

User information

Daily tasks for managing the BW interface

Daily tasks for managing the BW interface





	About protel documents
Symbols used in this	V Background information and further information
documentation	VPlease note: Important!
Please check: Is this the latest version?	Should you notice that certain processes described in this document seem "incorrect", it is possible that you are not using the latest version of this document.
	All our documents are continuously being updated in accordance with the ongoing development of the respective software. Should you be unsure about whether you are using the latest document, please feel free to contact us at documentation@protel.net. Your questions or suggestions are always welcome!
Feedback	If you are sure that you are using the latest version and still cannot find certain information or find the descriptions to be unclear, please write to documentation@protel.net.
Need help?	If you need any support, please feel free to contact us at <pre>support@protel.net</pre> or +49 231 915 930.
Disclaimer of liability	This document has been created with the utmost care; however, we do not assume any liability for the quality of this document and for its completeness, correctness, and/or for its being up to date. Misprints, errors and omissions are to be accepted.
	We are not liable for any damages of conceptual or material type caused by the use or nonuse and/or application of any information given unless there is evidence of willful intent or gross negligence on our part. The document or parts of this document may be subject to change, update, or retraction without prior notice.
	This documentation may not be copied partially or as a whole, nor be reproduced by other means, without prior written approval given by the protel hotelsoftware GmbH.

Daily tasks for managing the BW interface





About the Best Western Interface

The Best Western Interface is a two way interface between protel and Best Western's What is Central Reservation System (CRS). The interface guarantees the improved exchange of the Best Western information between the two systems and offers many advantages: interface? Reservations made by means of the Best Western distribution channels¹ 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 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 switching 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.

¹Best 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





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



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 usermanualand help':

ro Add-Ons		X
BWI - Shortcuts		1
🗝 🍘 BWI - usermanual and help		
🏕 BWI activity-report		
🏉 BWI conversion-tool		
🌮 BWI guestprofilsearch		
🛛 🥔 BWI Log Viewer		
BWI Rates + Availability Export	by date range	=
	by Month + Year	
BWI reservations (cancelled)		
🌮 BWI reservation-sync		
🥙 BWI sync-tool		
BWI Traces for reservations - Cr	eationdate	
Reservations without CRS-numb	ber	
Reservierungen ohne CXL-Num	mer	
🖃 🦃 Daily Rates		
Enter daily amounts		
Export Finanzprüfung - Journal		
Notfall Reports		-

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.



2. Reservations without CRS number

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

dd-Ons	
S BMI	<u> </u>
BWI - Shortcuts	
BWI - usermanual and help	
BWI activity-report	
BWI cancel-number-search	
BWI conversion-tool	
BWI CRS-number-search	
BWI Delete Reservation Queue	
BWI guestprofilsearch	
BWI Log Viewer	CANADA T
BWI Hates + Availability Export by d	ate range
BWI Hates + Availability Export by N	Ionth + Year
BWI reservations	
BWI reservations (cancelled)	
BWI reservation-sync	-
DV/I Sync tool DV/I Traces for measurations . Creati	andata
Boundary tions without CPS number	ondate
Reservations without CRS-number	J
× Reservations without CXL-Nummer	,

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.

Reservations wit	thout CRS-number	X
from arrival:	07/07/2016	OK
to arrival:	01/07/2017	Cancel

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:

