

▼ Hospitality with a System



# protel Best Western Interface

User information

Daily tasks for managing the BW interface



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Daily tasks for managing the BW interface



## About protel documents

Symbols used in this documentation

▼ Background information and further information

▼ Please note: Important!

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What is  
the Best Western  
interface?

#### About 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<sup>1</sup> 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. As a result, 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 Front Office.

Best Western Rewards Enrollment: enlist and enroll new BWR members by means of individualized employee accounts in protel.

Display of Best Western Rewards Balance in protel.

Information for users  
switching

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 handbook will familiarize you with the changes.

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<sup>1</sup>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...



## Daily tasks for managing the BW interface

The following lists should be processed in the daily front-desk routines, in order to avoid differences between protel and the Member Web. We recommend checking the lists 3 times a day; once per work shift. The work required is kept small and therefore does not require much time:

1. Interface error messages
2. Reservations without CRS number
3. Reservations without CXL number

### 1. Interface error messages:

You can open the interface traffic light in protel FO to the top left. If the red light is blinking, it means that you have received new error messages which need to be processed:



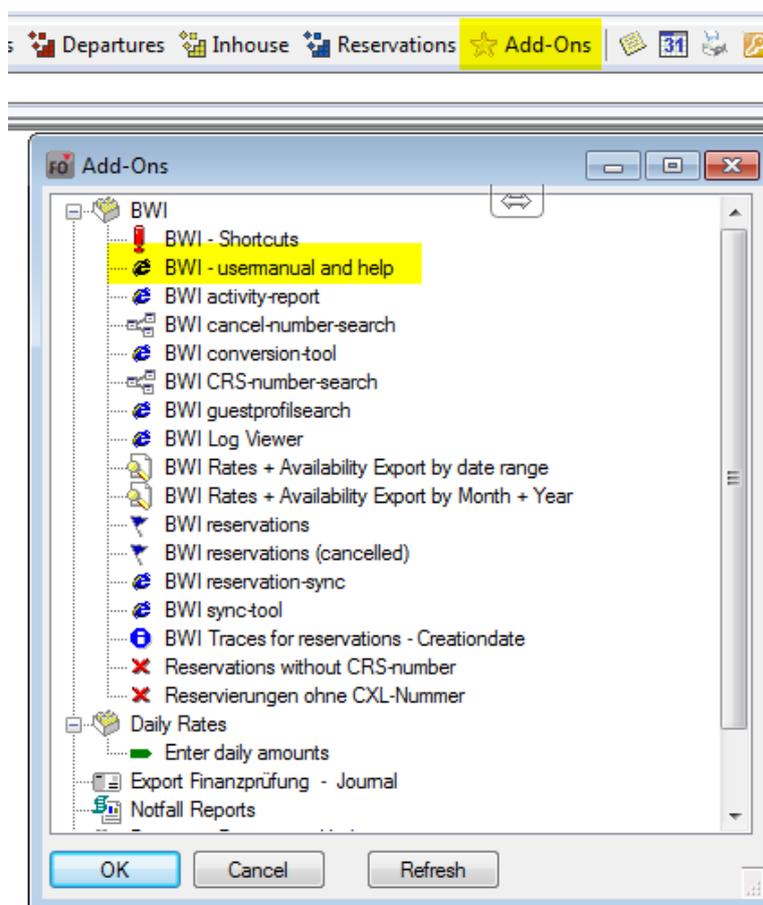
Figure 1: Interface traffic light

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The error messages are documented in the Cloud in our error message list. You can open our BW documentation in protel under Add-Ons, under the button 'BW usermanual and help':



There you will find the respective explanations and solutions for every error message. For example, if reservations cannot be sent out to Best Western, they will be in the list. Therefore, we recommend to edit the error message list first and then to check the other two lists. Once you have processed an error message, you can delete it.

- ▼ If the error message reappears in the traffic light even though you have executed the correction beforehand, we kindly ask you to contact us at: [bestwestern@protel.net](mailto:bestwestern@protel.net).

## 2. Reservations without CRS number

You can find this list in protel Front Office under the Add-ons -> Reservations without CRS numbers tab:

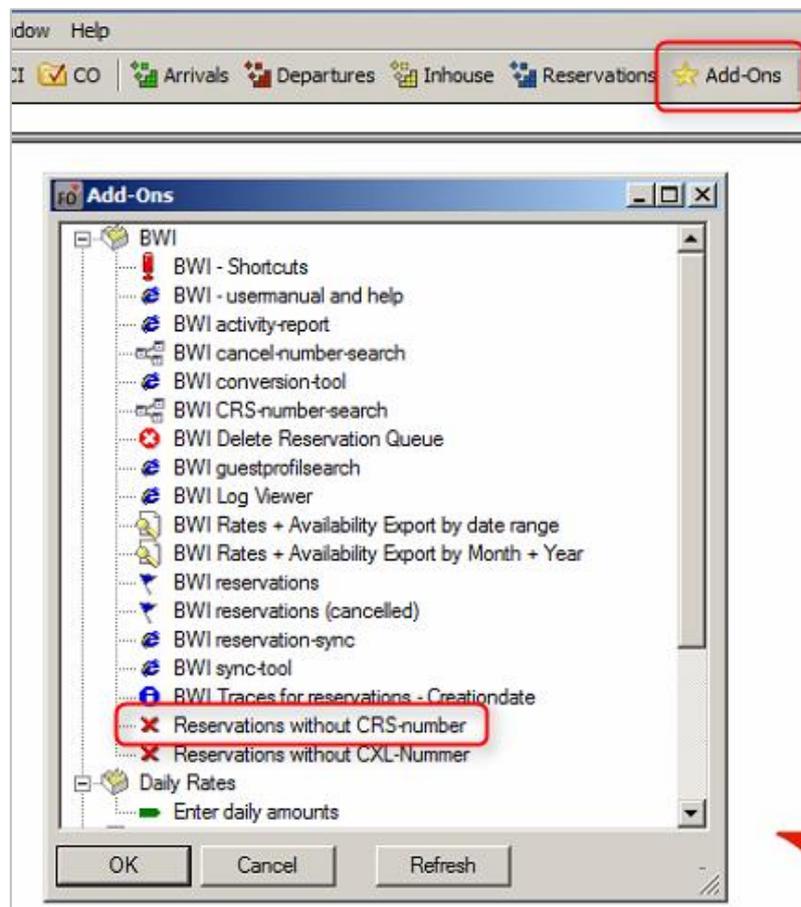


Figure 2:Add-ons



After clicking on the button, another window opens in which you will need to enter today's date, as well as the date for 51 weeks into the future.

