Center** link to go to the **Report Center** to view your report.

Transaction Activity Report

The Transaction Activity Report provides a detailed breakdown of booking performance. It displays business on the books, hotel gains and losses by region, and GDS, Voice and IBE transactions.

To run this report:

1. Click the **Transaction Activity Report** link. The **Transaction Activity Report** setup screen appears.
2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
3. Select a comparison time period (optional). If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the dates from a drop-down calendar).
4. From the **Group By** drop-down list, select whether you want your report grouped by **City**, **Country** or by **Property**.
5. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.
6. Select your property or properties from the **Properties** list.

> **Note**: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

7. Click the **>** button to move your property or properties to the **Selected Properties** list.

Tip: Multiple types of information can be selected by holding the **Ctrl** key down on your keyboard while selecting the types. You can move all types over using the **>>** button.

8. Using the **Data to be displayed** drop-down list, select how you want the data displayed (**Channel and sub source**, **Consortia**, **Country of Origin**, **Month**, **Rate**, **Room type** or blank = all data.)
9. If **Display Channels By** option has been activated, select whether to display by the channel originating the transaction or by the channel modifying the transaction.
10. Use the **Report Description** field to describe the report (such as the report date range).
11. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
12. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
13. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
14. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
15. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
16. To email the report, enter the email address in the **Email To** field, or to automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.
17. Click the **Create Report** button to submit the report request.
18. Click **See this report at the Report Center** link to go to **Report Center** to view your report.

Transmission History

The **Transmission History** report allows you to review the transmissions for individual users, or groups of users that you administer. This report ensures that the hotel has received all reservation activity. At the bottom of the report is an indication of the total transmissions reported and the status of these transmissions (Pass, Fail, or Pending) so you can see how well the transmissions are being processed.

If an item appears on the report that you cannot account for, retrieve the reservation using **Reservation Find-View** and print the reservation details from the screen.

To run this report:

1. Click the **Transmission History** link. The **Transmission History** report setup screen appears.

2. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the dates from a drop-down calendar).
3. Select your property or properties from the **Properties** list.

   Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

4. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

5. Select whether you want the output in ascending or descending order.
6. From the **Sort by** drop down list, select how you want your data sorted (by **Destination**, **Property**, **Reservation Number**, **Transmission Date**, or **Transmission Status**).
7. Use the **Report Description** field to describe the report (such as the report date range).
8. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
9. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
10. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
11. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
12. From the **Date Persist** drop-down, select one of the following:

    No to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)

    Yes, with Annual Rollover to advance the end date by one year

    Yes, without Annual Rollover to never advance the Begin and End dates

13. To email the report, enter the email address in the **Email To** field, or to automatically enter your email address, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

14. Click the Create Report button to submit the report request.
15. Click **See this report at the Report Center** link to go to **Report Center** to view your report.

Travel Agent Groups

To set up an agency group to use in the **Travel Agent Production** report, follow the steps below.

1. Select the **Travel Agent Groups** option on the dashboard. The **Travel Agent Groups** setup screen appears.
2. Enter the agency group name in the **Group Name** field.

3. Click the **Save** button. The group appears in the **Travel Agent Group** list.
4. Click the **Add agents to group** link to begin adding agencies to the group. The **Add agents to group** screen appears with available agents listed.
5. Select the agents from the **Select Agents** list (Use the **Ctrl** key to select multiple agents).
6. Move the agents over to the **Selected Agents** list using the **->** button.
7. Click the **Save** button to create the agent group.
8. Click the **Back** button to return to the **Travel Agent Groups** setup screen.
9. Click the property name to return to the property dashboard.

Travel Agent Production

The **Travel Agent Production** report displays information about the travel agents who have booked the hotel.

> **Note**: Deleting a rate plan code will not affect your reported data. Bookings made with the deleted rate plan code(s) will still appear in your reports.

This report is very useful in determining which travel agents are booking the hotel, providing a geographical breakdown for feeder market purposes.

Sort by time frame, as well as other criteria, including: **Name**, **City**, **IATA Number**, **Zip** or **State**.

1. Click the **Travel Agent Production** link. The **Travel Agent Production** report setup screen appears.
2. From the **Date Type** drop-down list, select whether you want your report based on the guest arrival date, booking date or the guest departure date.
3. Select a report time period. If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates from a drop-down calendar).
4. Select a comparison time period (Optional). If **Date Range** is selected, you will be provided with fields to enter the desired dates (or use the calendar icon to select the run dates).
5. From the **Property Grouping** drop-down, select whether you want the results displayed as individual property information or as combined property information.
6. From the **Display Reservations** drop-down list, select whether to show the reservations on the report. If you choose **Yes**, you must select the **Display Mode** as **Display individual property information**.
7. From the **Reservations Sort** drop-down list, select how you want your reservations sorted (by **Arrival Date**, **Confirmation Number**, **Departure Date**, **Guest Name**, **Number of Nights**, **Number of Rooms**, **Rate Plan** or **Revenue**).
8. From the **Travel Agent Sort** drop-down list, select how you want your agency data sorted (**City**, **IATA Number**, **Name**, **Number of Nights**, **Number of Reservations**, **Number of Rooms**, **Revenue**, **State**, **Zip** or **Travel Agent Country**).
9. Select whether you want the output in ascending or descending order.
10. In the **Currency** field, the default currency of the property you are currently logged into appears. If you want to display the results of another currency, select it from the drop-down list.

11. From the **Property Status** drop-down list, select whether you want to show just active properties or just inactive properties or both.
12. To set a limit on how many agencies you want in the reports, select a number from the drop-down list.

    Note: If you set a limit, the report will only list the top performing agencies and base it on the criteria selected below.

13. If you are limiting the number of agencies in your report, select the criteria to base the limit on (**Revenue**, **Nights** or **Reservations**).
14. Select your property or properties from the **Properties** list.

    Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

15. Click the **->** button to move your property or properties to the **Selected Properties** list.

    Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

16. From the **Region** drop-down list, select the region (**Americas**, **Asia Pacific** or **Europe**) you want to show.
17. (Optional) If you created agency groups you want reported, select the group or groups from the **Travel Agent Groups** list.
18. (Optional) Click the **->** button to move the group or groups to the **Selected Travel Agent Groups** list.
19. Use the **Report Description** field to describe the report (such as the report date range).
20. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This <u>is</u> a required field.
21. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
22. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
23. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
24. From the **Date Persist** drop-down, select one of the following:
    - **No** to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)
    - **Yes, with Annual Rollover** to advance the end date by one year
    - **Yes, without Annual Rollover** to never advance the Begin and End dates
25. To email the report, enter the email address in the **Email To** field. To enter your email address automatically, click the **Use my Email** button.

    Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

26. Click the **Create Report** button to submit the report request.

27. Click the **See this report at the Report Center** link to go to the **Report Center** to view your report.

User Roles by Property

Use the User Roles by Property Report to list all active users and their roles within your property or properties.

To run this report:

1. Click the **User Roles by Property** link. The **User Roles by Property** report setup screen appears.
2. Select your property or properties from the **Properties** list.

   Note: Properties shown with an asterisk (*****) next to the property name are in a status other than Active.

3. Click the **>** button to move your property or properties to the **Selected Properties** list.

   Tip: Multiple properties can be selected by holding the **Ctrl** key down on your keyboard while selecting the properties. You can move all properties over using the **>>** button.

4. Use the **Report Description** field to describe the report (such as the report date range).
5. Select a **Print Report to:** checkbox (or checkboxes) to specify the report's display format. This is a required field.
6. To run this report at a later date, enter the date in the **Run Later Date** field or use the **Calendar** icon to select from the run date from a drop-down calendar.
7. To run this report at another time, select the time and time zone you want your report run from the **Run Later Time** and **Run Later Time Zone** drop-down lists.
8. If you want this report to be recurring (every **Day, Week,** or **Month**), select the interval from the **Run Report Every** drop down list.
9. From the **Date Persist** drop-down, select one of the following:

   No to increment the report dates based on the recurring option selected above (for example, the end date moves forward in time for each report run on a recurring basis)

   Yes, with Annual Rollover to advance the end date by one year

   Yes, without Annual Rollover to never advance the Begin and End dates

9. To email the report, enter the email address in the **Email To** filed. To automatically enter your email address, click the **Use my Email** button.

   Note: For multiple email accounts, enter one email address per line (use the **Enter** key to advance to the next line) in the **Email To** textbox. You can also enter consecutive email addresses in the textbox separated by a comma.

10. Click the **Create Report** button to submit the report request.
11. Click **See this report at the Report Center** link to go to the **Report Center** to view your report.

Group Reporting

Group reporting allows you to select groups of properties instead of individual properties for reporting purposes. If your chain has created these rollup groups (see Rollup Groups), a user assigned to these groups (see Add a Report Group to a user) can run reports by selected groups.

If you have access to group reporting, the Group Selection option will appear in your report setup screen in addition to the standard report setup options.

To run a group report:

1. Select the report type you want to run.
2. Select the group or groups from the **Groups** list.
3. Click the **>** button to move your property or properties to the **Selected Groups** list.

   Tip: Multiple groups can be selected by holding the Ctrl key down on your keyboard while selecting the groups. You can move all groups over using the **>>** button.

4. Select or enter the rest of the options for your report.
5. Click the **Create Report** button to submit the report request.
6. Click **See this report at the Report Center** link to go to **Report Center** to view your report.

Property Profiles

Property Profiles are used to set up and store information about frequent guests or loyalty members, corporations who frequently stay at your properties or travel agencies who frequently book your property. Using this feature, you can add profiles, or locate profiles and update their information.

Member Profiles

Finding a Member Profile

To search for a member:

1. In the Property Profiles list, click **Members**.

   The **Find a Member Member# / Email** screen appears.

2. Do one of the following:

   Using the **Member# / Email** screen, enter the member number and email address on the screen.

   or,

   Click the **Member Name** tab and enter search criteria on the screen.

   Note: You must enter at least a partial last name for the search function to work. You can enter a "%" in the the ***Name** field to return a complete list of all your members.

3. Click the **Start Search** button.

   If any matches are found, a list matching the search criteria is displayed on the screen.

Adding a New Member Profile

To add a new member profile:

1. Click the **Add New Member Profile** button.

   The **Member Signup** screen appears.

2. Enter member data in all of the required fields (use the Middle Initial field to create a unique record).

   Note: If you want to enter your own Member Code system instead of using the system generated member number, you must select **Yes** for the **IBE - Display Member Cod**e preference (see Preferences and Appendix C) to display the Member Code field. You can also enter a two-letter Group Identifier to categorize your members.

3. Click the **Save Profile** button.

   The **Member Signup Success** screen appears.

4. Click the **Continue** button to add member profile information.

   The **Member Profile Information Options** screen appears.

Adding Member Profile Information

To add member information, choose any one of the **Profile Information** options and follow the procedures outlined below. Required fields are marked with a red asterisk (*) to the left of a field label.

Note: Request Information should be done after member profile preferences have been created.

Member Contact Information

To add member contact information:

1. From the **Profile Information** options, select **Contact Information**.

   The **Contact Information** screen appears.

2. Enter the contact information in all the required fields.
3. To block solicitations, select the appropriate checkbox.
4. Click the **Save Changes** button to save the contact information.

   Changes Saved message appears at the bottom of the screen.

5. Click the member name to return to the **Member Profile Information Options** screen.
6. Do one of the following:

   Select another **Profile Information** option and continue adding information.

   or,

   Click the property name at the top of the screen to return to the **Property Dashboard**.

Member Contracts

If this member is part of a group who has a negotiated rate with your property, you can associate a contract with this member profile.

To assign a contract:

1. From the **Profile Information** options, select **Contracts**.

   The **Contracts** screen appears.

2. Click the **Assign New** button.

   The **Assign Member Contracts** screen appears.

3. From the **Select Contract** drop-down list, choose the applicable contract.
4. Click the **Assign Contract** button.
5. Click the member name to return to the **Member Profile Information Options** screen.
6. Do one of the following:

   Select another **Profile Information** option and continue adding information.

   or,

   Click the property name at the top of the screen to return to the Property Dashboard.

Member Payments

Use the Payments screen to record payment information for member payments, deposits or credit card guarantees.

To record payment information:

1. From the **Profile Information** options, select **Payments**.

   The **Payments** screen appears.

2. Select the **Payment Method**.
3. Select the **Payment Type**.

   Note: A **Payment** is an amount owed towards an existing booking attached to the profile and is recorded as a positive amount. A **Credit** is a payment received and is recorded as a negative amount. A **Guarantee** is an amount received to hold the reservation and should be entered as a positive amount.

4. In the **Payment Amount** field, enter the amount paid as a positive value.
5. If not already entered for you, select the payment currency from the **Currency** drop-down list.
6. Select the credit card type from the **Card Type** drop-down list.
7. In the next three fields, enter the credit card number, expiration date and the name as it appears on the credit card.
8. The remaining fields are optional.
9. Click the **Save** button.

   Tip: Use the **Clear** button to remove the information from all but the currency and card type fields.

10. Click the member name to return to the **Member Profile Information Options** screen.
11. Do one of the following:

    Select another **Profile Information** option and continue adding information.

    or,

    Click the property name at the top of the screen to return to the **Property Dashboard**.

Member Preferences

Preferences allows you to set up different trip preference profiles, each with unique booking preference options. The trip preferences displayed are taken from the Booking Request Options that were set up for your property. This allows you to create individualized profiles based on your guest's booking preferences.

To add member preferences:

1. From the **Profile Information** options, select **Preferences**.

   The **Trip Preferences** screen appears.
2. Enter the profile name.
3. Click the **Add Profile** button.

   The **Select Trip Preferences** screen appears.
4. Select the checkboxes on the **Select Trip Preferences** screen for the trip preferences you want to include with this member profile.
5. Click the **<Save and Return to profile list** button to save the preferences.

   Note: To continue adding, repeat steps 2 through 5. You can also delete any one of the profiles by clicking the icon to the right of the profile name.
6. Click the member name to return to the **Member Profile Information Options** screen.
7. Do one of the following:

   Select another **Profile Information** option and continue adding information.

   or,

   Click the property name at the top of the screen to return to the **Property Dashboard**.

Member Profile Information

To add member profile information:

1. From the **Profile Information** options, select **Profile Information**.

   The **Edit My Profile** screen appears.

   Note: The screen will contain the information you entered when you created the new member profile. You can edit the information here if it is incorrect or changes are needed.
2. Select a security question from the drop-down list to add to the profile.
3. Enter the answer to the question selected above.
4. Click the **Save Changes** button to save the profile information.

Changes Saved message appears at the bottom of the screen.

5. Click the member name to return to the **Member Profile Information Options** screen.
6. Do one of the following:

   Select another **Profile Information** option and continue adding information.

   or,

   Click the property name at the top of the screen to return to the **Property Dashboard**.

Member Profile Users

To add member profile users:

1. From the **Profile Information** options, select **Profile Users**.

   The **Edit Logon Information** screen appears.
2. Enter the new user’s information in all of the fields.
3. Select a security question from the drop-down list to add to the profile.
4. Enter the answer to the question selected above.
5. Click the **Add User** button to add the user to list displayed on the left side of the screen.

   Changes Saved message appears at the bottom of the screen.

   Note: You can have up to 5 users attached to this profile. To continue adding, repeat steps 2 through 5. You can also delete any one of the additional users by clicking the icon to the right of the user's name.
6. Click the member name to return to the **Member Profile Information Options** screen.
7. Do one of the following:

   Select another **Profile Information** option and continue adding information.

   or,

   Click the property name at the top of the screen to return to the **Property Dashboard**.

Member Settings

To add rate plan and rate tier settings:

1. From the **Profile Information** options, select **Settings**.

   The **Settings** screen appears.
2. Select a rate plan from the drop-down list.
3. Select the membership level from the drop-down list.
4. Click the **Save Changes** button to save the settings (or **Cancel** to quit without saving).
5. Click the member name to return to the **Member Profile Information Options** screen.
6. Click **Members** at the top of the screen to return to the **Find a Member** screen.
7. If done adding members, click the property name to return to the **Property Dashboard**.

Member VIP Information

To add VIP information, such as member number (to credit reward points), market segment (such as 'banquet' or 'leisure'), room requests, special dates (such as birthdays or anniversaries) or reward points credited towards their membership:

1. From the **Profile Information** options, select **VIP Information**.

   The **VIP Information** screen appears.

2. Enter the VIP information in the appropriate fields.
3. Click the **Save** button.
4. Do one of the following:

   Select another **Profile Information** option and continue adding information.

   or,

   Click the property name at the top of the screen to return to the **Property Dashboard**.

Member Request Information

Request Information is used to assign booking request codes (preferences) to a member profile. These codes are then assigned to the reservation when a guest member profile is attached to the reservation. This can only be done after the member profile has been completed and retrieved. The request codes are generated from those created using the Booking Request Options feature.

To assign request codes to a member profile:

1. In the **Property Profiles** list, click **Members**.

   The **Find a Member** screen appears.

2. Do one of the following:

   Using the **Member# / Email** screen, enter the member number and email address on the screen.

   or,

   Click the **Member Name** tab and enter search criteria on the screen.

   Note: You must enter at least a partial last name for the search function to work. You can enter a "%" in the Name field to return a complete list of all your members.

3. Click the **Start Search** button.

   If any matches are found, a list matching the search criteria is displayed on the screen.

4. Click the member name.

   The **Member Profile Information Options** screen appears.

5. From the **Profile Information** options, select **Request Information**.

   The **Request Information** screen appears.

6. Select the preferences from the request code list.
7. Click the --> button to move your code(s) to the Selected list.

Tip: Multiple codes can be selected by holding the Ctrl key down on your keyboard while selecting the codes. You can move all request codes over using the >> button.

8. In the **Text** and **Information** fields enter any special request information.
9. Click the **Save Changes** button to save the preferences.
10. Do one of the following:

    Click the member name to return to the **Member Profile Information Options** screen.

    or,

    Click **Members** at the top of the screen to return to the **Find a Member Member# / Email** screen.

    or,

    Click the property name to return to the **Property Dashboard**.

Editing a Member Profile

To edit a member profile, retrieve the member name using the **Find a Member** screen. Click the member name and use the **Member Profile Information Options** screen to access the profile information area that needs to be updated. To set a member to inactive, click the Inactivate link.

Company Profiles

Finding a Corporate Profile

To search for a corporate profile:

1. In the **Property Profiles** list, click **Companies**.

   The **Find a Corporate Profile Company ID / Email** screen appears.
2. Do one of the following:

Using the **Company ID / Email** screen, enter the member number and email address on the screen.

or,

Click the **Company** tab and enter search criteria on the screen.

Note: You must enter at least a partial company name for the search function to work. You can enter a "%" in the Name field to return a complete list of all your companies.

3. Click the **Start Search** button.

   If any matches are found, a list matching the search criteria is displayed on the screen.

Adding a New Company Profile

To add a new company profile:

1. In the **Find a Corporate Profile Company ID / Email** screen, click the **Add New Company Profile** button.

   The **Company Signup** screen appears.

2. Enter company data in all of the required fields.

   Note: You can enter a two-letter Group Identifier to categorize your corporate members.

3. Click the **Save Profile** button.

   The **Company Signup Success** screen appears.

4. Click the **Continue** button to add company profile information.

   The **Company Profile Information Options** screen appears.

Adding Company Profile Information

To add company information, choose any one of the **Profile Information** options and follow the procedures outlined below. Required fields are marked with a red asterisk (*) to the left of a field label.

Company Contact Information

To add company contact information:

1. From the **Profile Information** options, select **Contact Information**.

   The **Contact Information** screen appears.

2. Select the country from the **Country** drop-down list.
3. Enter the contact information in all the required fields.
4. To block solicitations, select the appropriate checkbox.
5. (Optional for Company Profiles only) You can add a parent organization if this company is a subsidiary of another company already on file. If you want to change the parent organization:

   a) Click the (magnifying glass icon).

b) Select the new parent from the pop-up window.

c) Click the **OK** button to save to that parent.

6. Click the **Save Changes** button to save the contact information.

   Changes Saved message appears at the bottom of the screen.

7. Click the company name to return to the **Company Profile Information Options** screen.
8. Do one of the following:

   Select another **Profile Information** option and continue adding information.

   or,

   Click the property name at the top of the screen to return to the **Property Dashboard**.

Company Contracts

If this company has a negotiated rate with your property, you can associate a contract with this company profile.

To assign a contract:

1. From the **Profile Information** options, select **Contracts**.

   The **Contracts** screen appears.

2. Click the **Assign New** button.

   The **Assign Contracts** screen appears.

3. From the **Select Contract** drop-down list, choose the applicable contract.
4. Click the **Assign Contract** button.

   The contract information appears in the **Contracts** screen.

5. Click the company name to return to the **Profile Information** screen.
6. Do one of the following:

   Select another **Profile Information** option and continue adding information.

   or,

   Click the property name at the top of the screen to return to the **Property Dashboard**.

Company Payments

Use the Payments screen to record payment information for the company.

To record payment information:

1. From the **Profile Information** options, select **Payments**.

   The **Payments** screen appears.

2. Select the **Payment Method**.
3. Select the **Payment Type**.

Note: A **Payment** is an amount owed towards an existing booking attached to the profile and is recorded as a positive amount. A **Credit** is a payment received and is recorded as a negative amount. A **Guarantee** is an amount received to hold the reservation and should be entered as a positive amount.

4. In the **Payment Amount** field, enter the amount paid as a positive value.
5. If not already entered for you, select the payment currency from the **Currency** drop-down list.
6. Select the credit card type from the **Card Type** drop-down list.
7. In the next three fields, enter the credit card number, expiration date and the name as it appears on the credit card.
8. The remaining fields are optional.
9. Click the **Save** button.

Tip: Use the **Clear** button to remove the information from all but the currency and card type fields.

10. Click the company name to return to the **Company Profile Information Options** screen.
11. Do one of the following:

Select another **Profile Information** option and continue adding information.

or,

Click the property name at the top of the screen to return to the **Property Dashboard**.

Company Preferences

Preferences allows you to set up different trip preference profiles, each with unique booking preference options. The trip preferences displayed are taken from the Booking Request Options that were set up for your property.

To add company profiles:

1. From the **Profile Information** options, select **Preferences**.

The **Preferences** screen appears.

2. Enter the profile name.
3. Click the **Add Profile** button.

The **Select Trip Preferences** screen appears.

4. Select the checkboxes on the **Trip Preferences** screen for the trip preferences you want to include with this profile.
5. Click the **<Save and Return to profile list** button to save the preferences.

Note: To continue adding, repeat steps 2 through 5. You can also delete any one of the profiles by clicking the icon to the right of the profile name.

6. Click the company name to return to the **Company Profile Information Options** screen.
7. Do one of the following:

Select another **Profile Information** option and continue adding information.

or,

Click the property name at the top of the screen to return to the **Property Dashboard**.

Company Profile Information

To add company profile information:

1. From the **Profile Information** options, select **Profile Information**.

   The **Profile Information** screen appears.

   Note: The screen will contain the information you entered when you created the new company profile. You can edit the information here if it is incorrect or changes are needed.

2. Enter a last name for this profile.
3. Edit the password as necessary.
4. Select a security question from the drop-down list to add to the profile.
5. Enter the answer to the question selected above.
6. Click the **Save Changes** button to save the information.

   Changes Saved message appears at the bottom of the screen.

7. Click the company name to return to the **Company Profile Information Options** screen.
8. Do one of the following:

   Select another **Profile Information** option and continue adding information.

   or,

   Click the property name at the top of the screen to return to the **Property Dashboard**.

Company Profile Users

To add company profile users:

1. From the **Profile Informatio**n options, select **Profile Users**.

   The **Profile Users** screen appears.

2. Enter the new user's information in all of the fields.
3. Select a security question from the drop-down list to add to the profile.
4. Enter the answer to the question selected above.
5. Click the **Add User** button to add the user to list displayed on the left side of the screen.

   Changes Saved message appears at the bottom of the screen.

   Note: You can have up to 5 users attached to this profile. To continue adding, repeat steps 2 through 5. You can also delete any one of the additional users by clicking the icon to the right of the user's name.

6. Click the company name to return to the **Company Profile Information Options** screen.
7. Do one of the following:

   Select another **Profile Information** option and continue adding information.

   or,

Click the property name at the top of the screen to return to the **Property Dashboard**.

Company Settings

This option allows you to set up and maintain commission payment information for your corporate client.

To add commission payment information:

1. From the **Profile Information** options, select **Settings**.

   The **Settings** screen appears.

2. Select the commission method from the drop-down list and complete the fields as described in the table below.

Commission Calc Method	Commission Amount	Commission Policy
Non-Commissionable	Not Used	Not Used
Flat commission amount	Enter flat amount	Not Used
Commission based in a percentage of the rate amount	Enter percentage of rate	Not Used
Commission based on a given policy	Not Used	Select the policy from the drop-down list

3. Click the **Save Changes** button.
4. Click the company name to return to the **Company Profile Information Options** screen.
5. Click **Companies** at the top of the screen to return to the **Find a Corporate Profile** screen.
6. Do one of the following:

   Select another **Profile Information** option and continue adding information.

   or,

   Click the property name at the top of the screen to return to the **Property Dashboard**.

Company VIP Information

To add VIP information, such as member number (to credit reward points), market segment (such as ‘group,’ ‘government,’ ‘corporate’), room requests, special dates (such as VIP birthdays or anniversaries) or reward points applied to their membership:

1. From the **Profile Information** options, select **VIP Information**.

   The **VIP Information** screen appears.