Guest Image: mustemann First name: Max Company: Payments: 0.00 Street: Payments: 0.00 ZIP/City: Fixed charges Bithdate: /// VIP: Image: Protect cards DC Menu Reservation Arr/Dep: 20/09/17 Reservation Company: Reservation Company: Reservation Company: Adults/children: 1 Off Company: Bithdate: Image: Protect cards Image: Protect Cards Image: Protect Cards
Name: mustemann First name: Max Company: Payments: 0,00 Street: Payments: 0,00 ZIP/City: Pixed charges Birthdate: / / VIP: Payments: Pixed charges Category types Pixed charges Control Pixed charges DC Menu Pixed charges DC Menu Pixed charges DC Menu Pixed charges DC Menu Pixed charges Pixed charges Pixed charges DC Menu Pixed charges Pixed charges Pixed charges Pixed
First name: Max Herr Payments: 0.00 Cancel Company: A: mustemann 0.00 Help Street: Category types Fixed charges ZIP/City: Fixed charges Proted charges Birthdate: / / VIP: Additional reservation information Image: Street: Image: Street: Image: Street: ZIP/City: Image: Street: Image: Street: Birthdate: / / VIP: Image: Street: Image: Street: Image: Street: Image: Street: Image: Street: Image: Street: Image: Street: Reservation Image: Street: Image: Street: Image: Street: Image: Street: Image: Street: Res. status: Image: Street: Image: Street: Image: Street: Image: Street: Image: Street: Image: Str
Company: Image:
Street: ZIP/City: Birthdate: / / VIP: Image: Street: Image: Street: ZIP/City: Image: Street: Birthdate: / / VIP: Image: Street: Image: Street: Image: Stree: Image: Street:
Street: ZIP/City: Birthdate: / / VIP: Image: Street: Image: Street: Birthdate: / / VIP: Image: Street: Image: Street: Birthdate: / / VIP: Image: Street: Image: Street: Image: Stree: Image: Street:
ZIP/City: Birthdate: / / VIP: Image: Credit cards DC Menu Birthdate: / / VIP: Image: Credit cards Image: Credit cards Image: Credit cards Reservation Image: Credit cards Reservation Image: Credit cards
Birthdate: / / VIP: Image: Clean Cards DC Menu Reservation Image: Clean Cards Image: Clean Cards Image: Clean Cards Reservation Image: Clean Cards Image: Clean Cards Image: Clean Cards Image: Clean Cards Arr/Dep: 20/09/17 21/09/17 RT reservation Image: Clean Cards
Reservation Res. history Arr/Dep: 20/09/17 21/09/17 RT reservation Res. status: GTD(D) Co. Change name Room type: QQINSMI1 Gip: Memo Gasteprofil CC Memo Guest history Room type: QQINSMI1 Gip: More Gib Will Gib Will Co. Gib Will Co. More Will seend reservation Grp.members Grp.members Gib Will Co. Gib Will Co. Gib Will Co. Gib Will Co.
Reservation Arr/Dep: 20/09/17 21/09/17 RT reservation Res. status: GTD(D) Co. Gästeprofil CC Change name Room type: QQINSMI1 Gip: Memo Guest history Room-No.: ? TA: More More History Sc. Sc. Sc. More Will seend reservation Sc. Sc. Sc. Sc.
Reservation Reservation Reservation Change name Arr/Dep: 20/09/17 21/09/17 RT reservation Change name Create sharer Res. status: GTD(D) Image: Common Co
Reservation Arr/Dep: 20/09/17 21/09/17 RT reservation Change name Create sharer Res. status: GTD(D) Image: Color for the state sharer Memo Guest history Room type: QQINSMI1 Image: Color for the state sharer Memo Guest history Room-No.: ? Image: Color for the state sharer More More Adults/children: 1 0 0 Sc: Image: Color for the state sharer Grp. members BWI Sc: Image: Color for the state sharer Sc: Image: Color for the state sharer Grp. members Image: Color for the state sharer Sc: Image: Color for the state sharer More Grp. members Image: Color for the state sharer Sc: Image: Color for the state sharer Grp. members Grp. members Image: Color for the state sharer Sc: Image: Color for the state sharer Grp. members Grp. members Image: Color for the state sharer Sc: Image: Color for the state sharer Grp. members Grp. members Image: Color for the state sharer Sc: Image: Color for the state sharer Grp. members Grp. members Image: Color for the state sharer Sc: Image: Color for the st
Reservation Aπ/Dep: 20/09/17 21/09/17 RT reservation Create sharer Create sharer Res. status: GTD(D) Image: field of the sharer Memo DS Guest history Room type: QQINSMI1 Image: field of the sharer Memo Memo Guest history Room-No.: ? Image: field of the sharer Memo Memo Greate sharer Guest history Adults/children: 1 0 0 Sc: Memo Sc: Greate sharer Greate sharer BWI resend reservation Image: field of the sharer Image: field of the sharer Image: field of the sharer Greate sharer Greate sharer BWI resend reservation Image: field of the sharer Image: field of the sharer Image: field of the sharer Greate sharer Image: field of the sharer Image: field of the sharer Image: field of the sharer Image: field of the sharer Image: field of the sharer Adults/children: 1 0 0 Image: field of the sharer Image: field of the sharer Image: field of the sharer Image: field of the sharer Image: field of the sharer Image: field of the sharer <
Arr/Dep: 20/09/17 21/09/17 RT reservation Create sharer Gasteprofil CC Create sharer Res. status: GTD(D) Image: Gasteprofil CC Memo Guest history Room type: QQINSMI1 Image: Gasteprofil CC Memo Guest history Room-No.: ? Image: Gasteprofil CC Memo Guest history Adults/children: 1 0 0 Sc: Memo Group Sc: Image: Gasteprofil CC Group Group BWI Rentable objects Group Group Group Adults/children: 1 0 0 Sc: BWI
Res. status: GTD(D) Guest history Room type: QQINSMI1 Gip: Memo IDS Boom-No.: 7 TA: Memo IDS Adults/children: 1 0 0 Sc:
Nest status: Q (10,0) Co. Membrics Room type: QQINSM[1 Grp: More Boom-No.: 7 TA: More Adults/children: 1 0 0 Sc: BWI resend reservation
Room type: QQINSMI1 Grp: More Room-No.: ? TA: Bell Attached profiles Grp.members Adults/children: 1 0 0 Sc: BWI BWI
Room-No.: ? TA: BWI resend reservation Grp.members Adults/children: 1 0 0 Sc: BWI resend reservation BWI
Adults/children: 1 / 0 0 Sc. ···· BWI resend reservation BWI
Adults/children: 1 / 0 0 0 000 m BWI
Rate: New 100.00 EUR HBD Hixed ch. BW Contimution Number:
Rate code: RACK Rate info
Change rate to: (display rates)
Next RC: RACK
Note 1: / /
Note 2: / / 4685
20/09/17 - 21/09/17 QQINSMI1

