Hospitality with a System

protel
hotel software®

protel Interfaces

protel Best Western Interface

User Manual

protel Best Western Interface
User Manual

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About the Best Western Interface

What is the Best Western Interface?

The Best Western Interface is a two way interface between protel and Best Western's Central Reservation System (CRS). The interface guarantees the improved exchange of information between the two systems and offers many advantages:

- ▼ Reservations made by means of the Best Western distribution channels[1] directly end up in protel. Rooms sold in Front Office, directly reduce the availability in Best Western's reservation system.

- ▼ protel automatically supplies Best Western with current availabilities, thus lowering the risk of overbookings.

- ▼ Rates are managed in protel and directly transferred to Best Western. The double-maintenance of rates in both systems becomes obsolete.

- ▼ The allocation of rates for varying room types is done by protel and automatically transferred to Best Western.

- ▼ Restriction values are defined in protel and automatically transferred to Best Western.

- ▼ With the help of the integrated lookup function, the data for Best Western Rewards® Members can be searched for directly from protel Front Office.

- ▼ Best Western Rewards® Enrollment: Enlist and enroll new BWR members by means of individualized employee accounts in protel Front Office.

- ▼ Display of Best Western Rewards® Point Balance in protel Front Office.

Information for protel users switching to BWI

If you have already worked with protel before the introduction of the BWI interface, you will notice that changes have occurred in many areas of protel, in comparison to standard operations. Some of the procedures have changed, while others have been removed. However, there are also many new ones. This manual will familiarize you with all of the changes.

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[1]Best Western GDS, Best Western Reservations Call Center, Best Western Website, portals of linked third-party vendors such as "roomkey.com", "google.com/hotelfinder/", "kayak.com", etc...

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Terminology and abbreviations used in this document

|	
BWI	Best Western International
BWI Frequent Guest	Guests participating in the Best Western Rewards® program (i.e., BWR member)
Best Western Rewards®	Best Western Rewards® is an international customer loyalty program. Members collect Best Western Hotels points for hotel stays which can be redeemed for various rewards such as free nights and gift certificates. Additionally, miles from various participating airlines as well as payback points can also be collected.
BWR Member	Best Western Rewards Member (= BWI Frequent Guest)
CRS	Central Reservation System. BWI's central reservation system LYNX.
PMS	Your protel property management system

Functionality

Reservations created in protel are sent to the CRS in real time, while reservations made by Best Western are transferred to protel. Each reservation contains a confirmation number created by the CRS which is respectively displayed in protel. Cancellations are also immediately sent to the CRS, where a cancellation number is created and directly sent to protel.

Additionally, all of the reservation data and guest data will be matched during end of day.

Displaying interface status

Connection problems between the CRS and protel or other alerts will be signalized by the red blinking interface light; see figure 1:

Figure 1:
Interface Alerts
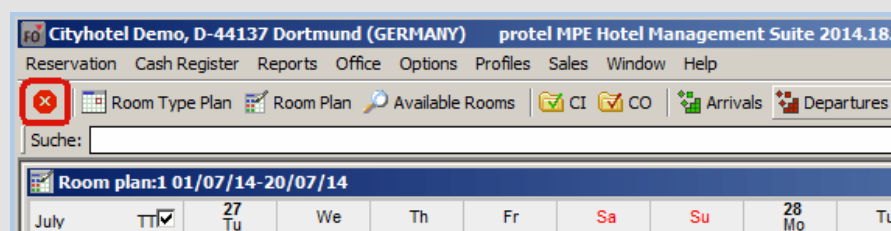
Click the ⊗ symbol to open the interface status.

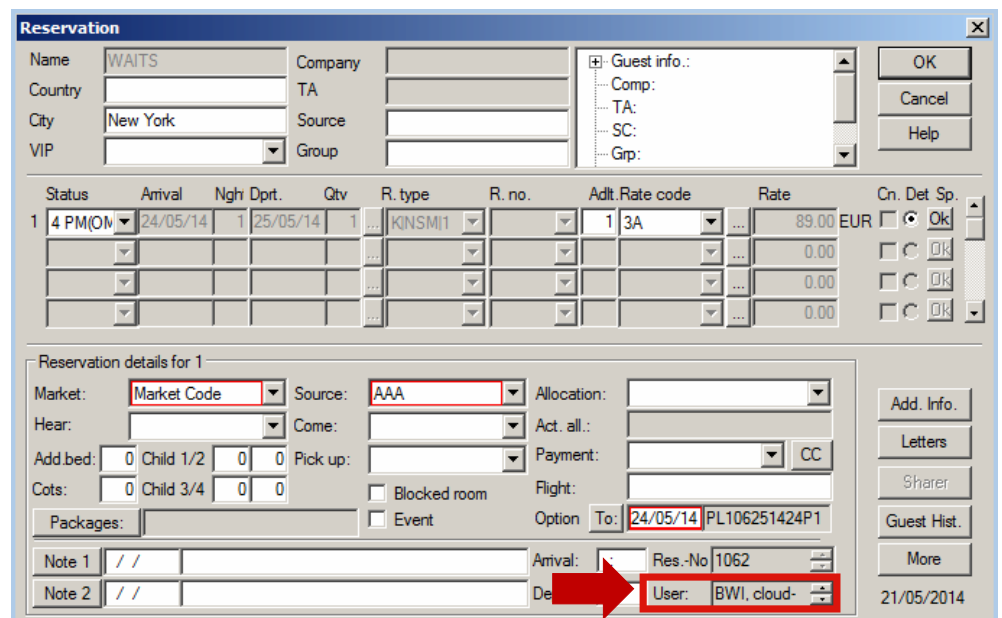protel

Reservations

BWI Reservations

Each BWI reservation contains information and characteristics specific to BWI which can be respectively saved and displayed in protel. Should a reservation be adopted from the CRS, all of the data specific to Best Western will already be contained.

When does a reservation come from the CRS?

A reservation is taken from the CRS when it is booked by means of one of BWI's many distribution channels, e.g., the BWI call center, or the BWI web site.

A reservation which has come in by means of the CRS can be identified by means of the **BWI, cloud-generated** user in the reservation dialog - see figure 2.

Figure 2:
Reservation Summary dialog box:
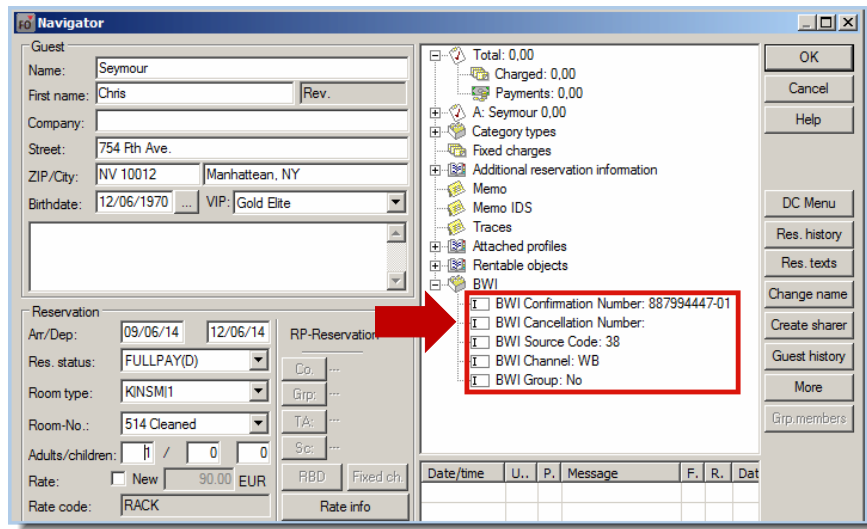CRS reservations can be identified by the entered user.

The reservation is also allocated a confirmation number from the CRS (**BWI Confirmation Number**). The numbers can be found in the Navigator (see figure 3) and can be seen in a separate column in the active lists (see figure 4).

Figure 3:

protel Navigator

▼ BWI confirmation number

▼ BWI source

▼ BWI Channel

In addition to the confirmation number, CRS reservations are allocated with the source (BWI Source Code) and the channel (BWI Channel) - additional information can be found on page 34 (section "BWI features in Navigator").

BWI information in the lists

In all of the common lists, the CRS confirmation number as well as additional information specific to BWI will be displayed - see figure 4.

Figure 4:

BWI information
in the arrivals list

▼ CRS Conf. No. = CRS confirmation number

▼ VIP Codes = BWR Status Level (Base[2], Gold Elite, Platinum Elite, Diamond Elite)

▼ BWR No. = guest's BWR membership number

▼ BWR Cards = BWR card type (BWR, airline partner, …)

BWI number search

With the **BWI Confirmation number search** add-on (key combination Ctrl + 0), you can search for a specific CRS confirmation number as need arises. You will find additional information about this topic in the chapter "BWI add-ons" on page 36.

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[2] Note: In the CRS, the BASE code will be shown acting for the Gold membership status.

Only one rate code per BW reservation

For group reservations and reservations originating from the Best Western CRS/Member Web, **only one single rate code is allowed**; the "New rate code" option has therefore been grayed out in the Rate by Day Grid - see figure 5.

Figure 5:
Rate by Day Grid >
"New rate code" option
is not available
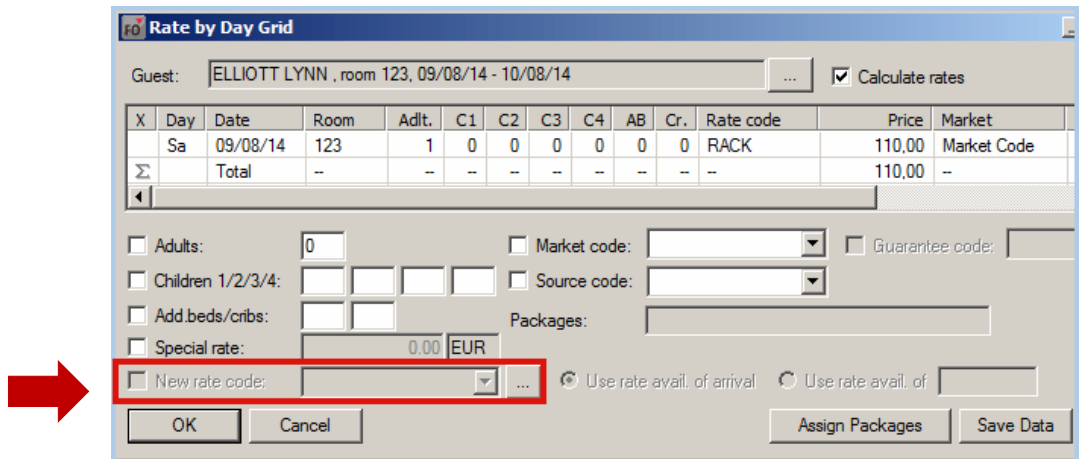
Should various rate codes be used in a reservation, a separate reservation must be allocated for each reservation.

Guarantee codes

Each BWI reservation will automatically receive a guarantee code. The respective code will be shown in the **RBD** (rate by day grid). In the Navigator click on [**More**] and then on **Rate by day grid**. The guarantee code valid for the reservation will be shown in the column with the same name. Move the table contents to the right to show the column - see figure 6.

Figure 6:
Navigator > More >
RBD > BWI guarantee codes

{visual header graphic}

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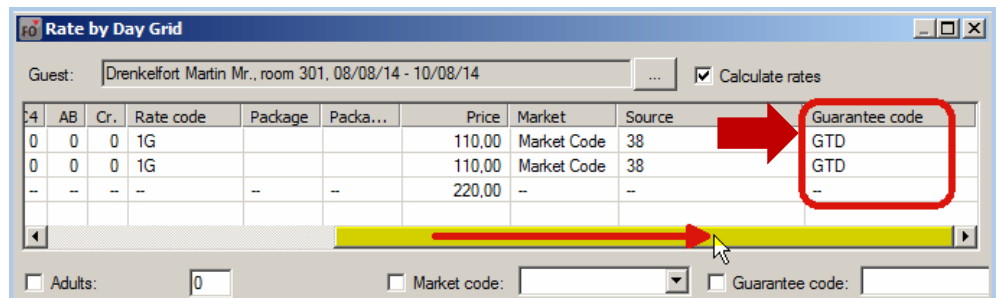
CRS reservations in the room plan

Reservations from the BWI CRS are **not** automatically visible in the room plan!

Reservations coming in by means of the BW CRS are booked in protel as a **room type reservation**, which means that it is simply booked from the supply of booked room types. The room will first be shown in the room plan, after a room has been explicitly allocated to a specific reservation or check-in has taken place. Up to this point, the room appears in all lists containing a question mark.

CRS reservation comments (Traces)

Reservations coming in from the BW CRS can contain special comments which are then saved as a **Trace** in protel. **BWI traces** are always identifiable by the entered user "**BWI cloud-generated**" - see figure 7.

Figure 7:
Navigator > More > Traces:
CRS reservation comments

Date	Department	Entered	By user	Text
01/07/14	RESERVATION	04/04/14 01...	BWI, cloud-generated	CRS res with Frequent guest profile attached
01/07/14	DISCOUNT	24/04/14 21...	BWI, cloud-generated	Rate Override: - .
01/07/14	RESERVATION	24/04/14 21...	BWI, cloud-generated	changed rate plan...from3A to MR 89,895

BWI traces can contain system messages or comments entered by the guest. Even the BWI items ordered during booking will be saved as a BWI trace (see below).

▼ By the way: comments will not be transferred from protel to the CRS!

Additionally booked BWI items

Should a guest book an additional item from the BWI web site,

1. a BWI trace with information about the booked article,

2. and a fixed charge per item will be generated in protel.

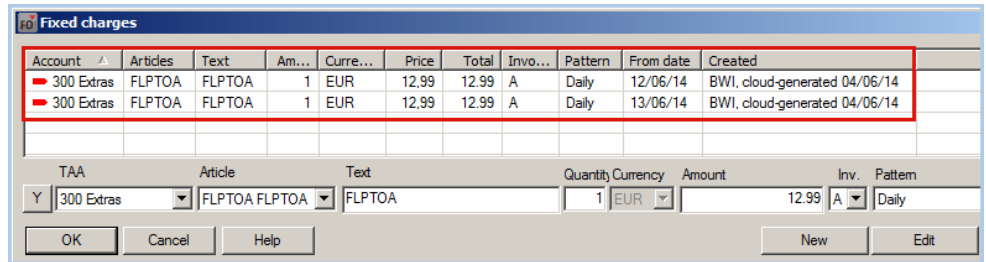In the **Navigator**, you will notice a red exclamation point in the tree-view (see illustration) to the right.
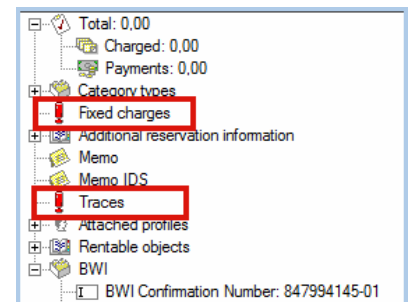
A click on 🔴 **Fixed charges** opens the dialog box containing the booked articles - see figure 8.