2. Enter the VIP information in the appropriate fields.
3. Click the **Save** button.
4. Do one of the following:

   Select another **Profile Information** option and continue adding information.

or,

If done adding companies, click the property name at the top of the screen to return to the **Property Dashboard**.

Company Request Information

Not currently used.

Editing Company Data

To edit a company profile, retrieve the company name using the **Find a Corporate Profile** screen. Click the company name and use the **Company Profile Information Options** screen to access the profile information section that needs to be updated. To set a company to inactive, click the Inactivate link.

Travel Agent Profiles

Finding a Travel Agency

To search for a travel agency profile:

1. In the **Property Profiles** list, click **Travel Agencies**. The **Find a Travel Agency IATA# / Email** screen appears.
2. Do one of the following:

   Using the **IATA# / Email** screen, enter the member number and email address on the screen.

   or,

   Click the **Agency** tab and enter search criteria on the screen.

Note: Enter at least a partial travel agency name for the search function to work. Enter a **%** in the **Name** field to return a complete list of all the travel agencies on file.

3. Click **Start Search**.

   If any matches are found, a list matching the search criteria is displayed on the screen.

Adding a New Travel Agency

To add a new travel agency profile:

1. Click **Add New Agency Profile**.

   The **Travel Agency Signup** screen appears.
2. Enter travel agency data in all of the required fields.

   Note: You can enter a two-letter Group Identifier to categorize your travel agencies.

3. Click **Save Profile**.

   The **Travel Agency Signup Success** screen appears.
4. Click **Continue** to add member profile information.

   The **Travel Agency Profile Information Options** screen appears.

Adding Travel Agency Profile Information

To add travel agency information, choose any one of the **Profile Information** options and follow the procedures outlined below. Required fields are marked with a red asterisk (✱) to the left of a field label.

Contact Information

To add travel agency contact information:

1. From the **Profile Information** options, select **Contact Information**.

   The **Contact Information** screen appears.
2. Select the agency's country from the **Country** drop-down list.
3. Enter the contact information in all the required fields.
4. To block solicitations, check the appropriate checkbox.
5. Click the **Save Changes** button to save the contact information.
6. Click the travel agency name to return to the **Travel Agency Profile Information Options** screen.
7. Do one of the following:
   - Select another **Profile Information** option and continue adding information.
   - Click the property name at the top of the screen to return to the **Property Dashboard**.

Contracts

If this member is part of a group who has a negotiated rate with your property, you can associate a contract with this agency profile.

To assign a contract:

1. From the **Profile Information** options, select **Contracts**.

   The **Contracts** screen appears.
2. Click **Assign New** on the Contracts screen.

   The **Assign Contracts** screen appears.
3. Choose the applicable contract from the **Select Contract** drop-down list.
4. Click **Assign Contract**.
5. Click the travel agency name to return to the **Travel Agency Profile Information Options** screen.
6. Do one of the following:
   - Select another **Profile Information** option and continue adding information.
   - Click the property name at the top of the screen to return to the **Property Dashboard**.

Payments

Use the **Payments** screen to record payment information for travel agency guarantees.

To record payment information:

1. From the **Profile Information** options, select **Payments**.

   The **Payments** screen appears.
2. Select the **Payment Method**.
3. Select the **Payment Type**.

   Note: A **Payment** is an amount owed towards an existing booking attached to the profile and is recorded as a positive amount. A **Credit** is a payment received and is recorded as a negative amount. A **Guarantee** is an amount received to hold the reservation and should be entered as a positive amount.
4. In the **Payment Amount** field, enter the amount paid as a positive value.
5. If not already entered for you, select the payment currency from the **Currency** drop-down list.
6. Select the credit card type from the **Card Type** drop-down list.
7. In the next three fields, enter the credit card number, expiration date and the name as it appears on the credit card.
8. The remaining fields are optional.
9. Click **Save**.

   Tip: Use **Clear** to remove the information from all but the currency and card type fields.

10. Click the travel agency name to return to the **Travel Agency Profile Information Options** screen.
11. Do one of the following:
    - Select another **Profile Information** option and continue adding information.
    - Click the property name at the top of the screen to return to the **Property Dashboard**

Preferences

Preferences allows you to set up different trip preference profiles, each with unique booking preference options. The trip preferences displayed are taken from the Booking Request Options that were set up for your property.

To add travel agency preferences:

1. From the **Profile Information** options, select **Preferences**.

   The **Preferences** screen appears.
2. Enter the profile name.
3. Click the **Add Profile** button.

   The **Select Trip Preferences** screen appears.
4. Select the agency's preferences from the list on the **Trip Preferences** screen.
5. Click the **<Save and Return to profile list** button to save the preferences.

   Note: To continue adding, repeat steps 2 through 5. You can also delete any one of the profiles users by clicking the icon to the right of the profile name.
6. Click the travel agency name to return to the **Travel Agency Profile Information Options** screen.
7. Do one of the following:
    - Select another **Profile Information** option and continue adding information.
    - Click the property name at the top of the screen to return to the **Property Dashboard**.

Profile Information

To add travel agency profile information:

1. From the Profile Information options, select **Profile Information**.

   The **Profile Information** screen appears.
2. Enter or edit the Travel Agency name for this profile.
3. Complete the remaining fields as necessary.
4. Click the **Save Changes** button to save the information.
5. Click the travel agency name to return to the **Travel Agency Profile Information Options** screen.
6. Do one of the following:
    - Select another **Profile Information** option and continue adding information.

- Click the property name at the top of the screen to return to the Property Dashboard.

Profile Users

To add travel agency profile users:

1. From the **Profile Information** options, select **Profile Users**.

   The Profile Users screen appears.
2. Enter the new user's information in all of the fields.
3. Select a security question from the drop-down list to add to the profile.
4. Enter the answer to the question selected above.
5. Click the **Add User** button to add the user to list displayed on the left side of the screen.

   Note: You can have up to 5 users attached to this profile. To continue adding, repeat steps 2 through 5. Click a user name to modify it. You can also delete any one of the additional users by clicking the icon to the right of the user's name.
6. Click the travel agency name to return to the **Travel Agency Profile Information Options** screen.
7. Do one of the following:
   - Select another **Profile Information** option and continue adding information.
   - Click the property name at the top of the screen to return to the Property Dashboard.

Settings

To add travel agency commission settings:

1. From the **Profile Information** options, select **Settings**.

   The **Settings** screen appears.
2. Select the commission method from the drop-down list and complete the fields as described in the table below.

Commission Calc Method	Commission Amount	Commission Policy
Non-Commissionable	Not Used	Not Used
Flat commission amount	Enter flat amount	Not Used
Commission based in a percentage of the rate amount	Enter percentage of rate	Not Used
Commission based on a given policy	Not Used	Select the policy from the drop-down list

3. Click the **Save Changes** button.

4. Click the travel agency name to return to the **Travel Agency Profile Information Options** screen.
5. Click **Travel Agencies** at the top of the screen to return to the **Find a Travel Agency** screen.
6. Do one of the following:
    - Select another **Profile Information** option and continue adding information.
    - Click the property name at the top of the screen to return to the Property Dashboard.

VIP Information

To add VIP information, such as member number (to credit reward points), market segment (such as 'Wholesale/TA'), room requests, special dates (such as VIP birthdays or anniversaries) or reward points credited to their membership:

1. From the **Profile Information** options, select **VIP Information.**

   The **VIP Information** screen appears.
2. Enter the VIP Information in the appropriate fields.
3. Click **Save**.
4. Do one of the following:
    - Select another **Profile Information** option and continue adding information.
    - If done adding travel agencies, click the property name at the top of the screen to return to the **Property Dashboard**

Travel Agency Request Information

Not currently used.

Linking to a Consortia

To link this travel agency to a consortium:

1. Retrieve the travel agency name using the **Find a Travel Agency** screen.

   The **Find a Travel Agency Results** screen appears.
2. Click **Link To** under the **Consortia** column.

   The **Link to Consortia** pop-up window appears.
3. Select the consortia from the drop-down list.
4. Click the **Save** button to add it to the consortia list.
5. Do one of the following:
    - Repeat steps 3 and 4 to continue adding to the list.
    - Close the pop-up window by clicking the red **X**, select another *Profile Information* option and continue adding information.
    - Click the property name at the top of the screen to return to the *Property Dashboard*.

Editing Travel Agency Data

You can only edit agency profiles created at your property. These will be displayed with the agency name as a link.

To edit a travel agency profile:

1. Retrieve the travel agency name using the **Find a Travel Agency** screen.
2. Click the travel agency name.
3. Use the **Travel Agency Profile Information Options** screen to access the profile information section that needs to be updated.
4. Click the appropriate button to save the setting in each screen that is updated.
5. Do one of the following
    - Click the agency name at the top of the screen to return to the **Travel Agencies** screen.
    - Click Travel Agencies at the top of the screen to return to the **Find a Travel Agency** screen.
    - If done adding travel agencies. click the property name again to return to the **Property Dashboard**.

To set and agency to inactive, click the **Inactivate** link.

Frequently Asked Questions

Check the information below for answers to the most commonly-asked questions.

In this topic

Getting Started

What is the web site address I enter to log into RVNG?

Contact your Pegasus Representative for the website address.

What should I do if I forgot my password or login ID?

If you forgot your User name, contact your Pegasus Representative. If you forgot your password, you can retrieve it using the "Click Here" link on the login page.

How many attempts do I have when logging in?

After the fifth try, contact your Pegasus Representative.

How many people can log in at the same time using the same log in?

Always log in with your own credentials and do not share those details with anyone else as all update activities are tracked to the user ID level. Generic logins should not be used, as updates cannot be tracked to an individual. When you are testing booking rates, for example, you may want to log in to two sessions of RVNG if you need to access both the PMM and Call Centre module.

What happens if I am updating something halfway and I got disconnected?

If you did not save the updates at any point, you will need to start over again.

Why must I upgrade my computer?

To best utilize all of the features and functionality of RVNG.

What do I need to do if the web page that does not display after I enter the web site address?

Check the following:

- Verify your user ID and password.
- Verify that you have Windows XP or Windows VISTA, at a minimum
- Verify that you have Internet Explorer 6.x, 7., at a minimum
- Use Adobe Flash Player 9.x at a minimum (http://www.adobe.com/products/flashplayer)
- Use Sun JVM 1.5.x or above (http://www.java.com/en/download/manual.jsp)
- Have pop-up blockers disabled while using the application.

How Tos

How do I set up a Child policy?

Use these steps to successfully create a Child policy.

1. Select the child age range in preferences. See Preferences.
2. Select those range preferences using the **Add Rate** tab.
3. Assign rates to the different child age ranges.

Rate Plans

If I delete a rate plan, will it still be available for reporting?

Deleting a rate or rate plan will have no affect on reports. All bookings that were made against the deleted rate or rate plan will still be presented in the applicable reports. The deleted rate plan information will be maintained in the system as inactive.

Where Do I Find...

Where are my accepted credit cards entered for the property?

Go to Listing Info / Preview-Edit All **-** Once there, click the property name listed at the top of the screen. The screen that appears allows you to select a check box next to the names of the credit cards accepted.

Where do I set up my room type amenities?

All the OTA ODDR amenities will be added as feature types. Select these under preview/edit/all by clicking on the room features heading.

RVNG administration

Chain administration

Add a chain

The Tree lists your existing chains. Use this Tree to add more chains. Required fields are marked with a red asterisk (*) to the left of a field label.

To add a chain:

1. Click the **Chains** folder. The *Chain List* screen appears.
2. Select **Add Chain**. The *Setup Chains* screen appears.
3. Enter the name of the chain.
4. In the **Web Code** field, enter the name that is used in the URL for booking the chain.
5. If you want to use the look and feel from another brand, select that brand from the drop-down list.
6. Enter your administrator's name and e-mail address and assign a password (refer to the password rules displayed on the screen).
7. Click **Save Changes** to add the chain (or **Cancel** to quit without saving.)

Note: Once you add a chain, it cannot be deleted. A chain can, however, be made inactive. To set a chain to inactive status, contact your system administrator.

Related topic

Chain Name

Chain Level Sign-on (Chain)

Click the login link to access the Property Maintenance Module to display the Property Maintenance module login screen. Every user is assigned a unique login that determines the level of access and the properties the user can view.

To log in:

1. Enter your username and password.
2. Click the **Login** button.

Your username is usually your e-mail address at your property. Click the **Click here** link to locate your password in the database if you forget your password.

Access is granted to either chain level tasks or property level tasks based on your login information.

Typical Screen Layout

A typical screen contains the following areas:

- **Header:** The header is across the top of your screen. The header displays the brand name, your name, your chain, the date and the time you last logged on.
- **Menu Bar:** The menu bar is located on the left of your screen and displays the menu items available to you.
- **Tree:** The Tree is located to the right of the menu bar and displays the accessible chains and properties. You can click the Tree structure to expand the information displayed.
- **Expand/Collapse Bar:** The expand / collapse bar separates the dashboard/workspace. Click the bar to expand or collapse the dashboard/workspace.
- **Dashboard:** The dashboard displays the chain level options, or the function you are currently performing.

Chain Information

Address Book (Chain)

Chains can use the Address Book to display your different address types. You can add a new address or change or delete an existing one.

Add an Address

To add a new address:

1. Click **Add New**. The Address Book Information screen appears.
2. Select the address **Type**. The **Display** type is the address displayed with your property.
3. Enter the address information in the appropriate fields.
4. Click **Save & Continue**.

Edit an Address

1. Click the **Edit** link under the address you are going to change. The Address Book Information screen appears.
2. Enter address changes in the appropriate fields.
3. Click **Save & Continue**.

Delete and Address

You will not receive a warning before deleting information.

Click the **Delete** link below the address to remove the address from the Address Book screen.

Chain Name

Use the **Setup** screen to enter or edit the chain affiliation.

To enter or edit chain name data:

Step	Action
1	Click the **Chain Name** link from the Chain dashboard.

Step	Action
2	Complete the fields as required. **Note**: Required fields are marked with a red asterisk (*) to the left of a field label.

Field	Description
Name	Chain name in the distribution channels. **Note**: This field will be pre-populated with the name of the chain given when it was added to RVNG (See Add a chain).
ID	Your Chain identification number in RVNG. **Note**: This number is automatically generated by the system during the chain built process.
Description	Not used.
Company Identifier	Not used.
External Reference	Optional - Chain identifier.
Demo	This field is checked when the chain is used for demonstration only.
Brand	Determines the look and feel style of the RVNG screens.
Commission Calc Method	Determine the travel agents commission's standard for your chain. If set at chain level - All properties within the chain will inherit this setting, unless otherwise stated during the property build process (see **Name - Status - Setup**). From the **Commission Calc Method** drop-down menu select the applicable commission method:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2(ctd)</td><td>
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Commission Calc Method

(continued)</td><td>
<table>
<tr><th>If you select</th><th>Then</th></tr>
<tr><td>Use Inherited Value</td><td>Select if you do not want to set a standard commission policy at Chain level.</td></tr>
<tr><td>Non-Commissionable</td><td>Select in none of the bookings are commissionable.</td></tr>
<tr><td>Flat commission amount</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select if the commission is a fixed amount, regardless of the booking value.</td></tr>
<tr><td>2</td><td>Enter a numerical fixed amount value in the Commission Amount field.</td></tr>
</table>
</td></tr>
<tr><td>Based on a percentage of the rate amount</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select if the commission is based on a percentage of the booking value.</td></tr>
<tr><td>2</td><td>Enter a numerical percentage value in the Commission Amount field.</td></tr>
</table>
</td></tr>
<tr><td>Commission based on a given policy</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select this option if you want to use a pre-determined Commission type Policy (See Appendix A - Policy descriptions).</td></tr>
<tr><td>2</td><td>Select the policy from the Commission Policy drop-down list.</td></tr>
</table>
</td></tr>
</table>
</td></tr>
</table>
</td></tr>
<tr><td>3</td><td>Click Save Changes.</td></tr>
<tr><td>4</td><td>Click the chain name to return to the Chain dashboard.</td></tr>
</table>

Channel Settings / Setup Property

Use the Channel Settings tab to define which distribution channels will have access to your properties, which channels to exclude from having access to your properties, the parameters to use and how the properties will be recognized in a specific channel. If no settings are made, the properties will be available to all channels. You can also set your filters, parameters, conversions and notifications for specific date ranges so they can vary by month or according to season.

You will also see who made the last modification to each channel.

You can sort any of your channel settings lists by column by clicking the column heading.

Setup by Filter

Channel filter settings are used to determine what channels the property is distributed to. If no filters are added, the property is distributed to all available channels. You can also choose to exclude specific channels. Inherited settings are displayed in green text.

Options are:

- Exclude: To block this property from being seen by the selected channel or channels
- Include: To make this property available only to the selected channel or channels. When using the Include option, only those channels selected can access the property; all other channels will be excluded from this property
- Generic: To filter for generic room types

Filtering a Distribution Channel

Editing a Distribution Channel Filter

Setting Distribution Channel Parameters

Setting Distribution Channel Conversions

Setting Notifications

Filtering a Distribution Channel

To assign a new filter setting:

1. Select the **Filters** option.
2. Click **Assign New**. The Setup Property Channel Settings – Filter screen appears.
3. Select the channel type in the **Channel Name** drop-down list box.

Tip: You can also begin entering a channel name. As you enter characters, the list will automatically scroll down to the matching characters.

2. Enter the **Begin Date** and **End Date**.
3. Select whether to include or exclude this channel in **Filter Type**.
4. Click **Save**.

Editing a Distribution Channel Filter

1. Click the **Edit** link to the right of the channel you want to change. The filter setup screen appears.
2. Enter the changes.
3. Click **Save**.

You cannot delete unwanted channels. You can click **Inactivate** or **Activate** to change the active status.

Setting Distribution Channel Parameters

Channel parameter settings allow you to specify the display order of the parameter for the selected channel. You can only set for one channel at a time so you will have to keep track of the order (set in the value field). Inherited settings are displayed in green text.

Adding Channel Parameters

To add channel parameters:

1. Click the **Parameters** option.
2. Click **Assign New**. The Setup Property Channel Settings – Parameters screen appears.
3. Enter the channel type in the **Channel Name** drop-down list box.

   Tip: You can also begin entering a channel name. As you enter characters, the list will automatically scroll down to the matching characters.

4. Enter a **Begin Date** and **End Date**.
5. Select **Parameter Name** to add.
6. Enter the display order value in the **Value** field.
7. Click **Save**.
8. Click the property name at the top of the screen to return to the Property Dashboard.

Editing Channel Parameters

1. Click the **Edit** link to the right of the conversion you want to change. The parameter setup screen appears.
2. Enter the changes.
3. Click **Save**.

You cannot delete a channel parameter. Click **Inactivate** to set a channel parameter to inactive. Click **Activate** to reactivate a channel parameter.

Setting Distribution Channel Conversions

Channel conversion settings allow you to convert RVNG item codes to GDS item codes with a variety of text types. Inherited settings are displayed in green text.

These conversions have several uses:

- Set Room Type conversions for those channels that require them.
- Set channel-specific short descriptions, long descriptions, and extended long descriptions for the items. The lengths of these fields can be configured for each channel.
- Set channel-specific ordering of rooms.

Adding Channel Conversions

To assign a new conversion setting:

1. Select the **Conversions** option.
2. Click **Assign New**. The Setup Property Channel Settings Conversion screen appears.
3. Select the channel type from the **Channel Name** drop-down list box.

   Tip: You can also begin entering a channel name. As you enter characters, the list will automatically scroll down to the matching characters.

4. Enter a **Begin Date** and **End Date**.
5. Enter the item code (1 to 10 alphanumeric characters – or for contracted rate plans, i.e., Negotiated or Consortia, Code must be 3 alphanumeric characters for Sabre, Worldspan, Amadeus and ADS. Galileo can be 2 to 6 alphanumeric characters) in the Code field. This is the cross reference code for the item for the selected channel. This cannot be made up and must correspond with the GDS inventory cross reference.
6. Enter the item's channel specific short description (maximum 30 characters).
7. Enter the channel specific long description (you must include the rate plan name in the first textbox) based on the parameters set for you for this distribution channel (you can fill in up to 47 characters per textbox, but after 94 characters, the GDS will truncate this information). Contact your Pegasus representative for these values.
8. If needed, enter the channel specific extended long description (up to 960 characters).
9. Click **Save**.

Editing Channel Parameters Conversions

1. Click the **Edit** link to the right of the conversion you want to change.
2. Enter the changes.
3. Click **Save**.

A channel parameter conversion cannot be deleted. Click **Inactivate** to set a channel parameter conversion to inactive. Click **Activate** to reactivate a channel parameter conversion.

Setting Notifications

Notifications settings allow you to specify how notifications (reservations, restriction setting, property information and other changes) are sent through specific distribution channels. Inherited settings are displayed in green text.

Adding Notifications

To assign a new notification setting:

1. Select the **Notification** option. The Setup Property Channel Settings Notifications screen appears.
2. Click **Assign New**.
3. Enter the channel type in the **Channel Name** drop-down list box.

   Tip: You can also begin entering a channel name. As you enter characters, the list will automatically scroll down to the matching characters.

4. Enter a **Begin Date** and **End Date**.
5. Select the **Notification Type**.
   - Allocation: Group block allocation changes
   - Inventory: Inventory item counter changes
   - Item Information: Item information or characteristic changes
   - Property Setup: Property information (description, rating, address, etc.) changes
   - Rate Amounts: Rate amount changes (except variable rate values)
   - Rate Setup Information: Rate setup changes
   - Reservation: Reservation/booking changes
   - Restriction: All restriction changes
   - **Note:** To receive inventory or rates change notifications, the Notify check box must be selected in Item Setup and Rate Setup screens. See Item and Rate (Property).
6. Select the **Method** of notification (**email** or **PMS Interface**). If using email, additional fields appear for you to enter an email address and select whether the email supports html (y = yes; n = no).
7. From the **Method** drop-down list, select the notification delivery method. If using e-mail, additional fields appear for you to enter an e-mail address and select whether the e-mail supports html (y = yes; n = no).
8. Click **Save**.
9. Click the property name at the top of the screen to return to the Property Dashboard.

Editing Channel Parameters Conversions

1. Click the **Edit** link to the right of the conversion you want to change.
2. Enter the changes.
3. Click **Save**.

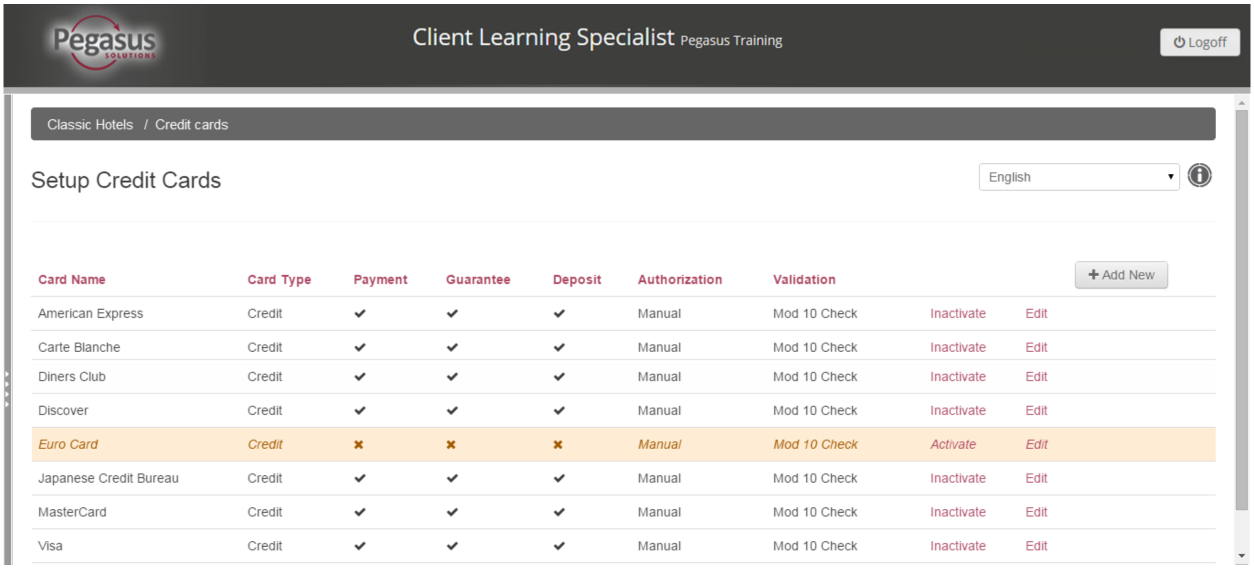
A channel notification cannot be deleted. Click **Inactivate** to set a channel parameter conversion to inactive. Click **Activate** to reactivate a channel parameter conversion.

Channel Settings (Chain)

See Channel Settings / Setup Property.

Credit cards (Chain level)

The **Credit Cards** option allows you to set up the credit/debit cards, vouchers, and loyalty cards that are acceptable for payment, guarantee and deposit for your chain. These will default to all your properties within the Chain.