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).

Family	Invoices	Photos	Zusa	tzbemerkung		Messenger		Traces	History
Address Pers	. Data Requests	Revenue	Marketing	Rates	A/R	Master	Future	History	Letten
Salutation				1 🙃 Desfile	etatus for	4100			
Last name:	Mustermann			-X Not in	cluded in r	nv favorites			-
Name 2;				- Addre	ss is not ve	erified			
First name:	Max			- ቶ Conta	ct Opt-in/o	pt-out			
Language:	German		-	- 🔓 Profile	protection	n is off			
Salut:	Нег	Gender	- -	- Can Searc	h name:mu	ustermann			
Title:				M TEI M	ain addres	s			
Personality	Cohr goohtor Harr	must company		- 🕵 Comm	unication r	methods (ALT-	k)		
Pers. salut.:	Senr geeniter Herr	mustermann		® PI	hone				
Nationality:	US - United States	-		- 🧐 Fa	BX:				
- Address				M	obile phon mail:	e:			
Address:	Main address			т 🚺	witter:				
Address 1:				- 😥 More	communica	ation methods			
Address 2:				- The Hotel	Member ID):			
Address 3:				3- 🧐 BWI	WI Manag	ad2: No			
Country:	US - United 💌 U	nited States		T B	WI Freque	nt Guest? (BV	(R): No		
ZIP-City:				- <mark>6</mark> B	WI Guest I	ast updated fr	om CRS: (01/12/2013	3
Region:				I B	WI Compa	ny ID:			
				- 🔬 Start I	BWI enrollr	nent			
Save addr	ress Dele	ete			WI Promoti W-Reward	affinity			-
Address ve	rified	Votlook syn	ic.	N Set B	- newalu	unitity			

Figure 5: Mandatory fields in the guest profile



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:

Salutation Last name: Mustermann Name 2: First name: Max Language: German Salut: Herr Gender Title: Title: Pers. salut.: Sehr geehrter Herr mustermann Nationality: US - United States Address 1: Address 2: Address 3: Country: US - United Total Data BWI Managed?: No BWI Guest last updated from CRS: 01/12/2013 BWI Guest last updated from CRS: 01/12/2013	Family Address Pers.	ermann Max Herr Invoices Photos Zusatzbemerkung Messenger Tra . Data Requests Revenue Marketing Rates A/R Master Future His	aces History tory Letters
Save address Delete Address verified Image: Outlook sync.	Salutation Last name: Name 2: First name: Language: Salut: Title: Pers. salut.: Nationality: Address Address 1: Address 1: Address 2: Address 3: Country: ZIP-City: Region: Save addre	Mustermann Imax Max Imax German Imax German Imax Imax Imax Sehr geehrter Imax Imax Imax	/2013

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:

Daily tasks for managing the BW interface





Family	Invoices	Photos	Zusat	bemerkun	g	Messenger		Traces H	listory
Address Pers	. Data Requests	Revenue	Marketing	Rates	A/R	Master	Future	History	Letten
Salutation Last name: Name 2: First name: Language: Salut:	Mustermann Max German			Profile Not in Addre Conta Profile Searce	e status for: included in m ess is not ver act Opt-in/op e protection ch name:mus	4168 y favorites ified xt-out is off stermann			1
Title: Pers. salut.: Nationality:	Sehr geehrter Herr	nustermann		Comr	asses Nain address nunication m <mark>'hone +49 02</mark> ax: +49 231 Nobile phone	ethods (ALT+c 231 915930 9815930890 :)		
Address 1: Address 2: Address 3:	Main address			More More	imail: witter: communicat Phone] +49 (Member 1D:	tion methods 0231 915930 (Mo-Fr)		
Country: ZIP-City: Region: Save addr	US - United VI	nited States		E E	WI Manage WI Frequen WI Guest la WI Compan BWI enrollm	d?:No t Guest? (BWF st updated fror y ID: ent	R): No n CRS: 01	1/12/2013	
Address ve	rified	Outlook syn	c.	🔬 Set E	WI Promotic	ins			•

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.

Daily tasks for managing the BW interface





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:

I. A	Name	First Name	Salut.	#	RT.	Arrival	Departure	Adlt.	Rate c	Price	Status !	. Conf. No
ity DO	BWI_Group_0			?	KINSMI1	26/09/17	28/09/17	1/0	RACK	500,00	GTD	PL468691726P1
ty DO	BWI_Group_0			?	KINSM[1	26/09/17	28/09/17	1/0	RACK	500.00	GTD	PL468791726P1
ity DO	BWI_Group_0			?	KINSM[1	26/09/17	28/09/17	1/0	RACK	500,00	GTD	PL468891726P1
ty DO	BWI_Group_0			?	KINSM[1	26/09/17	28/09/17	1/0	RACK	500,00	GTD	PL468991726P1
ity DO	BWI_Group_0			?	KINSM[1	26/09/17	28/09/17	1/0	RACK	500,00	GTD	PL469091726P1
ty DO	BWI_Group_0			?	KINSM 1	26/09/17	28/09/17	1/0	RACK	500,00	GTD	PL469191726P1
ty DO	BWI_Group_0			?	KINSM[1	26/09/17	28/09/17	1/0	RACK	500,00	GTD	PL469291726P1
ty DO	BWI_Group_0			?	KINSM[1	26/09/17	28/09/17	1/0	RACK	500,00	GTD	PL469391726P1
ty DO	BWI_Group_0			?	KINSM 1	26/09/17	28/09/17	1/0	RACK	500,00	GTD	PL469491726P1
ty DO	BWI_Group_0			?	KINSM[1	26/09/17	28/09/17	1/0	RACK	500,00	GTD	PL469591726P1
ty DO	BWI_Group_0			?	KKIABI 1	27/09/17	29/09/17	1/0	RACK	120,00	GTD	PL469691727P1
ty DO	BWI_Group_0			?	KKIABIJ1	27/09/17	29/09/17	1/0	RACK	120,00	GTD	PL469791727P1
ty DO	BWI_Group_0			?	KKIABII1	27/09/17	29/09/17	1/0	RACK	120.00	GTD	PL469891727P1
ty DO	BWI_Group_0			?	KKIABI 1	27/09/17	29/09/17	1/0	RACK	120,00	GTD	PL469991727P1
ty DO	BWI_Group_0			?	KKABII1	27/09/17	29/09/17	1/0	RACK	120,00	GTD	PL470091727P1
ty DO	BWI_Group_0			?	KKIABIJ1	27/09/17	29/09/17	1/0	RACK	120,00	GTD	PL470191727P1
ty DO	BWI_Group_0			?	KKIABI 1	27/09/17	29/09/17	1/0	RACK	120,00	GTD	PL470291727P1
ty DO	BWI_Group_0			?	KKIABI 1	27/09/17	29/09/17	1/0	RACK	120,00	GTD	PL470391727P1
ty DO	BWI_Group_0			?	KKIABII1	27/09/17	29/09/17	1/0	RACK	120,00	GTD	PL470491727P1
ty DO	BWI_Group_0			?	KK(ABI 1	27/09/17	29/09/17	1/0	RACK	120,00	GTD	PL470591727P1
Roomi	ing list				Room alloca	tion A	dd to group		Copy gr	oup master	memo	
AI	None	Add	1		New	Rem	ove from group		Group m	aster copy	traces	
					1			the second second	And Enchie (extended to	offine	