Figure 8:
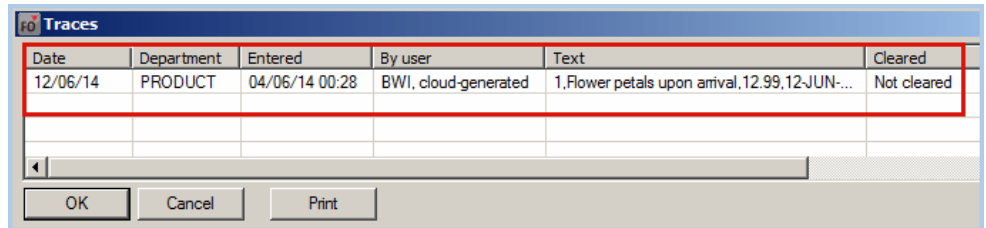Navigator >
Reservation with booked BWI items

A simple click on 🔴 **Traces** reveals the exact item text which has been sent together with the reservation. The department is automatically allocated to the PRODUCT department - see figure 9.

Figure 9:
Navigator > Traces:
Reservation with booked BWI items

Front Office Reservations

Should a reservation be created in Front Office, all of the necessary data will be entered into the reservation dialog, as usual. The reservation will then automatically be sent to the CRS. A confirmation number is created there and sent directly back to protel.

▼Should a confirmation number not be sent back, it is possible that the reservation was not properly sent. In this case, it is possible to resend the reservation to the CRS. The **BWI Reservation Sync** add-on supplies you with the appropriate function with the **Re-upload all active Reservations from PMS to CRS** (go to Page 38).

In the Navigator, all of the Front Office reservations can be identified by the entered channel: the **LOCAL** channel will always be set here - see figure 10.

Figure 10:

Navigator > BWI Channel: LOCAL

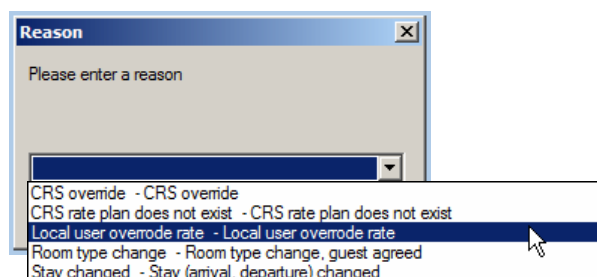This reservation has been generated "locally" in protel.
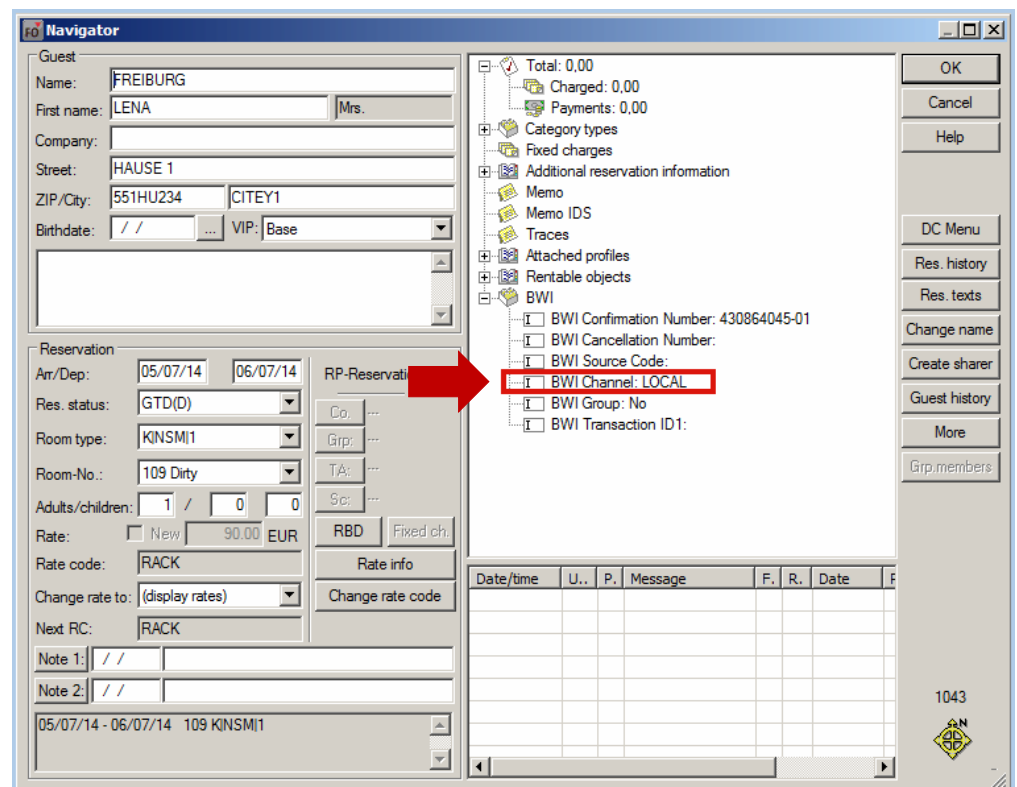
Special features

Changing the rate code

If the rate code of a reservation is changed at a later time, a reason for changing the rate will need to be given - see figure 11.
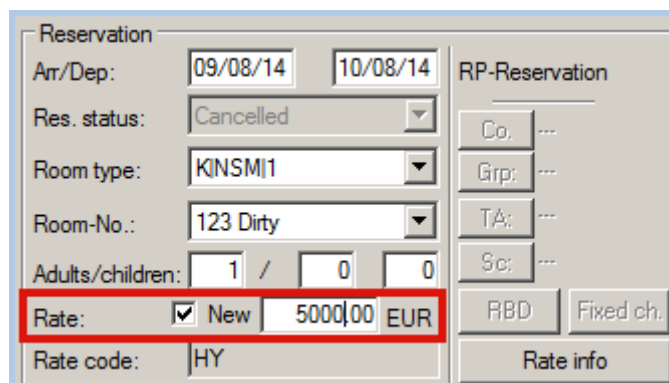
Figure 11:
Basic reason for changing rate code

The reasons selected here are specified by BWI.

Rate limit

A maximum rate limit has been set by BWI. Should the rate for a reservation be overwritten and the entered rate exceed the given rate limits, the user will receive a message asking whether or not the rate entered is really to be used.
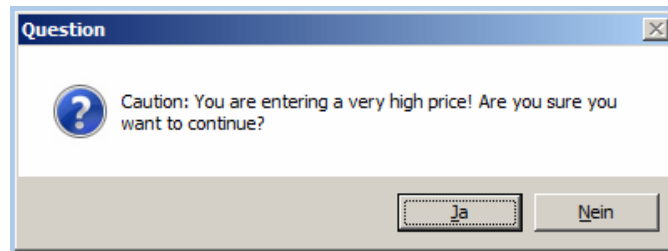
Example: The amount will be changed in Navigator, the maximum rate will be exceeded during entry - see figure 12:

Figure 12:
Navigator - overwriting the rate.

Afterwards, the following message appears:

Figure 13:
Message when exceeding the rate

Moves

Since BWI needs exactly one reservation (with a separate confirmation number) for each room booked, moves **during a stay** will no longer be able to be entered into protel. Instead, the reservation needs to be checked-out on the day of the move and then created and checked in again.

Moving a reservation **for the entire length of stay** is still possible.

Central Bill reservations

Central Bill reservations which are transferred from the BWI-CRS to protel have very limited editing options. Central Bill reservations can already be identified in the Navigator by their reservation status as "Central Bill" - see figure 14.

Figure 14:
Central Bill reservations
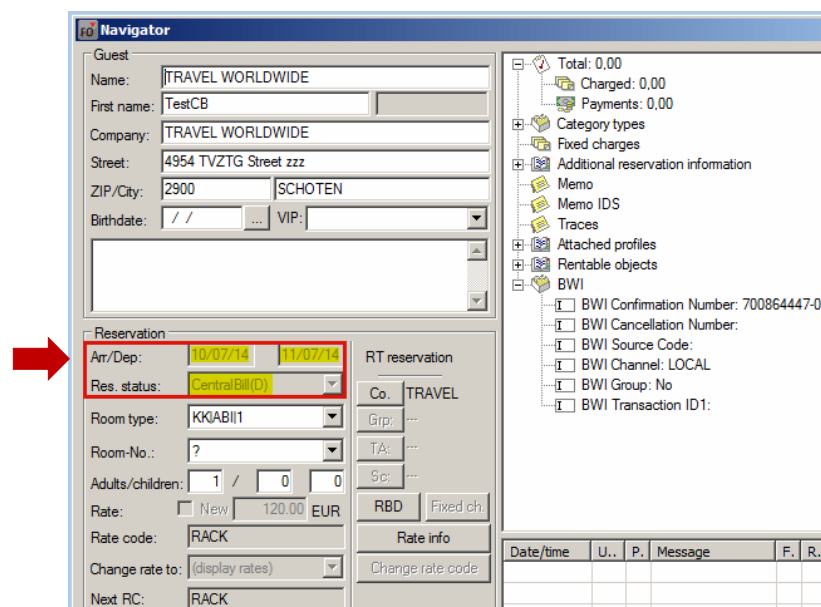
The booking of Central Bill reservations solely occurs by means of the BWI Reservation Center!

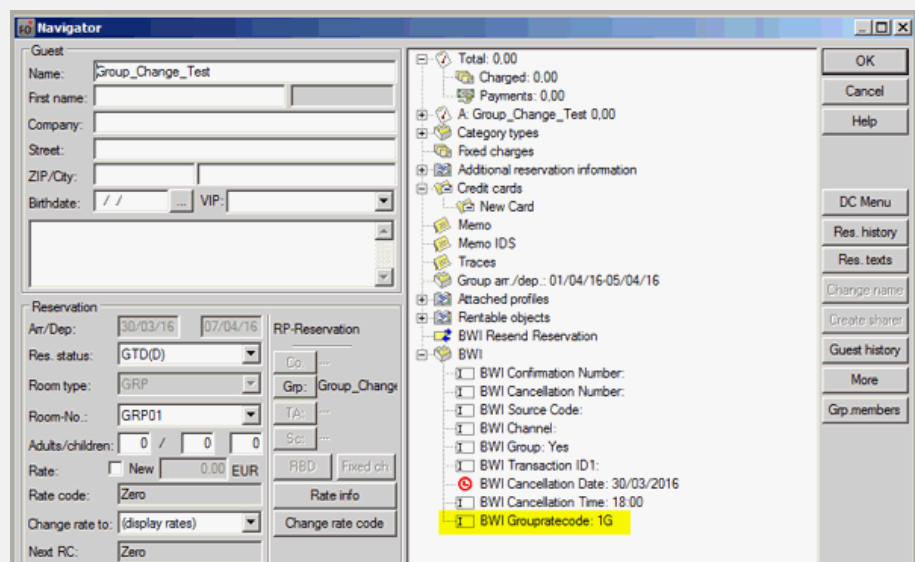| ▼ Please note!	Changes made to core data such as arrival or departure dates, or rate codes will be made exclusively by BWI. In protel, the following restrictions for Central Bill reservations apply:
Central Bill reservations have very limited editing options	▼ the length of stay cannot be edited
	▼ arrival and departure dates cannot be edited
	▼ the rate code cannot be edited
	▼ changes made to the number of persons does not alter the rate
	▼ changes made to the room type does not alter the rate
	▼ cancelled Central Bill Reservations cannot be reinstated
	Due to the mentioned restrictions, the **DC Menu** is not available for Central Bill Reservations.

Group reservations

▼ Please note!	1) Group reservations can only be created by means of the **room type plan**. 2) Best Western deals with group reservations by means of exclusive group rate codes (1G, 2G, 3G, etc.). The group rate code is saved in the "BWI group rate code" located in the group master: 3) The group rate code is automatically allotted by the system. Should there be more than one group present at the hotel at a given time, each group receives an exclusive rate code (group A receives the G1 rate code; group B receives the G2 rate code, etc.). 4) The actual rate code can be arbitrarily defined within the group (for group master and the group members). The default rate code is then automatically allocated to the booked room type.
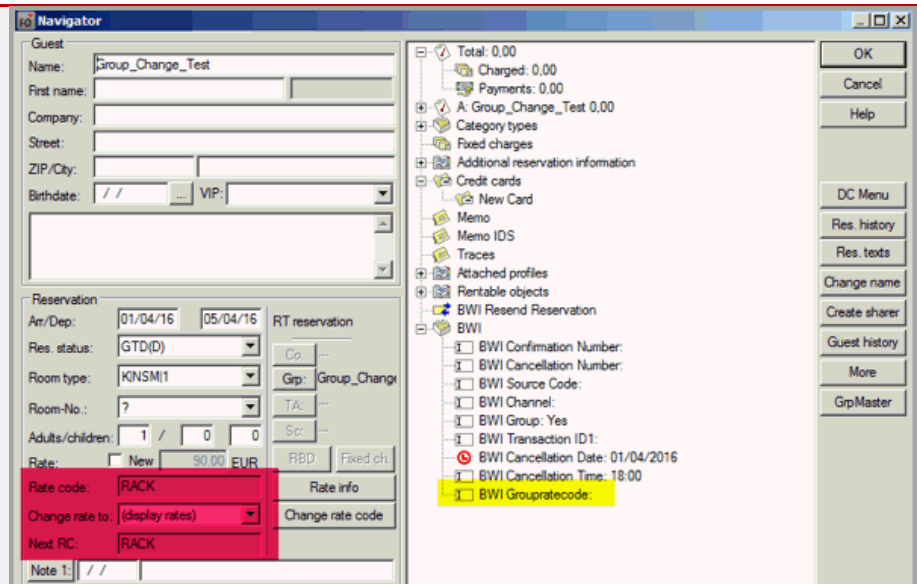
5) Internally, the groups will continue to be transmitted to Best Western (1G, 1G, 2G, etc.) as always.

6) When creating groups by means of the room type plan: Use the room distribution in the group master to allocate a room to the individual partial reservations.

How to create group reservations

Open the room type plan in protel. Enter the number of desired rooms into the column next to the desired room type - see figure 15.

Figure 15: Booking 4 rooms for the QQ|NSM|1 room type

Use your mouse to drag the reservation across the desired time period - see figure 16.

