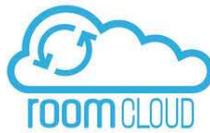




# RESIDENT PRO CHANNEL MANAGER USER GUIDE



Helping you maximise your exposure to your online agencies and metasearch sites  
in association with Roomcloud Channel Manager



The original channel manager environment was called Parityrate  
and the newer environment is called Roomcloud

**IMPORTANT: PLEASE READ THIS MANUAL IN FULL BEFORE USING THE CHANNEL MANAGER**

Please note that this system merely facilitates the "automatic" selling down to your last room, but it in no way guarantees to prevent overselling or underselling. In all circumstances, if you receive a booking you cannot accommodate, or have a Query about, you must contact the online booking agency or the customer.

**Terms & Disclaimer**

The link is supplied "as is" and is not an indemnity policy. It is an "optional" link for Resident Pro. Sites can offer contingency plans to manage your availability on their extranet if the link is down. No liability for consequential damages. In no event shall Resident Pro Ltd. be liable for any damages, including any loss of profits, or other incidental or consequential damages, arising out of your use or inability to use the SOFTWARE or written materials, even if Resident Pro Ltd. has been advised of the possibility of such damages. You are advised to periodically check the participating agencies Extranet carefully, to ensure the accuracy of your published availability, prices, other restrictions, and forward bookings. In any case, Resident Pro Limited accepts no responsibility for any under or over selling of your rooms.

**Overview**

"Roomcast setup" is part of the "Softwareworks Studio" of Resident Pro. It is the link between Resident Pro and external online booking sites (also known as channels). Resident Pro links any or all of the following:-



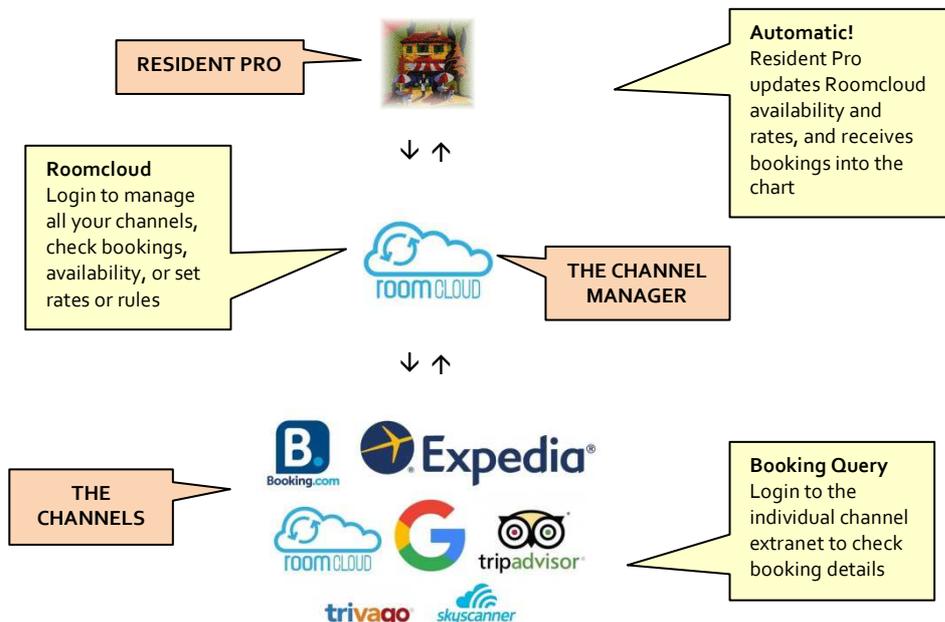
- 1) Roombasket 2) Booking.com 3) Roomcloud Channel Manager (this Guide)

The original Channel Manager was called "Parityrate". "Roomcloud" is the newer improved Channel Manager. Inside Resident Pro "Roomcast Setup" allows us to map Resident Pro rooms and rates with those room types and rates used online. Once setup, Resident Pro automatically keeps your online availability up-to-date, and delivers bookings direct to your Reservations Chart. This link eliminates time consuming manual updating of online extranets with your ever-changing availability. You can sell all your different room types, right down to the last room – maximising your online sales potential. Incoming bookings appear in the appropriate rooms on Resident Pro - highlighted PINK.