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



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

Guest Name: BWI_Group_01102017 First name: 6	Charged: 0,00	
Company:	roup - Edit: BWI_Group_01102017	- [
Street: ZIP/City: Sinthdate: // VIP	Letters (Inv.) Letters (Res.) Family Invoices Photos Zusatzbemerkung Messenger Traces H Address Pers. Data Requests Revenue Marketing Rates A/R Master Commissions Future Salutation Name1: BWL Group 01102017 Image: 400 mission Future Future	History Histo
Reservation m/Dep: 24/09/17 01/ Nes status: GTD(D)	Name2: Image: Contact Optim/option Department: Image: Contact Optim/option Language/Nat. Geman Image: US - United State Contact Res: Image: Contact persons Contact Inv.: Image: Contact persons	
.com type: GRP loom-No.: GRP02 duts/children: 0 / 0 tate: New 0.00	Addresses Addresses Address Address Address1: Address2:	
ate code: Zero hange rate to: (display rates) ext RC: Zero	Address3: Country US - United V United States ZIP-City: POBOX/ZIP: POBOX/ZIP: Communication methods Communication methods Communic	_
lote 2: 7 / 4/09/17 - 01/10/17 GRP02 GR	Region/State: Image: Constraint of the state of the s	
	Delete profile as soon as possible	-

Figure 9: Group master

The group members are <u>only</u> allowed to have the "<u>Group</u>" or "<u>Private</u>" 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.



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

FO BWI_Group_01102017// ,,	Ki Navigator	
Image: Second	Wavigator Guest Name: BWI_Group_01102017 First name: Company: Street: ZIP/Cty: Birthdate: // WIP: Image: Company: Street: ZIP/Cty: Birthdate: // Image: Street: Category types Proved charges Birthdate: // Image: Street: Street: Street: Street: Street: Street: Street: Company: Image: Street: Street:	Cancel Help DC Menu Res. history Res. texts Change name Create sharer Guest history More Grp Master
	Rate: New 500.00 EUR FIDE Fixed ch. WI Confirmation Number:	
ļ	Rate code: RACK Rate info	
Rooming list	Change rate to: (display rates) Change rate code Date/time U., P. Message F. R. Date Per., User SM.,	
All None (Next RC: RACK	
OK Cancel H	Note 1: / /	
	Note 2: / /	
	26/09/17 - 28/09/17 KINSMI1	4686
t		
		· ·
		11.

Figure 10: Change name in protel



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

Family	Invoices Photos	Zusatzbemerkung Messenger Tra	ces History
ddress Pers.	Data Requests Revenue Marke	ting Rates A/R Master Future Hist	ory Letter
Salutation Last name: Name 2: First name: Language: Salut: Title: Pers. salut.:	BWI_Group_01102017	Profile status for: 4170 Not included in my favorites Address is not verified Profile protection is off Search name: Addresses Main address Communication methods (ALT-k) Phone	*
Address Address: Address 1: Address 2: Address 3:	Main address	Mobile phone: Mobile phone: Twitter: More communication methods Hotel Member ID: BWI BWI BWI Managed?: No	
Country: ZIP-City: Region: Save addre	IUS - United Villed States	BWI Frequent Guest? (BWR): No BWI Guest last updated from CRS: 01/12/ BWI Company ID: Start BWI enrollment Set BWI Promotions Set BW-Reward affinity	2013

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



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.

ZIP/City: Sinthdate: // Reservation Arr/Dep: Z4/09/17 01/10/17 Res. status: GTD(D) Room type: GRP Adults/children: 0 / 0 Rate: New 0.00 EUR Rate code: Zero	RP-Reservation Co Grp: BWI_Group_0 TA: Sc: RBD Fixed.ch. Rate info		Rese Gās Gās Other Gās Gās che Gās che Gās che da che da	dep.:: dep.:: dep.:: ofiles oject: rese nncel urce anne oup: ansa ncel	erung CC ofil CC arung CC ofil CC 26/09/17-29/09/ s ervation tation Number: lation Number: Code: al: Yes ction ID1: lation Date: lation Ture:	/17			DC Menu Res. histor Res. texts Change nan Create shar Guest histor More Grp.member
Next RC: Zero		Date/time	BWI Gr	P.	atecode: 1G	E.	R.	Dat	
Note 2: / /						-			
24/09/17-01/10/17 GRP02 GRP	×								
		-							4706

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.