Figure 16: Reservation for two nights in the room type plan:

If necessary, add additional room type reservations.

Confirm your reservation with <Enter>.

→ Afterwards, the reservation dialog box containing the entered data opens.

Now, simply enter the name or the starting letters of the group's name into the **Group** field and hit [Enter].

The guest profile search opens in order to allot the reservations to a group.

Allocate an existing guest profile of the "Group" type or create a new guest profile.

As need arises, select a rate code (the standard rate code is then automatically allocated to the room type).

In the reservation summary, click on [OK] and confirm the question with [Yes] about whether or not you would like to create a group invoice.

In the payment instructions window, select a redirection, as need arises, e.g., "Logis to B" ([frequently used instructions]).

Click on [OK] and select the [Group member and Master] option in the next dialog box.

Have the group reservations been successfully created, each group member will receive an exclusive confirmation number both in the CRS as well as in protel.

Identifying group reservations in Navigator

You will be able to identify group reservations in Navigator based on the BWI group code: The value **Yes** is entered into the **BWI-Group** field - see figure 20:
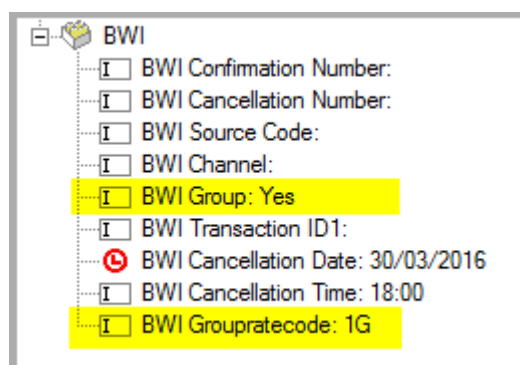
Figure 17:
Group code in Navigator

The group rate code is saved in the group master (**BWI Group Rate Code**).

Special features (group reservations)

▼ **Limited editing**

Reservations for groups can only be edited in a limited manner. For example, if a group's arrival or departure dates change, the respective partial reservation must then be cancelled and then newly created and added. Due to the mentioned restrictions, the **DC-Menu** is not available for group reservations.

▼ **Reverse check-in status**

Has a member of a group already checked-in, you can cancel the check-in status by means of the arrival report: Select the reservation in question and click on the [Void CI**] button below.**

▼ **Removing a reservation from an existing group**

Is a reservation removed from an existing group, the Navigator opens for the respective reservation and the user is made to select a new rate code. The procedure cannot be completed without changing the rate code.

▼ **Converting reservations into group reservations**

You can convert a reservation into a group reservation at a later time, by allocating a group rate code (e.g. G3) AND setting the BWI-Group field to Yes.

▼ **Allotting packages**

Please allot the packages by means of the package function located in the navigator – see next page:
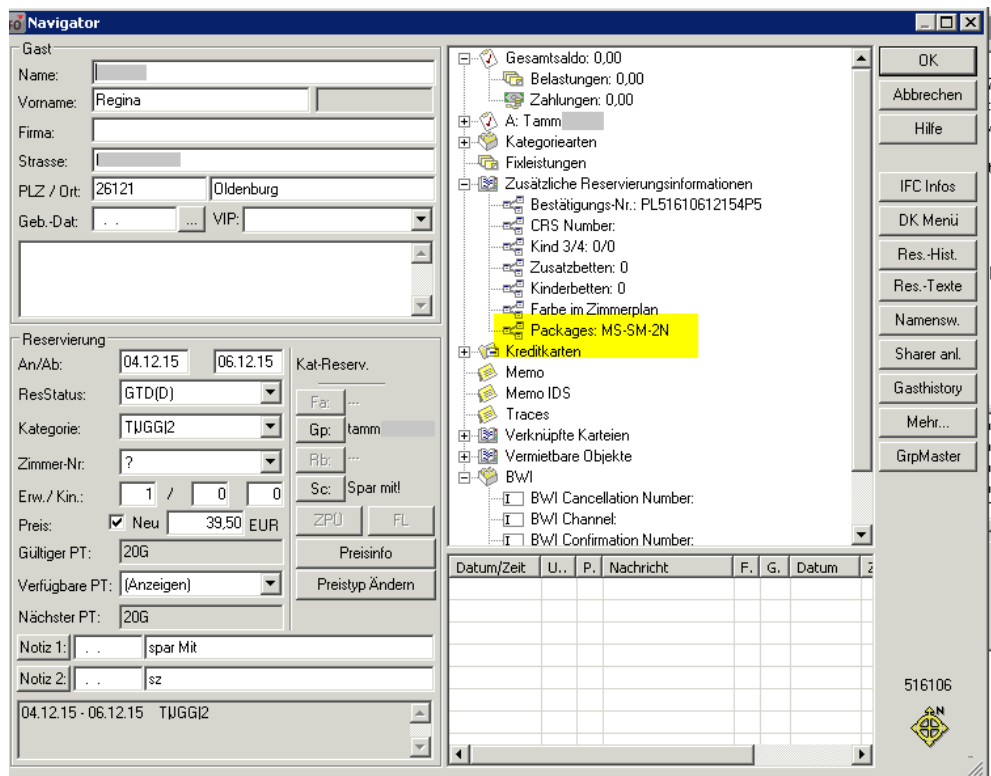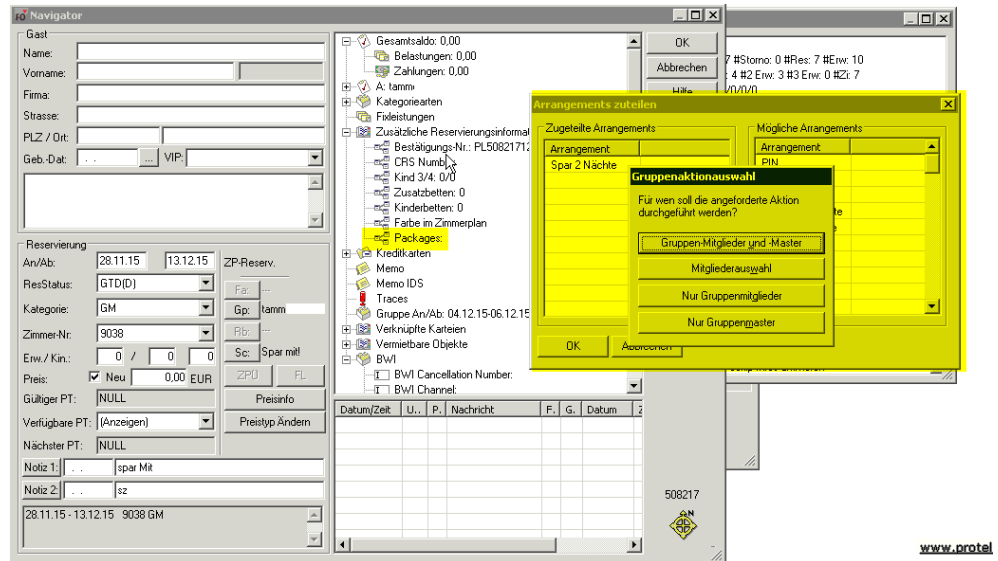
These will then be also displayed there. The package allotment in the rate by day grid has only been designed for eventual changes in one single day.

▼ **Shoulder days**

Because the arrival and departure date of the group master cannot be changed afterwards, as stated in the Best Western's guidelines, the group master will be artificially lengthened by means of the so-called shoulder days: In doing so, the arrival of the group master will be brought forward a few days and the departure will be moved back a few days.

For example, within a group, the 10 May is the earliest arrival and the 20 May is the latest departure. In Navigator, the group master's arrival will, for example, be set to 5 May and the departure will be set to 25 May (i.e., five shoulder days for each will be opened. The number of shoulder days is configurable).

▼ **IMPORTANT INFORMATION**: A group member will ONLY to be moved within the defined group master-time period (=regular stay + shoulder days)!

Reservation texts

Should a guest be a Best Western Rewards® Member (BWR Member), the BWR number and status will be exported to the invoice, reservation confirmation, and registration form. The respective forms can be accessed in the guest profile by means of the **Letters** > **New letter**. This tab is the only tab which is not grayed out for **BWI Frequent Guests**.

Best Western Rewards® Program

Best Western Rewards® (BWR) is an international Best Western customer loyalty program. The data of guests participating in the program are directly managed by BWI. For you, this means that although you are able to continue making changes to the BWI guest profiles, they will not be sent to the CRS. **Attention**: Should the data in the meantime have been changed in the CRS, the protel profile will be overwritten using the changed data.

In protel, the BWR membership will be noted in various sections of the protel guest profile.

BWI Frequent Guest

Each BWR member is allocated with the **BWI Frequent Guest** status - see figure 21.

Figure 18:
guest profile | BWR Members are marked in the "Addresses" tab as **BWI Frequent Guest**.


▼Please note!	The guest profiles for guests with the **Frequent Guest** status are write-protected. Changes made to such profiles can only be carried out "locally" after unlocking the profile and will not be sent to the BWI.[3]

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[3]More information about unlocking guest profiles can be found in the "Best Western Features in the Guest Profile" section.

BWR Number & Point Balance

The BWR number is displayed in the **Pers. Data** tab located under **Member cards.** There you will also find the Best Western Rewards® Point Balance – see figure 22. The point balance is updated with each CRS Update (comparable with BWI Features in the guest profile - BWI Guest last updated from CRS).

Figure 19:
Guest profile > Pers. Data:
BWR number and BWI Rewards Point Balance
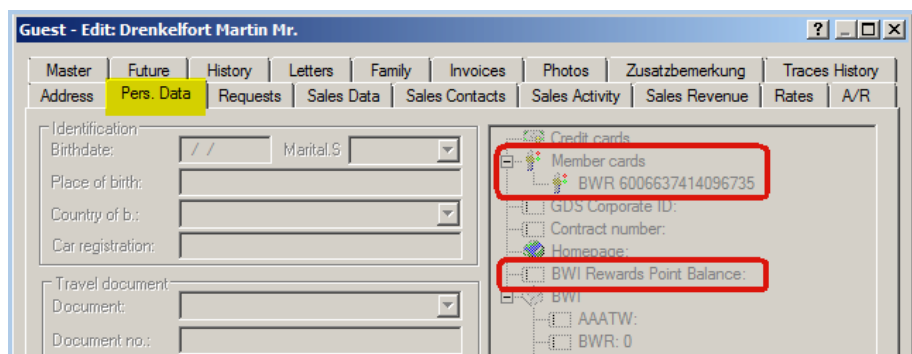
Displaying the membership levels

The BWR membership is made up of the following levels: Base[4], Gold Elite, Platinum Elite and Diamond Elite. The guest's membership level will be saved to protel as a VIP code and displayed in the guest profile's **Marketing**[5] tab – see figure 23.

Figure 20:
Guest profile > Marketing:
Displaying the membership levels as VIP codes

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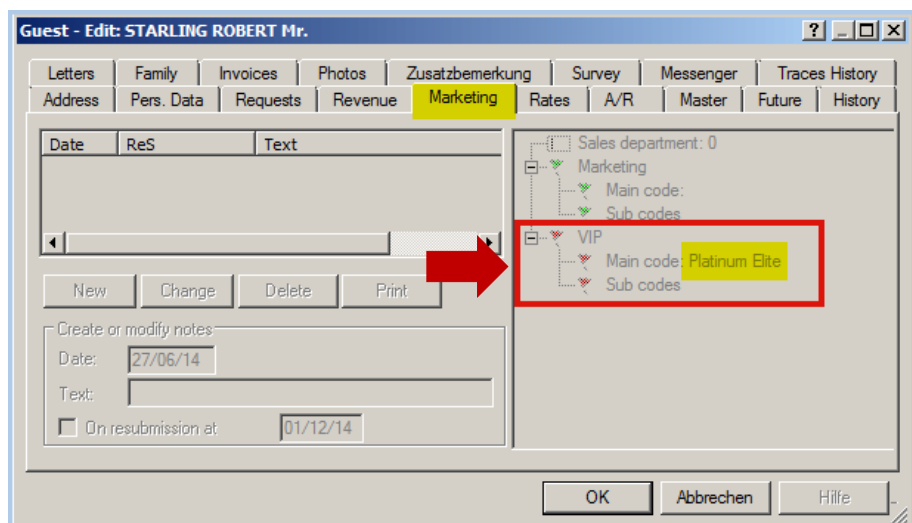
[4] Note: In the CRS, the BASE code will be shown acting for the Gold membership status.
[5] After you have an installed the "Sales & Marketing" add-on, the tab is called "Sales Data".

BWI CRS Guest Lookup

With the help of the lookup function, the data for BWR Members can be searched for directly in the BWI CRS. Existing BWI guest profiles can be over-written with the data from the CRS when necessary. Should a BWR Member being searched for not yet have a guest profile, the lookup function can assist you to also create a new guest profile for the respective guest.

You will find the lookup function under **Add-Ons** - see figure 24:

Figure 21:
Opening the lookup function
by means of the **Add-Ons** button.
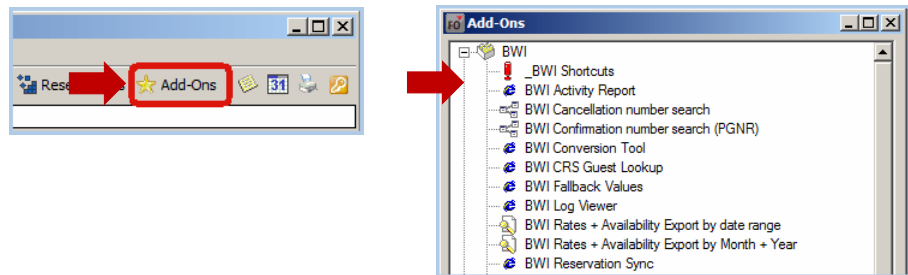
You can also access the lookup function directly from the guest profile, should the guest be a BWR member - see figure 25.