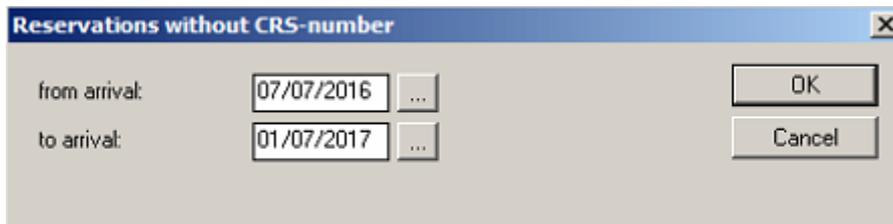
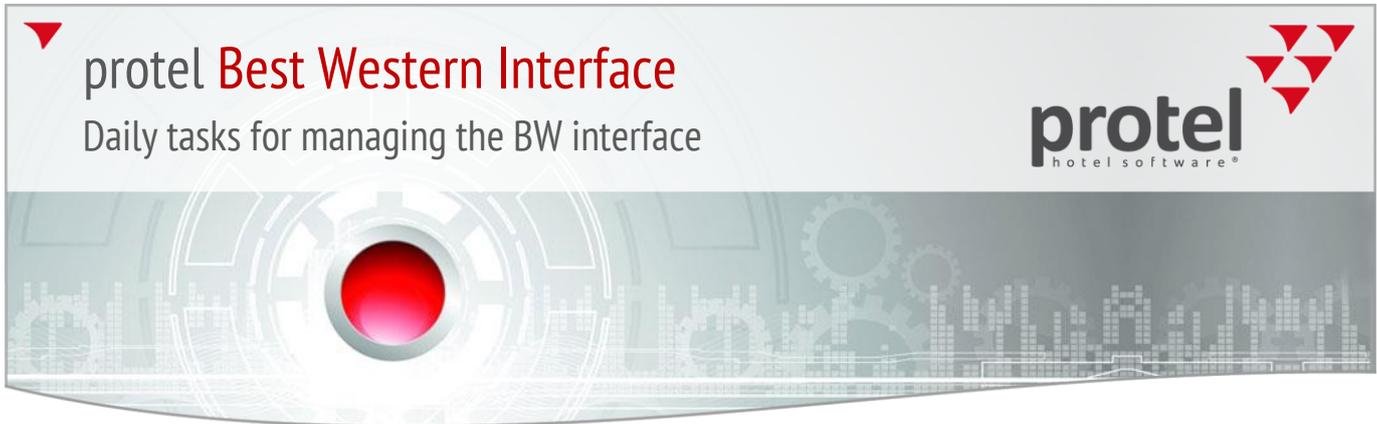


Figure 3: Match data

The reason for this is that the interface sends all of the reservations which are within the next 51 weeks to Best Western. If there are reservations which are further in the future, they will not be allocated a CRS number.

protel sends reservations to Best Western 51 weeks in advance. After the End of Day procedure, protel checks to see which reservations are within these 51 weeks and will then be sent respectfully when appropriate.



- ▼ Should there be reservations in the list, please check the following points:

The first step is to always resend the reservation to Best Western with the help of the "BWI resend reservation" in the Navigator:

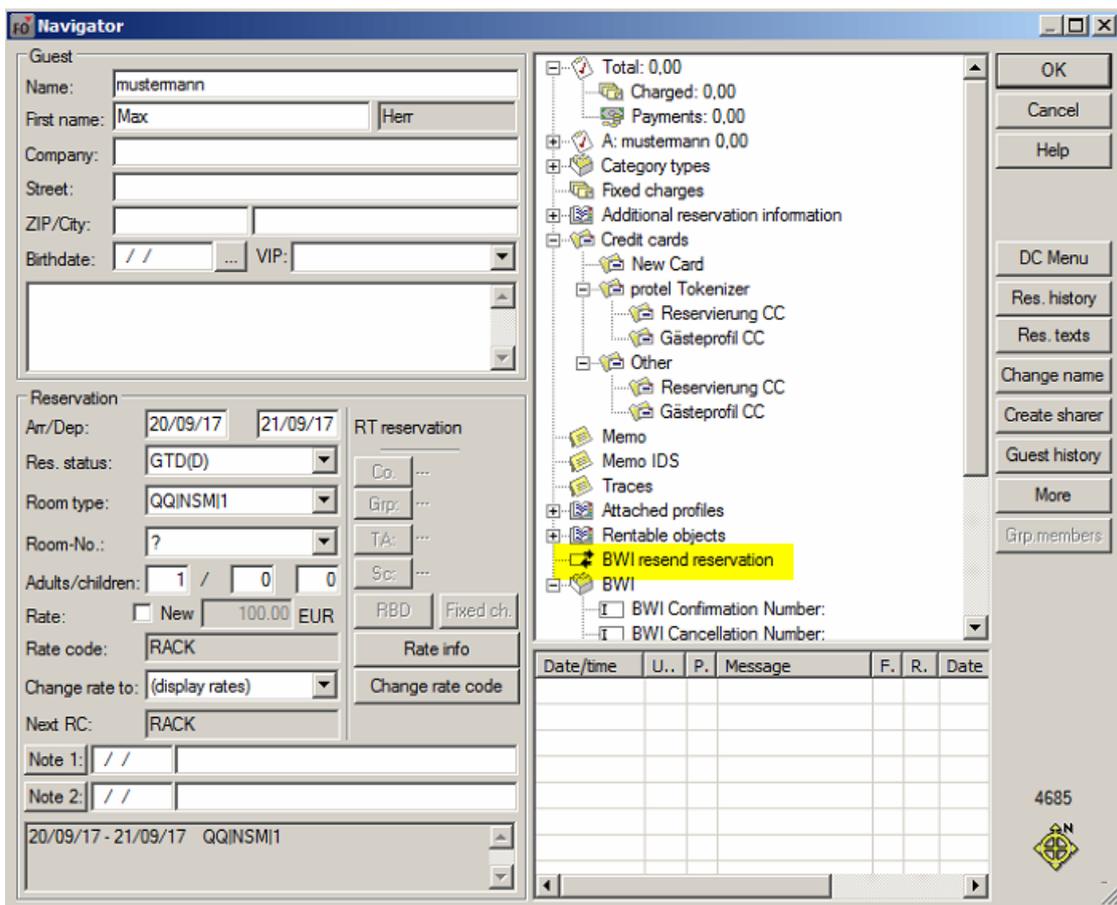
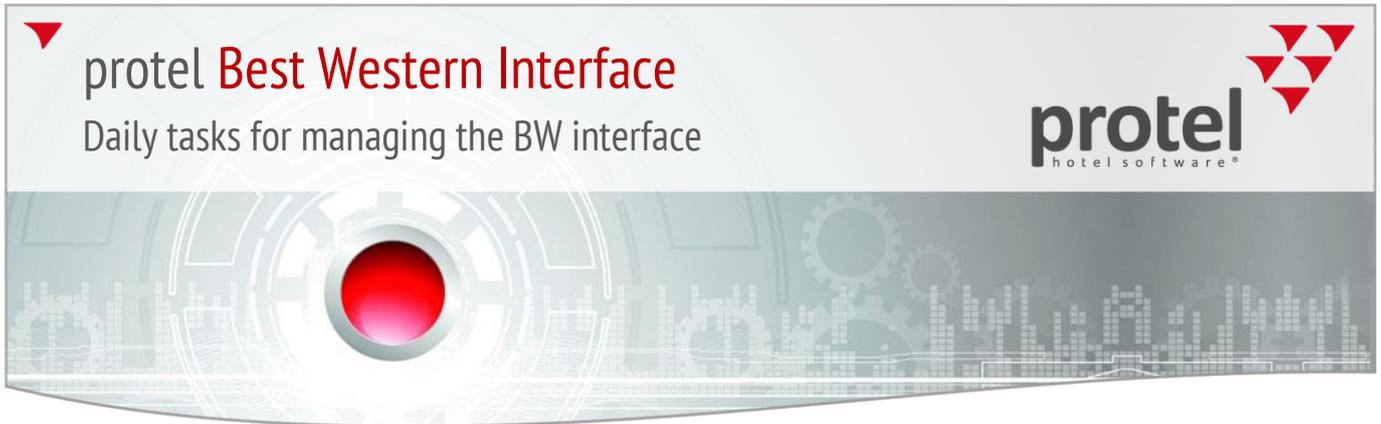


Figure 4: Resend BWI Reservations

However, this only applies to **active** reservations. It is impossible to once again resend reservations which have the "cancelled", "OOA", or "waiting list" status.