**Roomcloud**



Roomcloud is the online Channel Manager which combines all your online agency sites (channels) in one place and therefore allows you to update all your availability and rates fast. Roomcloud links to a growing list of 2-way (XML) and 1-way channels. The link between Resident Pro and Roomcloud allows you to update your channels automatically:



# Resident Pro Channel Manager

## ③ Resident Pro

**Automatic!**  
Resident Pro updates Channel Manager with availability, and receives bookings into the chart



Reception  
Windows computer or network

Resident Pro updates Channel manager with availability and rates to all configured channels

Resident Pro automatically receives bookings from Channel Manager (2-way XML channels only)

## ② Channel Manager

**Channel Manager**  
Login to manage all your channels, check bookings, availability, or set rates or rules



Roomcloud  
Channel Manager Extranet

Channel Manager updates all channels with availability and rates

Channel Manager receives bookings from 2-way XML channels



## Website & Internet

Resident Pro uses an online Channel Manager to update your channels

Resident Pro can also update Roombasket & Booking.com in addition to the Channel Manager

### Roombasket

Brings your own website alive & delivers bookings into Resident Pro

**Roombasket**  
An independent fully automated booking system for your website with no commission



Fax or email sent to hotel from 1-way channels that must be entered onto Resident Pro at Reception

## ① Channels

Example Channels

**Booking Query**  
Login to the individual channel extranet to check booking details



**Recommendation:** You should receive an email from Roomcloud when each new booking is received. If in doubt, when a new booking arrives from a channel you may want to login to your Channel Extranet to print, or to simply double check the booking details, party size etc. We recommend you always check the booking for accuracy against the sites own extranet. If you want to view all the online bookings made on Roomcloud, then login to extranet [www.roomcloud.net](http://www.roomcloud.net)

**NOTE:** Please note that this system merely facilitates the "automatic" selling down to your last room, but it in no way guarantees to prevent overselling or underselling. In all circumstances, if you receive a booking you cannot accommodate, or have a Query about, you must contact the agency or customer.

**WARNING:** After the Channel Manager is setup, you should NOT change any of your room types inside your sites without first informing Resident Pro & Roomcloud, to ensure your links are not broken.

If you ever have to change the username or password to any of your sites, then this must be changed on the Channel Manager. Therefore, you can either login to the Roomcloud extranet to change the username and passwords yourself, or inform Resident Pro or Roomcloud about the change.

### Who to Contact?

In all circumstances, if you receive a booking you cannot accommodate, or have a Query about, you must contact the online booking agency site (such as Booking.com) or contact the customer.

Remember, you can login to the Roomcloud Extranet at [www.roomcloud.net](http://www.roomcloud.net) to check booking details, rates and availability, and you can login to the Extranet of the individual Channel to double check bookings.

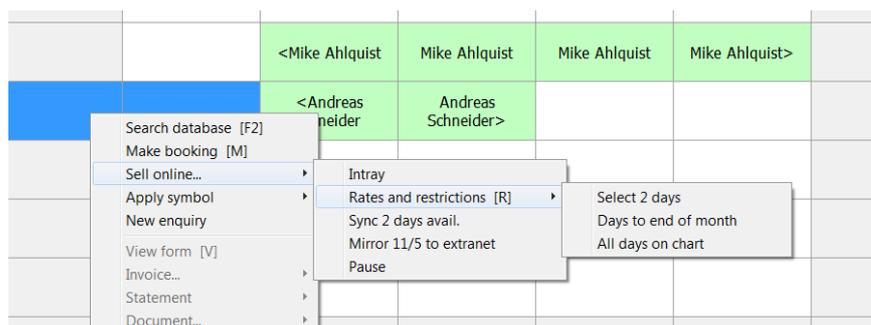
If you have a technical issue relating to the Roomcloud Extranet you should login to [www.roomcloud.net](http://www.roomcloud.net) for the latest status and news about channels, and if necessary contact Resident Pro at [support@softwareworks.co.uk](mailto:support@softwareworks.co.uk) so that we can raise a Support Ticket. Although you can email [support@roomcloud.net](mailto:support@roomcloud.net) quoting the Ticket number, Roomcloud do not deal with you directly. Roomcloud has extended hours from 8:30 am to 8pm Monday to Friday and over the weekends there are staff on duty to keep watch for any emergency tickets. Tickets are generally responded to within 24 hrs.

For errors or configuration issues between Resident Pro and Roomcloud you should contact Resident Pro at [support@softwareworks.co.uk](mailto:support@softwareworks.co.uk)

To add or amend an existing site, you should first contact Resident Pro. A full price list is available on request.

### Section 1. Availability

You can upload your available rooms up to 2 years ahead, in batches of anything between 1 day, and 92 days at a time (the area you select on the Reservation Chart will be uploaded). Each time a booking is made, or modified, the availability will be "automatically" uploaded for those days.



To begin, highlight a number of days on the Reservation Chart, right click for the Popup menu, "Sell online" and "Rates and restrictions" (or just press the [R] key). This shows the number of rooms you have left to sell.

Other options on this popup menu include "Sync avail", "Pause" and "Intray". The Intray is explored in a later section. "Pause" will stop the chart from automatically updating your availability, each time your chart changes. This may be useful if you want to start swapping a lot of bookings around, and don't want the sync process to slow you down. Whilst paused, any days that change will be highlighted in PINK on the date of the Reservations Chart, to remind you to "Sync" those days, to bring your online availability up-to-date. As soon as you "Sync" those days, the PINK shading will be removed from the dates. **Note:** "Pause" will not stop bookings from coming in from the internet.