Figure 22:
Opening the lookup function by means of the **Lookup** Button in the guest profile.
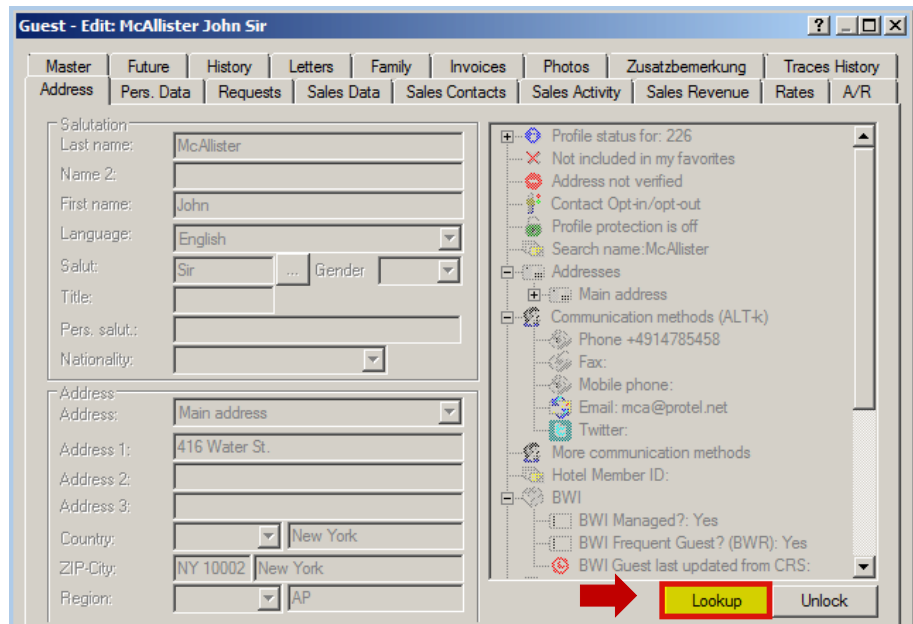
After calling up the lookup function, the following dialog box appears - see figure 26.

Figure 23:
BWI CRS Guest Lookup-Dialog box
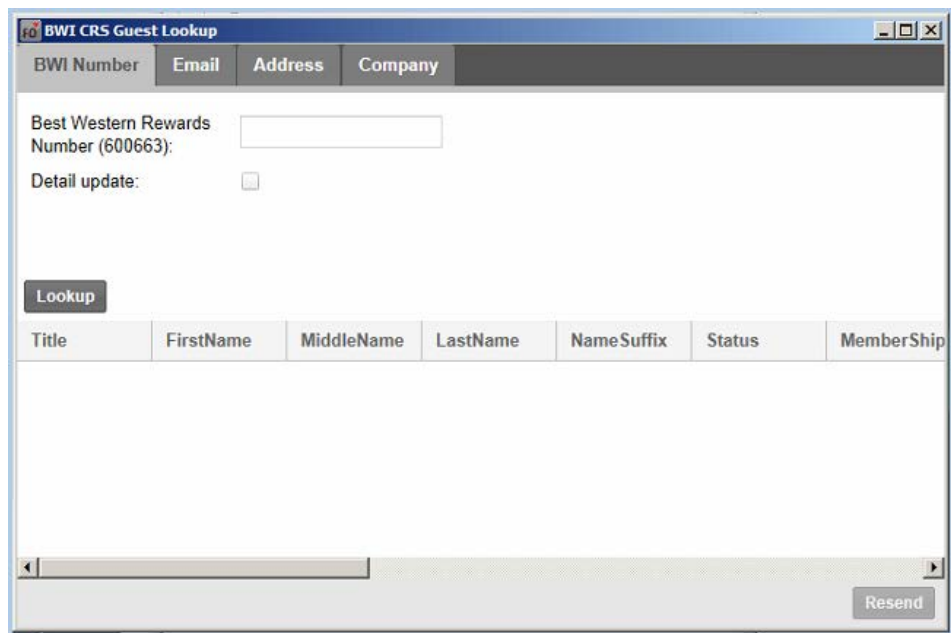
Looking up a guest
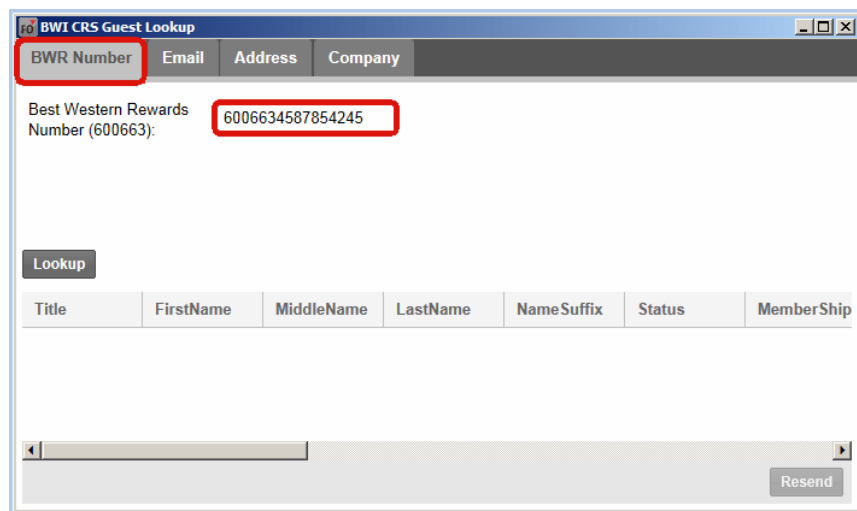
The lookup dialog box offers three ways for looking up a guest's data:

▼ By BWR Number

▼ By Email

▼ By address (First name, last name, and city)

Search using BWR Number

Enter a valid BWR number and click ⬚ Lookup - see figure 27.

Figure 24:
Lookup: Search using BWI number
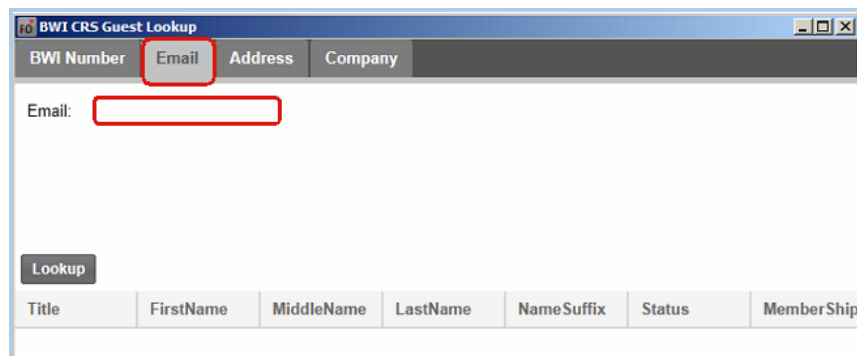
The guest's data should appear in the table.

Search using email address

Click on the **Email** tab and enter the email address of the guest which had been received by the BWI - see figure 28.

Please make sure to enter the email address using the appropriate format; for example you always need to use the '@' symbol in the address.

Figure 25:
Lookup: Search using email address

Click ⬚ Lookup to proceed. The guest's data should appear in the table.

Search using address

Select the **Address** tab and enter the first name, last name and city. If you want, you can also enter partial terms (e.g., the first three letters). Click [Lookup] to show the results - see figure 29.

Figure 26:
Lookup: Search using address
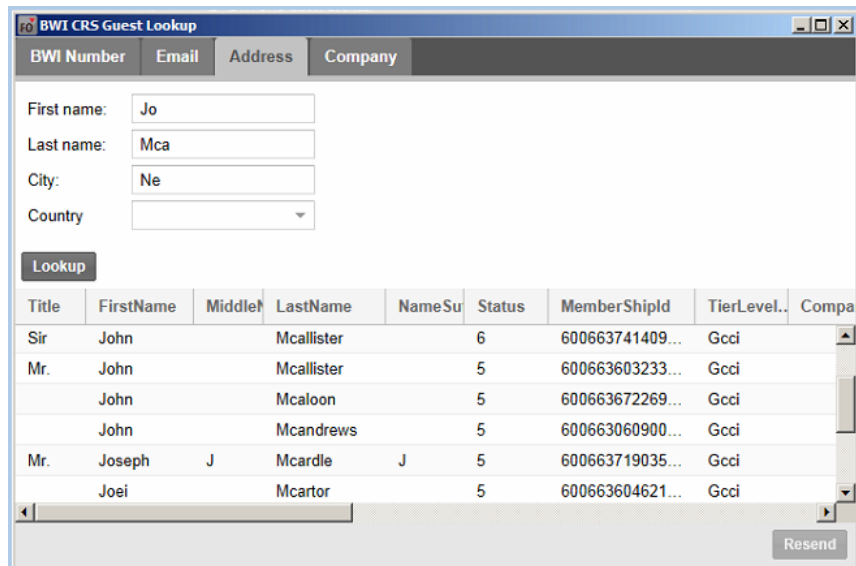
Numerous results will be displayed horizontally in the table. With the help of the image scroll bar, you can move the contents of the table to the left or right and thus view additional information such as BWI number, city, country, etc.

Sorting columns

You can sort the tables in either ascending or descending order by clicking the column's header.

Showing and hiding columns

If you want, you can hide undesired columns. To do so, select the column title of the column in question and then click on the small arrow - see figure 30.

Figure 27:
Lookup: Accessing drop-down list for showing and hiding columns.

Select the **Columns** entry from the drop-down list. To hide a column, remove the check.

Move columns

The displayed columns can be moved with the mouse: Use your mouse to select the desired column and drag it to a new position by keeping the mouse button depressed. When you reach the desired position, release the button - see figure 31.
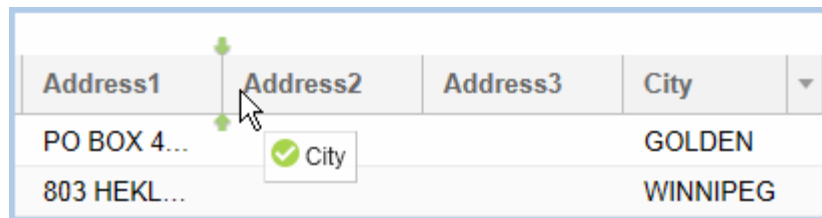
Figure 28:
Lookup: Moving columns

Looking up a company

You can also search for companies which have a BWI Business Account.

Click on the **Company** tab and enter the company's name or account number. The entire account number must be entered. When using names, a partial search is possible (to insure a useful result, please enter at least the first three letters) - see figure 32.
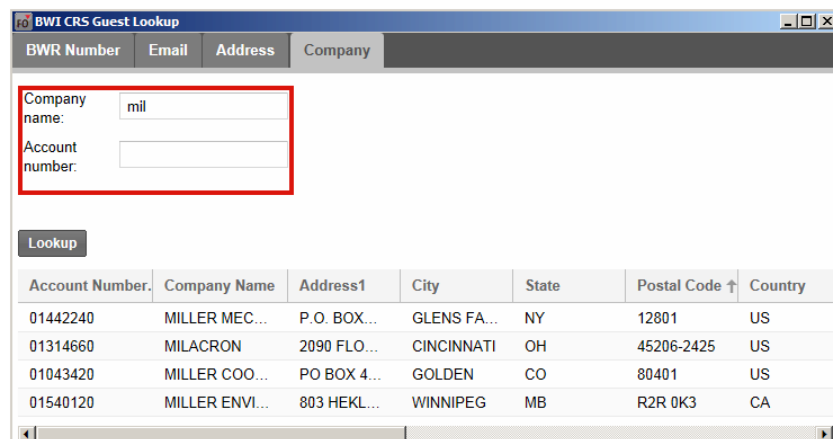
Figure 29:
Company Lookup

Click Lookup to show the results.

With the help of the image scroll bar, you can move the contents of the table to the left or right and thus view additional information such as account number, address, city, etc.

Company account information

Companies with a BWI company account have an 8-digit **corporate account number**. Special corporate rates and clauses for 'Last Room Availability', if available, will also be shown - see figure 33.

Figure 30:
Lookup: Company account information

Account Number	Company Name	City	▼	PostalCode	Lra Flag	Rate Code
01540120	MILLER ENVI...	WINNIPEG		R2R 0K3	false	
01314660	MILACRON	CINCINNATI		45206-2425	false	

Field	Description
Account number	8-digit corporate account number issued by BWI
Lra flag	**True** = the corporate contract contains a clause regarding 'Last Room Availability', in which the conditions of the contract guarantee availability until the last room is available - no matter which room type.
Rate Code	The negotiated company rate is shown here. The company rate will also be transferred to the company profile.

Resend

The **Resend** button enables you to send the data from the CRS to the PMS. Select the desired guest / company from the results list and click the [**Resend**] button to save the data to protel - see figure 34.

Figure 31:
Lookup: Resend

Title	FirstName	MiddleName	LastName	NameSuffix	Status
	John		Mcalley		5
Captain	John		Mcallister		4
Sir	John		Mcallister		4

Select guest (or company) and click [Resend] to store the data to protel.

▼ Please note!	For each **Resend**, protel will check to see whether or not a guest profile with the sent BWR number already exists. If this is the case, the existing profile will be overwritten with the current data from the CRS. Already existing data will be lost. **Example**: A guest checks in and notices that the address in protel is no longer valid. Based on the BWR number, the data can quickly be looked up in the CRS. Should the data in the CRS be more up to date, the profile can simply be "reloaded" by means of the **Resend** button.
	Should there not have been a guest profile created for a guest in protel, the lookup function will enable you to create a new guest profile with the information from the CRS. **Example**: A guest, who is staying at your hotel for the first time will give you his BWR during check-in. With the help of the disclosed number, you can simply search for the data in the CRS and can then create a new profile in protel using the **Resend** button.
	▼ *Attention:* If an existing profile **does not** have a BWR number and a lookup (for example using the address) is going to be executed, there is a risk of creating a duplicate during **Resend**, because the system cannot compare the guest data via the BWR number!

BWR Guest Enrollment

The enrollment function also enables you to login guests into the BWR program, who are not yet Best Western members. The enrollment dialog box either opens automatically or in the guest profile during check-in.

Enrollment during check-in

Should protel notice during check-in that a guest is not yet a BWR member, the following dialog box will appear - see figure 35. The dialog box can be deactivated, if desired.

Figure 32:
Enrollment dialog box during check-in
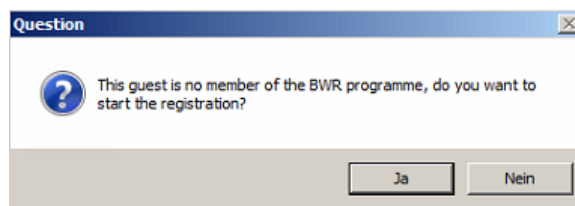
Clicking the [**No**] button will check-in the guest without any additional actions.

Clicking the [**Yes**] will open the **Enrollment** dialog box. The dialog box already contains all of the information from the guest profile.