In this topic

[Add a credit card](#)
[Edit a credit card](#)
[Set a card to inactive](#)

Add a credit card

To add a credit or loyalty card, follow the steps below:

Step	Action
1	Click the **Credit Cards** link from your Chain dashboard.
2	Click the **Add New** button. The **Setup Credit Cards** screen appears.
3	Enter the name of the card in the **Card Name** field.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>Enter the corresponding code for the card in the Card Code field.
<table>
<tr><th>Credit card</th><th>Code</th><th>Credit card</th><th>Code</th></tr>
<tr><td>American Express</td><td>A</td><td>Japanese Credit Bureau</td><td>JCB</td></tr>
<tr><td>Carte Blanche</td><td>C</td><td>Master Card</td><td>MC</td></tr>
<tr><td>Diners Club</td><td>D</td><td>Visa</td><td>V</td></tr>
<tr><td>Discover</td><td>DS</td><td>enRoute</td><td>ER</td></tr>
<tr><td>Euro Card</td><td>EC</td><td></td><td></td></tr>
</table>
Note: Loyalty or customer-defined cards can be assigned any code.</td></tr>
<tr><td>5</td><td>Select the card type from the Card Type drop-down list.</td></tr>
<tr><td>6</td><td>Select whether the card can be authorized automatically or must be done manually.</td></tr>
<tr><td>7</td><td>Select the Validation Type from the drop-down list:
<table>
<tr><th>If you add</th><th>Then select</th></tr>
<tr><td>A credit or debit card</td><td>Mod 10 Check</td></tr>
<tr><td>A voucher or loyalty card</td><td>Range</td></tr>
</table></td></tr>
<tr><td>8</td><td>Select the appropriate checkboxes to indicate how the card will be used.</td></tr>
<tr><td>9</td><td>Click the Save Changes button to return to the Credit Cards screen.</td></tr>
<tr><td>10</td><td>Click the chain name at the top of the screen to return to the Chain Dashboard.</td></tr>
</table>

Edit a credit card

To edit a credit card, follow the steps below:

Step	Action
1	Click the **Credit Cards** link from your Chain dashboard.
2	Click the **Edit** link to the right of the card you are going to change.
3	When the **Setup Credit Cards** screen appears, enter changes in the appropriate fields.
4	Click the **Save Changes** button to return to the **Credit Cards** screen.
5	Click the chain name at the top of the screen to return to the **Chain Dashboard**.

Set a credit card to inactive

Once added, you cannot delete a credit card, but you can inactivate it.

Step	Action
1	Click the **Credit Cards** link from your Chain dashboard.
2	click the **Inactivate** link to the right of the card you are going to remove. **Tip**: You can re-activate a credit card using the **Activate** link.
3	Click the chain name at the top of the screen to return to the **Chain Dashboard**.

Related Topics

Credit Cards (Property level)

Default Text Features

Property
Chain

Property

See Preview and Preview - Edit All.

Chain

Use the Default Text Features screen to enter text to display to the consumer or call center agent during the booking process.

Enter descriptive text for each of the following general areas. Enter up to 3000 characters for each field. You cannot use HTML code. The type of information to enter follows.

- Surrounding area, hotel, room and dining information
- Driving directions, parking and check-in instructions
- Guarantee, cancellation and pet policies
- Your standard reservation agreement
- A tag line for your properties

The text entered is automatically added to all of the properties in the chain. This default text can be overridden at the property level.

To use this feature:

1. Select the check boxes for the default features to add.
2. Select from the options presented (such as **On-Site** or **Nearby**) or enter descriptive text.
3. Click **Save Changes**.
4. Click the chain name to return to the Chain Dashboard.

Key Contacts (Chain)

See Key Contacts.

Languages Setup

Use this screen to set up the languages that are used at a chain and associated properties. Selecting the check boxes populates a language drop-down list. When this list appears in a screen, a user can select their language which then changes the screen text and field labels to that language.

This does not change the data entered in the various fields within a screen. The user must still enter the data in the associated fields in their own language.

To select allowable languages:

1. Select the languages from the list of checkboxes.
2. (Chain Level only) If you want the language choices to be available to all of your properties, select the **Forward languages selection to all properties** check box.
3. Click **Save Changes**.
4. Click the property name or chain name to return to the Property or Chain Dashboard.

Related topic

Languages Setup (property level)

RVNG navigation and visuals

Link Legacy ODD Account

Link an existing HCD (Hotel Content Database), formerly ODD, account to a specific chain.

To find a Pegasus Online Distribution Database account:

1. Enter the **Brand** or **Property Code**.
2. Click **Execute Search**.

Manage Users

From the Chain dashboard, use **Manage Users** to add and maintain users. You can determine if they will have access to an individual property, multiple properties, chain access , or a Voice channel (for call centre module).

In this topic

Add a user

Follow the steps below to add a new user:

Step	Action
1	Click the **Manage Users** link from your Chain dashboard.
2	Click the **Add New** button. The **Manager Users** information screen appears.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Complete the following fields:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Email Address</td><td>Enter the users email address. This will be used as the username for login.</td></tr>
<tr><td>Last Name</td><td>Enter the users last name.</td></tr>
<tr><td>First Name</td><td>Optional - Enter the users first name.</td></tr>
<tr><td>MI</td><td>Optional - Enter the users middle name or initial.</td></tr>
<tr><td>Password</td><td rowspan="2">Enter the users login password.
Note: The password:
must be at least 8 characters
must be alphanumeric (at least one alpha and at least one numeric character)
is case sensitive
cannot contain any special characters such as #, &, * etc</td></tr>
<tr><td>Confirm Password</td></tr>
<tr><td>User's Language</td><td>Set to English.</td></tr>
<tr><td>Time Zone</td><td>Select the users time zone from the drop-down list.</td></tr>
</table></td></tr>
<tr><td>4</td><td>In the User Roles part of the screen, check the box next to the user role you want to associate to the user.
Note: The list of user roles is limited to those you are authorized to assign. For more information see User roles definition.</td></tr>
<tr><td>5</td><td>From the Starting Menu drop-down list, select the starting menu for this user.
Note: The starting menu chosen will be expanded in the vertical menu bar when the user first goes into the system.</td></tr>
<tr><td>6</td><td>From the Starting Screen drop-down list, select the screen that will appear in the dashboard area when this user logs in.</td></tr>
<tr><td>7</td><td>Click the Save button to save the user data and roles.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8</td><td>
<table>
<tr><th>If you want to</th><th>Then</th></tr>
<tr><td>Add properties accessible to this user</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>In the Add Voice Channel/Add a Report Group/Add a Property/Add a Chain drop down, select the Add a Property option.</td></tr>
<tr><td>2</td><td>Click the Click to Select magnifying glass icon.</td></tr>
<tr><td>3</td><td>Complete the following steps, in the Select Listing pop-up window:
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Enter the name of the property you want to associate with this user in the Search field.</td></tr>
<tr><td>2</td><td>Click the Go button.</td></tr>
<tr><td>3</td><td>In the search result list, select the radio button next to the property name you want to associate with this user.</td></tr>
<tr><td>4</td><td>Click the OK button.</td></tr>
</table>
</td></tr>
<tr><td>4</td><td>Click the Save button to add the selected property to the user.</td></tr>
<tr><td>5</td><td>Repeat steps 1 to 4 to add another property if applicable.</td></tr>
</table>
</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8
(ctd)</td><td>
<table>
<tr><th>If you want to</th><th>Then</th></tr>
<tr><td>Add chains accessible to this user</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>In the Add Voice Channel/Add a Report Group/Add a Property/Add a Chain drop down, select the Add a Chain option.</td></tr>
<tr><td>2</td><td>Click the Click to Select magnifying glass icon.</td></tr>
<tr><td>3</td><td>Select a chain name in the Chain tree.</td></tr>
<tr><td>4</td><td>Click the OK button.</td></tr>
<tr><td>5</td><td>Click the Save button to add the selected chain to the user.</td></tr>
<tr><td>6</td><td>Repeat steps 1 to 5 to add another chain if applicable.</td></tr>
</table>
</td></tr>
<tr><td>Add a Report group accessible to this user</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>In the Add Voice Channel/Add a Report Group/Add a Property/Add a Chain drop down, select the Add a Report Group option.</td></tr>
<tr><td>2</td><td>Click the Click to Select magnifying glass icon.</td></tr>
<tr><td>2</td><td>Select a report group name in the Rollups tree.</td></tr>
<tr><td>3</td><td>Click the OK button.</td></tr>
<tr><td>4</td><td>Click the Save button to add the selected report group to the user.</td></tr>
<tr><td>5</td><td>Repeat steps 1 to 4 to add another report group if applicable.</td></tr>
</table>
</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8 (ctd)</td><td>
<table>
<tr><th>If you want to</th><th>Then</th></tr>
<tr><td>Add a Voice channels accessible to this user</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>In the Add Voice Channel/Add a Report Group/Add a Property/Add a Chain drop down, select the Add Voice Channel option.</td></tr>
<tr><td>2</td><td>Select a Voice channel name in the Voice reservations tree.</td></tr>
<tr><td>3</td><td>Click the OK button.</td></tr>
<tr><td>4</td><td>Click the Save button to add the selected Voice channel to the user.</td></tr>
<tr><td>5</td><td>After a Voice channel has been added to a user and saved, an option appears to select a default voice channel chain to the user. Make a selection from Default Voice Channel Chain drop-down menu.</td></tr>
<tr><td>6</td><td>Repeat steps 1 to 4 to add another Voice channel if applicable.</td></tr>
</table>
</td></tr>
</table>
</td></tr>
<tr><td>9</td><td>Click the chain name at the top of the screen to return to the Chain dashboard.</td></tr>
</table>

Search for users

From the **Manage Users** screen, there are two different options you can use to search for users.

<table>
<tr><th>If you want to</th><th colspan="2">Then</th></tr>
<tr><td rowspan="4">Search by user role</td><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select the Role Search checkbox. The list of user roles appears.</td></tr>
<tr><td>2</td><td>Check the box next to the user role you want displayed.</td></tr>
<tr><td>3</td><td>Click the Role Search button.</td></tr>
<tr><td rowspan="3">Search by user name</td><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Enter the users first, last or partial name in the Name/Email Search field.</td></tr>
<tr><td>2</td><td>Press the Enter key on your keyboard.</td></tr>
<tr><td rowspan="3">Search by email address</td><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Enter the users email address (complete or partial) in the Name/Email Search field.</td></tr>
<tr><td>2</td><td>Press the Enter key on your keyboard.</td></tr>
</table>

Note: You can sort your users list by full name or email address and either ascending or descending by clicking the appropriate column heading.

Caution: When using **Manage Users** at chain level, you can only search for and manage users created at the chain level.

Tip: The default display screen is configured to show only active users. To include inactive users, select the **Include Inactive** checkbox at any time during your search. Inactive users will be listed after active users.

Edit a user

To edit a user, follow the steps below:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click the Manage Users link from your Property dashboard.</td></tr>
<tr><td>2</td><td>Click the Edit link next to the user you are going to change.</td></tr>
<tr><td>3</td><td>When the Manager Users Edit screen appears:
<table>
<tr><th>If you want to</th><th>Then</th></tr>
<tr><td>Update user information</td><td>Enter the new data in the appropriate field.</td></tr>
<tr><td>Edit user roles</td><td>Select or clear the appropriate user role check boxes in the list you are provided.</td></tr>
<tr><td>Add a property</td><td>See Add properties</td></tr>
<tr><td>Add a chain</td><td>See Add chains</td></tr>
<tr><td>Add a Report group</td><td>See Add a report group</td></tr>
<tr><td>Add a Voice channel</td><td>See Add a Voice channel</td></tr>
<tr><td>Remove a property/chain/report group/voice channel</td><td>click the Inactivate radio button to the right of the property/chain/ report group/voice channel name you want to remove.</td></tr>
</table></td></tr>
<tr><td>4</td><td>Click the Save button to save any changes to the user.</td></tr>
<tr><td>5</td><td>Click the chain name at the top of the screen to return to the Chain dashboard.</td></tr>
</table>

Delete a user

To delete a user, click the **Inactivate** link to the right of the user name.

Note: To view inactive users, click the **Include Inactive** checkbox.

If you need to reactivate a user, click on the **Activate** link to the right of the user name.

Related topics

User roles definitions

Manage users at property level

RVNG navigation and visuals

Phone/Email (Chain)

Use Phone/Email to add phone numbers, an email address or a Web site address. You can add a new phone or address record, change a phone or address record or delete a record.

Adding a Phone / Email Record

Editing a Phone / Email Record

Deleting a Phone / Email Record

Adding a Phone/Email Record

To add a new phone or address record:

1. Click **Add New**. The Phone/Email Information screen appears.
2. Select the type of phone or address record from the **Type** drop-down list.

   The **Key Checkin** type allows you to setup a phone number for guests to call regarding check-in. The type also displays on confirmation letters. You can setup the **Key Checkin** phone on the actual listing. The **Key Checkin** entered here appears on all of your listings.
3. Enter the phone number, e-mail address or Web site in the **Information** field based on the type of record selected.
4. Click **Save & Continue** to save the change and return to the Phone/Email screen.
5. Repeat steps one through four to add another phone or address record.
6. Click the chain name to return to the Chain Dashboard.

Editing a Phone/Email Record

To edit an existing phone or address record:

1. Click the **Edit** link on the phone or address record you are going to change. The Phone/Email Information screen appears.
2. Enter the appropriate changes.
3. Click **Save & Continue** to save the change and return to the Phone/Email screen.
4. Repeat steps one through three to edit another phone or address record.
5. Click the chain name to return to the Chain Dashboard.

Deleting a Phone/Email Record

You will not receive a warning before deleting information.

Click the **Delete** link on the phone or address record to remove from the list.

Chain Preferences

Use the **Preferences** option to define the default preference values at chain level. Preferences set here will be inherited by all the properties in this chain, but can be overridden at the property level.

In this topic

Add a preference

Follow the steps below to add a preference:

Step	Action
1	Click the **Preferences** link from your Chain dashboard.
2	Click **Add New**.
3	On the **Setup Preferences** screen, select the **Preference Type** from the drop-down list.
4	Enter a **Preference Value** or, if provided, select it from a drop-down list.
5	Click the **Save Changes** button to return to the **Preferences** screen.
6	Click the chain name at the top of the screen to return to the **Chain dashboard**.

Edit a preference

By updating **Preferences** you are updating a default guideline or policy for your chain.

Caution: Any bookings made using the previous preference value must be honored.

Follow the steps below to update a **Preference** for your chain:

Step	Action
1	Click the **Preferences** link from your Chain dashboard.
2	Click the **Edit** link to the right of the preference type you want to change.
3	Enter the new **Preference Value** or, if provided, select it from a drop-down list.
4	Click **Save Changes** to return to the **Preferences** screen.
5	Click the chain name at the top of the screen to return to the **Chain dashboard**.

Remove a preference

Once added, you cannot delete a preference; however, you can set it to inactive.

Step	Action
1	Click the **Preferences** link from your Chain dashboard.
2	Click the **Inactivate** link for the preference type you want to remove. The inactive record will display in italic and in red at the bottom of the preferences table. **Tip**: You can re-activate a preference using the **Activate** link.
3	Click the chain name at the top of the screen to return to the **Chain dashboard**.

Related topic

Property preferences

Preferences types descriptions

Chain Actions

Commission Processing

You can identify batches of commissions for processing.

1. Enter the **Date Range**.
2. Identify the **Chains**.
3. Add **Email** notifications, as needed.
4. Click **Queue Batch Generation**. The unique **Batch ID**s and additional information displays at the bottom of the screen.

Related Topics

Item and Rate (Property)

Policies

Address (Property)

Profile, Find a Travel Agency / Member, Corporate, Company

Rate Templates Setup (Chain)

Appendix A – Policy Descriptions

Contracts (Chains)

Use the *Contracts* option to setup the information for group rate or negotiated rate contracts. A contract is a requirement for setting up a group. The data you enter are the terms of the agreement between you and the group using the rate. These contracts are then inherited by your properties; however, you can create specific contracts at the property level.

See Contracts as the setup instructions are the same as those performed at the property level.

Find Reservation (Chain)

See Reservation Find-View.

Group Management (Chain)

See:

Setup Groups

Event Calendar

Contacts

Calendar / Rates / Inventory

Cutoff Dates

Policies (Chains)

This option is used to set policies such as guarantee, cancellation, meal plan, fee, tax, commission, discount, etc. You can set up polices at this level that all your properties use so they do not have to be repeated for each property. Policies set here will be inherited by all the properties in this chain, but can be overridden at the property level. The setup instructions are the same as those performed at the property level. See Policies.

Notifications (Chain)

See Notifications.

Setting up booking options On-Request

Use *On-Request Setup* to set your reservation booking options.

- You can select whether bookings and transactions are confirmed automatically, or submitted as on-request, where they must be approved by a property manager before they are confirmed.
- You can also select a transaction timeout anywhere from 3 hours to 6 days.
- On-Request inventory will be supported for Call Centre Module, RVNG Internet Booking Engine and GDS Transactions.

Caution: Since the Pegasus Distribution Network does *not* support the On-Request option, Pegasus recommends that you do *not* use the On-Request option without first discussing it with your Pegasus Representative.

What do you need help with?

Understanding On-Request Setup

Setting Up Booking Preferences

Setting Calendar Only to On-Request

Removing On-Request Restrictions

Receiving On-Request Notices

Viewing On-Request

Rate Templates Setup (Chain)

Use Rate Templates Setup to define your default rate configurations. When the template fields are completed and saved, they cannot be changed when copied down to the property level.

In this topic

Setting up a Rate Template

To add a default rate configuration:

1. Click **Add New**. The *Rate Template Setup* screen appears.
2. You must at a minimum:

    a. If necessary, update rate name used in the booking engine and the Call Center in the **Rate Name** field.

    b. In the **Description** field, enter a seamless text description of the rate to be displayed in the booking engine.

    c. In the **Interface Rate Name** field, enter the rate name going to the GDS (30-character maximum). Mandatory field if distributed to all channels.

    d. In the **Interface Description** field, enter a seamless text rate description to be shown in the GDS (up to three lines; line 1 can be up to 30 characters; lines 2 and 3 can be up to 45 characters including spaces). Mandatory field.

    e. Select the currency in which the rate is loaded only if different than the default currency.

Note: A template can only be used for one currency.

f) The **External Reference** field is only used if all of the properties in your chain use a PMS. Enter your PMS code in this field.

Caution: Only use this field if all properties in the chain use the same PMS code.

g) Enter a **Begin Sell** date and **End Sell** (optional) date, or click the **Calendar** icon to select the dates from the drop down calendar. It is important to note that these dates only reflect the period of time when the rate can be sold for future stays; not the actual stay dates. Stay dates are defined via the inventory allocated through the calendar, or if the rate is indicated as well with no inventory.

Tip: For certain rate, like your RACK or BAR, you would want to leave the **End Sell** date open so you do not have to continually update them.

Note: The **Begin Active** and **End Active** date fields can be used to limit the availability of the rate plan.

h) From the **Calculation Method** drop down list, select which method is used to calculate the rate (see Calculation Method Definitions for more information). Refer to the Rate Template Fields table below.

i) For the **Timeslot Duration**, use the default setting of 1 days unless creating a package rate. When creating a package rate, select the number of days included in the package from the drop down list. For example, for a 2 day package, you would set this to 2. Then when the rate is displayed, it would show the price of the package on the first night (effectively the total stay rate).

j) From the **Allow override of duration** drop-down list select whether the time slot duration can be adjusted. Setting this to Yes for a package will allow additional nights to be sold using the extra night price.

k) If this is a Negotiated or Group rate, select the **Requires Contract** checkbox. If this box is unchecked this rate will be publicly available.

l) Select the **Notify** checkbox to send a notification when any changes are made to this rate. Mandatory field id distributed to all channels. To receive notifications via email or PMS Interface, you must contact your Pegasus Representative to have this set up for you.

Note: To automatically select the **Notify** checkbox when creating a new rate plan, set the **PMM - Default GDS Notify Y/N** preference to **Yes**. If this has already been set for your property/chain, just double-check that the notify checkbox is selected when building rates and items.

m) From the Primary Rate Category drop-down list, select the primary GDS rate category. For GDS purposes only.

n) (Optional) Select Additional Rate Categories to extend the rate's visibility in a variety of rate searches. From the Additional Rate Categories list, select the additional rate categories (hold the Ctrl key down to select multiple categories). Click the -> button to move them to the selected categories list.

3. Enter or select the remaining field items based on Rate Template Fields table below.
4. Click **Save** to save your rate template setup.
5. Click the chain name to return to the *Chain Dashboard*.

Note: Belongs To and **Limit Credit Card** are not used for Rate Template Setup.

Edit a Rate Template

1. Click the **Edit** link to the right of the template to change. The Rate Template Setup screen appears.
2. Enter changes in the appropriate fields.
3. Click **Save Changes** to return to the Rate Template screen.
4. Click the chain name to return to the Chain Dashboard.

Rate Template Fields

Field	**Description**
Rate ID	The Rate ID is automatically entered for you and cannot be changed.

Field	Description
Rate Name	Rate name used for the booking engine and Call Center.
Description	The seamless text description of the rate to be displayed in the booking engine and Call Center.
Interface Rate Name	The rate name going to the GDS (30 character maximum). Mandatory field if distributed to all channels.
Interface Description	The seamless text rate description to be shown in the GDS (up to three lines; line 1 can be up to 30 characters; lines 2 and 3 can be up to 45 characters per including spaces). Mandatory field.
Currency	The currency at which the rates will be distributed to all selected channels. (Initially, the default currency for your property will be displayed.)
External Reference	If all of the properties in your chain use a PMS, enter your PMS code in the External Reference field. **Caution:** Only use this field if all properties in the chain use the same PMS code.
Begin Sell	Enter a **Begin Sell** date click the **Calendar** icon to select the date from the drop-down calendar. It is important to note that this date only reflects the period of time when the rate can be sold for future stays; not the actual stay dates. Stay dates are defined via the inventory allocated through the calendar, or if the rate is indicated as sell with no inventory.
End Sell	Enter an End Sell (optional) date, or click the Calendar icon to select the dates from a drop-down calendar. This date only reflects the period of time when the rate can be sold for future stays, not the actual stay dates.
Begin Active	This would be used to define the begin date for when a stay can occur.
End Active	This would be used to define the end date for when a stay can occur.
Calculation method	The method used to calculate the rate (see Calculation Method Definitions for more information). See below for additional details.
Calculation Parent (not shown)	Appears when a based on amount or percentage **Calculation Method** is selected. Click the **Magnifying glass** and select from the pop-up window which rate will be used as the base rate.

Field	Description
Variable Calculation (not shown)	This appears when a based on amount or percentage **Calculation Method** is selected. Select the check box to allow the amount or percentage **Calculation Method** to vary by day of the week.
Calculation Amount (not shown)	Appears when a based on amount or percentage **Calculation Method** is selected. Enter an amount or as a percentage of the based on rate (for example, for a 30% discount, you enter 70).
Rate Policy (not shown)	Appears when **Based on a policy rate Calculation Method** is selected. Select from the drop-down list whether a rate policy is to be applied (**Rate Adjustment Policy**).
Rate available for BAR	Selecting this checkbox will make this rate available for Best Available Rate calculations.
Rate NOT available for direct sale	Selecting this checkbox will make this rate available for rate indexing but it cannot be sold by itself.
Rate for sale (not shown)	Appears when calculation method is BAR, DBAR or Rate Indexing. Selecting this checkbox makes this rate available for sale.
Yield Rate?	Select this checkbox to enable the use of Yield Policy management of this rate.
Markup Calc Method	Not used.
Markup Amount	Not used.
Markup Basis	Not used.
Cost Calc Method	Not used.
Cost Amount	Not used.
Commission Calc Method	**Use Inherited Value** appears by default and will use the method selected (if any) when the property was initially configured under Name-Status-Set Up. If you want to set a different method for this rate, select your calculation method from the drop-down list.

Field	Description
Commission Amount	Enter the commission amount (for example, percentage or flat amount).
Commission Policy	**Use Inherited Value** appears by default even if you do not have an inherited policy. It will use the policy selected (if any) when the property was initially configured under Name-Status-Set Up or one inherited from the Chain Level. If you want to set a different policy for this rate, select your commission policy from the drop-down list of available policies. A policy should be selected if your property does not have a default set or the policy needs to be overridden.
Timeslot Duration	Select the default setting of 1 Days unless creating a package rate. When creating a package rate, select the number of days included in the package from the drop-down list. For example, for a 2 day package, you would set this to "2." Then when the rate is displayed, it would show the price of the package on the first night (effectively the total stay rate).
Allow override of duration	Select whether the timeslot duration can be adjusted from the drop-down list. Setting this to **Yes** for a package will allow additional nights to be sold using the extra night price.
Back to Back?	Selecting the checkbox will allow a multiple of a package to be booked where the number of nights booked is exactly divisible by the package rights.
Tax Included?	Select the checkbox if the tax is included in the rate.
Requires Contract?	Select the Requires Contract checkbox when this rate is associated with a contract. If this box is unchecked, this rate will be publicly available.
Allows Direct Bill?	Select this checkbox to apply direct bill as a guarantee option in the IBE. Can only be used when this rate requires a contract and the Requires Contract checkbox is selected.
Confidential (Do Not Display amount)?	Selecting this checkbox will prevent this rate amount from showing anywhere other than on the property confirmation.
Freesell without inventory?	Selecting this checkbox will setup this rate with no sell limits. When selected, uses the freesell option.

Field	Description
Notify	Select this checkbox to send a notification when any changes are made to this rate. Mandatory field if distributed to all channels. To receive notifications via email or PMS Interface, you must contact your Pegasus Representative to have this set up for you. **Note**: To automatically select the **Notify** checkbox when creating a new rate plan, set the **PMM - Default GDS Notify Y/N** preference to **Yes**. If this has already been set for your property/chain, just double-check that the notify checkbox is selected when building rates and items.
Force Confirmation?	Selecting this checkbox will force confirmations to be generated whenever this rate is booked (the destination is not managed here).
Allow External Changes?	Selecting this checkbox will allow modifications of your inventory and/or restrictions associated with this rate by a PMS or the rate upload function performed by your Pegasus Representative. This function only works if you have a 2-way interface with your PMS.
Use Contract Description	Selecting this checkbox will cause the rate to display the contract short description in hotel notifications when a contract is associated with this rate.
Rate Change Rule	Select which rule will affect changes to this rate. Calendar based rate changes option should be used where the rate is being distributed via electronic channels.
Discount Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you inherited a policy from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select your discount policy from the drop-down list of available policies. A policy should be selected if the default policy needs to be overridden.
Cancel Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. If you want to set a different policy for this item, select your cancellation policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden.
Guarantee/ Dep	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select your guarantee policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden.