<text>

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.

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.

Reservations wit	thout CXL-Nummer	x
from arrival: to arrival:	07/07/2016	OK Cancel

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.



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):

Family	Invoices Photos	Zusatzbemerkung Messenger Traces Hist	tory
address Pers	a. Data Requests Revenue	Marketing Rates A/R Master Future History	Letter
Salutation		E Profile status for: 4168	
Last name:	Mustemann	Not included in my favorites	-
Name 2:		Address is not verified	
First name:	Max	Contact Opt-in/opt-out	
Language:	Geman	Profile protection is off	
Salut		Search name:mustermann	
Salut.	Herr Gender		
Title:		Main address	
Pers. salut.:	Sehr geehrter Herr mustermann	Phone	
Nationality:	US - United States	- 6 Fax:	
Address	, _		
Address:	Main address	The second secon	
Address 1.	, 	Twitter:	
Address 1:		More communication methods	
Address 2:			
Address 3:		BWI Managed?: No	
Country:	US - United 💌 United States	I BWI Frequent Guest? (BWR): No	
ZIP-City:		BWI Guest last updated from CRS: 01/12/2013	
Region:		BWI Company ID:	
	,,	Start BWI enrollment	
Save addr	Delete	Set BWI Promotions	
Address ve	rified 🔽 Outlook sync.	Set by the ward annuty	-

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:

Family Invoices Photos Z	usatzbemerkung Messenger Traces History
idress Pers. Data Requests Revenue Marketin	ig Rates A/R Master Future History Letter
Salutation Last name: Mustermann Name 2: First name: Max Language: German Salut: Herr Gender Title: Pers. salut.: Sehr geehrter Herr mustermann Nationality: US - United States Address Address Address 1: Address 2: Address 2: Address 3: Country: US - United United States ZIP-City: Region: Save address Delete Address verified Outlook sync.	Profile status for: 4168 Not included in my favorites Address is not verified Contact Opt-in/opt-out Profile protection is off Search name:mustemann Addresses Main address Communication methods (ALT-k) Phone +49 231 915930 (Mo-Fr) Fax: +49 231 915930 (Mo-Fr) BWI Managed?: No BWI Frequent Guest? (BWR): No BWI Company ID: Start BWI enrollment Set BWI Promotions Set BW-Reward affinity

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:

Daily tasks for managing the BW interface



Family	Invoices	Photos	Zusatz	bemerkung		Messeng	ger	Traces H	listory
Address Per	s. Data Requests	Revenue	Marketing	Rates	A/R	Master	Future	History	Letter
Salutation		- Second C. C. B. Barris (1994)		O Duefile	alah sa ƙasa	4100			7 14
Last name:	Mustemann			Not in	cluded in m	4 100 v favorites			-
Name 2:				Addre	ss is not ver	rified			
First name:	Max			- Conta	ct Opt-in/op	ot-out			
Language:	Compa			Profile	protection	is off			
Califo	German	-		Ca Searc	h name:mus	stermann			
Salut:	Herr	Gender	_	Addre	sses				
Title:				·····⊡⊒ M	ain address	i ethada (Al	TH		
Pers. salut .:	Sehr geehrter Herr	mustermann	-	B P	hone +49 0	231 91593	0		
Nationality:	US - United States	-		- 6 F	ax: +49 231	98159308	90		
- Address					obile phone	e:			
Address:	Main address		-	- 😂 E	mail:				
Address 1.	-			T	witter:				
Address 1.	-		— II 🗗	More (communicat	tion method	ds 20 (Ma Er)		
Address 2:			L	Ta Horel	Member ID	0231 3133	50 (MOTT)		_
Address 3:				-W BWI	manipar lo.				
Country:	US - United 💌 Ur	nited States		I B	WI Manage	d?: No			
ZIP-City:				I B	WI Frequen	t Guest? (E	BWR): No		
Region:	-		_	B	WI Guest la	st updated	from CRS: 0	1/12/2013	
				B	WI Compan	y ID:			
Save add	ress Dele	te		Start I	WI Promotion	ent			
	- P - J	Outlook out		Ser D	in romouc	2110			

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.

OK

Abbrechen

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.

Daily tasks for managing the BW interface





Contact

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

protel hotelsoftware GmbH Europaplatz 8 44269 Dortmund Germany T: +49 231 915 93 0

F: +49 231 915 93 0 F: +49 231 915 93 999

bestwestern@protel.net www.protel.net