Enrollment in the guest profile
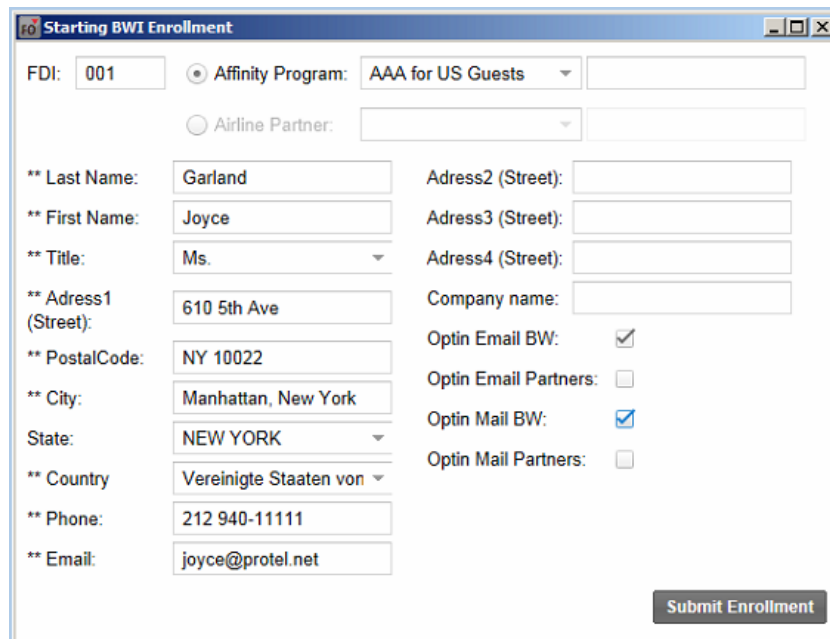
1. Open the guest profile.
2. In the **Address** tab, click on **Start BWI Enrollment** - see figure 36.

Figure 33:
Opening the enrollment function

3. Enter all of the necessary data into the **Enrollment** dialog box - see figure 37:

Figure 34:
BWI Enrollment-Dialog

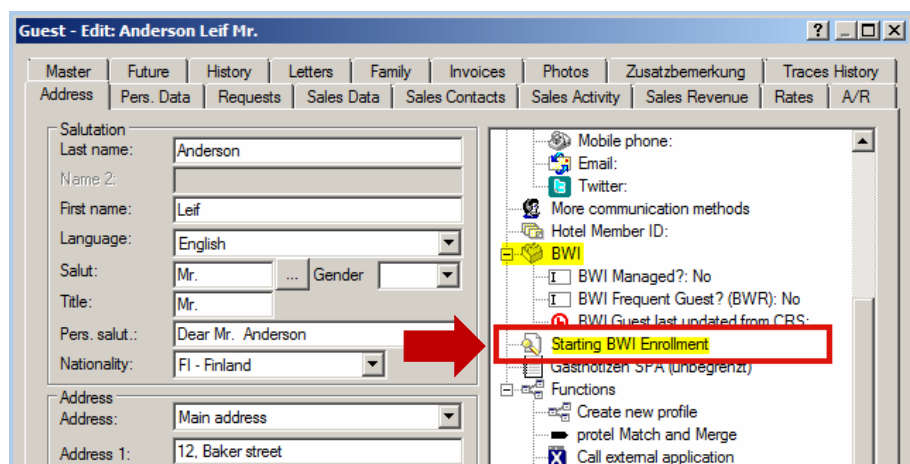| Field	Description
FDI	Front Desk Incentive, employee's 3-digit enrollment number. The **FDI** is sent to the CRS with each new enrollment. The number is issued by BWI and must be saved to the user's data. Background: Each user will be able to get Best Western points for recruiting new Best Western members. Evaluation with regards to the FDI and enrollment will then take place in the CRS.
Affinity Program	During enrollment, the guest can enroll for a special program if they want to: AAA, CAA, Harley Davidson und Speed Rewards (NASCAR).
Airline Partner ▼ NOTE! This feature has not yet been released in the CRS!	The guest may also want to collect miles for a specified airline; BWI supports a broad spectrum of partner airlines. Should the guest decide on an airline, you will have to enter the guest's respective Frequent Flyer Program Number. ▼ **CAUTION: For the time being, entering the frequent flyer program number here will not influence the guest's preference to what type of points he/she wants to collect! If the guest wants to collect miles instead of BWR points, the enrollment - for the time being - will have to be conducted by means of the BWI Member Web!**

Field	Description
"Opt-in" check boxes Opt-in Email BW: ☐ Opt-in Email Partners: ☐ Opt-in Mail BW: ☐ Opt-in Mail Partners: ☐	BWR members can select whether or not they would like to receive mail or emails from BWI or a BWI partner. A selected checkbox means: Approval issued. ▼ **Opt-in Email BW**: Receive information and promotional material from BWI via email ▼ **Opt-in Email Partners**: Receive information and promotional material from a BWI partner via email ▼ **Opt-in Mail BW:** Receive information and promotional material from BWI via mail ▼ **Opt-in Mail Partners**: Receive information and promotional material from BWI partners via mail When selecting the "Opt-in Email" check box, a valid email address will have to be entered!
	▼ *HINT:* The settings selected here will also be implemented for the guest profile (guest profile > **Address** tabs > "Contact opt-in/out").

Select the [**Submit Enrollment**] to create the guest as a new BWR member.

As soon as an enrollment has been sent, the guest will receive the status of **Frequent Guest** in protel. The membership number allocated to the guest by the CRS during enrollment is automatically entered into the "**Pers. Data**" guest profile tab under "**Member Card**". Additionally, the guest will receive the "**BASE**" VIP status. Guest profiles for BWI members are write-protected by default.

BWR Welcoming Letter

It is recommended that a welcoming letter be handed out to each new BWR member. To do so, open the **Letters** tab in the guest profile and click the [**New Text**] button.

Then, select the template for the BWI welcoming letter and confirm with [**OK**].

The welcoming letter contains the guest's BWR number and can be printed out or sent by email - here is an example letter - figure 38.

Figure 35:
BWR Welcoming Letter

Welcome!
Here is your temporary Best Western Rewards® Membership Information
Your permanent card will be mailed within 4 - 6 weeks after enrollment.
More perks. More privileges.

Your card number: 6006637414096933

Mr. Jason Miller

754 5th Ave
NY 100022 Manhattan, New York

Welcome to Best Western Rewards®!

As a new member of Best Western Rewards, you have many choices! You can earn 10 points for every U.S. dollar spent for stays at Best Western hotels or earn airline miles with your favorite airline. Simply add your Best Western Rewards membership number to your reservation and get rewarded for your stay.

Points can be redeemed for free nights, Best Western Travel Cards®, merchandise, car rentals, shopping, dining and entertainment gift cards – the list goes on and on. With redemption levels starting at just 6,000 points, you will be able to redeem your first award soon. You'll get there even faster by taking advantage of our many promotions and our point-earning partners!!

Manage your membership anytime, anywhere - online or by phone - 24 hours, 7 days a week.
- To access your online account, go to www.bestwestern.com
- Under My Profile at top of page, enter either your email address or your Best Western Rewards account number
- Enter your password and select sign-in

You can also access your account at any time by calling Customer Care at 1-800-237-8483.

Thank you for choosing Best Western International. We hope you will take advantage of the many benefits of being a Best Western Rewards member! *We look forward to your next stay with us.*

Sincerely,

Glen MacDonell
Managing Director, Best Western Rewards

▼ *HINT:* In order to guarantee a valid enrollment, the guest must be given the General Business Conditions for the Best Western Rewards® program. Additionally the guest will have to be instructed about data protection measures and must sign a consent which also must be forwarded to BWI.

BWI features in the guest profile

The interface adds some new elements and features to the protel guest profile which will now be described in more detail for you.
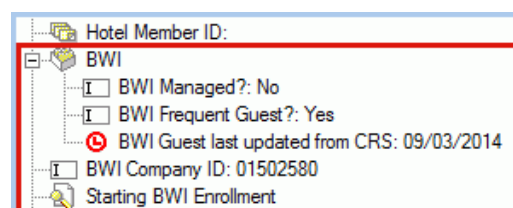
BWI VIP-Code Reminder

Each time you open a BWR guest profile, a message will appear which automatically informs you about the respective "membership level" - see figure 39.

Figure 36:
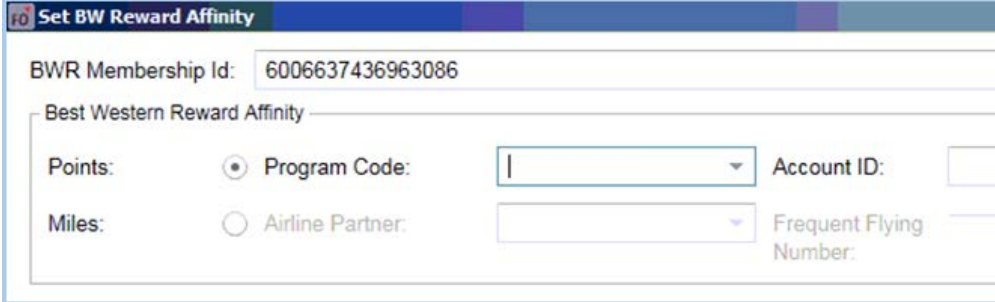Displaying the membership levels when opening BWR profiles

VIP-Code

Reservation reminder: Gold Elite

Elite BWR Member, offer best available room and recognize with snack & beverage or advise of 250 bonus points

OK

Addresses tab

Figure 37:
BWI elements in the address tab

Hotel Member ID:
BWI
  I BWI Managed?: No
  I BWI Frequent Guest?: Yes
  BWI Guest last updated from CRS: 09/03/2014
 I BWI Company ID: 01502580
  Starting BWI Enrollment

The following table describes the numerous additional BWI elements located in the guest profile's address tab.

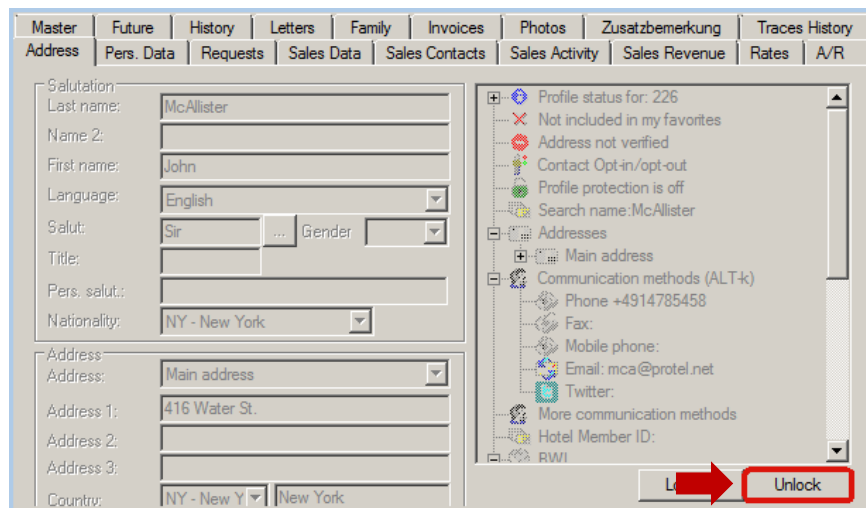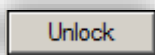| Element/Function	Description
BWI Managed	Guest profiles that are adopted from the CRS together with a reservation are "BWI Managed". Changes made to such guest profiles will not be transferred to the CRS!
BWI Frequent Guest	Guest profiles for BWI members will be marked as BWI Frequent Guests. The profiles of BWI Frequent Guests are write-protected by default (grayed out). The hotel can unlock and edit the data (see below: "Unlock button"), but the changes which are made will not be transferred to the CRS. Caution: Should the data be

Element/Function	Description
	changed in the CRS at a later time, the protel profile will be overwritten using the changed data.
BWI Guest last updated from CRS	Should a guest profile from the CRS have been updated, the date of the last update will be displayed here.
BWI Company ID	Eight digit company account number (will only be displayed if the profile in question has a BWI Business Account).
Starting BWI Enrollment	See the section on Enrollment in the guest profile.
Set BWI Promotions	Allocate certain promotions to a profile. protel accesses the available promotions for this profile and displays them in a dialog box. Set a check mark in front of the respective promotion which is to be active for the guest profile. Afterwards, this information will be sent directly to the CRS.
Set BW Rewards Affinity	"Set BW Affinity" enables you to register the guests to collect points for a points program, or miles for a frequent flyer program.
	▼ *HINWEIS*: The program selected here is generally valid. The function *cannot* be used to gather "points" instead of the usual "miles" for a *single* reservation. Should a guest, who usually collects points, want to collect miles for a single stay, the setting will have to be carried out by means of the BW Member Web (Pending Rewards List).
	Select BW Rewards Program
	Set BW Reward Affinity BWR Membership Id: 6006637436963086 Best Western Reward Affinity Points: ⊙ Program Code: | ▾ Account ID: Miles: ○ Airline Partner: ▾ Frequent Flying Number:
	Select a program and then click on [**Update Account**] to send the information to the CRS.
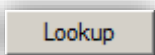
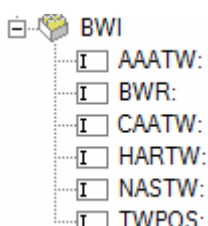|	
Lookup button Lookup	**Will only be described if the profile is protected - see section BWI CRS Guest Lookup.**
Unlock button Unlock	 By means of the Unlock function, a BWR member's guest profile will be unlocked and can then be edited. ▼ PLEASE NOTE: Changed data will not be transferred to the BWI CRS! In the meantime, should the data have been changed in the CRS, the protel profile will be overwritten using the changed data!

Pers. Data tab

Figure 38:
BWR Number & Point Balance
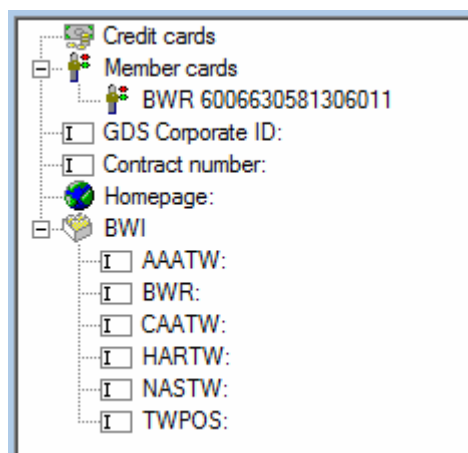
In the **Pers. Data** you will notice a tree view to the right displaying the BWR number and the varying point balances - see the following table:

Element / Function	Description
Member cards	Best Western Rewards membership number
BWI Rewards Point Balance	Best Western Rewards Point Balance. The points shown here correspond with the date of the last updating (see tab Addresses > BWI Guest last updated from CRS).
BWI	Point details: Displaying the partner points (only if the guest has registered for a special partner program) **AAATW** = American Automobile Association (for residents of the United States) **BWR** = Best Western Rewards **CAATW** = Canadian Automobile Association (for residents of Canada) **HARTW** = Harley Rewards – guest is a member of the Harley Owners Group **NASTW** = NASCAR/Speed Rewards **TWPOS =** Standard value, without any special membership. Will be used by the BWR program as an "Enrollment Category", so that it is clear that this guest has been enrolled in the hotel.