**Tip:** When selecting many days on the chart, it may be easier to use the keyboard – SHIFT and RIGHT ARROW key. Also, to reposition the chart to start on a certain date, go to that day and click on the REFRESH icon.

When you select the "Sync availability" button, you are only updating the "Availability" for the dates shown. You are not updating any rates or restrictions. Close the window and the sync will take place in the background Queue, allowing you to continue to work (see progress bar on your taskbar). If there is an error during sync (for example, if your internet connection is down), the unsuccessful jobs in the Queue will be restored, and synchronised later. After 2 unsuccessful upload attempts, the jobs are deleted.

Click on the Channel manager tab...

Roombasket		Booking.com		Channel manager	
		30/03/2013	31/03/2013	01/04/2013	
Type		B Sat	B Sun	Mon	
Double		149.00 1	159.00 3	124.00 2	
Online Booking BB		160.00 1	160.00 3	135.00 2	
Advance Room Only		149.00 1	149.00 3	119.00 2	
Advance BB		160.00 1	160.00 3	130.00 2	
Triple		195.00 0	195.00 1	170.00 1	
Online Booking BB		215.00 0	215.00 1	190.00 1	
Advance Room Only		204.00 0	204.00 1	174.00 1	
Advance BB		215.00 0	215.00 1	185.00 1	
Family		200.00 0	220.00 3	175.00 3	
Online Booking BB		0			

In the above screenshot, the default Channel Manager rate for "Double" room is "Room only", and we can see that there are 3 Double Rooms available at a rate of £159.00 on Sunday. In this example, there are 3 other rates: "Online Booking BB", "Advance Room Only" and "Advance BB", for each room type. Click "Sync" to upload the availability to Roomcloud, otherwise the cells will be YELLOW to indicate that the availability has not been uploaded.

Although this screen shows how many rooms you have, you must also "Sync" your rates and restriction (see next section). Rooms with no prices setup will be highlighted in RED. Rooms with limitations such as minimum stay will be AMBER. Those whose rate and availability have been previously uploaded will appear GREEN.

#### Close All Rates

This button will close ALL the rates for the selected period. If you simply want to stop selling rates online this is quicker than going in and out of each and every room rate to "stop sell". If you change your mind, click the button again to "Open all rates" (and check the prices - see Rates section about "Stop sell").

#### Price Shift

If you wish to change ALL of the selected prices at once, then use this button to increase or reduce the existing prices by an amount or percentage of your choice. You can also set "minimum stay" to all the existing rates or to a specific rate.

#### Tips to limit your availability

The main concept is to "automatically" sell all your Available rooms, to maximise your sales potential, right down to the last room – without having to change your availability "manually". However, there are several ways to change the way your availability is calculated:-

(i) Do not let

If you use the "Shadeout" (do not let) feature on the Reservation Chart of Resident Pro, then these rooms or areas of the chart will be classed as unavailable.

(ii) Symbols

Any Symbols you place on the chart, i.e. HOLD, LET LAST etc., will be classed as unavailable. If you change the pattern of a symbol (i.e. move it from one room type to another) then you must Sync your availability for that period.

(iii) Close all / Stop sell

Any rates you close will be classed as unavailable (see Rates). Optionally, you can automate "Stop sell" when your availability reaches zero.

(iv) Undersell option

Ticking this option will always sell 1 less room for each room type you have setup. To set it, go to Reception, Setup, Your Preferences, Booking tab, and tick "Undersell to 3<sup>rd</sup> party agencies".

(v) Have an "emergency room"

In Roomcast Setup, select a room to "Never Broadcast". Always let this room last (in case you need it).

If you use more than 1 "Room rate" with Roomcloud then you will notice that each "Room type" has multiple Room rate names below it. Notice that the number of available rooms is duplicated for each rate, so you may have 7 doubles to sell, and all 7 will be sold at every rate. However, it depends upon the individual "Channel" as to whether the same room can be sold simultaneously with different rates – so you should check this when allocating your channel rates in the Roomcast Setup.

Click "Sync" to upload the availability to Roomcloud, and this will upload to all your Roomcloud channels. Rooms with no prices setup will be highlighted in RED – however you can also set prices on the Roomcloud Extranet, so if it is highlighted RED it only means there are no prices setup within Resident Pro.

**Tip:** If you prefer not to sell down to your last room on 3<sup>rd</sup> party sites, then you can go to Setup & Preferences, and in the "Booking tab" tick the box entitled "Undersell to 3<sup>rd</sup> Party sites". This will undersell each room type by 1 room (if you have 4 double to sell, only 3 will be sold, etc.). If you wish to check any of your published availability and rates, to see if you have successfully synchronised them, you can login to your Roomcloud Extranet. Another idea is to simply put aside an "emergency room" - a room that you do not link to Roomcloud.

## **Section 2. Rates**

Rates can be set inside Roomcloud, or inside Resident Pro, or both! For instance, if you sync rates on Resident Pro they will simply alter the rates that you may have already set on Roomcloud. This section assumes you are setting rates inside Resident Pro.