Field	Description
Fee Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you inherited a policy from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select your fee policy from the drop-down list of available policies. A policy should be selected if the default policy needs to be overridden.
Yield Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you inherited a policy from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, you must select the **Yield Rate?** checkbox. Then select your yield policy from the drop-down list of available policies. Rate values will be automatically adjusted based on the rule and filters set, for example, Occupancy. A policy should be selected if the default policy needs to be overridden.
Overbooking Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select an overbooking policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden. From the drop-down list, select the policy for overselling of a rate by a predetermined value to get closer to 100% occupancy.
Rate Adjustment Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you inherited a policy from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select your rate adjustment policy from the drop-down list of available policies. If this is a based rate policy that can be adjusted by a fixed amount, or percentage based on when the guest is making their reservation, select the appropriate policy.
No Show Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select a no show policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden.
Early Checkout Policy	**Use Inherited Value** appears by default even if you do not have any inherited policies. If you set a default policy in Preferences (see Preferences) or inherited polices from the Chain Level, it will use that policy here. If you want to set a different policy for this rate, select your early checkout policy from the drop-down list of available policies. A policy should be selected if your property does not have a preference set or a preference policy needs to be overridden.

Field	Description
Primary Rate Category	From the Rate Category drop-down list, select the primary GDS rate category. For GDS purposes only.
Additional Rate Categories	You can attach multiple rate categories to extend a rate’s visibility in a variety of rate searches. Select additional rate categories from the list. Click the -> button to move them to the selected categories list.
Market Segment	Select one of the market segments to categorize this rate. This will vary by customer.
Marketing Message	This option allows you to specify a which marketing messages will accompany the rate plan and could be inserted into the confirmation display screen in the IBE and CCM, as well as other confirmation documents (fax, e-mail, etc.). Would only display those messages whose begin/end dates fall within the Sell dates for the rate. Select messages from the list. Click the **> Arrow** button to move them to the selected messages list.
Rate Strategy Code	If created, you can select the rate strategy code for this rate plan from the drop-down list (for example, an “A” code could be for high-demand days, “B” for medium-demand days and “C” for low-demand days).
Limit Credit Cards	This is a list of credit cards that have been set as being acceptable for use at your property. To limit the credit card types that can be used with this rate, select only the checkboxes for those credit cards you will accept when booking this rate. If all are left unchecked, all will be accepted for use.
Order	This sets the order that this rate is displayed in the **Rate Calendar** and in the **Rate Tree** within the "Belongs to" branch that it is assigned. This also controls the display order for the Call Center and RVNG IBE (when IBE Lodging Display Mode is set to Rate Centric) unless overridden in the **Channels** tab.
Minimum Length of Stay	Enter a default value for your minimum length of stay.
Maximum Length of Stay	Enter a default value for your maximum length of stay.
Minimum Advance Book	Select the minimum number of days in advance this rate plan must be booked prior to arrival.
Maximum Advance Book	Select the maximum number of days in advance this rate plan must be booked prior to arrival.

Field	Description
Minimum Occupancy	Enter a default value for your minimum occupancy.
Maximum Occupancy	Enter a default value for your maximum occupancy.
Max Adults	Enter the maximum number of adults that can be associated with this rate.
Max Children	Enter the maximum number of children that can be associated with this rate.
Meal Plan	From the drop-down list, select a meal plan policy that would be included in this rate. You must first have an available Meal Plan Policy or create a Meal Plan Policy (see Policies).
Meal Plan Inclusion	Select the **Inc In Rate** checkbox to include the meal plan in the rate amount. If not checked, the Meal Plan Policy itself should include the cost of the meal plan and the meal plan cost is displayed in the information windows in the RVNG IBE and Call Center. If the cost of the meal plan is to be added to the rate amount, select the **Add To Rate** checkbox. If the checkbox is not selected, the cost of the meal plan is not included in the rate amount.
Strikethrough Calculation Method	If choosing to display discounted rates with a strikethrough, select the calculation method used as a basis for this rate. • **None** – no strikethrough • **Parent** – based off a calculation of a parent rate • **Policy** – based off a discount policy
Close to Arrival	Select any days that will be closed to arrival.
Channels	Select the channels that you wish to associate with this rate template. This rate will then be sold via those channels. **Note:** The **GDS** checkbox will include all GDS channels. To limit availability, clear the **GDS** checkbox and select each authorized channel individually.

Adding a Rate Template

To add a rate template at the property level:

1. Select the **Inventory/Rates** option on the property dashboard.
2. Select the **Rates** radio button.

3. Right-click **Add Rate** in the Rates Tree.
4. Select **Copy Rate Template** from the menu.
5. Select a rate template from the drop-down list of available templates.
6. Click the **Copy Rate Template** button. The rate appears in the Rate Tree.

   Note: Complete the rate setup using the **Rate Wizard**.

Season Setup (Chain)

See Season Setup.

Simple Policy Setup

Simple Policy Setup
Adding a Guarantee Deposit Policy
Adding a Cancellation Policy
Editing Your Policies

Simple Policy Setup

Use **Simple Policy Setup** to quickly define the default guarantee and cancellation policies that apply to your properties. Once setup, these may be inherited across all of your properties. The **Simple Policy Setup** screen displays a list of all of the guarantee and/or cancellation policies, both active and inactive, currently set at this level. Use this screen to add or edit your default policies.

Active policies are listed first. Inactive policies are displayed as red italicized text. Inherited policies are displayed in green text. Click Inactivate to make a policy inactive, or click *Activate* to make a policy active. all of your active policies are inherited by your properties. Therefore, limit the number of active policies.

Sort your list of policies by any column by clicking the column heading.

Adding a Guarantee/Deposit Policy

To add a new guarantee policy:

1. Click **Add New**. The Simple Policy Setup Add New screen appears.
2. Enter screen information in English first. For information about the language feature, go to: Language.
3. Make sure **Guarantee/Deposit Policy** is displayed in the **Type** field. If not, select it from the drop-down list.
4. Enter a name and policy description in the **Name** and **Policy Text** fields.

5. Define the policy. You can select one of the following:
    - **Define a guarantee policy with no deposit due** to add a policy with no deposit required.
    - **Define a guarantee policy with deposit due now** to add a deposit requirement to the policy. Select **Percentage of Total**, **Percentage of First Night** or **Flat Amount** from the **Unit** drop-down list. In the **Amount** field, enter either the percentage or an amount.
    - Select **Define a guarantee policy with deposit due date calculated after booking** to add a deposit due date requirement to the policy. Enter the number of days after booking that the deposit is due in the **Due** filed. Select **Percentage of First Night**, **Flat Amount** or **Percentage of Total** from the **Unit** drop-down list. Enter either the percentage or an amount in the **Amount** field.
    - Select **Define a guarantee policy with deposit due date calculated from arrival date** to add a deposit due date requirements to the policy. Enter the number of days before arrival that the deposit is due in the **Due** filed on the Guarantee Policy with Deposit Due Calculated from Arrival dialog box. Select **Percentage of First Night**, **Flat Amount** or **Percentage of Total** from the **Unit** drop-down list. Enter either the percentage or an amount in the **Amount** field.
6. If a guarantee deposit is due at the time of booking, you must select a guarantee method from the **GDT Method** drop-down list.
7. Select the **Interface Code** from the drop-down list.
8. Click **Save Changes**.

Adding a Cancellation Policy

To add a new cancellation policy:

1. Click **Add New**. The Simple Policy Setup Add New screen appears.
2. Enter screen information in English first. For information about the language feature, go to: Language.
3. Select **Cancel Policy** from the **Type** drop-down list. Cancellation policy definition options appear at the bottom of the screen.
4. Enter a name and policy description in the **Name** and **Policy Text** fields on the Cancel Policy Definition Options screen.
5. Select the applicable **Interface Code**.
6. Choose one of the following to define the policy:
    - Select **Define cancellation policy to allow cancel at anytime without a fee** to add a cancellation policy without a fee.
    - Select **Define a single cancellation policy** to add a fee associated with the policy. On the Define a Single Cancellation Policy screen, select **Percentage of Total**, **Percentage of First Night** or **Flat Amount** from the **Unit** drop-down list. In the **Amount** field, enter either the percentage or an amount.
    - Select **Define variable cancellation charges dependent upon when the stay is cancelled in relation to Arrival or Book** to add a cancellation cutoff date requirement to the policy. Enter the number of days prior to the arrival date in the **Cutoff** field on the Cancellation Policy in Relation to Arrival Date screen. Select **Percentage of First Night**, **Flat Amount** or **Percentage of Total** from the **Unit** drop-down list. Enter either the percentage or an amount in the **Amount** field.

- Select **Define variable cancellation charges with more than one date range** to add multiple cutoff date rules. For **Rule 1** and **Rule 2**, select whether the cancellation is in relation to the **Arrival Date**, **Stay Date**, **Time of Booking** or **Departure Date**. Enter the cutoff days for each rule. Select the type of charge and the amount. For **Rule 3**, select the type of charge and the amount.

7. Click **Save Changes**.

Editing Your Policies

On the Simple Policy screen:

1. Click the **Edit** link to the right of the policy to change.
2. Enter your changes.
3. Click **Save Changes**.
4. On the Simple Policy screen, click Activate to make a policy active, or click Inactivate to make a policy inactive.

Related Topics

[RVNG Navigation]

[Policies]

[Mass Modify (Property)]

[Setup Groups]

[Calendar / Rates / Inventory]

[Cutoff Dates]

View bookings

Using View Bookings, you can display reservation bookings and cancellations for a selected period of time for all the properties in your chain.

To view your booking information:

1. Enter a **Begin Date** and **End Date**. The system will normally retain booking information for up to one year.
2. Enter the password in the **Password** field if a security password was initially set by Pegasus when your chain was configured. Please contact your Pegasus representative for more information.
3. Click **Redisplay**. The Booking Information screen appears listing your bookings and any cancellations.
4. If you want to look at various booking details, click the **View** link for the report you want to see.
5. Click **Print Confirmation** for a paper copy.
6. Click the property name or chain name to return to the Property or Chain Dashboard.

View Suspended Bookings (Chain)

Use View Suspended Bookings to view bookings that have not yet been confirmed or denied for any number of reasons.

Confirm Suspended Bookings

To confirm a suspended booking:

1. Click **Confirm** on the left of the booking you are confirming. The Confirm Booking screen appears.
2. Enter a confirmation message to your guest in the **Guest Message** text box.
3. Click **Confirm Booking**. The confirmation is sent and the booking is removed from the View Suspended Bookings screen.
4. Click the property name or chain name to return to the Property or Chain Dashboard.

Denying Suspended Booking

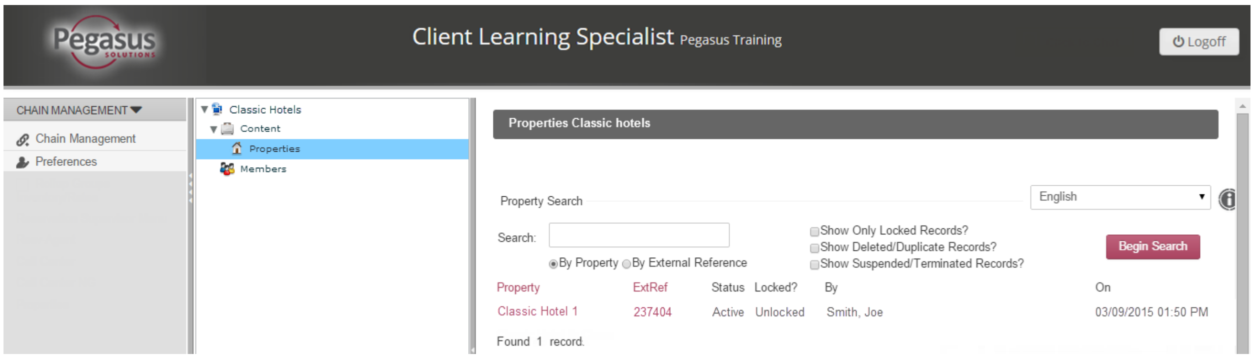
To deny a suspended booking:

1. Click **Deny** on the left of the booking you are denying. The Deny Booking screen appears.
2. Select the reason for denying the request from the **Deny Reason** drop-down list.
3. Enter an explanation to your guest in the **Guest Message** text box.
4. Click **Deny Booking**.
5. The message is sent and the booking is removed from the Suspended Bookings screen.
6. Click the property name or chain name to return to the Property or Chain Dashboard.

Property administration

Add a property

Note: You need to be signed in as Chain administrator to add a new property to your Chain.



In this topic

Add a property in the Chain tree

To add a property, follow the steps below:

Step	Action
1	From your **Chain Management** screen, expand the **Content** folder in the Chain tree until the **Properties** folder is visible.
2	Right-click the **Properties** folder.
3	Click **Create a New Partner**.
4	**Caution**: Do not use special characters in your property name. See GDS character limits and other limits for more information. Enter the property name in the **Name** pop-up window.
5	Click **Add**.

Step	Action
6	In the Chain tree, click the **Properties** folder to display your new property in the properties list. **Tip**:If you have other properties loaded, your new property is added to that list, otherwise, the new property dashboard is displayed.

Next steps required to setup a property

Once the new property has been added to your Chain, complete the steps listed below to complete the build:

Step	See	Description
1	Name - Status - Setup	• Add **External reference** if applicable • Keep **Status** as **New** (Property will be set to **Active** once initial setup is complete **-** see step 14) • Add default travel agent commission policy • **Advanced Rate Setup** field must be checked
2	Address	• Add **Business** address • GeoCode it
3	Select Nearby Airports	Add primary airport and alternate airports
4	Update Airport Info	Add directions from the airports to the hotel
5	Phone / Email	• Add **Business** phone number • Add **Fax** number • Add **Notification Email** • Add **Website**
6	Key Contacts	Add a hotel contact for travel agents that use the Sabre GDS tool e-Sabre
7	Credit Cards	Confirm credit card accepted at the property.
8	Policies	In addition to the policies inherited from the Chain level, add property specific policies if applicable.

Step	See	Description

9	Preferences	• Set the required preferences for the property:
		  • **PMM - Default Currency**
		  • **PMM - Property Time Zone**
		  • **PMM - Generate OTA upon Checkin** - set to **No**
		  • **PMM - Default Language** - set to **English**
		  • **PMM - Child Age Range**
		• Set the default required policies:
		  • **PMM - Default Cancellation Policy**
		  • **PMM - Default Guarantee Policy**
		  • **PMM - Default Lodging Tax Policy**

10	Item Groups	Set maximum quantity for **Lodging**.
11	Inventory / Rates	• Add lodging items • Add rate plans
13	Preview - Edit All	Add property descriptions and amenities.
13	Alternates Properties	Add alternate properties, if applicable.
14	Channel Settings	Complete: • **Filters** if applicable • **Parameters**, such as **PMM - Image Portal Provider** • **Conversions**, such as **Image Portal** • **Notifications**, such as **Reservation** delivery
15	Complete Built	Contact your Pegasus Representative who will complete additional steps and set the Property status to **Active**.
16	Manage Users	Create User IDs for the hotel team.
17	Images-Booking Engine	Add images for Call Centre Module/IBE channels.
18	Image Gateway	Add images for GDS/ADS channels.

Related Topic

Name - Status - Setup

Delete a property

Set a property to inactive

Delete a property

Properties can be deleted by changing the property status to Deleted. To delete a property follow the steps below:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From your Property dashboard of the property you want to delete, click the Channel Settings link.</td></tr>
<tr><td>2</td><td>Select the Filters option.</td></tr>
<tr><td>3</td><td>Click the Assign New button.</td></tr>
<tr><td>4</td><td>From the Setup Channel Settings screen, complete the following fields:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Channel Name</td><td>Select All Channels from the drop-down list.</td></tr>
<tr><td>Begin Date</td><td>Enter today’s date.</td></tr>
<tr><td>Filter Type</td><td>Select Exclude from the drop-down list.</td></tr>
</table></td></tr>
<tr><td>5</td><td>Click the Save button.</td></tr>
<tr><td>6</td><td>Click the property name at the top of the screen to return to the Property Dashboard.</td></tr>
<tr><td>7</td><td>Click the Name – Status – Setup link.</td></tr>
<tr><td>8</td><td>Click the Edit icon to place the screen in edit mode.</td></tr>
<tr><td>9</td><td>Click the OK button to confirm.</td></tr>
<tr><td>10</td><td>Select Deleted from the Status drop-down list.</td></tr>
<tr><td>11</td><td>Click the Save Changes button.</td></tr>
<tr><td>12</td><td>Click the Publish icon to delete the property.</td></tr>
</table>

Setting property to inactive

You can set a property to inactive by changing its status to **New**. After doing so, the property will not display in distribution channels, but it can still be modified.

To set a property to inactive:

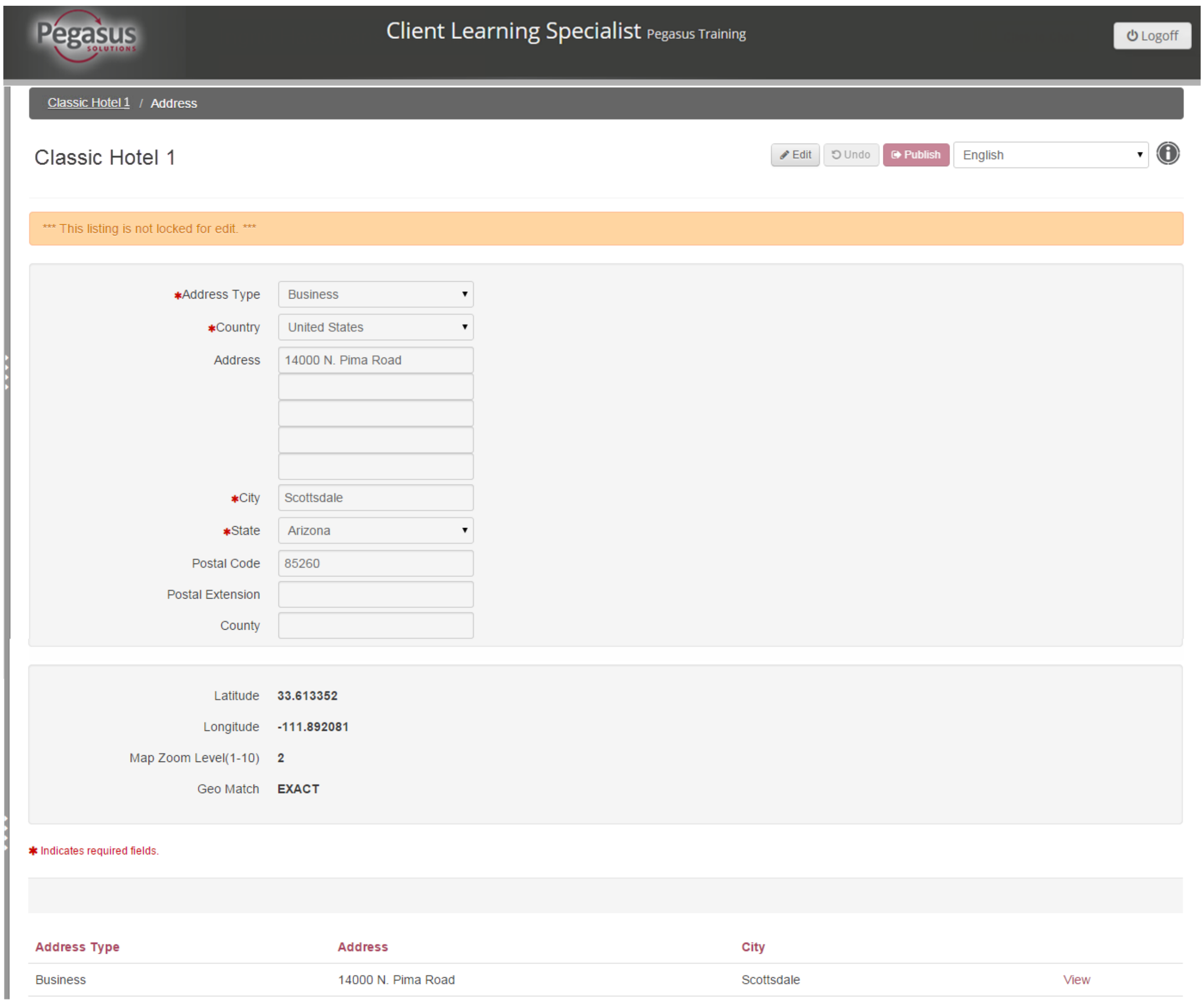
Step	Action
1	Go into the property dashboard of the property you want to inactivate.
2	Select Name - Status - Setup.
3	Click the Edit button to place the screen in edit mode.
4	From the Status drop-down list, select New.
5	Click the Save Changes button.
6	Click the Publish button to send the saved update to all distribution channels.
7	Click the OK button to confirm.
8	Note: The message 'This listing will not show up on your website because the status is new. Update the status in the 'Name - Status - Setup' screen appears. This listing will not show up on your website because the status is new. Update the status in the 'Name - Status - Setup' screen. Click the property name at the top of the screen to return to the Property Dashboard.

Listing Info

Address

The **Address** screen displays the address information for a property. It also shows the GeoCode automatically generated from the property address.

Note: The GeoCoding is the process of converting an address into geographic coordinates. It will help plot you property location on maps in distribution channels and automatically links it to main points of interests in the area.



In this topic

[Add an address]

[GeoCode an address manually]

Add an address

Note: You need to be signed in as an administrator to add an address.

Follow the steps below to add an address for your property:

Step	Action
1	Click the **Address** link from the Property dashboard.
2	Click the **Edit** button to place the screen in edit mode.
3	Click the **OK** button to confirm.
4	Click the **+Add New** button located at the bottom of the page.
5	From the **Address Type** drop-down menu, select the address type. **Caution**: The Business address is the address type to select as the primary address for the property.
6	In the address information fields, enter the property address, starting with the **Country** field. **Note**: Required fields are marked with a red asterisk (*) to the left of a field label.
7	Click the **Save changes** button. **Note**: Once your new address is saved, the GeoCode is automatically generated and displayed on the screen. The newly added address is listed at the bottom of the screen.
8	Click the **Publish** button to send the saved updated to all distribution channels.
9	Click the **OK** button to confirm.
10	Click the property name at the top of the screen to return to the **Property Dashboard**.

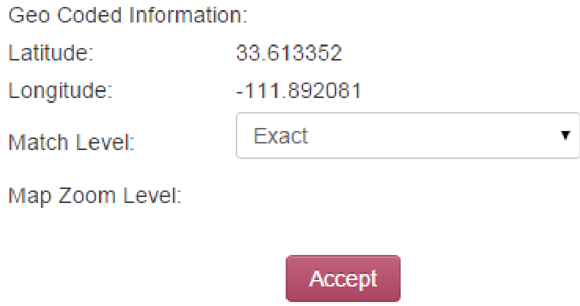
Tip: Once added, you cannot delete an address. However, you can click the **Edit** button to modify it or click the **Inactivate** button to deactivate it.

Geocode an address manually

You can manually update an address that has not automatically GeoCoded. You can generate a GeoCode based on the address or by entering the longitude and latitude.

Follow the steps below to GeoCode an address:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click the Address link from the Property dashboard.</td></tr>
<tr><td>2</td><td>Click the Edit button to place the screen in edit mode.</td></tr>
<tr><td>3</td><td>Click the OK button to confirm.</td></tr>
<tr><td>4</td><td><table>
<tr><th>If you want to</th><th>Then</th></tr>
<tr><td>Create a GeoCode</td><td>Click the GeoCode Now link on the address line, in the address list table.</td></tr>
<tr><td>Update a GeoCode</td><td>Click the Update GeoCode now link on the address line, in the address list table.</td></tr>
</table></td></tr>
<tr><td>5</td><td>On the GeoCode screen:<table>
<tr><th>If you use</th><th>Then</th></tr>
<tr><td>The address</td><td>Update the appropriate address fields on the left side of the screen.</td></tr>
<tr><td>The geographic coordinates</td><td>Enter latitude and longitude values on the right side of the screen.
Note: Maximum value for each is 10.</td></tr>
</table></td></tr>
<tr><td>6</td><td>Click the GeoCode button.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>From the Match Level drop-down list, located in the Geo Coded Information part of the screen, select whether the GeoCode is an exact or approximate match, or whether it is based on a city location or postal code.