Marketing tab[6]

The guest's membership level is saved as a VIP code and will be displayed in the guest profile's **Marketing** tab - see figure 42.

Figure 39:
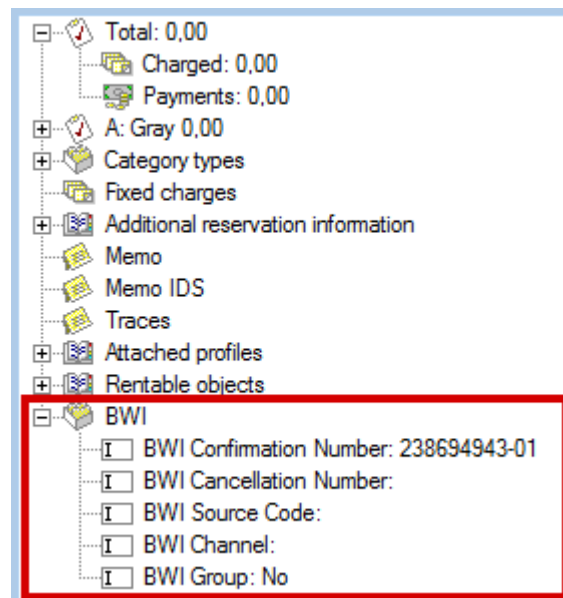Guest profile > Marketing:
Displaying the membership levels
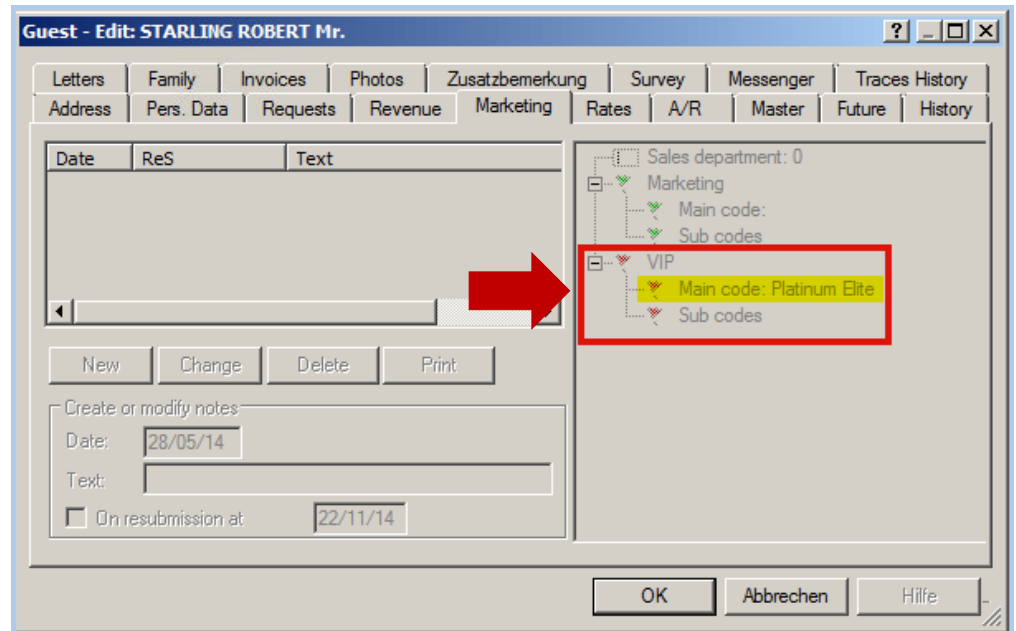
BWI features in Navigator

There are also BWI specific elements which can be seen in the Navigator's screen view - see figure 43. The displayed information cannot be changed or altered.
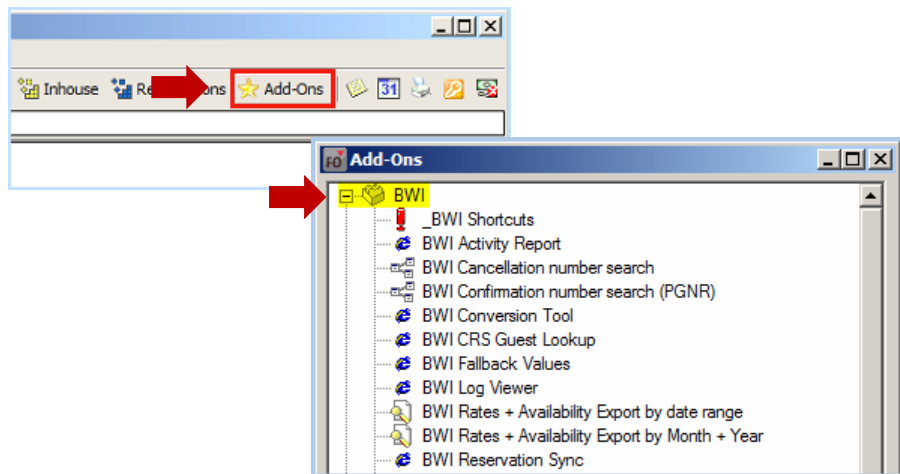
Figure 40:
BWI elements in Navigator

Element / Function	Description
BWI confirmation number	The reservation number issued by the CRS
	▼*NOTE*: During the launch phase (i.e., before the final activation of the BWI interface), the BWI reservations number will be able to be entered manually. The format of the digit sequence will be checked in order to prevent incorrect entries. Should the digit sequence not adhere to the given format, the [OK] button will remain grayed out and the entry cannot be saved.
	The number should adhere to the following format:
	9-10 numerical spaces, followed by a **Hyphen**, followed by a two digit figure of **01** to **99**.
	Example: **0123456789-78**

BWI cancellation number	**The cancellation number issued by the CRS**
BWI source	protel adopts the source of the reservation from the CRS. ▼ `AAA` = Direct connect ▼ `ACH` = ACTIVE HOTELS DIRECT CONNECT ▼ `AEP` = AEROPLAN DIRECT CONNECT ▼ `BDE` = Best Western Germany DIRECT CONNECT ▼ ... and much more (for questions, contact your BWI Service Center)
BWI Channel	The following channels are adopted by the CRS and displayed: ▼ `CRO:` BWI Reservation Call Center ▼ `GDS:` GDS Partner ▼ `DC:` Direct Connect Partner ▼ `WB:` BWI Booking Engine Partner (BWI source is always 38) ▼ `LOCAL:` This reservation has been created in protel
BWI group	If a reservation is a group reservation, the **BWI Group** field is set to **Yes**.

BWI Add-ons

All BWI-Add-on modules can be found in [Add-Ons] – see figure 44.

Figure 41:
Accessing BWI add-on modules

The most commonly used modules have their own shortcuts (Ctrl + 0-5) and can be opened by means of any action from the Front Office- see figure 45.
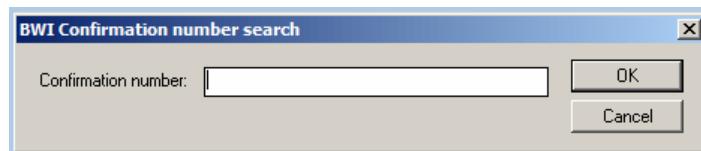
Figure 42:
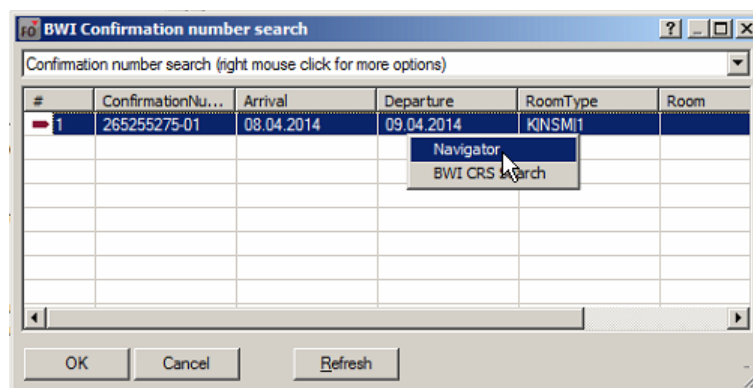BWI short-cuts
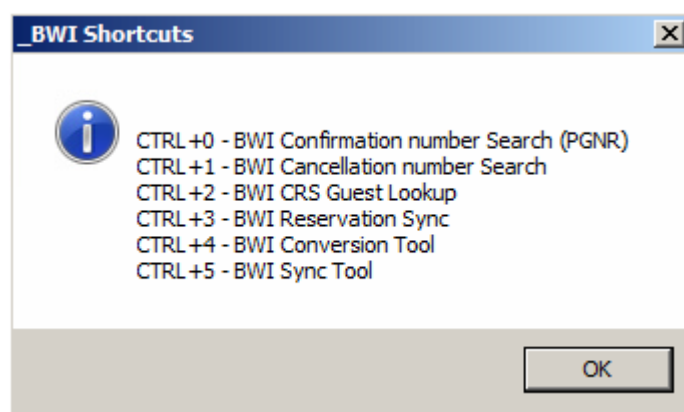
BWI Confirmation number search (Ctrl + 0)

This add-on makes it possible for you to directly search for a BWI confirmation number - see figure 46.

Figure 43:
Search for BWI confirmation number in the BWI CRS

If the search has been successful, the reservation information will be shown in a new window. Right-clicking on the reservation opens the Navigator containing all of the reservation-linked information directly available to you - see figure 47.

Figure 44:
Display of the search results, Accessing Navigator by means of the context menu

BWI Cancel number search (Ctrl + 1)

This add-on makes it possible for you to directly search for a BWI confirmation number - see figure 48.
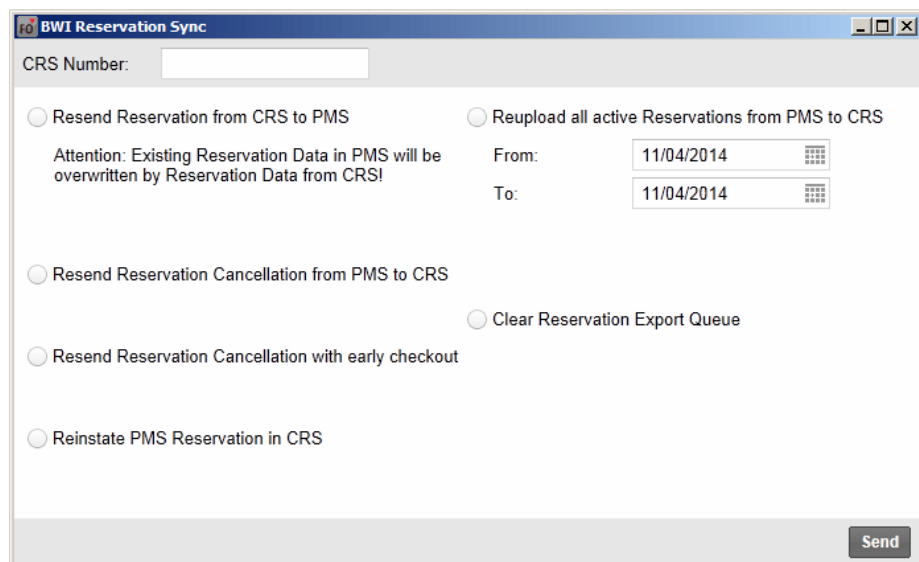
Figure 45:
BWI Cancel number search
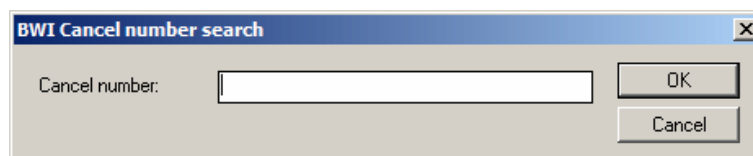
If your search is successful, the reservation information will be shown in a new window. Right-clicking the reservation opens the Navigator containing all of the reservation-linked information directly available to you.

BWI CRS Guest Look up (Ctrl + 2)

With the aide of the lookup function, guest data can be directly looked up in the CRS (compare section "BWI CRS Guest Look up").

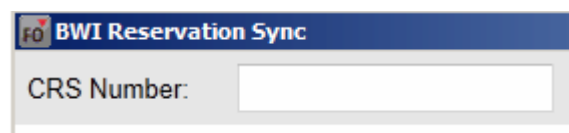## BWI Reservation Sync (Ctrl +3)

Figure 46:
BWI Reservation Sync

CRS Number

The synchronization tools seen in the left part of the window require a CRS number which can be entered here:

Figure 47:
Entry of the CRS number

▼ *Note*: The number is automatically entered when accessing the dialog box from one of the two CRS search tools (BWI confirmation number search, BWI cancellation number search).

Resend Reservation from CRS to PMS

By means of the CRS number entered above, a reservation can be requested for again. Existing reservations in protel can be over-written with the data from the CRS. Information such as notices will then be lost.

Resend Reservation Cancellation from PMS to CRS

Should a reservation have been cancelled in protel, but not in the CRS, the cancellation will be able to be resent to the CRS from protel in order to cancel the reservation there as well.

Reinstate PMS Reservation in CRS

With the aide of this function, a reservation which had been cancelled in the CRS will be able to be re-implemented if it is still active in protel.

Re-upload all active Reservations from PMS to CRS

All reservations without a CRS number can be resent by protel to the CRS for a selectable time period.

Clear Reservation Export Queue

By means of this function, reservations which have not yet been exported will be deleted from the Export waiting list so that they are not send to the CRS again.

BWI Conversion Tool (Ctrl + 4)

The BWI Conversion Tool compares the rate codes and room types configured in protel with those from the CRS and helps you with checking this information.

The window is empty when opening. Click the [**Load**] button to load the data saved in protel and the CRS and to execute a comparison of the rate codes and room types. The results will be displayed in two columns: To the left you will notice the configured rate codes and room types in protel; to the right you will find the data saved in the CRS - see figure 51.