Highlight a number of days on the Reservation Chart, right click for the Popup menu, and select "Sell online..." and "Rates and restrictions". To set or change prices for any room, click on the "Room type" name or one of its "Room rate" names below. You can view a full year ahead, or just the dates you have already selected. Enter your room rates, together with any other restrictions, explained below. Use the COPY buttons to duplicate the cells to other days, and finally click the SYNC button to upload. Back on the Availability screen, you will notice the Rates you have added have turned the room from RED (no price setup) to GREEN (available).

Quantity of available room was set to zero. To restore the Quantity you must set 0

Copy all Paste Triple - Room only rate

	02/06/2019	03/06/2019	04/06/2019
Type	Sun	Mon	Tue
Qty (in view)	0	1	1
Rate ID	ROOMONLY	ROOMONLY	ROOMONLY
Room price	200.00	90.00	90.00
Occupancy Price	200.00		
Minimum stay	2	2	2
Disallow arrive			
Disallow depart			
Stop sell	1		

Copy cell to all forward days Copy day to all forward days Copy day to 1 week ahead Copy day to all alike days Reselect all

RATE -1 -10 +1 +10  all forward days

KEY To sync No price or closed Don't sync

Warn if rates < 50.00 or > 200.00  Right click to crop date

**Tip:** To change a price, simply use the BACKSPACE button on the keyboard, and retype the new amount. **Note:** With Roomcloud, the SYNC button on the Rates screen does not upload Availability (unless you tick "Sync Availabilities too") and the SYNC button on the Availability screen only uploads Availability.

(i) Room price

Set to an amount, to start selling the available rooms. This is a "room" price. Note: If it is your policy to charge for extra beds, or to charge extra for children, then you should make this clear in the terms and conditions and "Booking notes" of the individual channels sites.

(ii) Occupancy price

Certain sites such as Expedia allows us to control an "Occupancy" element of a room. Most commonly the Occupancy element will be for single occupancy (1 pax), but for example, it could be for 3 pax occupancy of a 4 pax family room.

**Note:** On Booking.com, you can either setup a "Single use rate" type, or simply automate the "single" occupancy price by going to the Booking.com Extranet, and clicking on the "Calendar" view. Edit the room to apply an auto price to single occupancy - which can be based on your uploaded Room Price.

(iii) Minimum stay (Optional)

Guests must stay for at least this number of nights, if this room is part of their stay.

(iv) Disallow arrive (Optional)

Set to 1 or 0. 1 means that guests cannot book these rooms if they want to "arrive" on this particular date.

(v) Disallow depart (Optional)

Set to 1 or 0. 1 means that guests cannot book these rooms if they want to "depart" on this particular date.

(vi) Stop sell (Optional)

Set to 1 or 0. 1 stops selling this rate for this date. This will replace the rate with your highest rate or 999.99. Set to 0 to start selling this rate again for this date.

**Tip: Automatic Close Out**

In Setup Preferences, Booking tab, "Auto Close Qty=0" when ticked, will automatically put a "stop sell" out to Channel Manager on days when you let your last room (when availability = 0). It will not close Roombasket.

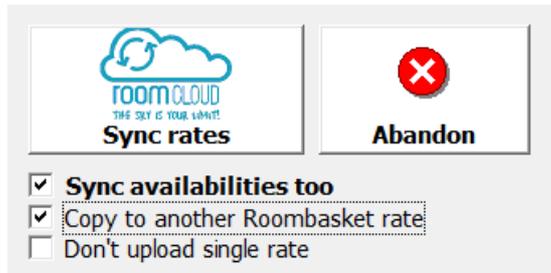
The advantage of this is that when the hotel is full, and receives an agency cancellation, the agency should not try to re-let the room. This gives you more time to deal with the cancellation and perhaps to relet the room from

your own waiting list, without fear of the room being resold by the agency if you are full, or in the event the agency receives a cancellation from the guest "after" you relet the room.

"Auto close" will not show the "stop sell" attribute (stop sell = 1) in the Sell Online area, but it will close the room on the channel manager. Rooms can be reopened again in the Sell Online area by setting the "stop sell" attribute to 0.

(vii) Sync availabilities too (Optional)

Tick this before you click "Sync rates" to force the Quantity of rooms to be uploaded too.



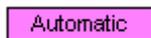
(viii) Copy to another Roombasket rate (Optional)

After you sync rates, this option will prompt you to select a Roombasket rate (for your own website), and to easily copy the exact price, or reduce it by an amount, or discount value, of your choice.

**Tip:** Even if you upload the same price to Roombasket, some agencies such as Booking.com & Expedia may offer people additional discounts - check your terms with them - so you are recommended to always have a favourable price or discount set on Roombasket (your own website) which is "commission free"!

### Section 3. Intraday & Chart

The Reservation Chart actively checks for new bookings, every 10 minutes. On the Reservation Chart, in the "Chart Key", you can click on the "Automatic" symbol to force Resident Pro to check for new online bookings, whenever you like.