</td></tr>
<tr><td>8</td><td>Click the Accept button.</td></tr>
<tr><td>9</td><td>Click the Publish button to send the saved updated to all distribution channels.</td></tr>
<tr><td>10</td><td>Click the OK button to confirm.</td></tr>
<tr><td>11</td><td>Click the property name at the top of the screen to return to the Property Dashboard.</td></tr>
</table>

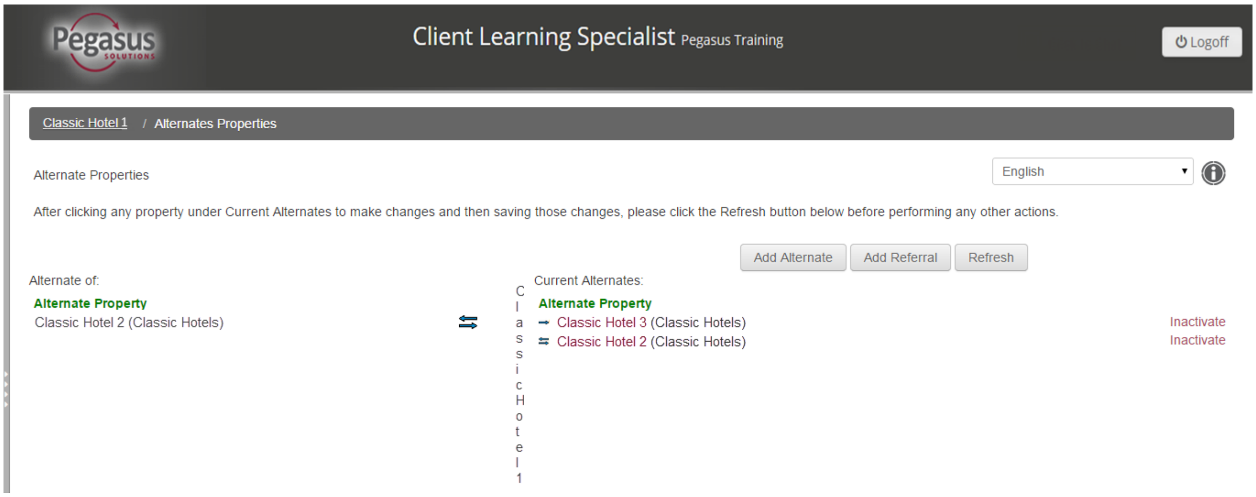
Related topics

Select Nearby Airports

Add a property

Alternates Properties

Use **Alternates Properties** to create a listing of properties that are returned in an availability search when your property, requested by name or property ID, is unavailable.



Note: A number of settings must be set to support alternate properties:

<table>
<tr><th>Setting type</th><th>Description</th></tr>
<tr><td>Channel Settings</td><td>
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Support Alternate Properties</td><td>Set to Yes</td></tr>
<tr><td>Maximum number of alternate properties to return</td><td>Set to a numerical value</td></tr>
</table>
</td></tr>
<tr><td>Preferences</td><td>
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>CCM - CCM Alternate properties display mode</td><td>Set to Alternate Property</td></tr>
<tr><td>IBE - Display Alternate property?</td><td>Select Yes</td></tr>
</table>
</td></tr>
</table>

In this topic

Add an Alternate Property

Add a Referral Property

Add an Alternate Property

An alternate property can only be added if it is within the same chain as your property. The person seeking a reservation can then book with the alternate property. Alternate properties can be used in the booking engine, Call Center, ADS and GDS.

To add an alternate property:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click the Alternates Properties link from your Property dashboard.</td></tr>
<tr><td>2</td><td>Click the Add Alternate button.</td></tr>
<tr><td>3</td><td>Enter the property name (or a keyword of at least 2 characters) to search for.</td></tr>
<tr><td>4</td><td>Click the Go button.</td></tr>
<tr><td>5</td><td>Select the alternate property. The Driving Directions pop-up window appears (if not, click the property name).</td></tr>
<tr><td>6</td><td>In the Driving Directions screen:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Type</td><td>Ensure Alternate Property is selected.</td></tr>
<tr><td>Direction</td><td>Select in the dropdown the direction from your property to the alternate.</td></tr>
<tr><td>Distance</td><td>Enter the distance value the alternate property is from this property.</td></tr>
<tr><td>Distance Unit</td><td>Select how the distance is measured.</td></tr>
<tr><td>Directions Text</td><td>Enter specific directions on how to get to the alternate property.</td></tr>
</table></td></tr>
<tr><td>7</td><td>Click the Save Changes button.</td></tr>
<tr><td>8</td><td>Click the Refresh button, before performing any other action.</td></tr>
<tr><td>9</td><td>Repeat step 2 to 8 for each alternate property you want to add.</td></tr>
<tr><td>10</td><td>Click the property name at the top of the screen to return to the Property dashboard.</td></tr>
</table>

Added properties will display under the **Current Alternates** column.

The left side of the Alternate Properties screen displays a list of the properties that have chosen your property as one of their alternative properties.

Add a Referral Property

There is also an option for a **Referral Property**. This is a property that is outside your property's chain that would be returned in an availability search when your property, requested by name or property ID, is unavailable. The person seeking a reservation cannot directly book the referral property.

To add a referral, follow the steps below:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click the Alternate Properties link from your Property dashboard.</td></tr>
<tr><td>2</td><td>Click Add Referral.</td></tr>
<tr><td>3</td><td>Enter the property name (or a keyword of at least 2 characters) to search for.</td></tr>
<tr><td>4</td><td>Click the Go button.</td></tr>
<tr><td>5</td><td>Select the referral. The Driving Directions pop-up window appears (if not, click the property name).</td></tr>
<tr><td>6</td><td>In the Driving Directions screen:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Type</td><td>Ensure Referral Property is selected.</td></tr>
<tr><td>Direction</td><td>Select in the dropdown the direction from your property to the referral.</td></tr>
<tr><td>Distance</td><td>Enter the distance value the referral property is from this property.</td></tr>
<tr><td>Distance Unit</td><td>Select how the distance is measured.</td></tr>
<tr><td>Directions Text</td><td>Enter specific directions on how to get to the referral property.</td></tr>
</table>
</td></tr>
</table>

Step	Action
7	Click the **Save Changes** button.
8	Click the **Refresh** button, before performing any other action.
9	Repeat step 2 to 8 for each referral property you want to add.
10	Click the property name at the top of the screen to return to the **Property Dashboard**.

Added properties will display under the **Current Alternates** column. The property's chain is shown in parentheses.

Related topics

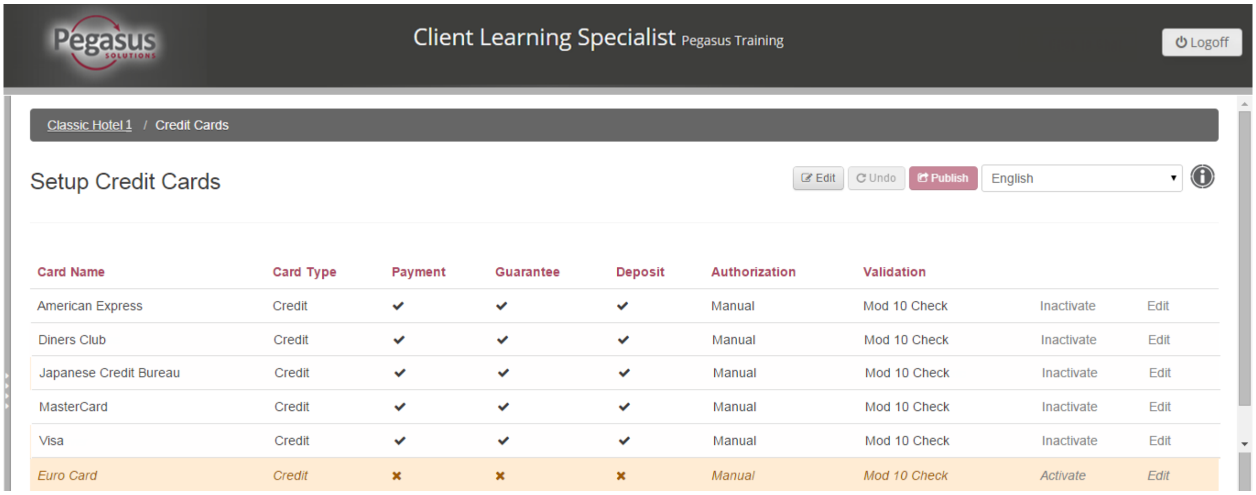
GDS character limits and other limits

Channel Settings

Preferences

Credit Cards

Use the **Credit Cards** option to define how credit cards can be used at your property. You can specify which cards may be used for payment, guarantee and/or deposit. The Credit Cards screen displays which cards have been added at the Chain level.



Note: The only actions that can be performed at the property are to inactivate cards that you do not accept and select how the cards can be used.

In this topic

Change how a credit card is used

To change how a credit card is use, follow the steps below:

Step	Action
1	Click the **Credit Cards** link from your Property dashboard.
2	Click the **Edit** button to place the screen in edit mode.
3	Click the **Edit** link to the right of the card you are going to change. The **Setup Credit Cards** screen appears.
4	Clear or select the appropriate checkboxes to define how the card can be used.

Step	Action
5	Click the **Save Changes** button.
6	Click the **Publish** button to publish your changes.
7	Click the property name at the top of the screen to return to the **Property Dashboard**.

Set a credit card to inactive

To set the credit card status to inactive, follow the steps below:

Step	Action
1	Click the **Credit Cards** link from your Property dashboard.
2	Click the **Edit** button to place the screen in edit mode.
3	Click the **Inactivate** link to the right of the card you want to remove. **Tip**: You can re-activate a credit card using the **Activate** link.
4	Click the **Save Changes** button.
5	Click the **Publish** button to publish your changes.
6	Click the property name at the top of the screen to return to the **Property Dashboard**.

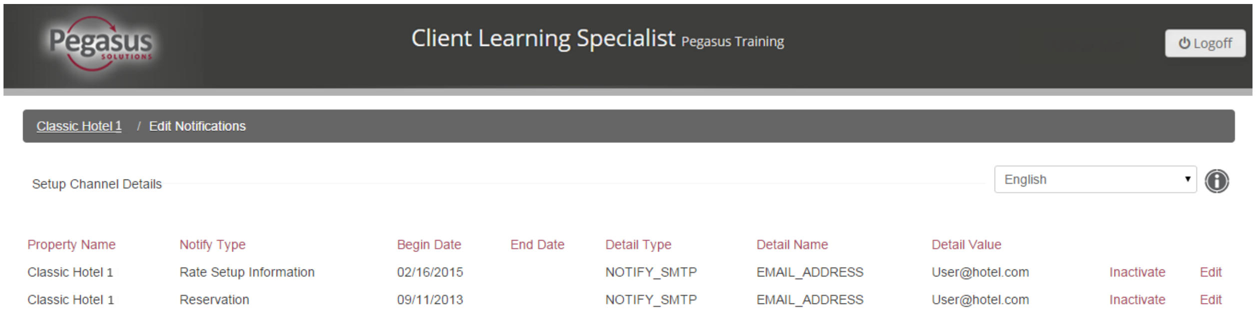
Note: When the card is set to inactive, it will not appear as an option when you define the parameters for your rate plans in the **Rate Setup** tab. See Limit credit cards.

Related topics

Credit Cards (Chain)

Edit Notifications

Use **Edit Notifications** to view, update or inactivate your notification email destinations. Notifications are system generated notices, such as new booking messages.



To update a notification email address, follow the steps below:

Step	Action
1	Click the **Edit Notifications** link from the property dashboard.
2	Click the **Edit** link to the right of the notification you want to change.
3	Enter the new email address.
4	Click the **Save Changes** button to save the new email destination.
5	Click the property name at the top of the screen to return to the Property Dashboard.

Note: Once added, you cannot delete a notification; however, you can set the notification to inactive by clicking **Inactivate**, or reactivate the notification by clicking **Activate**.

Related Topics

Phone / Email

Languages Setup

Use the **Languages Setup** link from the Property dashboard to set up the languages that can be used at your property to enter translated text information.

Caution: This option is only applicable to IBE distribution channel.

Note: Languages set at Chain level will default automatically to all properties within the Chain. You can override this setting and create exceptions for a specific property, if applicable.

Languages that have been selected will populate a language drop-down list in RVNG menus, such as Preview - Edit All, Item Setup or Rate Setup. When this list appears in a screen, a user can select one of the available language which then changes the screen field labels to that language. This does not change the data entered in the various fields within a screen. The user must then enter the data in the associated fields in the selected language.

To manage languages for your property, follow the steps below:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click the Languages Setup link from your Property dashboard.</td></tr>
<tr><td>2</td><td><table><tr><th>If you want to</th><th>Then</th></tr><tr><td>Add a language</td><td>Check the box next to the language name.</td></tr><tr><td>Remove a language</td><td>Uncheck the box next to the language name.</td></tr></table></td></tr>
<tr><td>3</td><td>Click the Save changes button.</td></tr>
<tr><td>4</td><td>Click the property name at the top of the screen to return to the Property dashboard.</td></tr>
</table>

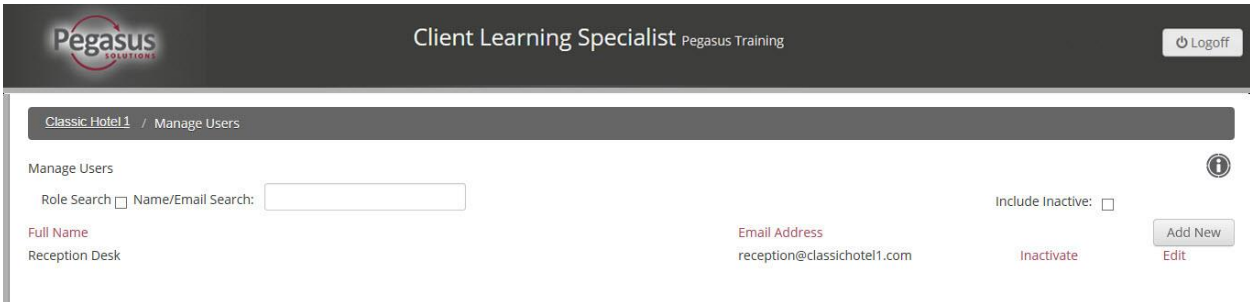
Related topic

Languages Setup (Chain)

RVNG navigation and visuals

Manage Users

From the Property dashboard, you can add and maintain users for your hotel using the **Manage User** menu.



In this topic

Create a property user

To add a new user, follow the steps below:

Step	Action
1	Click the **Manage Users** link from your Property dashboard.
2	Click the **Add New** button. The **Manager Users Information** screen appears.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Complete the following fields:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Email Address</td><td>Enter the users email address. This will be used as username for login.</td></tr>
<tr><td>Last Name</td><td>Enter the users last name.</td></tr>
<tr><td>First Name</td><td>Optional - Enter the users first name.</td></tr>
<tr><td>MI</td><td>Optional - Enter the users middle name or initial.</td></tr>
<tr><td>Password

Confirm Password</td><td>Enter the users login password.

Note: The password:
must be at least 8 characters
must be alphanumeric (at least one alpha and at least one numeric character)
is case sensitive
cannot contain any special characters such as #, &, * etc</td></tr>
<tr><td>User’s Language</td><td>Set to English.</td></tr>
<tr><td>Time Zone</td><td>Select the users time zone from the drop-down list.</td></tr>
</table></td></tr>
<tr><td>4</td><td>In the User Roles part of the screen, check the box next to the user role you want to associate to the user.

Note: The list of user roles is limited to those you are authorized to assign. For more information see User roles definition.</td></tr>
<tr><td>5</td><td>From the Starting Menu drop-down list, select the starting menu for this user.

Note: The starting menu chosen will be expanded in the vertical menu bar when the user first goes into the system.</td></tr>
<tr><td>6</td><td>From the Starting Screen drop-down list, select the screen that will appear in the dashboard area when this user logs in.</td></tr>
<tr><td>7</td><td>Click the Save button to save the user data and roles.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8</td><td>In the Add Voice Channel/Add a Report Group/Add a Property/Add a Chain drop down, select the Add a Property option.</td></tr>
<tr><td>9</td><td>Click the Click to Select magnifying glass icon.</td></tr>
<tr><td>10</td><td>Complete the following steps, in the Select Listing pop-up window:
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Enter the name of the property you want to associate with this user in the Search field.</td></tr>
<tr><td>2</td><td>Click the Go button.</td></tr>
<tr><td>3</td><td>In the search result list, select the radio button next to the property name you want to associate with this user.</td></tr>
<tr><td>4</td><td>Click the OK button.</td></tr>
</table></td></tr>
<tr><td>11</td><td>Click the Save button to add the selected property to the user.</td></tr>
<tr><td>12</td><td>Click the property name at the top of the screen to return to the Property dashboard.</td></tr>
</table>

Search for users

From the **Manage Users** screen, there are two different options you can use to search for users.

<table>
<tr><th>If you want to</th><th>Then</th></tr>
<tr><td>Search by user role</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select the Role Search checkbox. The list of user roles appears.</td></tr>
<tr><td>2</td><td>Check the box next to the user role you want displayed.</td></tr>
<tr><td>3</td><td>Click the Role Search button.</td></tr>
</table></td></tr>
</table>

<table>
<tr><th>If you want to</th><th>Then</th></tr>
<tr><td>Search by user name</td><td><table><tr><th>Step</th><th>Action</th></tr><tr><td>1</td><td>Enter the users first, last or partial name in the Name/Email Search field.</td></tr><tr><td>2</td><td>Press the Enter key on your keyboard.</td></tr></table></td></tr>
<tr><td>Search by email address</td><td><table><tr><th>Step</th><th>Action</th></tr><tr><td>1</td><td>Enter the users email address (complete or partial) in the Name/Email Search field.</td></tr><tr><td>2</td><td>Press the Enter key on your keyboard.</td></tr></table></td></tr>
</table>

Note: You can sort your users list by full name or email address and either ascending or descending by clicking the appropriate column heading.

Caution: Using **Manage Users** at property level, you can only search for and manage users created at that specific property level.

Tip: The default display screen is configured to show only active users. To include inactive users, select the **Include Inactive** checkbox at any time during your search. Inactive users will be listed after active users.

Edit a user

To edit a user, follow the steps below:

Step	Action
1	Click the **Manage Users** link from your Property dashboard.
2	Click the **Edit** link next to the user you are going to change.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>When the Manager Users Edit screen appears:
<table>
<tr><th>If you want to</th><th>Then</th></tr>
<tr><td>Update user information</td><td>Enter the new data in the appropriate field.</td></tr>
<tr><td>Edit user roles</td><td>Select or clear the appropriate user role check boxes in the list you are provided.</td></tr>
</table>
</td></tr>
<tr><td>4</td><td>Click the Save button to save any changes to the user.</td></tr>
<tr><td>5</td><td>Click the property name at the top of the screen to return to the Property dashboard.</td></tr>
</table>

Delete a user

To delete a user, click the **Inactivate** link to the right of the user name.

Note: To view inactive users, click the **Include Inactive** checkbox.

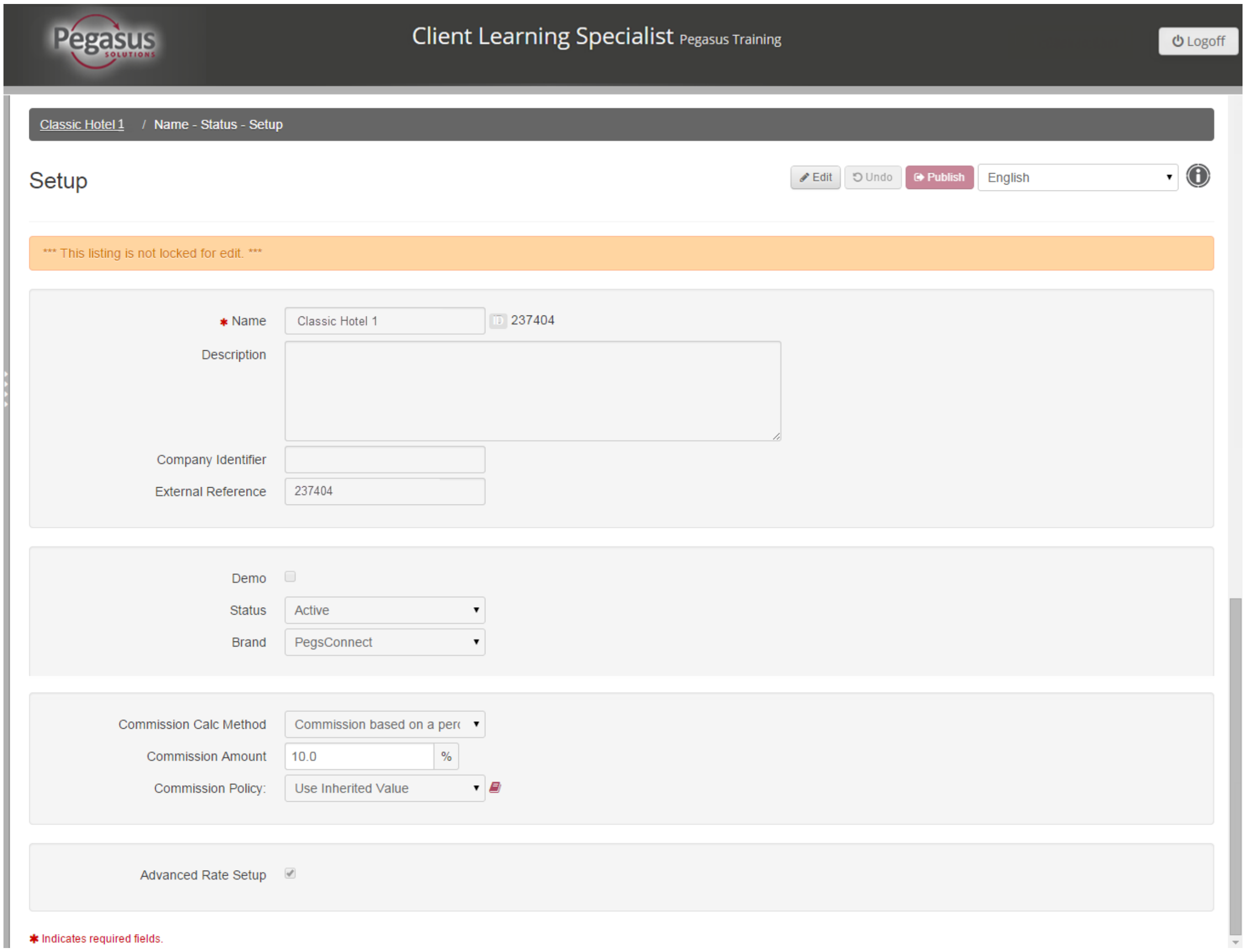
If you need to reactivate a user, click on the **Activate** link to the right of the user name.

Related topics

User roles definitions

RVNG navigation and visuals

Name - Status - Setup



Use the **Setup** screen to add an **External Reference**, update the Property **Status** and set the default travel agent commission policy for properties newly added to your Chain tree.

Follow the steps below to complete the **Setup** screen:

Step	Action
1	Click the **Name - Status - Setup** link from the Property dashboard.
2	Click the **Edit** button to place the screen in edit mode. **Tip**: As you create a new property, its listing will already be locked for editing. Go to step 4.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Click the OK button to confirm.</td></tr>
<tr><td>4</td><td>Complete the fields as required.

Note: Required fields are marked with a red asterisk (*) to the left of a field label.

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Name</td><td>Property name in the distribution channels.

Note: This field will be pre-populated with the name of the property given when it was added to the Chain tree (See Add a property).</td></tr>
<tr><td>ID</td><td>Your Property identification number in RVNG.

Note: This number is automatically generated by the system during the property built process. The External Reference field can be used to record another Id that can be used in property searches in RVNG.</td></tr>
<tr><td>Description</td><td>Not used.</td></tr>
<tr><td>Company Identifier</td><td>Not used.</td></tr>
<tr><td>External Reference</td><td>Optional - Property identifier.
It can be used, as an alternative to the ID and Name fields, to search for the property in RVNG Property Maintenance Module (see Property Search) and Call Centre Module.</td></tr>
<tr><td>Demo</td><td>This field is checked when the property is used for demonstration only.</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4
(ctd)</td><td>
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Status</td><td>While the property is being built, set the status to New.
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Active</td><td>Hotel distributed to the booking channels.</td></tr>
<tr><td>Deleted</td><td>Hotel is no longer available.</td></tr>
<tr><td>Duplicate</td><td>Duplicate listing.</td></tr>
<tr><td>Incomplete</td><td>Property data incomplete.</td></tr>
<tr><td>New</td><td>New property listing, inactive and not yet bookable.</td></tr>
<tr><td>Suspended</td><td>Hotel distribution is interrupted for a period of time.
When selecting this option, you must then type in a justification in the Reason field.</td></tr>
<tr><td>Terminated</td><td>Hotel distribution is ended.
When selecting this option, you must then type in a justification in the Reason field.</td></tr>
</table>
Note: Properties with a status of Deleted, Duplicate, Suspended and Terminated will not display on the default Property Search screen.

To display deleted or duplicate properties, select the Show Deleted/Duplicate Records checkbox. To display suspended or terminated properties, select the Show Suspended/Terminated Records checkbox.</td></tr>
<tr><td>Brand</td><td>Determines the look and feel style of the RVNG screens.</td></tr>
<tr><td>Commission Calc Method</td><td>Set the travel agents commission standard for your hotel.

All items and rates will inherit this setting, unless otherwise stated during the item build process (see Item Setup tab) and rate build process (see Rate Wizard tab).</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4
(ctd)</td><td>
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Commission Calc Method (ctd)</td><td>
From the Commission Calc Method drop-down menu select the applicable commission method:
<table>
<tr><th>If you select</th><th>Then</th></tr>
<tr><td>Use Inherited Value</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select if you want to use the standard commission policy set up for the Chain overall (if any).