Figure 48:
BWI Conversion Tool –
comparison of the protel system
configuration
with the BWI CRS

protel Setup

Best Western Setup
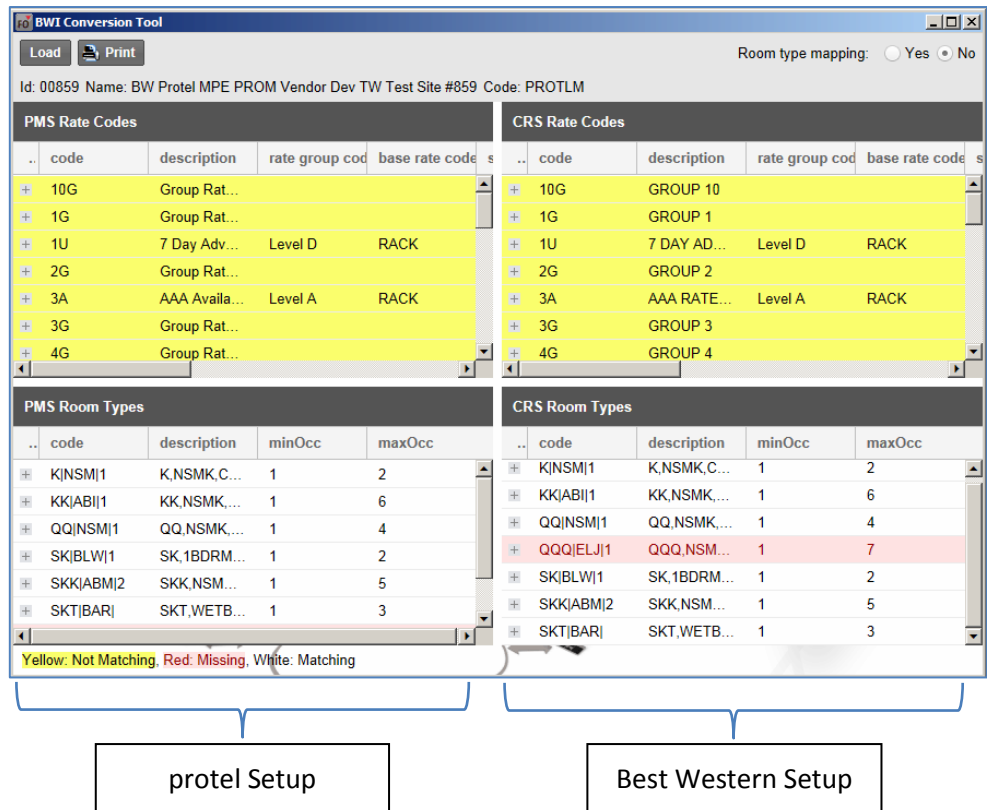
The following columns will be displayed and compared with each other in detail:

PMS Rate Codes	
Column	Description
Code	Rate code name from the system data
Description	Explanation of the rate code. Comparable with text 1 / text 2 in the rate codes.
Rate group code	Allocated Rate Group (Level A-H)
Base rate code	Rate code
Send to crs	Send rate code updates to the CRS? Y = yes; N = No; NA = not available
Send guarantee code to crs	Send guarantee conditions / cancellation conditions? Y = yes; N = No; NA = not available
Send status to crs	NA = not available

Column	Description
Flat or percent	Discounts P= percentage discount F = rate is reduced by a flat amount
Invalid date	not available
Valid date	not available
Valid room type combos	Only with activated **Room type mapping** option = **Yes** Display of the room types which are allocated with the rate codes.

PMS Room Types	
Column	Description
Code	Name of room type
Description	Description of room type
minOcc	Minimal occupancy (number of persons)
maxOcc	Maximal occupancy (number of persons)

Mismatches will be displayed in color:

▼ Red = the respective rate code / the respective room types is missing from the opposite page.

▼ Yellow = at least one field does not correspond with the opposite side.

▼ No Marking = the information corresponds on both sides.

Room type mapping

In the upper right corner of the window, click **Room type mapping**: ◉**Yes** to display the allocated room type for each rate code - see figure 52.

Figure 49:
Room types for
comparison purposes
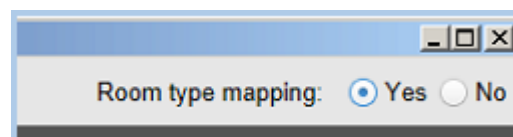
The allocated room types will be displayed in the **valid room type combos** column - see figure 53.

Figure 50:
Display of the allocated room types

PMS Rate Codes

rate group cod	base rate code	send to crs	send guarante	valid room type combos
Level A	3A	N	N	
Level A	RACK	N	Y	K,NSMK,CONTL:K|NSM|1;KK,NSMK,2BDR.
Level B		N	Y	K,NSMK,CONTL:K|NSM|1;KK,NSMK,2BDR.
Level A		N	N	K,NSMK,CONTL:K|NSM|1;KK,NSMK,2BDR.
Level E		N	N	K,NSMK,CONTL:K|NSM|1;KK,NSMK,2BDR.

Adapting protel to BWI requests

By clicking the [**Print**] button, you will have the possibility of exporting the results in PDF format. For example, the print can be submitted to the manager for further scrutiny.

Based on the displayed differences, the necessary adjustments can be made.

Changes can either be made in the protel system data or directly entered into the **BWI Conversion Tool** (in-line). Simply click on the desired cell in the chart and select the appropriate value from the drop-down menu - see figure 54.

Figure 51:
Changing single criteria in the Conversion Tool.

+	1U	7 Day Adv...	Level D ▾	RACK
+	2G	Group Rat...	Level A	
+	3A	AAA Availa...	Level B	RACK
+	3G	Group Rat...	Level C	

BWI Rates + Availability export by date range

This add-on is solely for informative purposes to show the restrictions and availabilities for a selectable time-period exported from the interface to the CRS.

BWI Rates + Availability Export by month + year

This add-on is solely for informative purposes to show the restrictions and availabilities for a selectable time-period exported for the selected month.
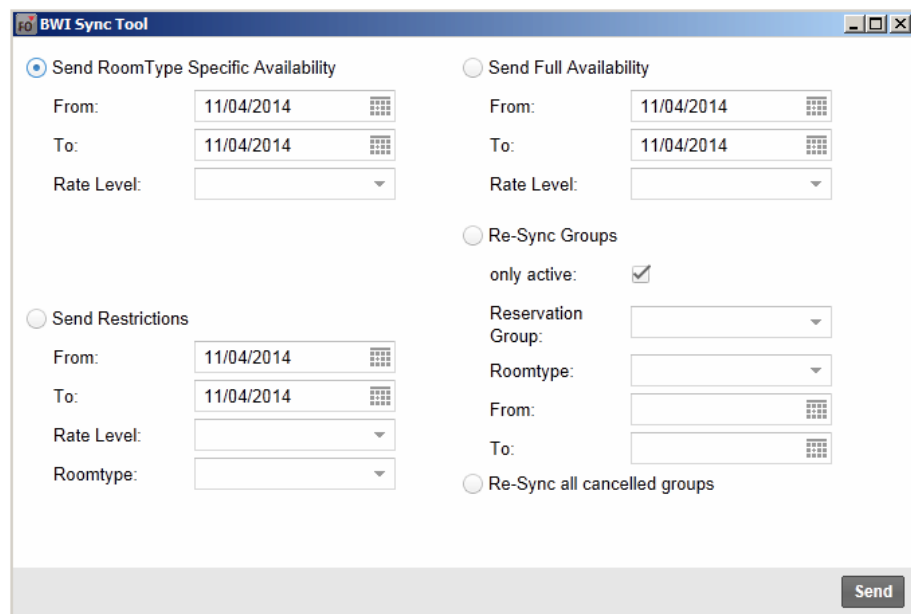
BWI Sync Tool (Ctrl + 5)

The BWI Sync Tool enables you to send the restriction values and availabilities for a selectable time-period to the CRS.

Select a desired type of synchronization by clicking the respective radio button.

The desired time period needs to be preset for each type of synchronization (fields **From** and **To**). Depending on the type of synchronization selected, you will be offered additional selection fields, such as **Rate Level** and **Room Type**. All in all, there are 5 synchronization possibilities at your disposal (see below).

Figure 52:
Add-on Modules > BWI Sync Tool

Send room type specific availability

By means of this point the specific availabilities **per room type and rate group** will be sent to the CRS for the selected time-period.

Send full availability

By means of this point, the specific total availability **per rate group** will be sent to the CRS for the selected time-period.

Send restrictions

The rate strategies for the selected rate group or for the selected combination of rate group and room type will be sent by this towards the CRS.

Re-sync groups

Resends group reservations from protel to the CRS. Either all of the groups or a single group can be sent. Additionally, sending can be limited to a certain room type.

Only active ☑: only groups which have not been cancelled will be sent.
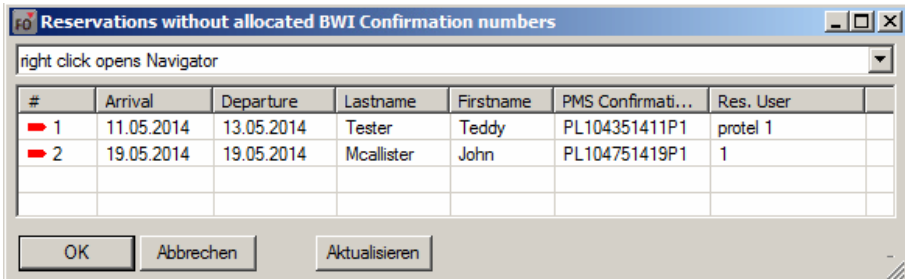
Re-sync all cancelled groups

Sends all cancelled groups anew from the CRS.

Once you've completed all the relevant settings, click on **Send**.

Reservations without allocated BWI confirmation numbers

This function looks for reservations without the BWI confirmation number and creates a respective list - see figure 56.

Figure 53:
Reservations without CRS number
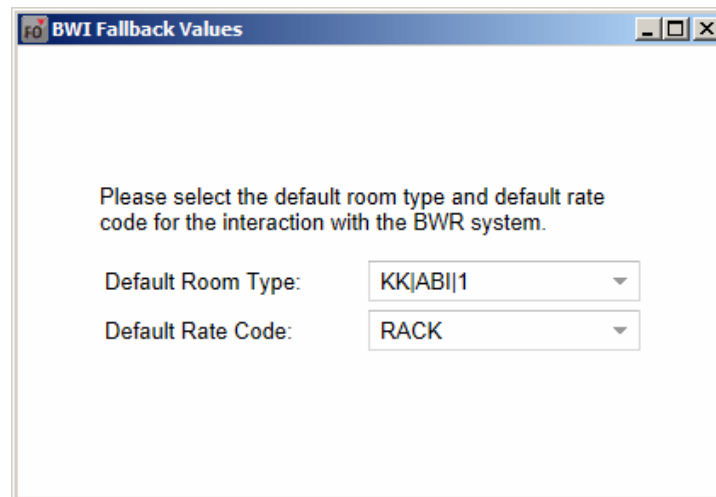
Right clicking on a reservation opens the Navigator, where the reservation can be edited, if desired.

When necessary, you can resend the reservations to the CRS without using the CRS number (see section **BWI Reservation Sync Tool** > **Reupload all active Reservations from PMS to CRS**).

BWI Fallback Values

Should the returned rate or room type be non-existent in protel, a fallback value will be used. These values are to be set in the following dialog box - see figure 57.

Figure 54:
BWI Fallback Values
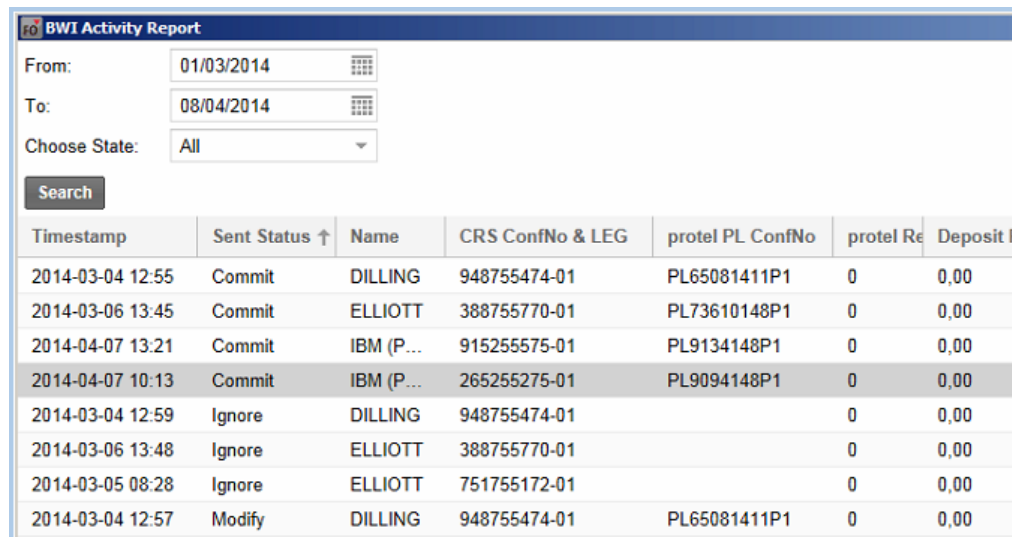

> ▼ *HINT:* A special CKit setting will be required to access this dialog box! Please contact your protel Support for more information.

BWI Activity Report

This report shows all of the reservations which have been sent from the CRS to protel.

Enter a date or a time-period and click the [**Search**] button. As a result, all of the reservations which have been received in the requested time period will be displayed.

Figure 55:
BWI Activity Report

The sent reservation can have the following status:

Commit: The reservation has been sent as a new reservation

Modify: The reservation has been changed

Ignore: The reservation has been cancelled

BWI Reports

In the **Office** > **Internal Reporting** menu, the numerous BWI reports will be made available to you – see Illustration 59.