**Tip:** Right click to change the interval between 10, 15, 30 and 45 minutes. Left click to check the mailbox for new bookings.

		<Dear
	<Julie Smith	Julie Smi

When a booking arrives in the INTRAY it will be instantly charted PINK, and the original booking will be sent to the "Intraday History" for your reference. Bookings will be automatically charted to the correct room, for the correct dates, complete with the name, address, telephone number, email, guestname, and any notes. Credit card details of the new booking will be stored in the "ETA/Credit card" area of the group leader.

Credit card details are encrypted and password protected. Note: Not all channels send full booking details and may send blanked out credit card details, so you may have to login to the channels extranet to collect them.

**Tip:** You can leave online bookings PINK on your Reservation Chart, or confirm the booking to turn it GREEN, so that you know it has been checked (for example, from within the Booking Form, select Billing from the drop down menu, and Confirmed by).

### Intraday

To view the INTRAY right click on the Reservation Chart and select "Sell online" and INTRAY. You can double click on any booking in the INTRAY to view the booking details. The bookings are listed in order of the date they came in, followed by the Reservation ID number.

Double click to view the reservation details

Roombasket      Booking.com      Channel manager

**Parityrate bookings not charted**

2019-05-29-124836-1739972092.TXT  
2019-05-29-124836-2340310436.TXT  
2019-05-29-124836-3254579940.TXT  
2019-05-29-124836-3494003651.TXT  
2019-05-29-124836-3494077679.TXT  
2019-05-29-124836-3764175189.TXT

**Booking history (encrypted)**

2012-02-01-153321-255498696.TXT  
2012-02-01-153321-463498484.TXT  
2012-02-01-153321-539484146.TXT  
2012-02-01-153321-890814599.TXT  
2012-02-02-190451-787573146.TXT  
2012-02-02-221555-678071486.TXT  
2012-02-02-221556-13271205.TXT  
2012-02-03-134838-13171168.TXT  
2012-02-03-135906-647712001.TXT  
2012-02-03-150310-787525107.TXT  
2012-02-03-175354-647712257.TXT  
2012-02-03-224515-678039759.TXT  
2012-02-04-072644-569324170.TXT  
2012-02-04-111505-451738056.TXT  
2012-02-04-113511-451785012.TXT

**Book it now**

Book any available room

Allow canx / modification

Online Booking No

**View activity**

**Queue**

**Error report**

**Channel info**

**Extranet**

(i) Book it now

Bookings cannot be automatically charted if the same room is not available for the entire stay – in which case, you should go to the Reservations Chart and move bookings around, to make the same room available. Then you can go to the INTRAY to 'Book it now' (or to book it into any available room).

(ii) Book any available room

If a booking will not chart, then ticking this option before "Book it now" will force the booking to be charted into the first available room. Then you need only move the booking around on the chart to the correct room.

(iii) Allow canx/modification

In Setup Preferences, you can hold up modified and cancelled bookings in the intray, so that they are not automatically applied to the chart. In this case, you may want to either double click on the booking in the pink box to "Deactivate" it, and deal with it on the chart manually yourself, or to allow the modified or cancelled job to go ahead and make the changes you can tick "Allow canx/modification" and "Book it now".

(iv) Online booking no.

This search box allows you to find details of a "dealt with" booking, in the booking history box.

(v) View Activity

Each time a new booking is made, or if there is a problem charting it, the details will be logged in the Activity window. This Activity window pops up each time a booking comes in.

(vi) Queue

Click on this to sync any changes waiting to be uploaded. This is normally automatic.

(vii) Error report

This is a report of Roomcloud communication errors. If you have errors you should check the availability and rates is correct on the Roomcloud Extranet. To reset the error report, right click on this button.

(viii) Channel info

This is a list of all the channels that are mapped to Roomcloud inside the Roomcast Setup. Only "2-way XML" sites will deliver bookings into the Reservation Chart of Resident Pro.

(ix) Extranet

This is a shortcut to the channel manager extranet.

The Reservation Chart

Pink means online activity! The Reservations Chart on Resident Pro will show online activity in "PINK"

**A PINK TITLE BAR** = When the title bar of the Reservation Chart turns "PINK", this means that an online booking in the "Intray" needs your help to chart it. See "[Automated web bookings not charted](#)" (below).

**PINK DATE** = When a date on the chart turns "PINK" this means that this day is out-of-sync with the online availability. You should Sync the availability for that day.

**PINK BOOKING** = New bookings that are automatically charted appear on the Chart in "PINK"

**Warning!** – When the Reservation Chart is closed, the system is unable to check for new bookings. Meanwhile, bookings may continue to be made online, but your chart will not be updated until you next open it, and wait for the "Automatic" check (or left click on the "Automatic" icon). You should use the 10 minute interval most of the time, to lessen the window of a chance double booking.