Caution: This option appears by default even if no commission policy has been set at the Chain level (See Chain Name).</td></tr>
<tr><td>2</td><td>Go to step 5.</td></tr>
</table>
</td></tr>
<tr><td>Non-Commissionable</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select if none of the bookings are commissionable.</td></tr>
<tr><td>2</td><td>Go to step 5.</td></tr>
</table>
</td></tr>
</table>
</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4 (ctd)</td><td>
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Commission Calc Method (ctd)</td><td>
<table>
<tr><th>If you select</th><th>Then</th></tr>
<tr><td>Flat commission amount</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select if the commission is a fixed amount, regardless of the booking value.</td></tr>
<tr><td>2</td><td>Enter a numerical value in the Commission Amount field.</td></tr>
<tr><td>3</td><td>Go to step 5.</td></tr>
</table>
</td></tr>
<tr><td>Commission based on a percentage of the rate amount</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select if the commission is based on a percentage of the booking value.</td></tr>
<tr><td>2</td><td>Enter a numerical value in the Commission Amount field.</td></tr>
<tr><td>3</td><td>Go to step 5.</td></tr>
</table>
</td></tr>
<tr><td>Commission based on a given policy</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select this option if you want to use a pre-determined Commission Policy (See Appendix A - Policy descriptions).</td></tr>
<tr><td>2</td><td>Select the policy from the Commission Policy drop-down list.</td></tr>
<tr><td>3</td><td>Go to step 5.</td></tr>
</table>
</td></tr>
</table>
</td></tr>
<tr><td>Advanced Rate Setup</td><td>Must be checked.
It will allow you to create multiple items and multiple rate plans for the property.</td></tr>
</table>
</td></tr>
</table>

Step	Action
5	Click **Save Changes**. **Tip**: Use the **Undo** button to undo saved changes. This will work as long as you select this function prior to publishing.
6	Click the **Publish** button to send the saved updated to all distribution channels. **Tip**: As you create a new property, you can publish at a later stage, after a **Business** address has been added. If you decide not to publish now, go to step 8.
7	Click the **OK** button to confirm.
8	Click the property name at the top of the screen to return to the **Property Dashboard**.

Related topic

Address

Add a property

Select Nearby Airports

Use **Select Nearby Airports** to display a list of the airports within a 100 mile radius of your property that a guest might use to get to your property.

Caution: Your property must be GeoCoded and the data published before a list of nearby airports can be generated.

Follow the steps below to select your airports:

Step	Action
1	Click the **Select Nearby Airports** link from your Property dashboard.
2	Select an airport in **Nearby Airports** list. **Caution**: First airport you select must be your primary airport.
3	Click the right arrow to add the selection to the **Selected Airports** list.
4	Repeat steps 2 and 3 until the list of airports you want to use is complete.
5	Click the **Save Changes** button.
6	Click the property name at the top of the screen to return to the **Property Dashboard**.

Tip: To remove an airport from the list, select the airport and use the left arrow to remove the airport from the **Selected Airports** list.

Related Topics

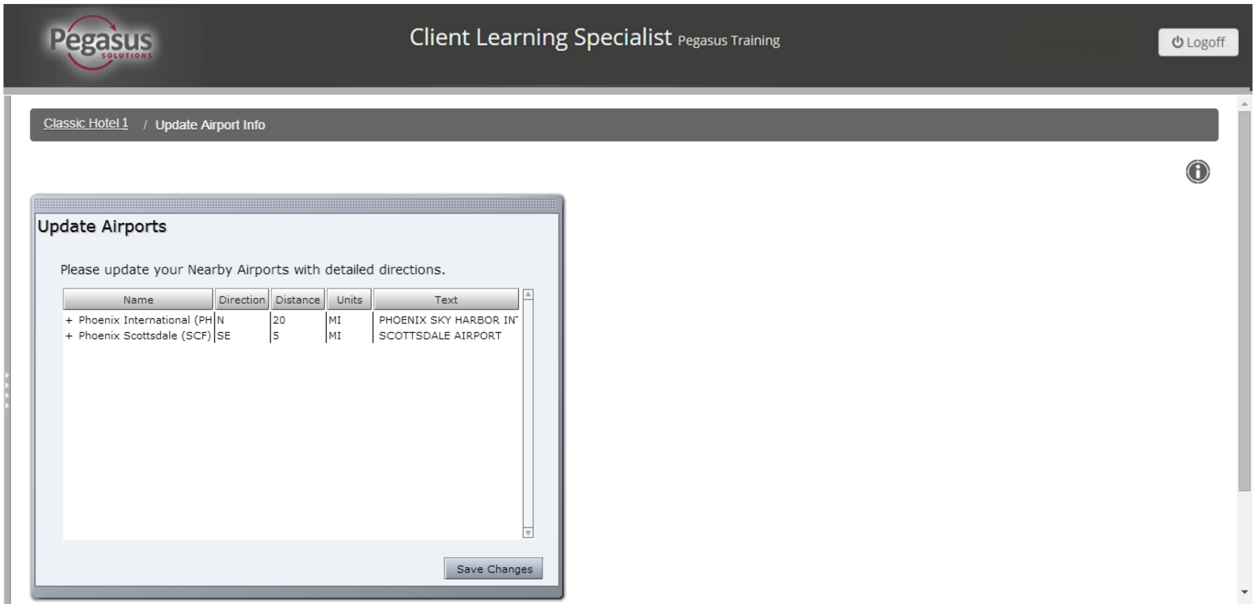
RVNG navigation and visuals

Address (Property level)

Update Airport Info

Update Airport Info

Use **Update Airport Info** to add directions and distance between the airports and your property.



Note: Airports must be entered before you can update the information. See Select Nearby Airports.

To update airport information, follow the steps below:

Step	Action
1	Click the **Update Airport Info** link from your Property dashboard
2	Click the **Name** of the airport to update.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Enter:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Direction</td><td>The direction from the airport to your property.
<table>
<tr><th>Direction</th><th>Use</th></tr>
<tr><td>North</td><td>N</td></tr>
<tr><td>South</td><td>S</td></tr>
<tr><td>West</td><td>W</td></tr>
<tr><td>East</td><td>E</td></tr>
</table>
For example, if the direction from the airport to your hotel is South West, enter SW in the Direction field.

Caution: Use upper case only</td></tr>
<tr><td>Distance</td><td>The distance the hotel is from the airport.</td></tr>
<tr><td>Unit</td><td>Select how the distance is measured.</td></tr>
<tr><td>Text</td><td>Enter any additional information.</td></tr>
</table></td></tr>
<tr><td>4</td><td>Click the Update button.</td></tr>
<tr><td>5</td><td>Click the save Changes button.</td></tr>
<tr><td>6</td><td>Click the property name at the top of the screen to return to the Property Dashboard.</td></tr>
</table>

Related topic

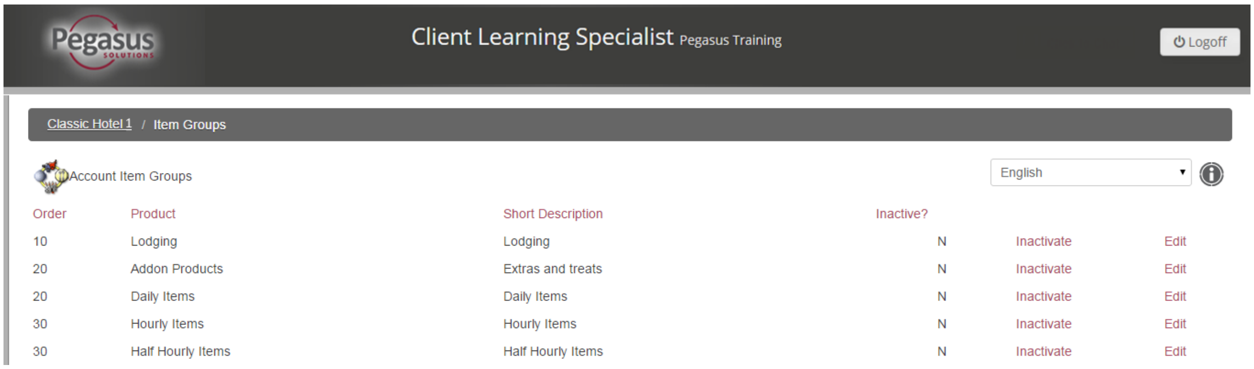
Select Nearby Airports

GDS character limits and other limits

Actions

Item Groups

Item groups are types of products that have similar selling characteristics. A number of Item groups are set up for you but you can use the **Item Groups** screen to add item groups or edit the rules on how item groups are sold at your property.



In this topic

Item group definitions

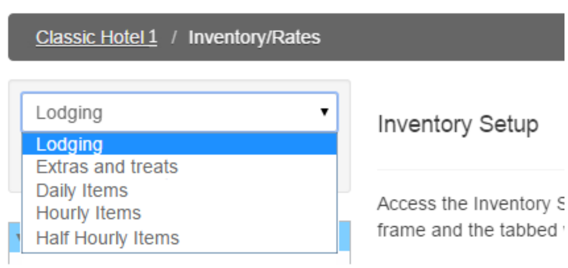
There are several different item groups used to define or categorize how a product is sold. The following is a list of the item group types and their definition.

Field	Description
Lodging	To define room types.
Addon Products	eConcierge product for IBE distribution only. Items that consumers can add on at the time of booking, with no associated time setup.
Individual Items	eConcierge product for IBE distribution only. Items that can be sold individually with no associated time setup, and not tied to a specific room type.
Daily Items	eConcierge product for IBE distribution only. Items that are sold on a daily basis.
Hourly Items	eConcierge product for IBE distribution only. Items that are sold on a hourly increment.

Field	Description
Half Hour Items	eConcierge product for IBE distribution only. Items that are sold on a half hour increment.
Quarter Hourly Items	eConcierge product for IBE distribution only. Items that are sold on a quarter hour increment.

Add an item group

Follow the steps below to add an item group:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click the Item Groups link from the Property dashboard.</td></tr>
<tr><td>2</td><td>Click the Add Item Group button.</td></tr>
<tr><td>3</td><td>Complete the fields on the screen as described in the table below:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Product</td><td>Select the applicable item group type from the drop-down list. See Item group definitions for more details.</td></tr>
<tr><td>Short Description</td><td>Enter a name for the item group. It will be used to identify the item group in the Inventory/Rates setup screen.

</td></tr>
<tr><td>Long Description</td><td>Optional - Enter a description.</td></tr>
<tr><td>Selling Frequency</td><td>Select from Day, Hour or Minute.</td></tr>
<tr><td>Sell every</td><td>Based on the selection in the Selling Frequency field above, enter the number of days, hours or minutes the item can be sold.</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3 (ctd)</td><td>
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Time Duration</td><td>Enter the number of time-slots an item needs for completion.</td></tr>
<tr><td>Allow override of duration?</td><td>Select this checkbox to override time durations.</td></tr>
<tr><td>Sell with no inventory setup?</td><td>Check if you want items in this group to be available even if inventory (sell limit) has not been defined; an unlimited amount of inventory can then be sold.

Note: Inventory can then be defined for each item during the build process, using the Item Setup tab, or on a calendar basis using one of the inventory management options (Mass Modify, Inventory tab or Rate calendar).</td></tr>
<tr><td>Maximum Quantity</td><td>Enter a numerical value.
<table>
<tr><th>For</th><th>Then</th></tr>
<tr><td>Lodging item group</td><td>Determines the maximum number of occupants in the room.</td></tr>
<tr><td>Other item groups</td><td>Determines the maximum quantity bookable at any one time.</td></tr>
</table>
</td></tr>
<tr><td>Show People Rule</td><td>Select Adults/Children.</td></tr>
<tr><td>Order</td><td>Enter the order you want the item group to display.

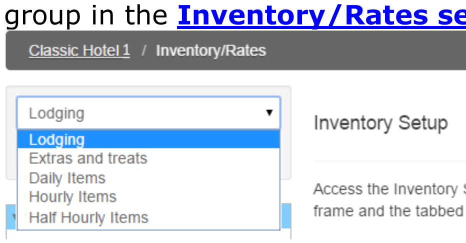
Tip: The lowest order number will place the item group in first position.</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3 (ctd)</td><td>
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Allow items as Addon Sales?</td><td>
<table>
<tr><th>For</th><th>Then</th></tr>
<tr><td>Lodging item group</td><td>Leave unchecked.</td></tr>
<tr><td>Other item groups</td><td>Must be checked.</td></tr>
</table>
</td></tr>
<tr><td>Show Items setup tree?</td><td>Select this checkbox to display the Item tree for this item group in the Inventory/Rates setup screen.</td></tr>
<tr><td>Allow items to be setup?</td><td>Select this checkbox to enable the item build functionality in this item group within the Inventory/Rates setup screen.</td></tr>
<tr><td>Allow items to be inherited?</td><td>Select this checkbox to give items in this item group the same properties as their parents.</td></tr>
<tr><td>Show Rates setup tree?</td><td>Select this checkbox to display the Rates tree for this item group in the Inventory/Rates setup screen.</td></tr>
<tr><td>Allow rates to be setup?</td><td>Select this checkbox to enable the rate build functionality in this item group within the Inventory/Rates setup screen.</td></tr>
<tr><td>Allow rates to be inherited?</td><td>Select this checkbox to give rates in this item group the same properties as their parents.</td></tr>
</table>
</td></tr>
<tr><td>4</td><td>Click the Save Changes button.</td></tr>
<tr><td>5</td><td>Repeat steps 2 to 4 for each additional item group.</td></tr>
<tr><td>6</td><td>Click the Property Name at the top of the screen to return to the Property dashboard.</td></tr>
</table>

Edit an item group

To edit an item group, follow the steps below:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click the Item Groups link from the Property dashboard.</td></tr>
<tr><td>2</td><td>Click the Edit link to the right of the item group you want to change.</td></tr>
<tr><td>3</td><td>Complete the fields on the screen as described in the table below:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Short Description</td><td>Enter a name for the item group. It will be used to identify the item group in the Inventory/Rates setup screen.


</td></tr>
<tr><td>Long Description</td><td>Optional - Enter a description.</td></tr>
<tr><td>Selling Frequency</td><td>Select from Day, Hour or Minute.</td></tr>
<tr><td>Sell every</td><td>Based on the selection in the Selling Frequency field above, enter the number of days, hours or minutes the item can be sold.</td></tr>
<tr><td>Time Duration</td><td>Enter the number of time-slots an item needs for completion.</td></tr>
<tr><td>Allow override of duration?</td><td>Select this checkbox to override time durations.</td></tr>
<tr><td>Sell with no inventory setup?</td><td>Check if you want items in this group to be available even if inventory (sell limit) has not been defined; an unlimited amount of inventory can then be sold.

Note: Inventory can then be defined for each item during the build process, using the Item Setup tab, or on a calendar basis using one of the inventory management options (Mass Modify, Inventory tab or Rate calendar).</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3
(ctd)</td><td>
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Maximum Quantity</td><td>Enter a numerical value.
<table>
<tr><th>For</th><th>Then</th></tr>
<tr><td>Lodging item group</td><td>Determines the maximum number of occupants in the room.</td></tr>
<tr><td>Other item groups</td><td>Determines the maximum quantity bookable at any one time.</td></tr>
</table>
</td></tr>
<tr><td>Show People Rule</td><td>Select Adults/Children.</td></tr>
<tr><td>Order</td><td>Enter the order you want the item group to display.

Tip: The lowest order number will place the item group in first position.</td></tr>
<tr><td>Allow items as Addon Sales?</td><td>
<table>
<tr><th>For</th><th>Then</th></tr>
<tr><td>Lodging item group</td><td>Leave unchecked.</td></tr>
<tr><td>Other item groups</td><td>Must be checked.</td></tr>
</table>
</td></tr>
<tr><td>Show Items setup tree?</td><td>Select this checkbox to display the Item tree for this item group in the Inventory/Rates setup screen.</td></tr>
<tr><td>Allow items to be setup?</td><td>Select this checkbox to enable the item build functionality in this item group within the Inventory/Rates setup screen.</td></tr>
<tr><td>Allow items to be inherited?</td><td>Select this checkbox to give items in this item group the same properties as their parents.</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3 (ctd)</td><td>
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Show Rates setup tree?</td><td>Select this checkbox to display the Rates tree for this item group in the Inventory/Rates setup screen.</td></tr>
<tr><td>Allow rates to be setup?</td><td>Select this checkbox to enable the rate build functionality in this item group within the Inventory/Rates setup screen.</td></tr>
<tr><td>Allow rates to be inherited?</td><td>Select this checkbox to give rates in this item group the same properties as their parents.</td></tr>
</table>
</td></tr>
<tr><td>4</td><td>Click the Save Changes button.</td></tr>
<tr><td>5</td><td>Click the Property Name at the top of the screen to return to the Property dashboard.</td></tr>
</table>

Appendix

Appendix A-Policy Descriptions

Policies that appear on the Status calendar ('i' indicator) have been set using **Item Setup** or **Rate Setup** and default policies set using **Default Sell Rules**. Policies set in **Rate Setup** override those set in **Item Setup** when they are of the same type. Policy options in **Item Setup** or **Rate Setup** are inherited from those set up at or inherited by your property. Polices set at the Chain levels are inherited by the Property level.

Types of Policies

The table below lists the types of policies that can be set in the Property Maintenance Module. The Hierarchy of Policies table shows the hierarchy of policies and where they are set.

Policy	Description
Guarantee/Deposit Policy	This is your policy for holding a reservation. This could include guarantee method and / or deposit amount.
Cancel Policy	This is your policy for canceling a booking in relation to the arrival date and any penalties that apply when a cancellation is made.
Tax Policy	This policy defines the taxes that are applied at your hotel for inventory items, rates and services. These taxes can include country, state and city taxes.
Fee Policy	This policy describes any additional fees that are charged for goods and services.
Commission Policy	This is your policy describing how commissions are paid, the calculation method and the amount.
Cost Policy	This option is not currently used.
Discount Policy	This is your policy describing any discount that can be applied.
Rate Adjustment Policy	This policy will allow you to add package-pricing elements to rates of various calculation methods.

Policy	Description
Rate Policy	This is your policy defining how a specific rate can be sold.
Early Checkout Policy	This is your policy for applying fees or penalties when a guest checks out before their scheduled departure date.
Meal Plan Policy	This is your policy surrounding purchased meal plans.
No Show Policy	This is your policy for applying fees or penalties when a guest did not arrive.
Yield Policy	This is your policy for defining what percentage a rate will increase as occupancy increases.
Overbooking Policy	This is your policy for overselling of an item or rate by a predetermined value to get closer to 100% occupancy**.**

Hierarchy of Policies

This following shows the hierarchy of policies. The system will search in this order until it finds a policy set.

- Rate/Item Intersection – checks the calendar and if policy found, stops here
- Walks the Rate Tree for Rate Setup – if policy found, stops here (this could include the rate 'group')
- Walks the Item Tree for Item Setup – if policy found, stops here
- Checks for Property default policy preference – if policy found, stops here
- Checks for Chain default policy preference – if policy found, stops here

Interface Codes

Interface codes listed below are acceptable for use in the Tax Policies.

- ST = State Tax
- CT = City Tax
- CH = City Hotel Fees
- CO = County Tax
- FT = Federal Tax
- SA = Sales Tax
- MI = Miscellaneous
- RF = Resort Fees

- SU = Surcharges
- SC = Service Charge
- OT = Occupancy Tax
- MF = Maintenance Fee
- EC = Energy Charge
- PR = Package Rate Fee
- BT = Bed Tax
- VA = Value Added Tax

Policy Rules Required Fields

Field	Description
Name	Enter the name of the policy to be used in the IBE and Call Center.
Interface Name	Enter the name of the policy to be used in the GDS/ADS (45 characters maximum including spaces).
Policy Text	Enter the text used in RVNG IBE and Call center to describe the policy.
Interface text	Enter the text used in the GDS/ADS to describe the policy.
Calculation Rule	Select whether this rule is based on a percentage or a flat amount.
Amount for Calculation	Select which calculation amount will be used.
Max # Days	For Rate Adjustment Policies – If the calculation rule is set to **Percentage** and the amount for calculation is set to **First (n) Day Amount**, this textbox will appear. Enter the number of days the percentage calculation will be applied.
Amount	Enter the percentage or flat amount based on the calculation rule.
Item Group	Select which item group that this policy applies (Lodging will appear by default). You can set up policies that apply only to lodging and then polices that apply only to product.
GTD Method	If you accept Travel Agent guarantees for all rates, the interface code must be set to **Credit Card** and **Travel Agency** selected from the drop-down list.

Field	Description
Based on	Select a date in time the policy is based on. This needs to be set to Arrival Date for current cutoffs to work.
Days	If **Based on** field is used, enter a minus value (for example, -12) for days prior to the based on date or enter a positive value (for example, 15) for days after based on date. Must be used for time-based policies.
Time of Day	Select the time of day that this policy applies.
VAT	Select whether this tax should be added to the sum of the total plus the previous tax (required for tax policies). This should be used when there are multiple tax policy rules to indicate whether it should be used in the tax calculation.
Taxable	Select whether this fee is taxable (required for fee policies).
Refundable	Select whether this fee is refundable (required for fee policies).
Order By	Must be used for Cancel policy rules. Enter a number to specify the order the policy is reviewed by RVNG when making a booking. The rule that is furthest out from the arrival date should have a lower number than the one that is closest to the arrival date. This is used to set the policy order when one policy may affect another.

Appendix B-Restriction Descriptions

Using Sell Rules allows you to apply restrictions to manage revenue via inventory and rates.

Important: The most restrictive sell rule will override those set at other levels.

Where Sell Rules apply, RVNG uses the following hierarchy:

When a Sell Rule is set...	Then...
On the Sell Rules Calendar	It will override those set in any area, such as Item Setup or Rate Setup where the same or more restrictive rule applies.
Using Rate Setup	It will override those set at the Item Setup where the same or more restrictive rule applies.

The table below describes the restrictions that can be set in the Property Maintenance Module. **Arrival Based** affects the day of arrival, **Departure Based** affects the date of departure and **Stay Based** affects the entire stay at the property.

Restriction	Description
Arrival Based	
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 with a 2, 4 and 7 night LOS Pattern in July. This allows guests to stay if they book a two, four, seven or more stay in July. This cannot be used in conjunction with the Min LOS restriction. Setting a Min LOS removes a LOS Pattern.
CTA (Closed to Arrival)	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.

Restriction	Description
Min LOS (Minimum Length of Stay)	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 three 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 three nights.
Max LOS (Maximum Length of Stay)	This places 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 four 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	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 four 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 two, four, six, eight (and so on) nights but no other.
Min Adv Book (Minimum Advance Booking)	This puts a restriction on how close to the arrival date a booking can be made.
Max Adv Book (Maximum Advance Booking)	This sets a limit on how far in advance a reservation can be booked.
Rate Yielding	This applies hurdle controls during the availability and booking process. This sets the logic of the minimum (hurdle value) value for a rate that must be achieved. For example, if the rate hurdle from the RMS is 200, and the rate is set at 199, then the rate will not be available as the hurdle of 200 must be cleared. ***Note***: In order for this sell rule to display the Preference PMM - Hotel Uses Yielding must be set.
Departure Based	
Closed to Departure (CTD)	No reservations can be made having a departure date falling on this date or in this date range.

Restriction	Description
Stay Based	
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 four 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 (five nights), then he or she would be able to book the reservation.
Sell Through LOS	Use in conjunction with Close, Closed to Arrival, or Closed to Departure to allow a guest to book over a restricted period if their stay meets or exceeds the restricted time period. For example, when Close, CTA, or CTD is set for date(s) and the sell through LOS on a certain day is 5 days, this 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 sets a minimum occupancy restriction on the room type. For example, a two bedroom suite could have a minimum occupancy of two 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 five could not book a reservation with a maximum occupancy of four.
Max Adults	This will place a limit on the number of adults that can occupy a specific room type. For example, a party of 5 could not book a reservation with a maximum occupancy of 4.
Max Children	This will place a limit on the number of children that can occupy a specific room type. For example, a party of 5 could not book a reservation with a maximum occupancy of 4.
Other	
Close	This will cause your property to be unavailable on the dates selected. This could be used for reasons such as seasonal property closures or properties closed for renovation.

Appendix C - Preferences

The table below describes the preferences that can be set in RVNG Property Maintenance Module.

Preference Type	Description
BAR/DBAR/Rate Index Max Count	Use this preference to set the maximum number of child rates that can be attached to a BAR/DBAR and Rate Index rate list. **Tip**: Only required if the number of child rates is over 10.
CCM - Area account search default distance	Use this preference to set the default search radius when searching for hotels in the Call Centre Module (CCM).
CCM - CCM Allow Search Along Travel Route	Select **Yes** to display a Google map that shows hotels along a travel route.
CCM - CCM Alternate properties display mode	Use this option to specify whether the Flexible Stay Calendar, Alternate Properties or Prompt is displayed when the property has no availability.
CCM - CCM Availability Display Default Rate Code	Use this option to set a default rate for availability requests that do not specifically specify a rate code in the search criteria.
CCM - CCM Bypass Images	Select **Yes** to support images from the image gateway into the Call Center Module.
CCM - CCM Call Center Selection Required	Use this option to specify whether a CCM user must select a call center at the start of each call. The Yes option will require a selection.
CCM - CCM Caller Name Mandatory Cancel or Modify (Y/N)	Select **Yes** to require the **Caller** name field in the Call Center Module be completed when cancelling or modifying a booking.
CCM - CCM Custom Map Pin Color	Use this preference to set the property or chain Google Map Pin color in the Call Center. Format is ‘0X’ followed by the HTML color code without spaces (for example, 0X5996ff).