Figure 56:
Office > Reporting:

All BWI reports at a glance
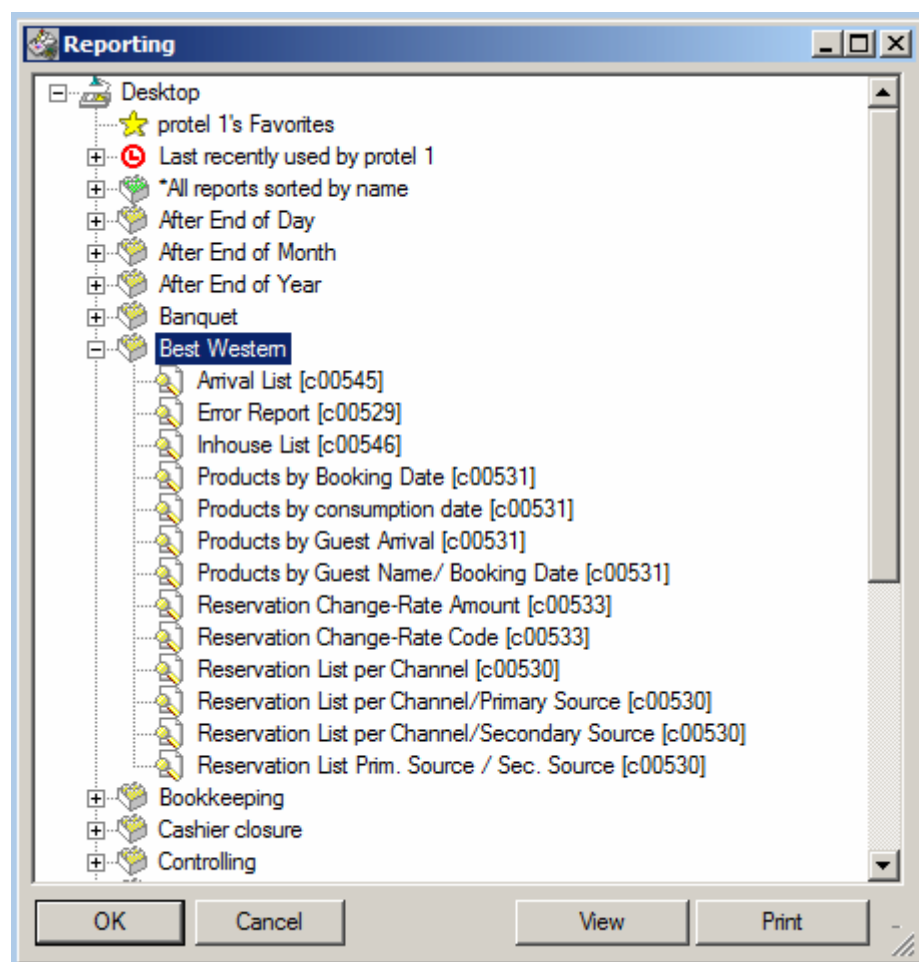
The error report with all of the recorded errors and warnings is also located here.

BWI Rate availability

All of the BWI **Rate Levels** and **Rate Plans** active in the CRS have a clear counterpart in the protel rate configuration. **Rate levels** are saved as **rate groups** in protel and each rate plan is linked to a protel **rate code**.

The rate availability is controlled in protel and automatically sent to the BWI.

The most important facts

1) Restriction values are basically used in the group level (exception being: local rates). Therefore, you should always first select a BWI rate group.

2) Restriction values which have been set for the BWI LVLA rate group are inherited and apply for all other BWI rate groups.

3) In the room type level, restriction values can only be used for the rate group LVLA - Level A.

4) Only the given BWI strategies are available for BWI rate groups and rate codes.

5) For levels B-H, it is possible to limit the number of the rooms for sale.

The availabilities of the BWI rate codes will be basically managed in the (LVLA-LVLH) group level. Therefore, a rate group will first have to be selected when setting a strategy - see figure 60.

Figure 57:
Reservation > Rate availability:

In order to set a strategy, a BWI rate group is selected.
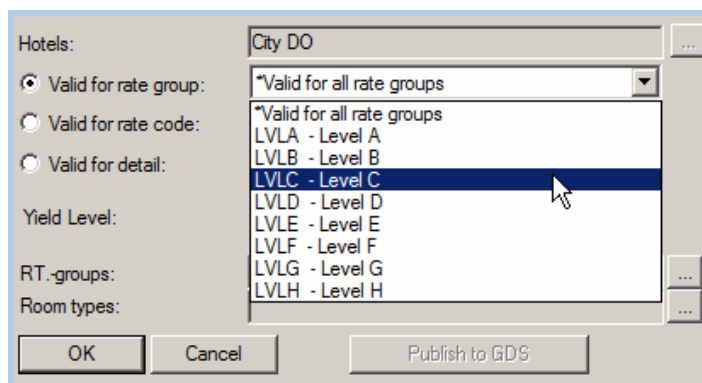
The hotel's house rates are an exception; here it is also possible to work on the rate code and detail levels. Example: When selecting the **Valid for rate code,** only the house rate will be offered in the drop-down list - see figure 61.

Figure 58:

Reservation > Rate availability:

In the rate code level, only the house rates can be selected.
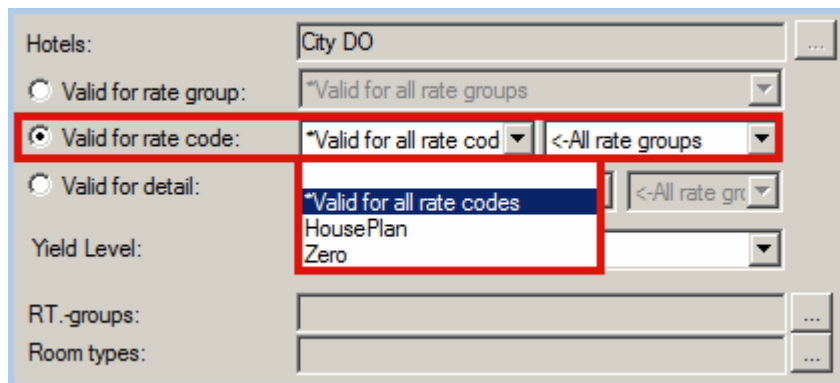
Should a BWI rate group have been selected while the **Valid for rate code** option is active, no rate codes will be offered for selection - see figure 62.

Figure 59:

Reservation > Rate availability:

For BWI it will not be possible to work on the rate code-level
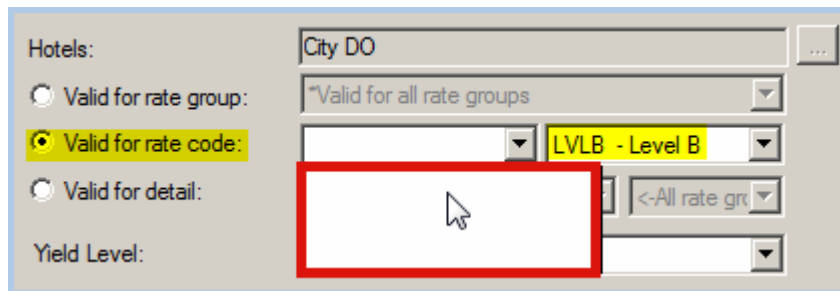
Level A has priority

Level A is seen as "Overall Inventory" by BWI - strategies which are set for the LVLA-Level A are therefore valid for ALL OTHER BWI rate groups (LVLB-LVLH). Examples:

▼ All other BWI rates are closed when the LVLA rate group is closed.
▼ Has a minimum stay of 5 days been set for LVLA and a minimum stay of 3 days for LVLB, a guest will have to book at least 5 days even for a LVLB rate, because LVLA takes priority.
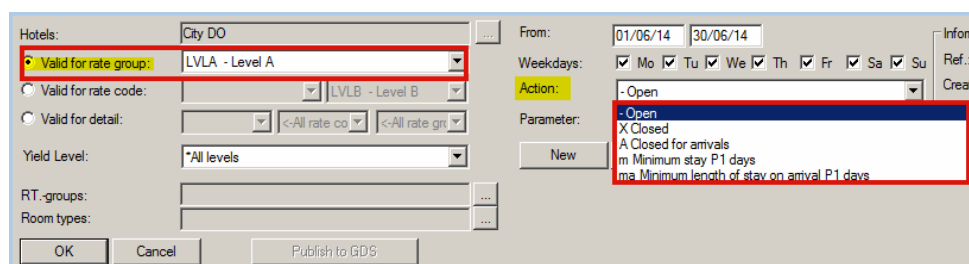
Setting Strategies

Level A - Strategies

Strategies set for LVLA - Level A - are valid for the entire BWI rate structure.

In Front Office, open the menu item "Reservation > Rate availability."

Select the **Valid for rate group** option and select the **LVLA - LEVEL A** rate group from the drop-down menu - see figure 63.

Figure 60:
Allocation of a rate strategy
for level A

Afterwards, select the time-span and the weekdays on which the strategy is to be valid.

Finally, select a strategy.

The following strategies are available for level A:

- **- Open:** (no strategy set)
- **X Closed**
- **A closed for arrivals:** Rate cannot be selected for arrivals on a certain day for a defined period of time.
- **m Minimum length of stay P1 days** (=**Soft Close**): You can block rate codes for stays below the previously defined minimum length of stay. The minimum stay is entered into the P1 field.
- **ma Minimum length of stay on arrival P1 days (=Minimum length of stay):** A rate code for a certain arrival date can be determined, which has to be followed by a defined amount of room nights. The desired number of room nights is entered into the P1 field.

Click the [**New**] button to save the strategy.

Setting strategies for single room types

Strategies for certain room types can only be set for rate group LVLA - Level A.
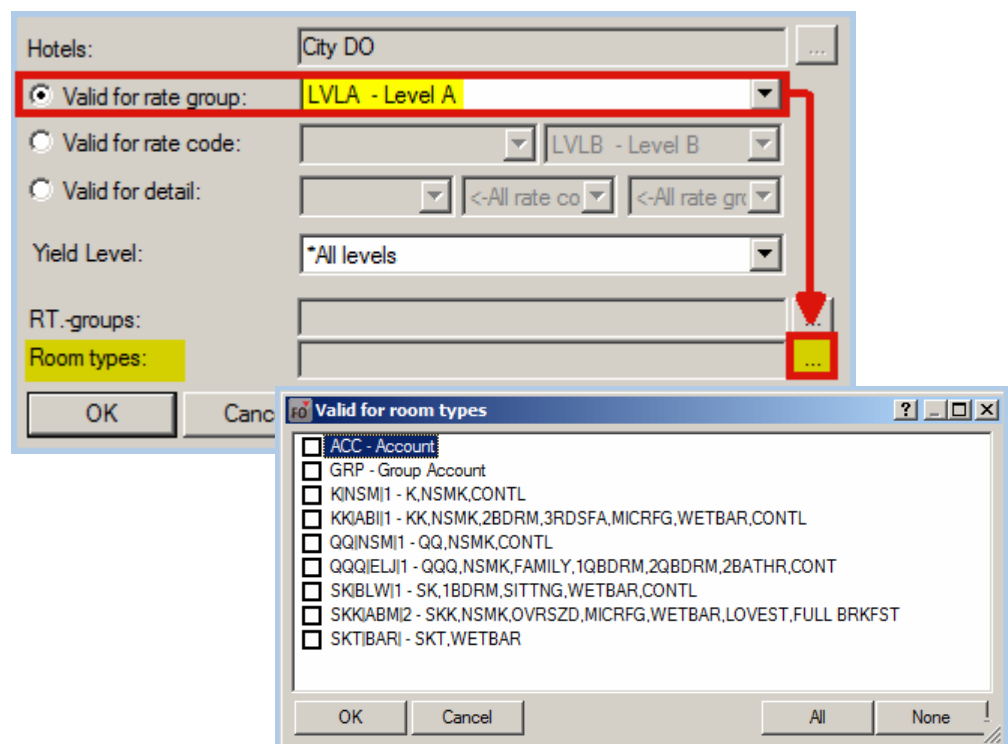
Open the **Reservation** > **Rate Availability** menu point in Front Office.

Select the **Valid for rate group** option and select the **LVLA - LEVEL A** rate group from the drop-down menu.

Click on the ⋯ button in the drop-down list for the **room types**.

Afterwards, select the desired room type(s) - see figure 64.

Figure 61:

Reservation > Rate availability > Room type selection for level A

For all other rate groups (LVLB-LVLH), the selected strategy is always valid for **ALL** room types. The setting of strategies in the room type level is **NOT** possible here (the buttons for the selection of room type groups and room types are inactive).

Max Sell - number of rooms for sale

For the **Level B-H** rate groups, you can set the Maximum sell of P1. Example: You would like to sell 5 rooms in the LVLB-Level B rate group.

Open the **Reservation** > **Rate** Availability menu point in Front Office.

Select the **Valid for rate group** option and select the (**LVLB – LEVEL B**) (**1**) rate group from the drop-down menu.

Afterwards, select the time-span and the weekdays on which the strategy is to be valid.

Select the **xP1 Maximal sell of P1** strategy.

Enter the maximum number of the rooms to be sold in the **P1** field (**2**).

For the Level B-H rate groups, you can set the Maximum sell of P1 (**3**).

Figure 62: Setting the "xP1 maximum sell of P1" strategy

Click the [**New**] button to save the strategy.

▼ *HINT:* The **xP1 Maximal sell of P1** strategy is not available for Level A!

Overbookings

The number of rooms which can be overbooked can be determined for a maximum amount of 51 weeks in the **Reservations > Overbooking** menu point.

Requirements

The following requirements must be fulfilled before a hotel an work with the overbookings function:

▼ The overbooking function must be applied for at BW; they also set it up.

▼ protel BW support needs to release the overbooking function both in protel as well as in IDS, so that it can be trasmitted to BW.

Procedure

The maximum number of allowed rooms for the next 51 weeks needs to be saved once. It needs to be manually extended on a monthly basis:

1. Access the **Reservation | Overbooking** menu in FO:
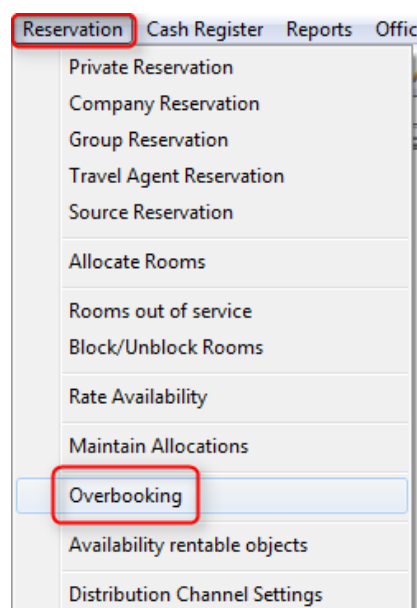
2. In **period**, enter the date so that the next 51 weeks are displayed and click on **[Search]**.

3. Afterwards, select all of the days. These will then be shown in blue.

4. Then, select the [**Hotel**] list entry and enter the maximum number of rooms allowed by Best Western into the **Rooms** field (see example below).

5. Click the [**Set**] button.

Example:

Afterwards, you can set an overbooking for the respective days and the allowed room types:

1. Mark the desired day in the list (turns blue).

2. Select the room type.

3. To the right of it, enter the number of overbookings (**Rooms** field).

4. Click the [**Set**] button.

The overbookings will now be sent to the Member Web by means of protel IDS. This procedure can take up to 30 minutes depending on the size of the changes made and the number of the changed or newly set days.

After this, make sure that the changes have been properly sent to the Member Web. You will be able to detect this in the Member Web by the fact that the number of rooms will be in bold and in parentheses in the "Overall" line and thus highlights the availability.

Example:

Contact

If you have any questions or require more information, please do not hesitate to contact us! We'd be more than happy to help you!

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