#### Automatic web bookings not charted

If you are busy working on a Booking form or Invoice while an online booking arrives, then instead of interrupting you, the job will be sent to the INTRAY. This can also happen if there is a problem with a booking, for example, in the unlikely event that the Room type booked online is no longer available, or the hotel is full, then the booking will remain in the INTRAY. If there is a booking in the INTRAY requiring your attention, the top of the Reservations Chart will turn PINK. So long as you can accommodate the booking (in any room) you can resend the booking from the INTRAY to the Chart. Just tick the box "Book any available room" and click the "Book it now" button – or you may want to move your bookings around to release the proper room before clicking "Book it now".

**Note:** Your room types are sold irrespective of whether or not a guest has to move rooms. If the same room is not available for the whole stay, then the booking will not be automatically charted, until you visit the "Intray" and "Book it now". It is your responsibility to accommodate this booking by first moving around other bookings, or to book it to any appropriate room.

#### Deactivate bookings in the Intray

All the information needed to make a booking "manually" can be read onscreen in the Intray when you "double click", so you can jot this information down to manually transcribe to a booking, if needs be. You can also deactivate automatic bookings held up in the Intray, by double clicking on the booking in the list, and selecting "Deactivate". Sensitive data within bookings will be encrypted.

**Note:** if you are unable to accommodate a booking you must contact the Channel or Customer. Simply deactivating bookings from the INTRAY will not do this for you.

#### Reactivate bookings

You can reactivate bookings from the Booking History list, and click "Book it now" to chart it. Encrypted data will be decrypted. Bookings that checkout, or are older than 365 days will be automatically removed from the Booking History list.

### **Section 4. FAQ, Limitations, Recommendations & Troubleshooting**

#### **Frequently asked Questions**

##### **Q. What's the difference between "Parityrate" and "Roomcloud"?**

Parityrate is the original channel manager environment, and Roomcloud is the newer channel manager environment. Both do roughly the same job and created by an Italian company called Tecnes, but Roomcloud is an improvement.

##### **Q. What is XML?**

It is an abbreviation for "Extensible Markup Language". XML is the technique that most of the top sites use to properly communicate (handshake) with other systems. If the site does not support XML then we call it a "1-way" system.

##### **Q. What is an extranet?**

An extranet is a private network where you login to your account on the internet. You can login to the extranet of the individual "channels" (such as Booking.com, Laterooms, Lastminute.com, Venere etc.) and you can also login to the Roomcloud "channel manager" extranet [www.roomcloud.net](http://www.roomcloud.net)

**Q. Why don't all bookings get charted automatically?**

Only "2-way XML" channels are capable of sending bookings to you this way. The limitation with "1-way channels" is they are unable to send bookings to our systems. Instead 1-way channels simply send you a fax or email. To find out which channels are mapped to Roomcloud, go to the Reservation Chart, right click "Sell online", INTRAY. In the "Channel Manager" tab click on the "Channel info" button.

**Q. Does Resident Pro automatically update the availability on 1-way channels?**

Yes, availability is automatically updated on all 1-way and 2-way channels.

**Q. Sometimes I receive an email about a booking but it doesn't immediately appear on the chart?**

Inside Resident Pro "Roomcast" on your Reservation Chart checks for new bookings every few minutes. In the KEY (F7) on your Reservation Chart you will see a PINK tick down timer. You can click on this to check for new bookings rather than waiting.

**Q. How do I setup a "Single use" price for my rooms?**

Each agency has different ways of handling "single use". Expedia allows us to control an "Occupancy" element of a room. Most commonly the Occupancy element will be for single occupancy (1 pax), but for example, it could be for 3 pax occupancy of a 4 pax family room. On Booking.com, you can simply automate the "single" occupancy price by going to the Booking.com Extranet, and clicking on the "Calendar" view. Edit the room to apply an auto price to single occupancy.

Alternatively, you can setup a "Single use rate" on each of your agencies, and we can use this rate type to control your single price.

**Q. The top of the Reservation Chart has turned PINK and bookings are not appearing on the chart?**

If a booking cannot chart itself, it will sit in the INTRAY waiting for your assistance. This can happen if you are in the middle of working on a guest Booking form or Invoice when an online booking comes in. See Section 3 "Automatic web booking not charted".

**Q. What do we do if we receive a double booking?**

You must contact the agency or customer to resolve this. You should also check the Agency Extranet, and the Roomcloud Extranet to ensure you are not overstating your availability. To help prevent the chance of over booking you should consider adopting an "emergency room" that is never sold online, or close out rates, or shade out rooms on the Reservation Chart as you get busy.

**Tip:** All bookings that you take at the door or over the phone must be entered on the Resident Pro Reservation Chart immediately to ensure your latest availability is sent to Roomcloud. If you are pressed for time then you can simply "Shade out" a room on the chart.

**Channel Limitations**

1-way channels don't deliver bookings into our systems. They simply send you a "Fax or email". This means that if you use 1-way channels, there will be a time gap between receiving the booking manually to the point at which the receptionist enters it onto Resident Pro (which will only then update Roomcloud with the change in your availability). Whenever possible, you should ask your sites to switch to "XML" and inform Roomcloud.