Preference Type	Description
CCM - CCM Default Chain Reservation (Y/N)	Setting this preference to **Yes** will cause the **Chain Reservation** checkbox to be selected in the Call Center Module when there are multiple items on the reservation.
CCM - CCM Default Rates Tab	Use this preference to display itinerary details on a rate search results page (**Itinerary Items** tab).
CCM - CCM Display Photos Tab	Select **Yes** to display the **Property Photos** tab in the **Property Information** section in the CCM.
CCM - CCM Only One address required in a reservation	Select **Yes** to specify that at least one address will be required for a reservation.
CCM - CCM Search Map Provider	Select the search map provider (**MapPoint** or **Google**) for the CCM.
CCM - CCM area search stepper step size	Use this preference to set the search radius increment when no hotels are found with the default radius.
CCM - CCM availability check before loading the itinerary in modify mode?	Pegasus internal use.
CCM - Display Rate Code in CCM?	Use this option to specify whether an external reference code (when assigned to a rate) will display in front of a rate name in the CCM. Select **Yes** to display the external reference.
CCM - Source of Business Requests	Select whether to enable a function that asks the consumer the "how did you hear about us" type question.
CCM Default Rate Code	This preference will allow a default rate code parameter to be set in the Call Center Module to be used when a user has not entered a rate code in the search criteria.
CCM Limit Check-in Start Date Range to 1 day in the past (Y/N)	Select **Yes** to limit the selectable check-in start date range to 1 day in the past. (The default was 2 days in the past.)

Preference Type	Description
CCM Number of Adult Highest Value	Use this option to set the highest number of adults that can be entered in the **Adults** field on the Search, Rate and Item info screens in the CCM.
CCM Number of Adult Lowest Value	Use this option to set the lowest number of adults that can be entered in the **Adults** field on the Search, Rate and Item info screens in the CCM.
CCM Number of Children Highest Value	Use this option to set the highest number of children that can be entered in the **Children** field on the Search, Rate and Item info screens in the CCM.
CCM Number of Children Lowest Value	Use this option to set the lowest number of children that can be entered in the **Children** field on the Search, Rate and Item info screens in the CCM.
CCM Number of Nights Highest Value	Use this option to set the highest number of nights that can be entered in the **Nights** field on the Search, Rate and Item info screens in the CCM.
CCM Number of Nights Lowest Value	Use this option to set the lowest number of nights that can be entered in the **Nights** field on the Search, Rate and Item info screens in the CCM.
CCM Number of Rooms Highest Value	Use this option to set the highest number of rooms that can be entered in the ***Rooms*** field on the Search, Rate and Item info screens in the CCM.
CCM Number of Rooms Lowest Value	Use this option to set the lowest number of rooms that can be entered in the ***Rooms*** field on the Search, Rate and Item info screens in the CCM.
CCM Timeout In Minutes	Use this preference to set the application time out in minutes when no activity has been detected in the Call Center Module.
CCM Timeout Warning In Minutes	Use this preference to set the time out warning in minutes when no activity has been detected in the Call Center Module. This must be less than the time set in the **CCM Timeout in Minutes** preference.
CCM Travel Route Default Exclude Hotels	Use this preference to set the default for the number of properties to exclude.

Preference Type	Description
CCM Travel Route Default Search End	Use this preference to set the default for the number of miles within a specified radius to the end of the search.
CCM Travel Route Default Search Route	Use this preference to set the default for the number of miles to search along the route.
IBE - About Us	Use this preference to add an “About Us” free form text message (4000 character maximum). Will be used for the Pegasus Mobile Application.
IBE - Allow Econcierge in IBE?	Select **No** to skip the eConcierge screen during the booking process in IBE. Select **Yes** to display the screen even if eConcierge items are not sold.
IBE - Allow Upgrades?	Select **Yes** to override the chain level preference and allow upgrades in IBE at the property level. Select **No** to disallow upgrades in IBE at the property level. Will be used for RVIbe.
IBE - Bypass frequent guest?	Select **Yes** to cause the IBE to retrieve frequent guest files from RezView Classic/NetRez. Select **No** to retrieve frequent guest files from RVNG.
IBE - Custom Browser Title	Use this preference to rename the browser page title and tab title. Titles should be kept short.
IBE - Custom Help	This preference will allow the hotel group to add free form “Help” text (4000 character maximum). For example, ‘Call our reservations department at 1-800-555-1234 if you have any problems making your reservation.’ Will be used for the Pegasus Mobile Application.
IBE - Default Calendar Item	Click the magnifying glass icon to select which room type to use for the flexible date calendar when used with Default Calendar Rate, converts flexible date calendar to 60-day availability display. Will be used for RVIbe.

Preference Type	Description
IBE - Default Calendar Rate	Click the magnifying glass icon to select which rate to use for the flexible date calendar. When used with Default Calendar Item, converts flexible date calendar to 60-day availability display. Will be used for RVIbe.
IBE - Default Check-in Date	Use this preference to set the default check-in date on a mobile application. Will be used for the Pegasus Mobile Application.
IBE - Default Check-out Date	Use this preference to set the default check-out date on a mobile application. Will be used for the Pegasus Mobile Application.
IBE - Default Date Format	Use to customize the IBE to coincide with the date format at a customer's locality.
IBE - Default Date-Time Format	Use to customize the IBE to coincide with the date and time format at a customer's locality.
IBE Display 14 nights on Rate Results	Select **Yes** to display 14 nights on the Rate Results screen. Select **No** to display 7 nights. Will be used for RVIbe.
IBE - Display Alternate property?	Select **Yes** to display alternate properties in the IBE when there is no availability for the dates requested. For RVIbe, when used with flexible date calendar option below, displays the option to choose whether to show alternate properties or the flexible date calendar.
IBE - IBE Display Breadcrumb trails?	Select **Yes** to display a trail of previous screens at the bottom left of RVIbe to allow the user to navigate back to any step in the booking process, or **No** to turn this option off. Will be used for RVIbe.
IBE - IBE Display Complimentary Rates as "Free"?	Select **Yes** to display "free" with complimentary rates or **No** to show "0" as the rate.

Preference Type	Description
IBE - Display Flexible Calendar When no Availability?	Select **Yes** to display the flexible date calendar by default when there is no availability for the dates requested. When used with alternate properties option above, displays the option to choose whether to show the flexible date calendar or alternate properties. Will be used for RVIbe.
IBE - Display Rates on Calendar?	Select **Yes** to display rates on the flexible date calendar. Will be used for RVIbe.
IBE - Display Sell Rules on Calendar Rollover?	Select **Yes** to display restriction(s) on the flexible date calendar when hovered over. Will be used for RVIbe.
IBE – Display Sign up for Newsletter Prompt?	Select **Yes** to display the newsletter sign-up prompt in the IBE. Select **No** to hide the prompt.
IBE - Display Unavailable Alternate Properties?	Select **Yes** to display alternate properties, even if unavailable, when there is no availability for the dates requested.
IBE - Display member code?	Use this option to enter an existing member number rather than using the system-generated number.
IBE - Display search city or landmark as a dropdown list in mobile ibe	Select **Yes** to display search city or landmark as a drop-down list in the mobile IBE. Will be used for the Pegasus Mobile Application.
IBE - DoubleClick Identifier	Used for IBE campaign tracking.

<table>
<tr><th>Preference Type</th><th>Description</th></tr>
<tr><td>IBE - Flash Embed WMode</td><td>This option sets the Window Mode property of the embedded Flash event for transparency, layering, and positioning in the browser.
<table>
<tr><th>Option</th><th>Description</th></tr>
<tr><td>Opaque</td><td>Flash event hides everything behind it.</td></tr>
<tr><td>Transparent</td><td>The background of the HTML page shows through all transparent portions of the Flash event (allows html page to display).</td></tr>
<tr><td>Window</td><td>Flash plays in its own rectangular window on a web page.</td></tr>
</table></td></tr>
<tr><td>IBE - Flexible Date Calendar Green Legend Text</td><td>Use this option to add text (maximum 120 characters) to describe the green cells displayed on the flexible date calendar. This text will display in a legend below the calendar.
Will be used for RVIbe.</td></tr>
<tr><td>IBE - Footer</td><td>Use to customize the footer of the IBE webpage that can include links and logos.
Will be used for RVIbe.</td></tr>
<tr><td>IBE - Frequent Guest ID</td><td>Use this option to hide or display Frequent Guest ID fields. Display options include:
<table>
<tr><th>Option</th><th>Description</th></tr>
<tr><td>Hide Guest ID</td><td>To hide all guest ID fields.</td></tr>
<tr><td>Show Guest ID</td><td>To show all guest ID fields.</td></tr>
<tr><td>Show ID Only in Guest Info</td><td>to show the guest ID field only in the guest information screen.</td></tr>
</table></td></tr>
<tr><td>IBE - Header</td><td>Use to customize the header for your IBE webpage that can include links and logos.
Will be used for RVIbe.</td></tr>
<tr><td>IBE - Hide Corporate ID</td><td>Used to hide or show the corporate ID field.
Will be used for the Pegasus Mobile Application.</td></tr>
</table>

Preference Type	Description
IBE - Hide Flexible Date Calendar Button?	Select **Yes** to hide the Flexible button Book Now window. Will be used for RVIbe.
IBE - Hide HTML IBE Link?	Select **Yes** to hide or **No** to show the help link that appears in the initialization screen.
IBE - Hide IBE Group Code Field?	Select **Yes** to hide or **No** to show the Group Code field.
IBE - Hide IBE Map / Area Field	Select **Yes** to hide or **No** to show the Map / Area tab.
IBE - Hide IBE Powered By Logo	Select **Yes** to hide or **No** to show the Powered By Logo at the bottom of the IBE screen. Will be used for RVIbe.
IBE - Hide IBE Promo Code Field?	Select **Yes** to hide or **No** to show the Promo Code field. Will be used for RVIbe.
IBE - Hide IBE Property Name?	Select **Yes** to hide or **No** to show your property name.
IBE - Hide IBE Rate Code Field?	Select **Yes** to hide or **No** to show the Rate Code field.
IBE - Hide IBE Room Photo Popups?	Select **Yes** to disable or **No** to enable a room photo popup when you hover over the room photo in the IBE.
IBE - Hide IBE Room Photo Zoom Popups?	Select **Yes** to disable or **No** to enable room photo popup when you click the room photo in the IBE.
IBE - Hide IBE Travel Agent ID Field?	Select **Yes** to hide or **No** to show the Travel Agent ID field.
IBE - Hide Near Me Button	Used to hide or show the “Near Me” GPS search feature. This preference is void until further notice. Will be used for the Pegasus Mobile Application.

<table>
<tr><th>Preference Type</th><th>Description</th></tr>
<tr><td>IBE - Hide Near a Location Button</td><td>Used to hide or show the “search by city/destination” fields. This preference is void until further notice.
Will be used for the Pegasus Mobile Application.</td></tr>
<tr><td>IBE - Hide Physical Address from Consumers</td><td>Select whether this property’s address should be hidden from view.</td></tr>
<tr><td>IBE - Limit Room Quantity to</td><td>Select the number of rooms (1 through 9) that can be booked during a single reservation.
For PMS interfaces that can only support one room per reservation.</td></tr>
<tr><td>IBE - Limit Special Request Field</td><td>Use this preference to limit the number of characters that can be entered in the IBE Special Request Field.</td></tr>
<tr><td>IBE - Lodging Display Mode</td><td>Select Rate Centric to display room types grouped by rates, or Mixed Sort to display rooms/rates randomly.
Will be used for RVIbe.</td></tr>
<tr><td>IBE - Map Type</td><td>Use this option to select whether to use Google Maps or MapQuest to display the location of your property using the Map / Area button.
Will be used for RVIbe.</td></tr>
<tr><td>IBE - Marketing Message Display</td><td>Use this option to control how your promotional messages are displayed on the Overview screen.
Will be used for RVIbe.
<table>
<tr><th>Option</th><th>Description</th></tr>
<tr><td>Automatically</td><td>To display messages above the (information icon) on the Overview screen.</td></tr>
<tr><td>None</td><td>No marketing messages will display.</td></tr>
<tr><td>With Click</td><td>To display messages when the (information icon) is clicked on the Overview screen.</td></tr>
</table>
</td></tr>
<tr><td>IBE - Max Adults Per Booking</td><td>Use this option to control the maximum number of adults possible for a reservation by setting a maximum value from 1 to 10.</td></tr>
</table>

Preference Type	Description
IBE - Max Bookings per Credit Card per Day	Use this option to prevent the same Credit Card from being used more than a certain number of times in one day.
IBE - Max Children Per Booking	Use this option to control the maximum number of children possible for a reservation by setting a maximum value from 0 to 6.
IBE - Max Member Code Length	Use this option to define the length of the member number.
IBE - Nor1 Property Chain Code	Use this option to enter the chain code that the Nor1 system will use.
IBE - Nor1 Provider ID	Use this option to enter the provider ID that the Nor1 system will use.
IBE - Phone Type Setup	Use this option to select the phone number type displayed with the property listing. Will be used for the Pegasus Mobile Application. Display options include: • Chain Toll-Free Number Only • Chain Toll-Free Number and Property Direct Number • Property Direct Number. Property Direct Number uses the phone number classified under "Business." Toll Free numbers are pulled from the Toll Free, Toll Free 2, and Toll Free 3 categories.
IBE - Preferred Mobile Template	Use this option to select the preferred template used with the mobile application. Will be used for the Pegasus Mobile Application.
IBE - Rate Sort Order	Use this option to change the default ranking order.
IBE - Red Calendar Restrictions	Select which restrictions show up as red on the flexible date calendar. You can also add text (maximum 120 characters) to describe why these cells are red. This text will display in a legend below the calendar. Will be used for RVIbe.

<table>
<tr><th>Preference Type</th><th>Description</th></tr>
<tr><td>IBE - Redirect if no Flash Detected</td><td>Select No to disable the automatic redirect if flash is not installed or is disabled on the users machine.

Select Yes to enable the automatic redirect.</td></tr>
<tr><td>IBE - Replace Member# Field by Password Field?</td><td>Select Yes to change the frequent guest Member # field to a Password field;

Select No to display the Member # field.

Will be used for RVIbe.</td></tr>
<tr><td>IBE - Require Agree Terms & Conditions?</td><td>Use this option to select whether a guest must agree to terms before completing the booking process.</td></tr>
<tr><td>IBE - Reservation Lookup Field</td><td>Use this option to select whether to use Email address with confirmation # or Last Name with confirmation # for the exact search option in the IBE.</td></tr>
<tr><td>IBE - Reset Policy Information</td><td>Not used.</td></tr>
<tr><td>IBE - Shopper – Default the Search Location</td><td>This preference will pre-populate the country field on the search screen with the country where the guest is currently located.

Will be used for the Pegasus Mobile Application.</td></tr>
<tr><td>IBE - Show Promotional Info Flag</td><td>This preference will hide/show the “do you want to hear about special offers via email” checkbox.

Will be used for the Pegasus Mobile Application.</td></tr>
<tr><td>IBE - Star Rating Display</td><td>Use this option to hide or display your star rating.

Will be used for RVIbe.
<table>
<tr><th>Option</th><th>Description</th></tr>
<tr><td>Hide</td><td>To hide the star rating</td></tr>
<tr><td>Stars Only</td><td>To show stars only</td></tr>
<tr><td>Stars With Fraction</td><td>To show stars with fractions</td></tr>
<tr><td>Star With Single Number</td><td>To show star with a single number</td></tr>
</table>
</td></tr>
</table>

Preference Type	Description
IBE - UD Properties Turn Notifications Off?	Select **Yes** to turn off guest email notifications. Select **No** to enable email notifications.
IBE - Yellow Calendar Restrictions	Select which restrictions show up as yellow on the flexible date calendar. You can also add text (maximum 120 characters) to describe why these cells are yellow. This text will display in a legend below the calendar. Will be used for RVIbe.
PMM - Account Sell Rules	Use this option to select specific sell rules to use at the chain or property. Only those sell rules selected will be visible in the Inventory/Rate calendar (Sell Rules tab) Setup Sell Rules screen, and in the Rate Calendar when sell rules are exposed.
PMM - Allow modifications to keep original rate	Select **Yes** to keep the original rate when modifying a booking even after the same rate has increased/decreased. Select **No** to allow the rate to change to reflect an increase or decrease.
PMM - Block Marketing Email?	Select whether to block chain/brand level marketing e-mails from being sent to the end consumers.
PMM - Chain Managed GDS Reject Queue?	Use this option to choose whether to manage your own GDS TYPEB reject bookings. Select **Yes** to manage your own rejects.
PMM - Child Age Range	Use this option to trigger different rates for up to 3 different aged children. When using this, set the Show People Rule in Item Groups to Adults/Children. In Rate Setup screens, you will see the different child age ranges to apply different rates.
PMM - Cutoff Time (in days)	Use this option to select the number of days prior to the booking date that a regret email message would be generated to notify a waitlist booking that the reservation could not be confirmed. You will need to contact your Pegasus Representative to activate the waitlist function.
PMM - Default Cancellation Policy	Use this option to select the default cancellation policy. All other screens with this field will inherit this setting, but it can be overridden at other levels. This preference is required in distribution channels.
PMM - Default Currency	This option is used to select the default currency at your property. This preference is required in distribution channels. You will not be able to change unless you are authorized. Contact your Pegasus Representative to request a change to your default currency.

Preference Type	Description
PMM - Default Early Checkout Policy	Select a default early checkout policy. All of the other screens with this field will inherit this setting, but it can be overridden at other levels.
PMM - Default Fee Policy	Use this option to select a default fee policy.
Default GDS Notify Y/N	Setting the preference to **Yes** will automatically select the notify checkboxes in Rate Setup, Rate Wizard, Item Setup and Item Wizard.
PMM - Default Guarantee Policy	Use this option to select a default guarantee policy. All other screens with this field will inherit this setting, but it can be overridden at other levels. This preference is required in distribution channels.
PMM - Default Language	Select the default language used at your property.
PMM - Default Lodging Tax Policy	Use this option to select a default tax policy. All other screens with this field will inherit this setting, but it can be overridden at other levels. This preference is required in distribution channels.
PMM - Default Meal Plan Policy	Use this option to set a default meal plan policy at the chain or property level.
PMM - Default No Show Policy	Select a default no show policy. All of the other screens with this field will inherit this setting, but it can be overridden at other levels.
PMM - Default Overbooking Policy	Use this option to select a default overbooking policy. All other screens with this field will inherit this setting, but it can be overridden at other levels.
PMM - Default Property Type for Initial Load	Not used.
PMM - Default Minimum Advance Book	Select how long in advance the property can make inventory available. This is typically only 1 year.
PMM - Display cancel by date/time for non refundable cancel policies in the GDS/ADS	Select **Yes** to display cancel policies with date and time deadline. Select *No* to display cancel policies without a date and time.

Preference Type	Description
PMM - Enable Additional Supra Channels for Rate Wizard	Select **Yes** to add Supranational proprietary channels to the Rate Wizard Channel's screen.
PMM - Filter Properties Using ISILink Setup	Not used.
PMM - Filter Properties Using StayUSA Setup?	Not used.
PMM - Filter Properties Using WebLink Setup?	Not used.
PMM - Force Content Editor Read Only	Select **Yes** to disable the Content Editor editing function. Select **No** to enable content editing.
PMM - Generate OTA upon Checkin	Select **Yes** to regenerate the OTA features structure upon Property Checkin.
PMM - Hotel Messages	Not currently used.
PMM - Hotel Uses Yielding	Select **Yes** if chain or property uses Rate Yielding. Rate Yielding will be added to rate restrictions (Sell Rules). Select **No** if rate yielding is not used. The property setting always overrides what has been set at the chain level.
PMM - Item Wizard / Disable Non-smoking Logic for Code Generation	Select **Yes** to disable the non-smoking logic for room code generation. Select **No** to use the non-smoking logic.
PMM - LDAP Distinguished Name	Chain level preference for internal admin user creation and modification.
PMM - Limit Itinerary Items to	Select the number of items (1 through 9) that can be booked during a single reservation. For PMS interfaces that can only support one room per reservation.

Preference Type	Description
PMM - Live Person chat ID	Use this preference to enter your chat ID when using Live Person.
PMM - Load Closed to Arrival From External System	Use this option to select when or if to load Closed to Arrival values from an external system. Options are Always, Never or One Time.
PMM - Load Content From External System	Not used.
PMM - Load Max Occupancy From External System	Select when or if to load maximum occupancy values from an external system.
PMM - Load Min Length of Stay From External System	Use this option to select when or if to load Minimum Length of Stay values from an external system. Options are Always, Never or One Time.
PMM - Load Monthly Rates From External System	Use this option to select when or if to load Monthly Rate values from an external system. Options are Always, Never or One Time.
PMM - Load Partner Level Fees From External System	Not used.
PMM - Load Property/Price Fees From External System	Not used.
PMM - Load Rates From External System	Not used.
PMM - Load Stay History From External System	Not used.
PMM - Load Stay USA From External System	Not used.

Preference Type	Description
PMM - Override Rate Market Segment	Select **Yes** to disable the Market Segment Code drop-down list in the Rate Setup screen. Field changes to a text box. Select **No** to enable the drop-down list.
PMM - PMS Group display suppression allowed	Select **Yes** to allow the suppression of PMS generated groups/rates/contracts.
PMM - PMS Group display suppression number of days	Select the number of days after the PMS generated group item has expired to suppress the item from displaying.
PMM - PMS Group display suppression suspended	Select **Yes** to expose the inactive PMS generated group items.
PMM - Payment Invoice Description Text for CC Vendor	Not currently in use.
PMM - Production Status	Not used.
PMM - Property Time Zone	Select the time zone for this property location.
PMM - RMS External BAR Reference	This option is used to specify an external best available rate reference when using a revenue management system.
PMM - Request Code Types (for testing)	Not used.
PMM - Show currency code in Add Rates Screen	Select **Yes** to show currency codes in the Add Rates screen.
PMM - Skip default sell rules for availability call	Select **Yes** to skip default sell rules when checking availability. This will improve response time.
PMM - Suppress Guest Email	Select **Yes** to suppress or **No** to send Guest Emails. Suppressing email allows you to send your own emails that may be less confusing to your guests.

Preference Type	Description
PMM - Suppress Item Tree Update	Select **Yes** to prevent the adding of items to or deleting items from the Item Tree.
PMM - Suppress Rate Tree Update	Select **Yes** to prevent the adding of rates to or deleting rates from the Rate Tree.
PMM - Upload Security Deposits	Not used.
PMM - Use Chain Address as Default Property Address	Select the conditions surrounding the use of a chain address in place of the property address.
PMM - Use Custom Profile Tiers	Select **Yes** to allow a chain administrator to create a list of customer defined loyalty tiers using the *Profile Tiers* option on the Chain Dashboard.
PMM - Use Fees Assigned to VK Res Type	Not used.
PMM - Use inventory set on item with external reference of PROPERTY_MASTER, when no inventory is explicitly set on the rate	Select **Yes** to use the external reference of PROPERTY_MASTER for overbooking values. Select **No** to replace the use of the external reference of PROPERTY_MASTER for overbooking values.
Post checkout days	Use this preference to set the delivery of guest notifications after the checkout date.
Pre Checkin Days	Use this preference to set the delivery of guest notifications prior to the checkin date.
Process Credit Card Payments by VK	Use this option to select whether to process credit card payments using third party automated authorization/capture software.
Reports - 30 Day report history	Select **Yes** to retain new reports for 30days in the report center. Select **No** to use the default of 10 day report retention.

Preference Type	Description
Reports - Allow Source Country Location Order	Select **Yes** to activate the Source Country Location Order option in the Country of Origin Sales Report at the Chain Level.
Reports - Chain Websites Reported As Source	Use this option to select brand website sources that you want displayed (as Brand Website) separately from the Internet source in the Production report.
Reports – Transaction Activity Report – Allow Selection of Originating Channel	Select **Yes** to display channel data in the report.
Reservation View included items (S)uppress or (Z)ero?	This preference will control how included items will display in Reservation View. Having an effective value of 'S' will suppress included child itinerary items from the reservation view, 'Z' will display the items, but zero out the value of the child item from the itinerary total.

Appendix D - Channel Settings

Use **Channel Settings** to define which distribution channels will have access to your properties, which channels to exclude from having access to your properties, the parameters to use and how the properties will be recognized in a specific channel. If no settings are made, the properties will be available to all channels. You can also set your filters, parameters, conversions and notifications for specific date ranges so they can vary by month or according to season. You can sort any of your channel settings lists by column by clicking the column heading.

Setup by Filters

Channel filter settings are used to determine what channels the property is distributed to. If no filters are added, the property is distributed to all available channels. You can also choose to exclude specific channels.

Inherited settings (from a chain level setting) are displayed in green text. Inactive settings are displayed in red italicized text and inactive inherited settings are displayed in green italicized text.

Options are:

- Exclude – to block this property from being seen by the selected channel or channels
- Include – to make this property available only to the selected channel or channels
- Generic - to filter for generic room types

Caution: When using the Include option, only those channels selected can access the property; all other channels will be excluded from this property.

To assign a new filter setting:

1. Select the **Filters** tab.
2. Click the **Assign New** button. The **Setup Item Channel Settings** – **Filter** screen appears.
3. From the **Channel Name** drop-down list, select the required channel.

   Tip: You can also begin entering a channel name. As you enter characters, the list will automatically scroll down to the matching characters.

4. Enter a **Begin Date** (End Date is optional), or click the calendar icon to select the dates from a drop-down calendar.
5. From the **Filter Type** drop-down list, select whether to **Include** or **Exclude** this channel.
6. Click the **Save** button to save setting and return to the **Channel Settings** screen (or **Cancel** to quit without saving).
7. Click the property name at the top of the screen to return to the Property Dashboard.