One reason for this can be a bad internet connection. Other possibilities might be that the Best Western server or our Cloud Server are not available.



**Check completeness for reservation profiles:**

Make sure that the mandatory fields in the guest profile have been filled in (First name, Last name, Salutation, Nationality, and Country).

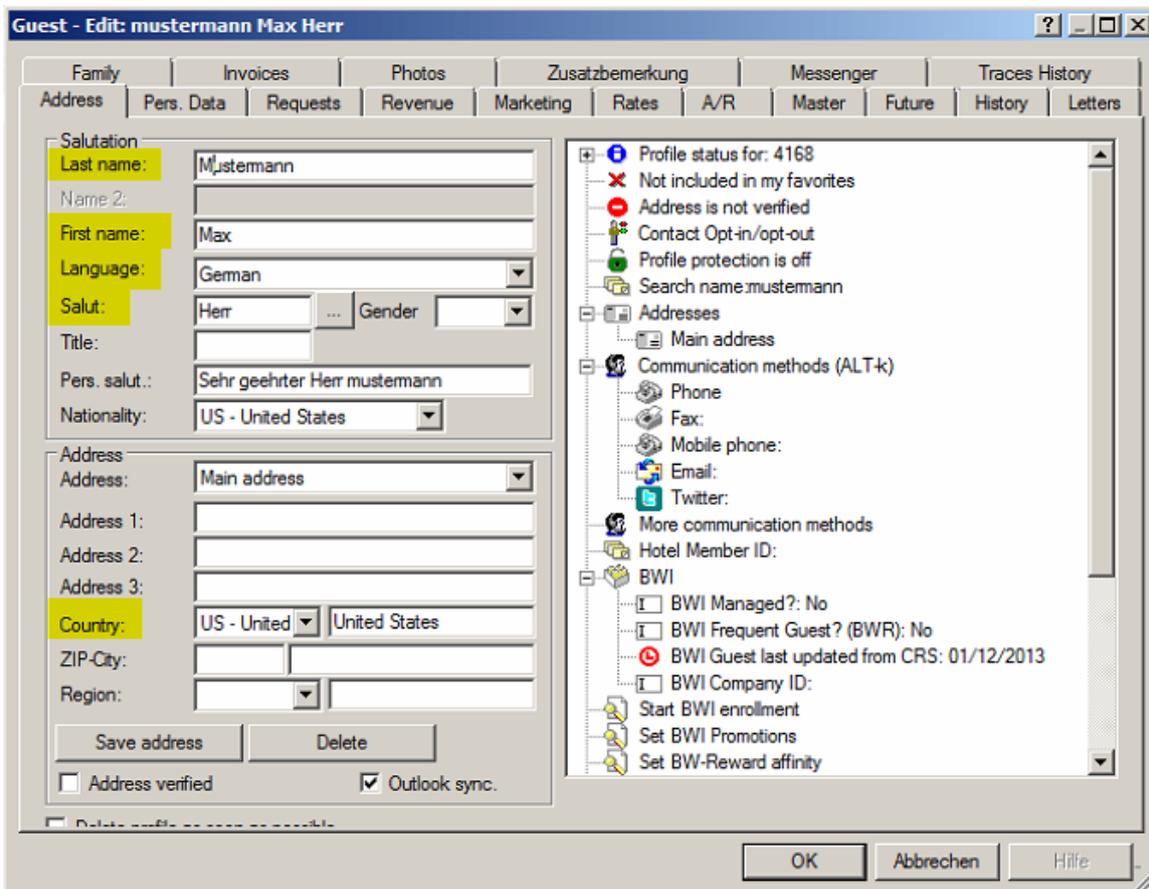


Figure 5: Mandatory fields in the guest profile

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Please make sure that the following information has been properly entered into the profiles: telephone number, fax number, and mobile phone number. This also includes the profiles for the attached companies, sources, and travel agencies:

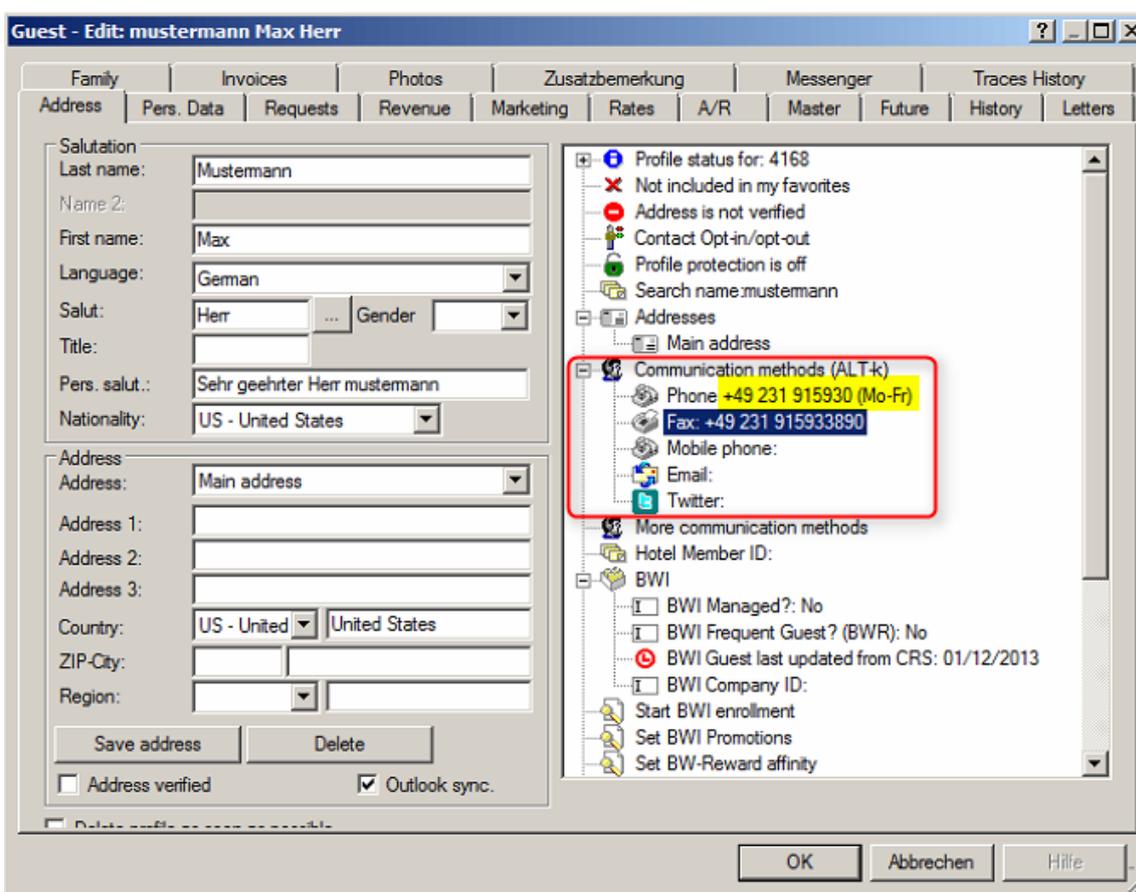


Figure 6: Incorrect entry of communication methods

When making entries into this field, it is important to note that **NO LETTERS** can be used when entering telephone numbers, fax numbers and mobile phone numbers. If there is a text saved after the number, we kindly ask you to copy the number with the text and to save it under "**Additional Communication Methods**". You will then need to remove the text for the above communication methods, see example on the next page.