Not all channels send full booking details. Bookings may have missing address details, missing email, telephone, blanked out credit card details etc. but with some channels you may be able to obtain these details (if they are available) by logging in to the channel extranet. Some channels will allow you login to their extranet to collect the full card details, within a limited time frame – please refer to your individual channels terms and conditions.

When Resident Pro receives a group booking, if the number of persons in each room is not sent by the channel, then Resident Pro will apply the total number of persons in the booking to each room.

Not all channels allow you to set an automatic "single occupancy" price for a room.

Please refer to your individual channels terms and conditions for other limitations. We recommend you always check the booking for accuracy against the Channel Extranet.

**Some Important Considerations**

When the Reservation Chart is closed, Resident Pro is unable to check for new bookings.

Each time a booking is entered or changed on the Reservation Chart of Resident Pro, Resident Pro will connect to the internet and update "Roombasket", and "Roomcloud".

When a "2-way XML" booking is taken, Roomcloud will update the new availability to all sites (even before the booking is received on Resident Pro).

Resident Pro collects bookings from Roomcloud every few minutes and goes on to update "Roombasket" and "Booking.com" if you use these links inside Resident Pro. It is recommended you migrate any existing "Booking.com" link to inside the Channel Manager. This minimises the risk of double booking as Resident Pro collects bookings from "Roombasket" and "Booking.com" every few minutes and goes on to update Roomcloud.

"1-way" channel bookings are made by "Fax or email" so it's not until the Receptionist enters the booking on Resident Pro that the new availability is synchronised to all the other channels.

Sometimes you may have to juggle rooms about on your Reservation Chart to be able to accommodate a booking. For instance, if someone books 2 nights in a double room, you may have one double room on Friday and a different room on Saturday. The booking will sit in the INTRAY and prompt you for help.

### **Dynamic Prices**

You can set "Dynamic Discounts" using the Roombasket Extranet, but this is only for your own "commission free" website bookings. To achieve a similar Dynamic Discount on your agencies, please refer to the "Roomcloud Channel Manager" guide. Login to [www.roomcloud.net](http://www.roomcloud.net) and use the "Revenue Manager" to set a "Price rule".

**Tip:** If you want to sell a double room at a single occupancy price you can look to the individual channel extranet to apply this discount automatically (if this feature is available) or some agencies allow an "Occupancy" element for us to handle single use, or we can setup an additional rate for single use in Roomcloud.

### **Errors**

Errors can indicate configuration issues that may need resolving, or communication problems, or restrictions in place for certain channels that are preventing you from changing availability or rates. If you need assistance with recurring errors, please email the report to Resident Pro Limited or raise a Ticket at [www.roomcloud.net](http://www.roomcloud.net)

Resident Pro will report all errors communicated from Roomcloud. If you receive any error you should login to the Roomcloud Extranet to check the availability, prices, etc. The extranet will also tell you the status of the system and any news or current issues with channels.

After failing twice, an upload attempt to the Channel Manager will be abandoned and this will be noted in the error report. You are advised to Sync your availability for such periods if this happens.

### **General Recommendations**

**1. Enter all bookings immediately**

*Bookings that you take at the door or over the phone must be entered on the Resident Pro Reservation Chart immediately to ensure your latest availability is sent to the Channel Manager. If you are pressed for time then you can simply "Shade out" a room on the chart. Highlight an area, right click, symbols, do not let (shade out).*

**2. Change the colour PINK to GREEN when checked**

*You can leave online bookings PINK on your Reservation Chart, or confirm the booking to turn it GREEN, so that you know it has been checked (for example, from within the Booking Form, select Billing from the drop down menu, and Confirmed by).*

**3. Check the bookings on the Agency Extranet (recommended)**

*You are advised to login to your agency extranets and check your bookings periodically, or after each new booking is made.*

**NOTE:** *Please note that this system merely facilitates the "automatic" selling down to your last room, but it in no way guarantees to prevent overselling or underselling. In all circumstances, if you receive a booking you cannot accommodate, or have a Query about, you must contact the Channel or customer.*

**4. Deal with any jobs in INTRAY**

*In a number of different scenarios, rather than bookings automatically charting, the jobs can sit in the INTRAY until you deal with them - the top of the Chart turns PINK if this happens, with a prompt. You must either "Deactivate" jobs or tell the jobs to "Book now" (possibly in any available room) – see Section 3.*

*5. Re-sync dates if cancelled jobs are deactivated*

*Some agencies such as Booking.com allow the customer to modify and cancel bookings. When the job arrives at Resident Pro you may have to manually deal with the cancellation if you have already removed it, or if it can't be found. You should re-SYNC those days in case the agency has subsequently released the room back on their own inventory!*