Editing Channel Filters Settings

To edit a filter setting, click the **Edit** link in the Property Channel Filters Settings screen to the right of the setting you want to change. When the filter setup screen appears, enter the changes and click the **Save** button. Once added, you cannot delete a filter setting; however, you can set a filter setting to inactive by clicking Inactivate or you can reactivate a filter setting by clicking Activate.

Setup by Parameters

Channel parameter settings allow you to specify the display order of the parameter type (e.g., Maximum Rates) for the selected channel. You can only set for one channel at a time so you will have to keep track of the order set in the value field.

Inherited settings (from a chain level setting) are displayed in green text. Inactive settings are displayed in red italicized text and inactive inherited settings are displayed in green italicized text.

To assign a new parameter setting:

1. Select the **Parameters** tab.
2. Click the **Assign New** button. The **Setup Item Channel Settings – Parameters** screen appears.
3. From the **Channel Name** drop-down list, select the channel type.

   Tip: You can also begin entering a channel name. As you enter characters, the list will automatically scroll down to the matching characters.

4. Enter a **Begin Date** (End Date is optional), or click calendar icon to select the dates from a drop-down calendar.
5. From the **Parameter Name** drop-down list, select the parameter name.
6. Enter the value in the **Value** field.
7. Click the **Save** button to save setting and return to the **Channel Settings** screen (or **Cancel** to quit without saving).
8. Click the property name at the top of the screen to return to the Property Dashboard.

To define the number of characters that appears in each line of text:

1. Select the **Parameters** tab.
2. Click the **Assign New** button. The **Setup Item Channel Settings – Parameters** screen appears.
3. From the **Channel Name** drop-down list, select the channel type.

   Tip: You can also begin entering a channel name. As you enter characters, the list will automatically scroll down to the matching characters.

4. Enter a **Begin Date** (End Date is optional), or click calendar icon to select the dates from a drop-down calendar.
5. From the **Parameter Name** drop-down list, select **PALS Rate description line length** (or **RPIN Rate description line length**).
6. Enter the line lengths in the **Value** field separated by commas and no spaces (recommended maximum values per line are 30,47,47).
7. Click the **Save** button.
8. Repeat Steps 2 through 7 if setting different lengths in individual GDS.
9. Repeats Steps 2 through 7 for the **RPIN Rate description line length**.

Editing Channel Parameters Settings

To edit a parameter setting, click the **Edit** link in the Property Channel Parameters Settings screen to the right of the setting you want to change. When the parameter setup screen appears, enter the changes and click the **Save** button. Once added, you cannot delete a parameter setting; however, you can set a parameter setting to inactive by clicking Inactivate or you can reactivate a parameter setting by clicking Activate.

Setup by Conversions

Channel conversion settings allow you to connect the property in RVNG to any channel, such as GDS, PMS, ADS.

Inherited settings (from a chain level setting) are displayed in green text. Inactive settings are displayed in red italicized text and inactive inherited settings are displayed in green italicized text.

To assign a new conversion setting:

1. Select the **Conversions** tab.
2. Click the **Assign New** button.
3. From the **Channel Name** drop-down list, select the channel type.

   Tip: You can also begin entering a channel name. As you enter characters, the list will automatically scroll down to the matching characters.

4. Enter a **Begin Date** (End Date is optional), or click calendar icon to select the dates from a drop-down calendar.
5. Enter the item code (1 to 10 characters) in the **Code** field. This is the cross reference code for the channel selected. Each code is a unique identifier for that property.
6. Click the **Save** button to save setting and return to the **Channel Settings** screen.
7. Click the property name at the top of the screen to return to the Property Dashboard.

Editing Channel Conversions Settings

To edit a conversion setting, click the **Edit** link in the Property Channel Notifications Settings screen to the right of the setting you want to change. When the conversions setup screen appears, enter the changes and click the **Save** button. Once added, you cannot delete a setting; however, you can set a conversion setting to inactive by clicking Inactivate or you can reactivate a conversion setting by clicking Activate.

Setup by Notifications

Notifications settings allow you to specify how notifications (reservations, restriction setting, property information and other changes) are sent through specific distribution channels.

Inherited settings (from a chain level setting) are displayed in green text. Inactive settings are displayed in red italicized text and inactive inherited settings are displayed in green italicized text.

To assign a new notification setting:

1. Select the **Notifications** tab.
2. Click the **Assign New** button.

3. From the **Channel Name** drop-down list, select the channel type.

Tip: You can also begin entering a channel name. As you enter characters, the list will automatically scroll down to the matching characters.

4. Enter a **Begin Date** (End Date is optional), or click the calendar icon to select the dates from a drop-down calendar.

5. From the **Notification Type** drop-down list, select the notification type.

- **Allocation** – Group block allocation changes or zero allocation occurs
- **Inventory** – Inventory item counter changes (rates or items)
- **Item Information** – Item information or characteristic changes
- **Property Setup** – Property information (description, rating, address, etc.) changes
- **Rate Amounts** – Rate amount changes (except when based off another rate)
- **Rate Setup Information** – Rate setup changes
- **Reservation** – All new bookings
- **Reservation Cancel** – Cancellation notices
- **Reservation Modify** – Changes to a booking
- **Restriction** – All restriction changes
- **Unable to Update Lock Property Notification** – Locked property notification – property is locked and cannot be updated

Note: To receive inventory or rates change notifications, the Notify checkbox must be selected in Item Setup and Rate Setup screens.

6. From the **Method** drop-down list, select the notification delivery method (email or PMS Interface). If using email, additional fields appear for you to enter an email address and select whether the email supports html (y = yes; n = no).

7. Click the **Save** button to save setting and return to the Channel Setting screen (or **Cancel** to quit without saving).

Note: If notifications must be sent to more than one location, repeat steps 2 through 7.

8. Click the property name at the top of the screen to return to the Property Dashboard.

Editing Channel Notifications Settings

To edit a notifications setting, click the **Edit** link in the Property Channel Notifications Settings screen to the right of the setting you want to change. When the notifications setup screen appears, enter the changes and click the **Save** button. Once added, you cannot delete a notification setting; however, you can set a notification setting to inactive by clicking Inactivate or you can reactivate a notification setting by clicking Activate.

Appendix E: User role definition

User roles are created based on how you will use RVNG, you will find examples of the different access levels below.

In this topic

Reservation Find-View only role

This role is strictly for those personnel that need to check arrivals and look up reservation details on the **Property dashboard** only.

Reports role

The Reports role is for those individuals that only need access to the RVNG reporting suite on the **Property dashboard.**

Hotel User role

The Hotel Agent/User role is for those tasks associated with a front desk agent or supervisor.

This role gives access to the **Property dashboard** and allows the user to view, but not change, property information. They are able to make inventory and rate modifications. The Hotel User may also view arrivals, the history of transactions, find reservations and have access to the RVNG reporting suite.

Hotel Manager role

The Hotel Manager role would include those tasks usually associated with a Property Manager or Assistant Manager.

This role gives access to the **Property dashboard** and allows the user to view and change property information and images. They are able to build new rate plans, make inventory and rate modifications, view arrivals, the history of transactions, find reservations and have access to the RVNG reporting suite.

Hotel Admin role

In addition to the Hotel Manager role, Hotel Admin can perform administrative functions for the property. This role gives access to the **Property dashboard** and includes adding users for the property, setting up Policies and managing Property Profiles.

Group Admin role

In addition to options available for a Hotel Admin role, Group Admin can perform administrative functions for the chain as well as any properties within the chain.

This user has access to both **Property** and **Chain dashboards**, including:

- Adding users and assigning them specific roles and access to properties
- Setting up contacts, preferences, policies, and contracts that will be inherited by the properties in the chain
- Ability to search all properties in the chain or a subset as authorized
- Run reports for your properties or groups of properties

Related topics

Manage Users (Property)

Manage Users (Chain)

Appendix F: Preview - Edit All fields standards

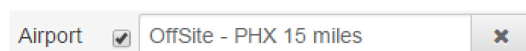
In this topic

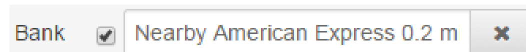
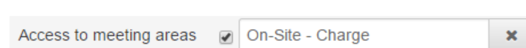
Property Amenities standards

Fields noted with an asterisk (*) are supported in the GDS.

Text boxes can support a maximum of **64 characters**.

Special characters slash (**/**), dash (**-**), and period (**.**) are permitted. Any other special characters, such as currency symbols ($), colons (:) or the percentage sign (%), are **not** permitted.

Sections	Field standards	Example
Attractions - **Mandatory**	Attractions contains mandatory fields, any attractions selected as on your hotel's premises must be listed as On-Site. For attractions located off-site (Nearby) a valid distance must be provided.	
Business Srvc Type	Indicate if the business service is On-Site or off-site (Nearby), and if there is a charge or no charge. This is a strong selling point for corporate clients.	

Sections	**Field standards**	**Example**
Hotel Amenity Codes - **Mandatory**	Indicate if the hotel amenity service is On-Site or off-site (Nearby) , and if there is a charge or no charge **Caution**: Airport Shuttle, Children Welcome, and Family Plan must remain selected as these are required fields. You can update the cost for children and airport shuttle in the text field. **Note**: Any amenity that is more than 4 miles from the hotel needs to be listed as a Point of Interest.	
Location Category Codes - **Mandatory**	This is a mandatory section, if you need to change the location category for your hotel, then deselect the previous category and select a new category checkbox. **Caution**: Shuttle is a required field and must remain selected. You can update the expense amount in the text field.	
Main Cuisine Code	This indicates that your hotel offers the selected cuisine On-Site, click the applicable checkbox.	
Meal Plan Type	Indicate if there is a meal plan offered, if it is On-Site or off-site (Nearby), and if there is a charge or no charge.	
Meeting Room Code	Indicate if a meeting room is offered, if it is On-Site or off-site (Nearby), and if there is a charge or no charge.	

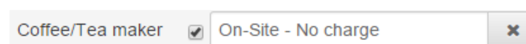
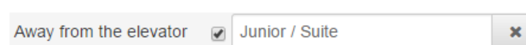
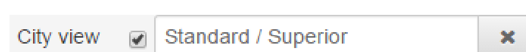
Sections	**Field standards**	**Example**
Meeting Room Format code	Select from the applicable meeting room types (Ballroom, Banquet, Boardroom, or Classroom), must be On-Site at the hotel, and include the seating capacity for each meeting room.	Ballroom ☑ On-Site - 300 max capacity ✖
Pets Policy Code - **Mandatory**	This is a mandatory field, and must advise if your hotel allows pets and if a charge is applied, or if you do not allow pets.	Small domestic animals only ☑ Charge ✖
Property Class Type	Select the one option that best fits your hotel class type.	Hotel ☑ ✖
Recreation Srvc Detail Code	Indicate if the service is On-Site or off-site (Nearby), and if it is off-site then a valid name and distance must be provided.	Golf location ☑ Nearby TPC Scottsdale 5 miles ✖
Recreation Srvc Type	Indicate if the service is On-Site or off-site (Nearby), and if it is off-site then a valid name and distance must be provided.	Children's program ☑ On-Site - No charge ✖
Restaurant Category Code	This indicates that your hotel offers a restaurant On-Site, click the applicable checkbox.	Brasserie ☑ On-Site - In Brasserie ✖
Restaurant Srvc Info	This indicates that your hotel offers a restaurant On-Site and must be on the premises, click the applicable checkbox.	Casual dining ☑ On-Site - In Brasserie ✖
Round tables	If your hotel has a restaurant, and offers these table types list the number here.	Round tables ☑ 7 ✖
Segment Category Code - **Mandatory**	This is a mandatory section, click the checkbox for the applicable market segment to update your hotel with.	Luxury ☑ ✖
Tables	If your hotel has a restaurant, you can advise if there is a charge for requesting a specific table.	
Transportation Code - **Mandatory**	This is a mandatory section, click the applicable checkboxes and indicate if there is a charge or no charge.	Bicycle ☑ On-Site Charge ✖

Room Features Standards

Fields noted with an asterisk (*****) are supported in the GDS.

Text boxes can support a maximum of **64 characters**.

Special characters slash (**/**), dash (**-**), and period (**.**) are permitted. Any other special characters, such as currency symbols ($), colons (:) or the percentage sign (%), are **not** permitted.

Sections	**Field standards**	**Example**
Bed Type **- Mandatory**	This is a mandatory field, list the amount of each room type you have at the hotel.	
Guest Room Info	Select the amenities you offer in guest rooms.	
Physically Challenged Feature Code	Select applicable checkboxes for these features.	
Room Amenity Type **- Mandatory**	This is a mandatory section, select all applicable amenities offered by your hotel On-Site and if there is a charge or no charge. **Caution**: Extra Adult Charge, Extra Child charge, Extra person charge for rollaway use, and Extra child charge for rollaway use must remain selected. You can update cost amounts in the text field.	
Room Location Type **- Mandatory**	This is a mandatory section. At a minimum you must provide at least one room location type at your hotel, and all applicable location types are recommended.	
Room View Type **- Mandatory**	This is a mandatory section. At a minimum you must provide at least one type of view offered at your hotel, and all applicable view types are recommended.	

Additional Information Standards

Fields noted with an asterisk (*) are supported in the GDS.

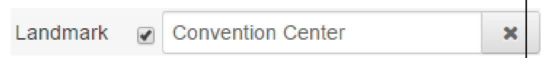
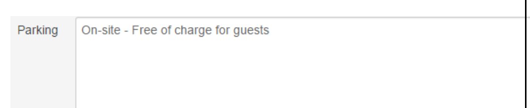
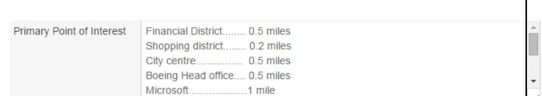
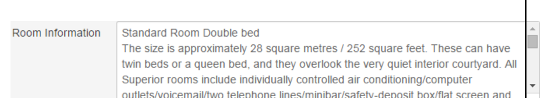
Text boxes can support a maximum of **64 characters**.

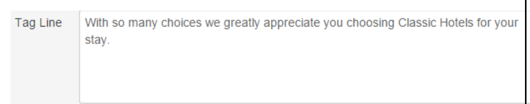
Free form text fields will support up to 3000 characters, and should be added in a paragraph format. But please note that the maximum number of characters for the free form text fields in the Sabre GDS is **2000 characters**.

Special characters slash (**/**), dash (**-**), and period (**.**) are permitted. Any other special characters, such as currency symbols ($), colons (:) or the percentage sign (%), are **not** permitted.

Caution: All mandatory checkboxes listed below must remain checked. You can update text within these fields.

Sections	Field standards	Example
Meets/Exceeds Building Codes **- Mandatory**	This is a mandatory section. Select applicable answer.	Meets/Exceeds Building Codes Yes
Area Attraction Information **- Mandatory**	This is a mandatory section. You can update the attractions near your hotel, including the distance to the attraction.	Area Attraction Information Convention centre 3 miles/Granc
General Meeting/Conference information **- Mandatory**	This is a mandatory section. You can update meeting room and contact information for meetings rooms can be added.	General Meeting/Conference Information On-Site 7 meeting rms/meetings
Kids Stay Free **- Mandatory**	This is a mandatory section.	Kids Stay Free YES - up to 3 years old
Recreation Information **- Mandatory**	This is a mandatory section. You can update the list of amenities at the property or Nearby.	Recreation Information On-site Health Club / Golf 1 mile
Security information **- Mandatory**	This is a mandatory section. You can update security features at your hotel.	Security Information 24-hour security /Restricted floor

Sections	Field standards	Example
Landmark **- Mandatory**	This is a mandatory section. This is used by the Sabre GDS, and should contain an important attraction that is closest to your property. **Note**: Only 19 characters are accepted in Sabre.	
Usual Stay Free Child Per Adult **- Mandatory**	This is a mandatory section. You can update the total number of children your hotel allows to stay free in a room with one adult.	
Hotel Information **- Mandatory**	This is a mandatory section. Place in paragraph format; provide best attributes of your hotel in the first few sentences.	
Marketing Text **- Mandatory**	This is a mandatory section. Place in paragraph format; and provide best attributes of your hotel in the first few sentences. This information can be seen in Call Center and Booking Engine.	
Parking **- Mandatory**	This is a mandatory section. Advise if your hotel provides parking, if there are any special requirements such as off-site parking offered, and if charges are applicable.	
Pet Policy **- Mandatory**	This is a mandatory section. Advise of your Pet Policy, and any applicable fees.	
Primary Point of Interest **- Mandatory**	This is a mandatory section. Update the points of interest in the format shown beside.	
Room Information **- Mandatory**	This is a mandatory section. Place general information about your hotel's room here. You will want to highlight information about amenities, and the décor, for all of your room types.	

Sections	**Field standards**	**Example**
Tag Line **- Mandatory**	This is a mandatory section. Used for Call Center and Booking Engine, this is the last statement a voice customer hears and the last line a Booking Engine customer sees when a booking is completed. This can leave a lasting impression for them about their upcoming stay at your hotel. You can also utilize this field to add date specific information for your hotel, for example 'the pool will be closed September 28 – 29 for maintenance'. **Note**: If using tag for date specifi information be sure to keep this information updated regularly.	

Related topics

[GDS character limits and other limits]

[Preview and Preview - Edit All]

Legal Notice

Glossary

A

ADS: Alternative Distribution System - Similar to a GDS; however, these systems are connected and accessed through the Internet such as a booking web site. Also see Global Distribution System and Global Distribution.

ARI: Availability, Rates and Inventory

Availability: The number of rooms or rates available for sale through the CRS or selling status of a hotel at any point in time.

B

BAR: Galileo's Best Available Rate (BAR) definition is: The booker is guaranteed the lowest public unrestricted rate available. The BAR fluctuates based on demand and is available to anyone and on all distribution channels. A hotel can initially set the rate up as 75-80% of the Rack Rate and then change the rate according to their demand. The BAR rate returns first in a one day public rate search. The BAR returns in a PRO search criteria used by Travel Agents. The BAR rate can be the basis to control other rates.

BKG: Booking

Booking: A hotel room reservation made by a travel agent or traveler.

Brand: The trade name by which a hotel is recognized in the marketplace.

C

Cancellation: Notification to a hotel that a previously reserved room will not be occupied.

CC: Credit Card

CCM: Call Center Module - Interface that allows a user to create, modify or cancel reservations.

Chain Code: An identification code (generally two or three letters) assigned to a hotel chain in the GDS, ADS or UltraSwitch database. A single hotel chain may be represented with a different Chain Code in each system. It is unusual for a Chain Code to be common across any of the systems.

Commission: The payment that a travel agent receives from a supplier for selling accommodations or other services.

Component: An item which is part of a package (e.g., room, box of chocolates, spa treatment, tickets, etc.).

Consortia Rate: Negotiated for large travel agents such as American Express and Carlson Wagonlit. The rate is typically 80-85% of the rack rate and is contracted for one year. The rates can only be viewed by the travel agent. The rate is typically available as long as there is a qualifying room available for sale. There may be blackout dates.

Corporate Rate: The rate offered to non-preferred corporate travelers. This is often 90 to 95 percent of the rack rate. These may be negotiated rates with certain business groups.

CRO: Central Reservation Office - A location operated by hotel companies or others to process toll-free telephone and electronic reservations.

CRS: Central Reservation System - A centralized system used to manage reservation activity and availability, store property-related information, generate various operational, management and marketing reports for multiple properties across multiple brands or a brand. The CRS is accessed by CRO agents (in call centers), seamless GDSs and internet booking engines to check for availability and make reservations 24 hours a day, seven days a week.

CTA: Closed to Arrival - An inventory control that indicates the property will not accept a booking with a date of arrival on the designated date.

CTD: Closed to Departure - An inventory control that indicates the property will not accept a booking with a date of departure on the designated date.

Cutoff Days: The number of days before the start date of the group block where, as each day passes, a number of rooms are returned to general availability. Use the Cutoff Dates screen to set cutoff days and the release quantity per day.

D

Dashboard: The user interface or menu item page that provides access to the RVNG information management tools.

DCS: Direct Connect Service

Distribution Channel: Any program or product that can transmit reservations and related information to a hotel (usually through the CRS).

DOA: Date of Arrival - Date that a guest expects to arrive at a hotel where he or she has reserved a room for a designated length of stay, as indicated in a booking.

E

ESR: Expedia Special Rate program. Expedia's Merchant Rate product.

Expedia: Parent company that owns Expedia.com, Hotels.com, Hotwire online distribution channels and NewTrade who provides connectivity technology principally charged with propagating the Direct Connect model. NOTE: Hotwire will continue to connect to RezView CRSs via the UltraDirect connection.

F

FPLOS: Full Pattern Length of Stay. The method by which the different length of stay patterns can be defined by day of the week.

G

GDS: Global Distribution System - Networked reservation systems (such as Sabre, Galileo/Apollo, Amadeus and Worldspan). These are used to supply and view information about travel services such as air, hotel, and auto rental. GDSs are generally owned by partnerships of airlines and other travel industry companies. Also see Global Distribution.

GeoCode: Latitude and Longitude values used to pinpoint an exact location.

Global Distribution: The process of distributing hotel information such as rates, availability, and descriptions globally through GDS and ADS networks.

H

HCD: Hotel Content Database - A repository of property data and images used to supply content to various web sites.

I

Internet Specific Rate: Special Internet rates.

Inventory: The quantity of each item available for sale.

Item: Any type of product for sale at a property (for example., room, meal plan and package).

L

Lodging: An item category where room types are built.

LOS: Length of Stay - Number of days a guest reserves a room, as indicated in a booking.

M

Max LOS: Maximum Length of Stay - Maximum number of days for which a reservation can be booked

Membership Qualified Rate: Available to certain market sectors and used to attract the sectors to the property. Sectors may include travel agents, Seniors, AARP members, AAA members, government or military personnel.

Min LOS: Minimum Length of Stay - Required minimum number of days for which a reservation can be booked

N

Negotiated Rate: A term used in global distribution systems to describe rates negotiated by a hotel company with a specific client. Viewership of these rates in the GDS by a travel agent or other GDS user is restricted, and the rate may be booked only after entry of either the agent's or client's authorization code.

O

ODD: Online Distribution Database - A repository of property data and images used to supply content to various web sites. This is a component of the ADS service provided by Pegasus Solutions. Also see Alternative Distribution System.

OTA: Open Travel Alliance. A self-funded, non-profit organization, OTA is comprised of major airlines, hoteliers, car rental companies, leisure suppliers, travel agencies, global distribution systems (GDS), technology providers and other interested parties working to create and implement industry-wide, open e-business specifications. These specifications form a common e-business language that will encourage development of systems to create new collections of services to better meet the demands and expectations of travelers and the travel industry.

P

Package: Items (components) combined together to increase customer demand or add value to a room type (for example, Junior Suite includes two tickets to the ballet).

PALSRP: Property Area Location Search Response. Property availability messages returned from the GDS.

Pegasus Electronic Distribution Services: A collection of GDS and ADS distribution services offered by Pegasus Solutions, which allow hotel companies to market properties, supply inventory and rate information and generate reservations through various distribution channels, including travel agencies, tour operators, and online consumers. UltraSwitch is the main component of these services. Also see UltraSwitch.

PMM: Property Maintenance Module - RVNG inventory management tool.

PMS: Property Management System - The computer system used by a hotel to manage all aspects of the on-site hotel operations including reservations, check-in/out, occupied guest rooms, guest charges, facilities and room status.

Pre-sold booking: This is a booking made and then “forced” into RezView (for example. bypassing all RezView availability and occupancy restrictions in place at the time). The assumption being that the organization sold the room according to their agreement with the supplier, therefore RezView must now accept it.

Promotional – Packages: A package has value-adds included in the rate. Packages on the system should have different value adds to target different markets (for example, Dinner, Bed and Breakfast Rate or a Champagne Package).

Promotional – Weekend: The rate is available on weekends. Value adds and restrictions vary depending on your hotel and the weekend demand. The rates can be an amount or percentage of BAR. The WKD code on the GDS is a search criteria used by travel agents to find rates. Value adds can be described in the interface description. The weekend rate is available on all distribution channels.

Promotional Rate: To attract the leisure market. These often include weekend rates or packages with value adds.

R

Rack Rate: The highest rate used as a benchmark for people to see the discount they are getting if other rates are booked. The rack rate may be used in high demand periods.

Radio Button: An option button, which when selected, fills in ( ) to indicate an item or option has been selected.

RPINRP: Rate Plan Information Response. Rate information messages returned from the GDS.

RVC: RezView Connect - A switch or translator that will ensure the information stored in the Property Maintenance Module (PMM) will be matched/communicated to each of the GDS and Internet websites. For example, in the PMM, the hotel might have a room code: D1C; however, on the GDS this room code is C1D. The switch was created and is owned by Pegasus Solutions.

S

SQL: Structured Query Language - A standard interactive and programming language for querying and modifying data and managing databases.

T

Travel Agent Rate: A rate to attract travel agents to the property to create awareness and generates PR. The rate is typically 50-70% of the BAR Rate. There is no travel agent commission. There is restricted viewership. It is recommended that the IATA be shown on arrival, the number of nights be restricted and that the travel agent have a show round and get literature to take away.

U

UltraSwitch: A transaction processing system enabling connectivity between hotel CRSs and distribution systems (GDS/ADS) for the purpose of facilitating hotel reservations. This is a component of the distribution services offered by Pegasus Solutions. Also see Pegasus Electronic Distribution Services.

V

VAT: Value Added Tax - a sales tax levied on the sale of goods and services whenever value is added.