The reason for this is that Best Western only accepts numbers and the following special characters: /-+(). Further communication methods will not be sent to Best Western and can be filled:

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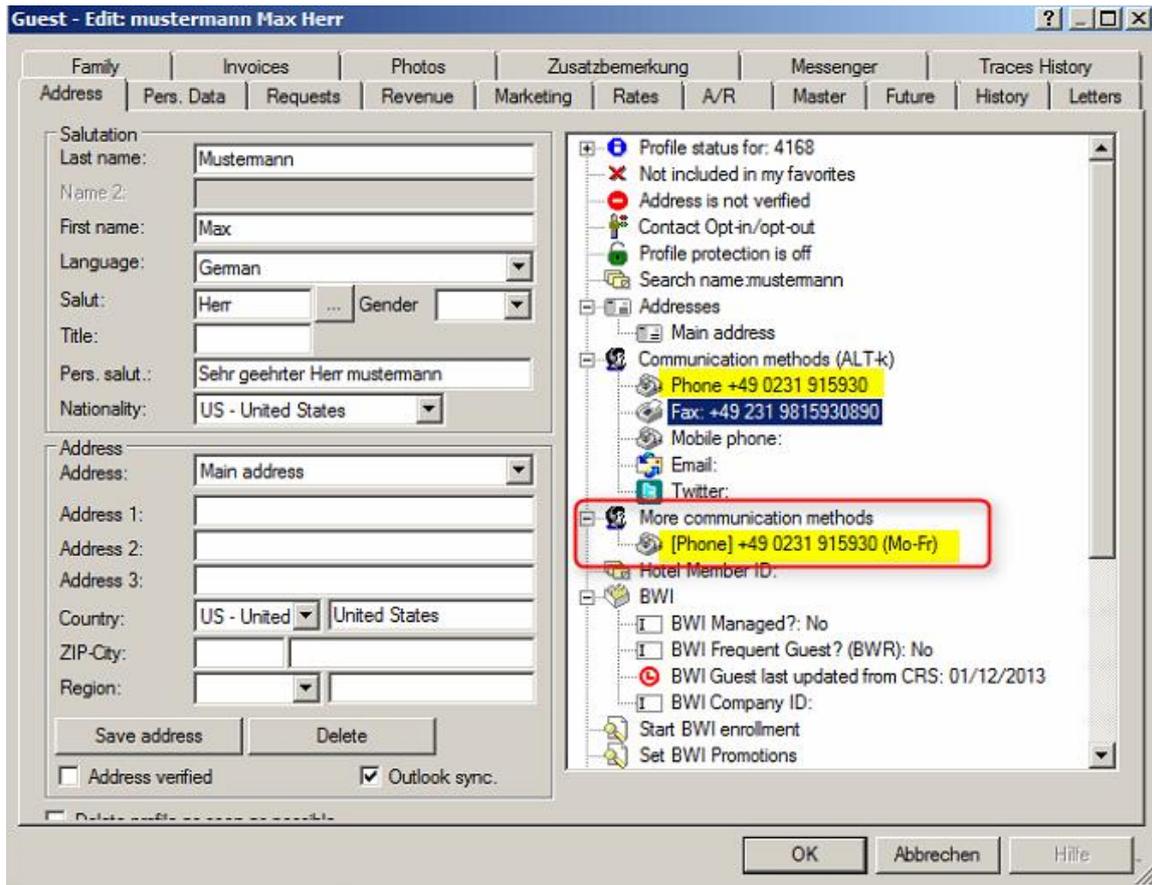


Figure 7: Proper entry of additional communication methods

The email address must contain an @ symbol. Otherwise, Best Western will not recognize it as a valid email address and as a result will not accept the guest's reservation.

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### Each reservation must contain at least one adult person:

This also applies to group reservations: each group member needs to have at least one saved adult person in the reservation, see illustration:

This can be easily seen in the group member list. Even if a reservation in the group member list is located on an account, instead of a room, this account reservations must include at least one adult person.

The arrival and departure dates of the group members CANNOT be outside of the group master's time period:

H.	Name	First Name	Salut.	#	RT.	Arrival	Departure	Adlt.	Rate c...	Price	Status	!	Conf. No
City DO	BWI_Group_0...			?	KNSM1	26/09/17	28/09/17	1/0...	RACK	500,00	GTD		PL468691726P1
City DO	BWI_Group_0...			?	KNSM1	26/09/17	28/09/17	1/0...	RACK	500,00	GTD		PL468791726P1
City DO	BWI_Group_0...			?	KNSM1	26/09/17	28/09/17	1/0...	RACK	500,00	GTD		PL468891726P1
City DO	BWI_Group_0...			?	KNSM1	26/09/17	28/09/17	1/0...	RACK	500,00	GTD		PL468991726P1
City DO	BWI_Group_0...			?	KNSM1	26/09/17	28/09/17	1/0...	RACK	500,00	GTD		PL469091726P1
City DO	BWI_Group_0...			?	KNSM1	26/09/17	28/09/17	1/0...	RACK	500,00	GTD		PL469191726P1
City DO	BWI_Group_0...			?	KNSM1	26/09/17	28/09/17	1/0...	RACK	500,00	GTD		PL469291726P1
City DO	BWI_Group_0...			?	KNSM1	26/09/17	28/09/17	1/0...	RACK	500,00	GTD		PL469391726P1
City DO	BWI_Group_0...			?	KNSM1	26/09/17	28/09/17	1/0...	RACK	500,00	GTD		PL469491726P1
City DO	BWI_Group_0...			?	KNSM1	26/09/17	28/09/17	1/0...	RACK	500,00	GTD		PL469591726P1
City DO	BWI_Group_0...			?	KKQAB11	27/09/17	29/09/17	1/0...	RACK	120,00	GTD		PL469691727P1
City DO	BWI_Group_0...			?	KKQAB11	27/09/17	29/09/17	1/0...	RACK	120,00	GTD		PL469791727P1
City DO	BWI_Group_0...			?	KKQAB11	27/09/17	29/09/17	1/0...	RACK	120,00	GTD		PL469891727P1
City DO	BWI_Group_0...			?	KKQAB11	27/09/17	29/09/17	1/0...	RACK	120,00	GTD		PL469991727P1
City DO	BWI_Group_0...			?	KKQAB11	27/09/17	29/09/17	1/0...	RACK	120,00	GTD		PL470091727P1
City DO	BWI_Group_0...			?	KKQAB11	27/09/17	29/09/17	1/0...	RACK	120,00	GTD		PL470191727P1
City DO	BWI_Group_0...			?	KKQAB11	27/09/17	29/09/17	1/0...	RACK	120,00	GTD		PL470291727P1
City DO	BWI_Group_0...			?	KKQAB11	27/09/17	29/09/17	1/0...	RACK	120,00	GTD		PL470391727P1
City DO	BWI_Group_0...			?	KKQAB11	27/09/17	29/09/17	1/0...	RACK	120,00	GTD		PL470491727P1
City DO	BWI_Group_0...			?	KKQAB11	27/09/17	29/09/17	1/0...	RACK	120,00	GTD		PL470591727P1

Rooming list
 

Copy group master memo  
 Copy group master traces  
 Group master copy traces  
 Enable extended tooltips

Figure 8: Group list - arrival and departure date and umber of adults

The group master must be allotted with the "Group" profile type:

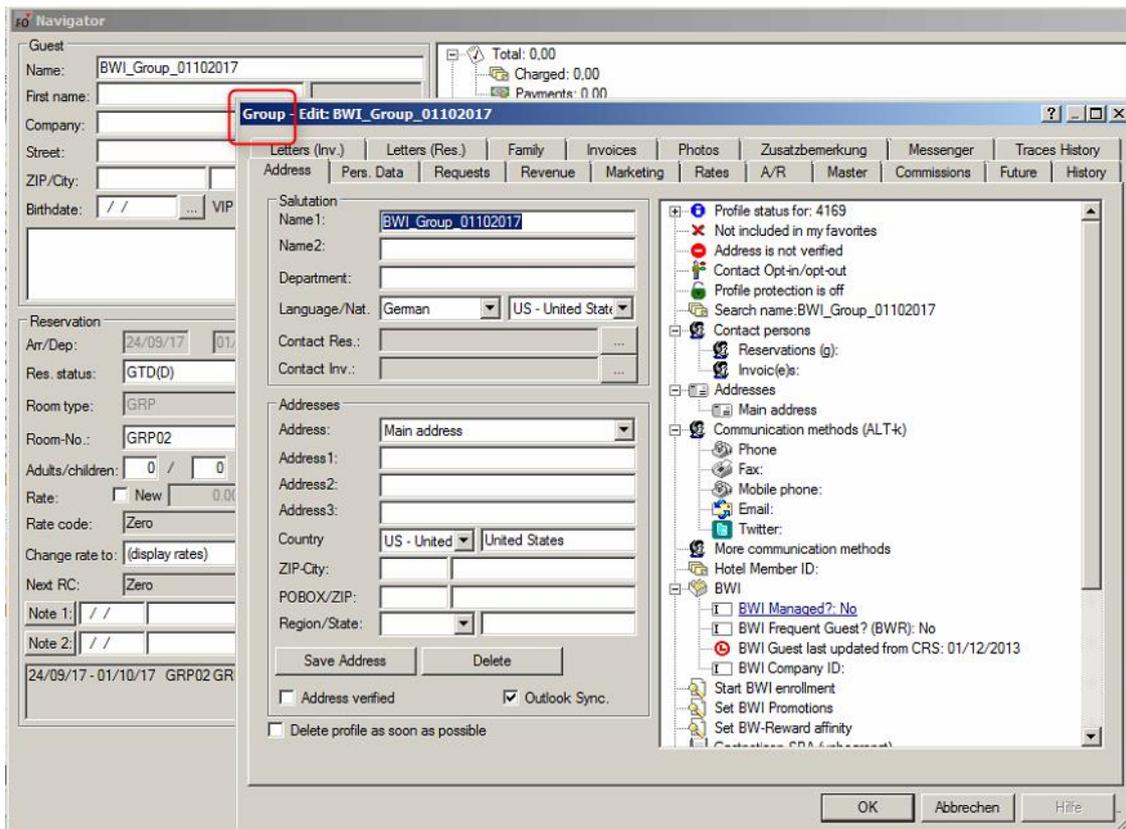


Figure 9: Group master

The group members are only allowed to have the "Group" or "Private" profile types. If this is not the case, a failure occurred during the creation of the group. Instead of entering the group name in step one, a company, source, or travel agency profile was entered.

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If the members have a source, company, or travel agency profile, the name will need to be changed for each reservation in the navigator.

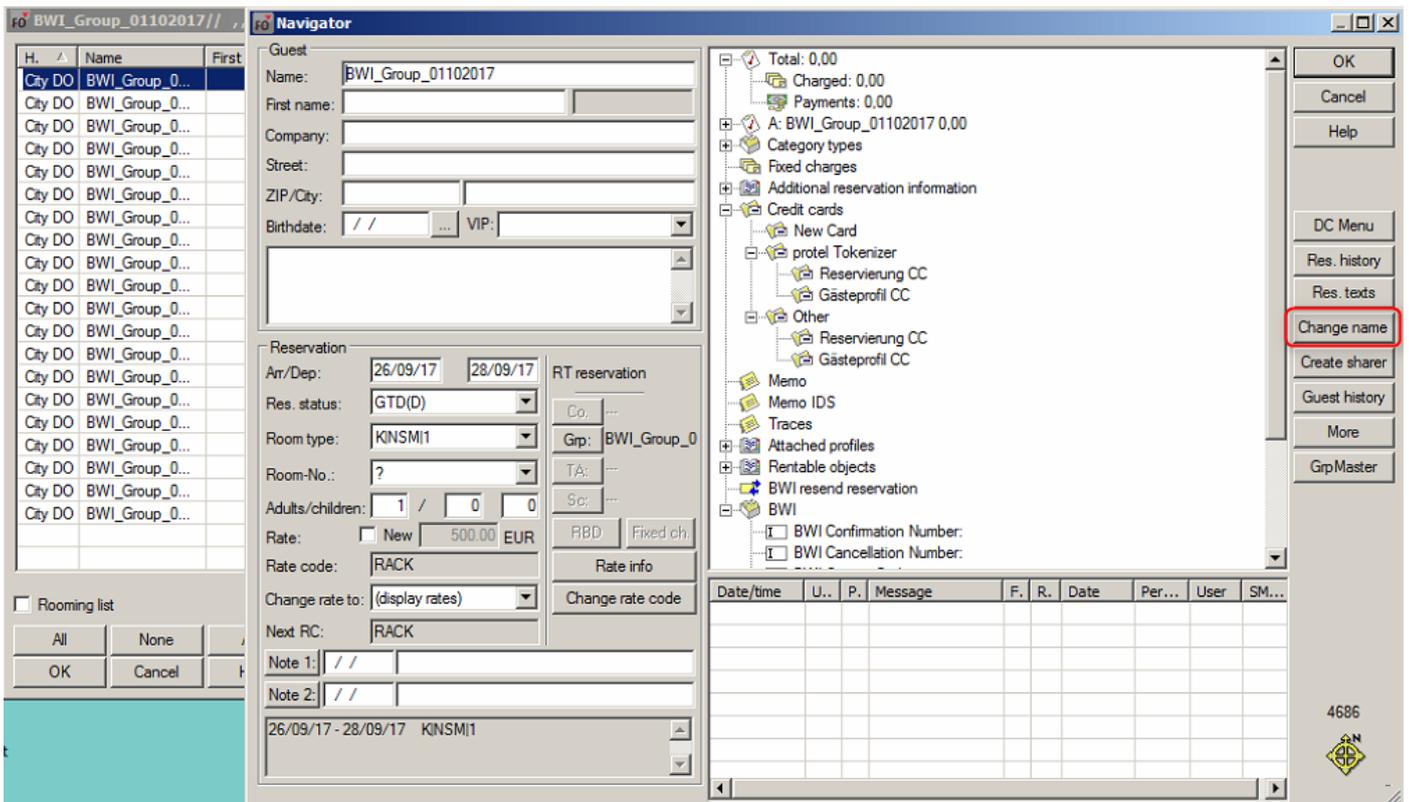
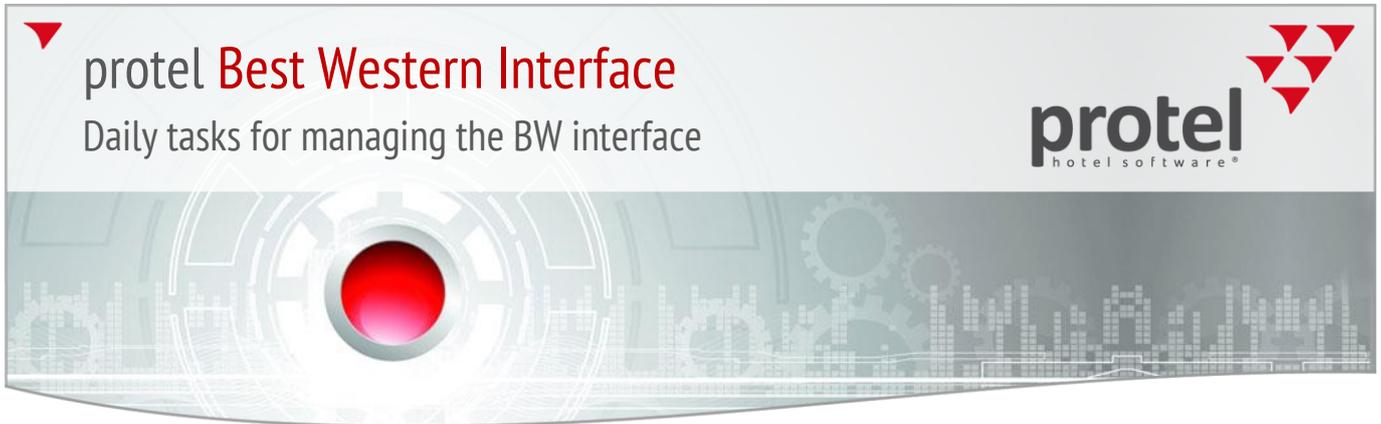