*6. Close-out/Stop sell room rates over busy days (recommended)*

*When you start to fill up on busy days you should consider using the "Stop sell" or "Close all" option to stop selling rooms. See section 2 of the "Channel Manager User Guide". This will help prevent double booking over periods in great demand, while you sell the rooms "commission free" direct and on Roombasket. Use "Automatic Close Out" to "stop sell" when you fill.*

*7. Undersell?*

*If you prefer not to risk selling down to your last room on 3rd party sites, then you can go to Setup & Preferences, and in the "Booking tab" tick the box entitled "Undersell to 3rd Party sites". This will undersell each room type by 1 room (if you have 4 double to sell, only 3 will be sold, etc.). Another idea is to simply put aside an "emergency room" - a room that you never sell on the Channel Manager.*

*8. Sync availability after changing room links*

*Availability is updated automatically. However, if you change any of your room links, or apply a change such as "undersell" (see above) then you must sync all your availability again using your Reservation Chart, to ensure the new spread of room availability is updated.*

*9. Don't change rooms & rates on agencies*

*Never change a room type or rate type on an agency without informing the Channel Manager or Resident Pro. If you do, you may inadvertently break existing links to that site.*

*10. Don't change agency passwords without informing Roomcloud*

*Never change a username or password on a site without also changing the username and password inside the Channel Manager. Otherwise you will break the link to that site. You can login to the Roomcloud Extranet to manage your passwords.*

*11. Channel Manager Extranet*

*If you wish to check any of your published availability and rates, to see if Resident Pro has successfully synchronised them, you can login to your Roomcloud Extranet. If you prefer, you can also use this extranet instead of Resident Pro to set prices, and price "rules" – but be careful not to over-ride availability levels if someone is changing the availability on Resident Pro at the same time. You can also use this extranet to list all the reservations made from your sites, and to compare what other hotels are charging for their rooms.*

*12. Encourage Guests to book, and re-book on your own site*

*Remember that you are paying 0% commission when anyone books via your own website (Roombasket), but you pay a much higher commission, typically 15%+vat to all other agencies sites. Therefore, it makes sense to encourage your guests to book direct. You can also set 'Coupon codes', 'Discounts' and "Secret rates" on Roombasket. See "Roombasket User Guide"*

## **Troubleshooting tips**

### **Issue: No broadband connection**

**Remedy:** You should contact your IT support, or your internet service provider, or your local telephone exchange. Meantime, Roomcast inside Resident Pro will attempt to use the internet, and will throw you communication errors, so you may have to disable it until you resolve your broadband connection. If you have to restart Resident Pro, answer "No" to "Do you want to check for new online bookings".

You can use the Chart Options in the Chart tab on an individual pc to temporarily disable the Roomcast service on that pc. However, be aware that if you disable Roomcast, your online availability will not be updated with any changes you make to the availability on that pc's chart, and you will then have to remember to select that period to sync, to ensure your online availability is accurate.

A short-term alternative may be to use the Popup menu to "Pause" your availability synchronisation, but Roomcast will still continue to check for new bookings every few minutes if you have a broadband connection.

You can also use the "Roomcast Setup" software to switch off the Roomcast service for all pc's, but you must restart Resident Pro on each pc.

**Issue: Bookings are not appearing on the chart within a few minutes**

**Remedy:** Try holding down the SHIFT button on the keyboard while you press the "Roomcast" tick down timer on the Reservation Chart. Failing this, you may have to restart Resident Pro, or your Windows operating system. Restart the pc, and if the problem persists you should restart your pc each day, or unplug your Router for a few seconds.

**Issue: The Online Availabilities Are Incorrect!**

**Remedy:** Highlight the dates on the Reservation Chart, Right Click and select Sync x days avail. Afterwards, you should "reload" the online page to check if the Availabilities are now correct.

If the Online Availabilities are still incorrect, then try uploading an odd price to check that your pc is communicating... for example, your room rate may be £75.00, change this to £75.01. You should "reload" or "refresh" the online page to check if the Rate is shown as £75.01. If the price does not change online, then you are advised to check your pc Firewall (or Roomcloud Channel Manager) – see below...

*Related actions:*

Firewall

Perhaps your Firewall is blocking incoming/outgoing data? Ensure all Firewalls allow the following programs:-  
c:\resident pro\hotelvg.exe | c:\resident pro\queue.exe | c:\resident pro\roomcast.exe

Router / Windows Issues

If you suspect your internet is not performing properly, then remove the power from the Router, count to 5, replug in the power, then reboot the pc. Alternatively contact your broadband provider.

Service announcements

Login to [www.roomcloud.net](http://www.roomcloud.net) to check to see if there are any service announcements that would affect the link. You can check the availabilities and prices listed inside this extranet, and you can manually change the prices and availabilities (try using the £75.01 technique described earlier to check if the links are working). You can also raise a Support Ticket if you suspect there is an issue with the Channel Manager or a particular Site or Room Type.



For further information visit [www.roomcast.co.uk](http://www.roomcast.co.uk) or [www.roomcloud.net](http://www.roomcloud.net)