Figure 10: Change name in protel



protel automatically creates a "Guest" profile for a name change:

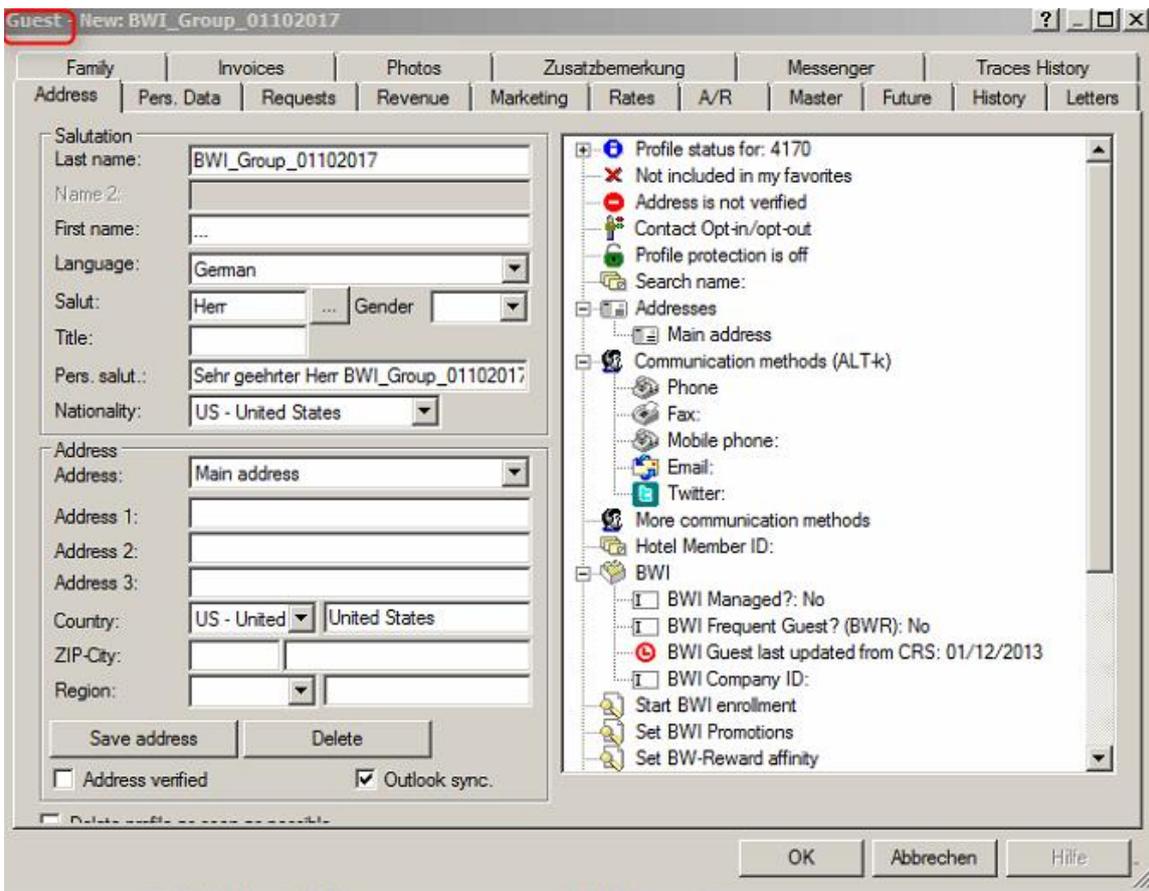


Figure 11: After Changing name: Guest profile has been created

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In the group master, a G-rate code always needs to be saved in the user defined field.  
The "BWI group" user defined field must be set to "Yes" both for the group master as well as the group members.

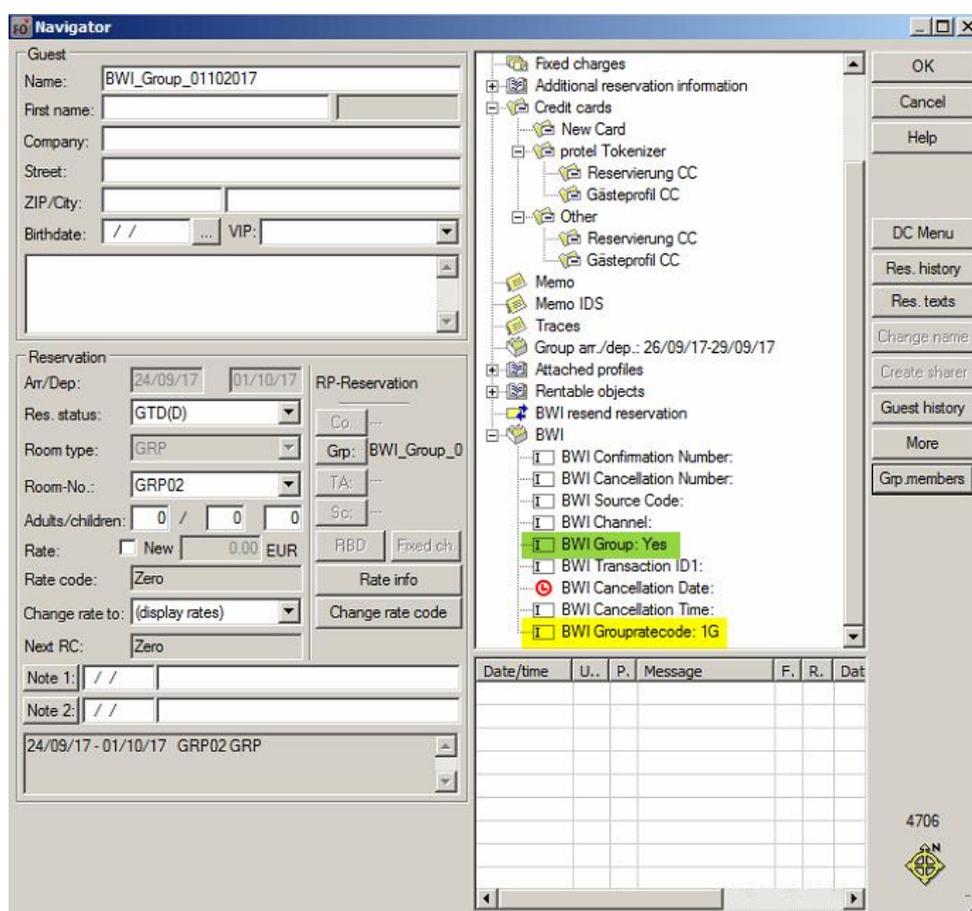


Figure 12: Group master - G-rate code and "BWI Group" field

The G-rate code is automatically saved by protel - requirement for this is the correct creation of the group. If there is **NO** G-rate code, Best Western will not be able to recognize the group reservation as a group and reservation changes will not be exported to Best Western. The reason for the missing G rate codes is the creation of the group. Groups **MUST ALWAYS** be created by means of the **room type plan**. Group masters are not to be created by means of the room plan and then added to members. This group then does not get G-rate codes and is thus defective. To correct this, we kindly ask you to contact the protel Best Western Support team at:

[bestwestern@protel.net](mailto:bestwestern@protel.net).



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Because we are dealing with a group, the user defined field will need to have "Yes" entered because this indicates that a group block will be sent to Best Western. If "No" is in the user defined field for a group, please contact protel Best Western Support at: [bestwestern@protel.net](mailto:bestwestern@protel.net).

For all individual i.e., single reservations, the user defined field has "No" entered.

### 3. Reservations without CXL number

You can find this list in protel Front Office under the Add-ons -> Reservations without CXL number tab:

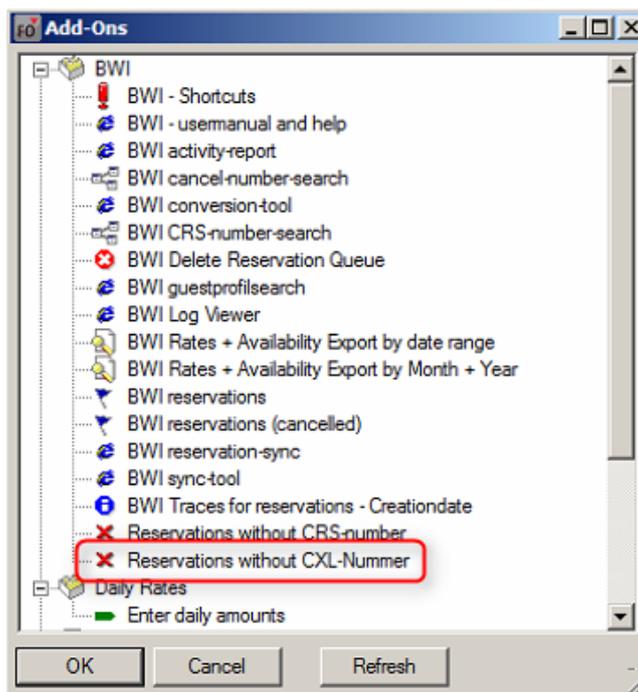


Figure 13: Add-ons

After clicking on the button, another window opens in which you will need to enter today's date, as well as the date for 51 weeks into the future.

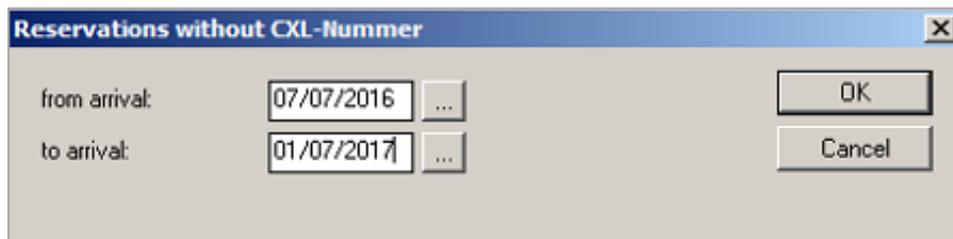


Figure 14: Match data

The reason for this is that the interface sends all of the reservations which are within the next 51 weeks to Best Western. If there are reservations which are further in the future, they will not be allocated a CRS number and will thus not receive a CXL number.

With End of Day procedure, protel sends an additional day, so that we are always within the 51 weeks.

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- Should there be reservations in the list, please check the following points:

### Check completeness for reservation profiles:

Make sure that the mandatory fields in the guest profile have been filled in (First name, Last name, Salutation, Nationality, and Country):

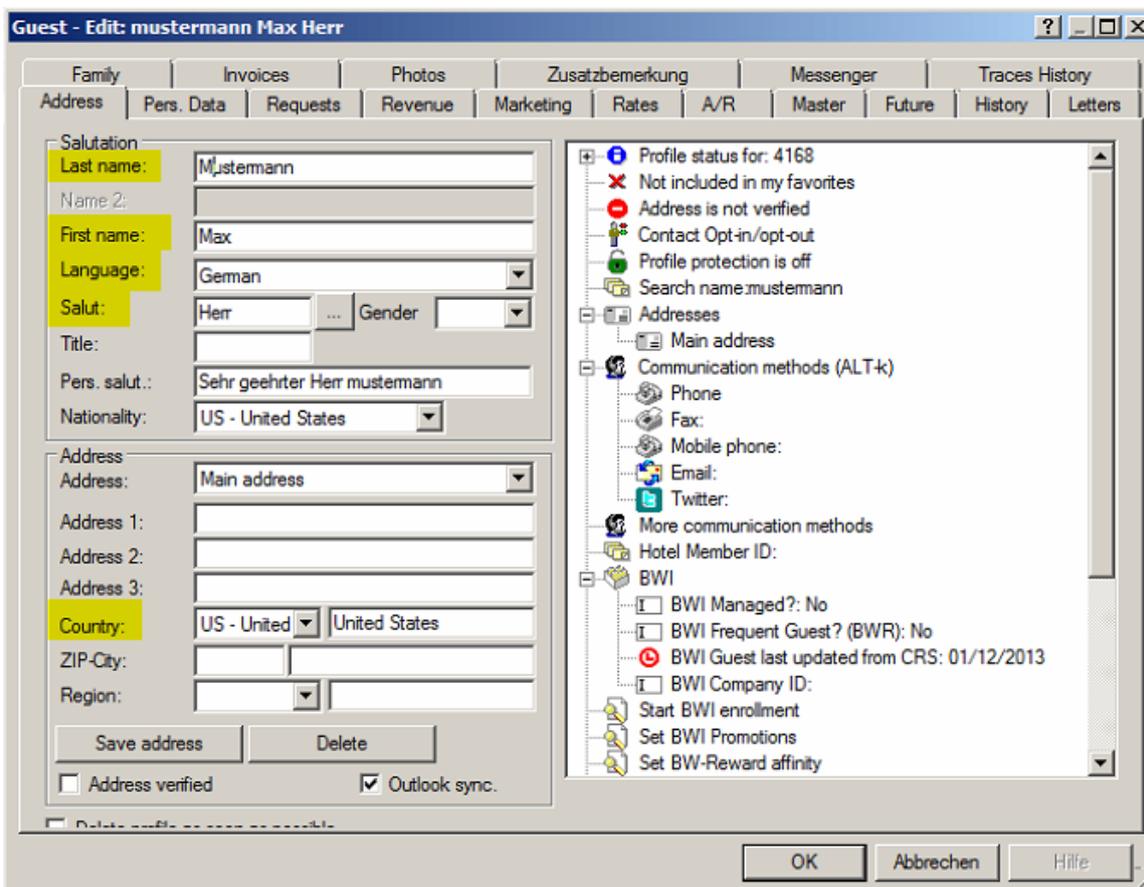


Figure 15: Mandatory fields in the guest profile



Take care for the proper entry of telephone number, fax number, mobile phone number, and email addresses in profiles. This also includes the profiles for the attached companies, sources, and travel agencies:

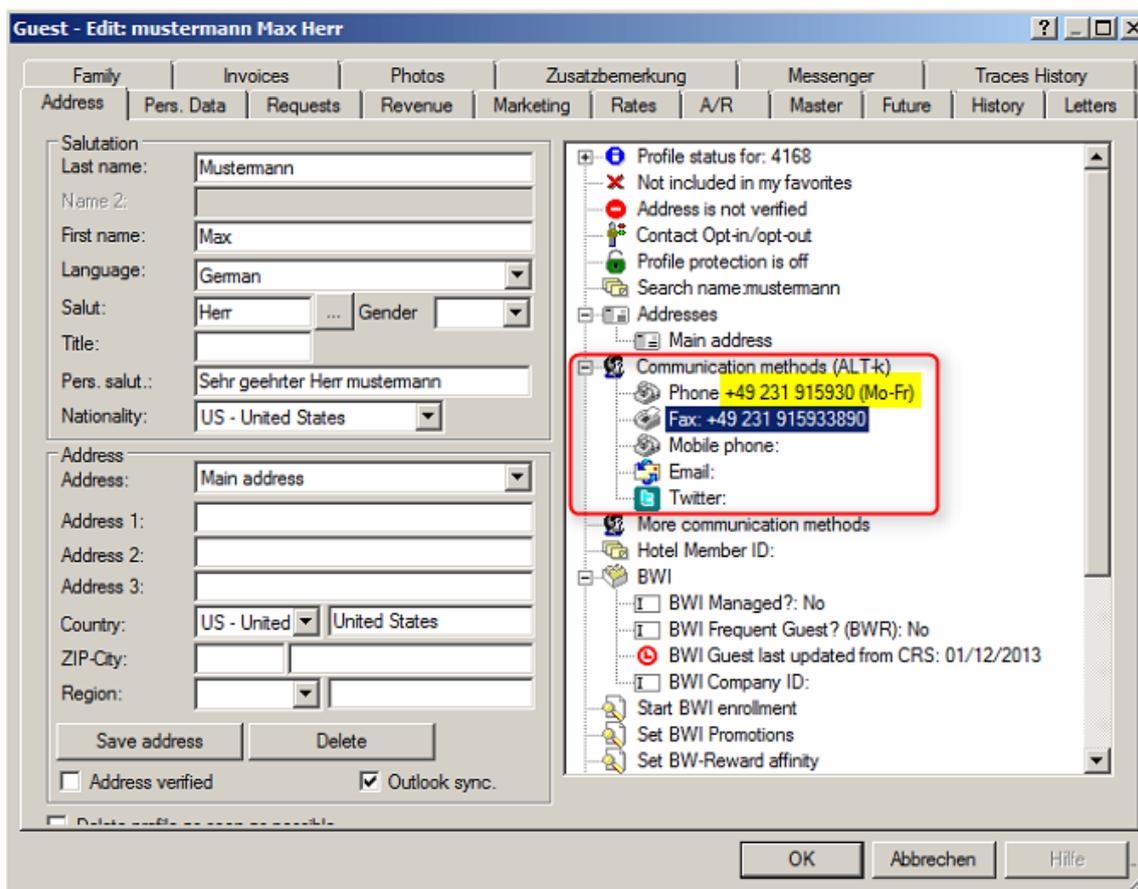


Figure 16: Incorrect entry of communication methods

When making entries into this field, it is important to note that **NO LETTERS** can be used when entering telephone numbers, fax numbers, and mobile phone numbers. If there is a text saved after the number, we kindly ask you to copy the number with the text and to save it under **"Additional Communication Methods"**. You will then need to remove the text for the above communication methods, see example on the next page.

The reason for this is that Best Western only accepts numbers and the following special characters: /-+(). Further communication methods will not be sent to Best Western and can be filled:

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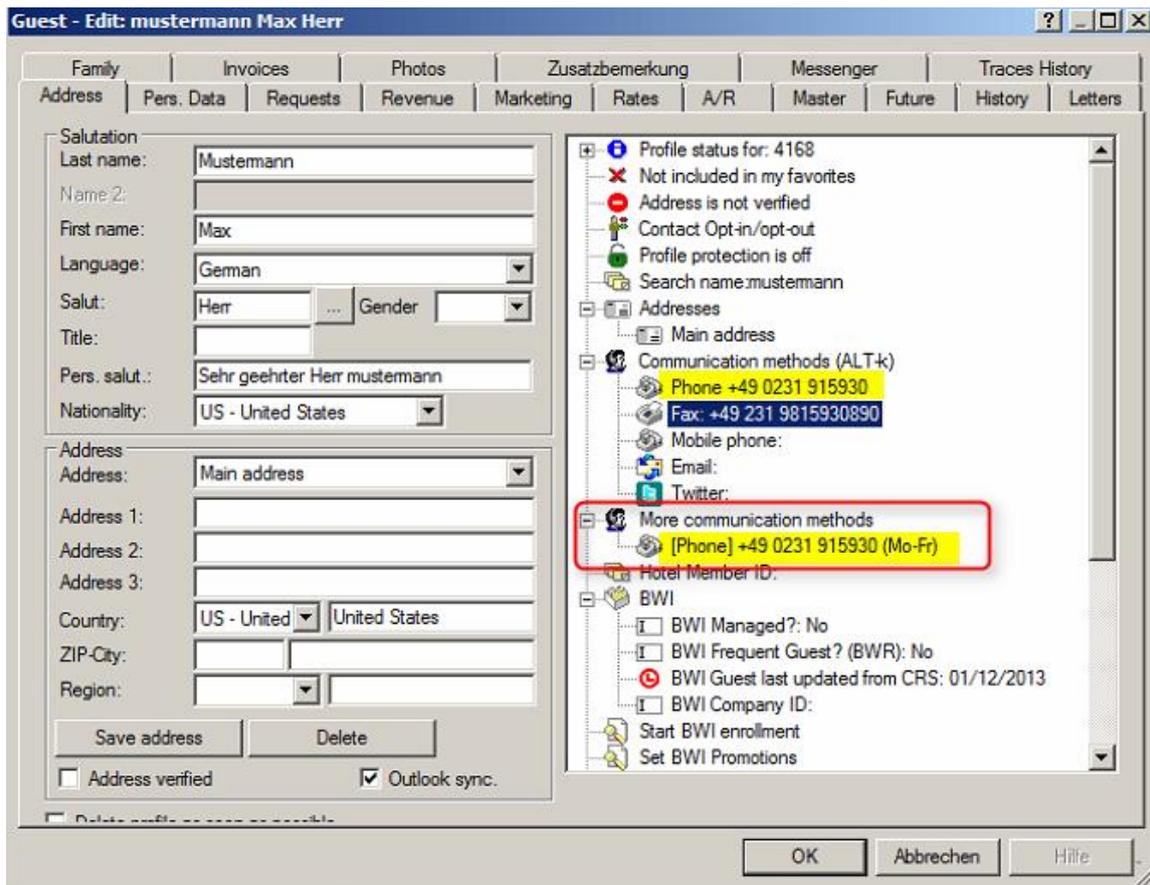


Figure 17: Proper entry of additional communication methods

The email address must contain an @ symbol. Otherwise, Best Western will not recognize it as a valid email address and as a result will not accept the guest's reservation.

**Each reservation must contain at least one adult person:**

### How to correct single reservations?

Please reactivate the reservation, wait a few seconds, and cancel it again. The Best Western CXL number should then appear in the reservation's Navigator window.

### Do the group members have a group profile and a CRS number?

If this is the case here, change the name via Navigator. The reservation should then automatically receive a CXL number.

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## Contact

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

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