



## protel Air & protel IDS connect

Setting up prices for online sales

## Introduction

In order to meet the requirements of protel Air's constant and extensive further development, we have developed a new version of protel IDS Interface, our direct interface for connecting online channels.

A major improvement in the new version is the faster and more efficient data exchange between protel Air and the IDS interface, which at the same time requires less resources. Among other things, this goal was achieved by **re-designing the IDS function for calculating rates and availability.**

During development, we focused on more frequently used rate configurations and eliminated the less frequently used special configurations. That is why the IDS interface no longer supports the following price configurations:

- ▼ **Second level virtual rate codes**
- ▼ **Overlapping room rate calculations within a rate code**
- ▼ **Occupancy dependent restrictions**

We therefore strongly advise against using one of the mentioned rate configurations in conjunction with the IDS interface!



### Avoid second level virtual rate codes

▼ *This restriction does NOT apply to protel Air customers using a Best Western Interface!*

Virtual rate codes which also use a virtual rate code as a base rate code are referred to as “second level virtual rate codes”.

Second level virtual rate codes **CANNOT** be exported to an external booking portal via the IDS interface! You can use second level virtual rate codes locally in protel Air, but you cannot activate them for export to a connected online booking portal.

When activating the new IDS version, your protel Air Support has already ensured that no second level virtual rate codes are configured for the protel IDS interface. Once a second level virtual rate code is configured for export to an online booking portal, you will receive an email from the protel IDS interface containing a respective notification. The IDS rate calculation will also be reset to the old calculation method, which in turn has longer export times.

In this context, it is important to note that the base rate code of a virtual rate being exported to the IDS interface should never be turned into a virtual rate code. Doing so results in the rate code becoming a second level virtual rate code!

To find out how to detect a second level virtual rate code and what happens to it if it is configured for export to the IDS interface, please refer to the [protel Air Online Help](#) (Virtual rate codes: Information regarding the proper use).



## Avoid overlapping room rate calculations

The rate configuration in protel Air theoretically allows you to create several room rate calculations which overlap in time for a rate code and only differ by varying periods or weekdays.

*Example:* The following rate code contains three room rate calculations which overlap in time.

Room rate calculation	Valid for room types	Valid for seasonal periods	Valid on weekdays	Rate
General accommodation	all types	all types	all types	€ 100
Weekend fee	SGL STD, SGL COMF	all types	Sat. & Sun.	€ 20
Christmas fee	SGL STD, SGL COMF	23 Dec. 2019 - 05 Jan. 2020	all types	€ 50

- ▼ If a reservation is made for a standard single room (SGL STD) on a weekend, the *General accommodation* and *Weekend fee* calculations apply - protel Air adds up the room rate accordingly: **€ 100 + € 20 = € 120.**
- ▼ If a reservation is made for a standard single room (SGL STD) for Christmas (but not on a weekend), the *General accommodation* and *Christmas fee* calculations apply - protel Air calculates the room rate calculation accordingly: **€ 100 + € 50 = € 150.**
- ▼ If a reservation is made for a standard single room (SGL STD) on a weekend during Christmas, the calculations *General accommodation* and *Weekend fee* and *Christmas fee* apply - protel Air adds up the room rate as follows: **€ 100 + € 50 + € 20 = € 170.**

As seen in the example, room rate calculations that are for the same room type and the same accommodation item within the same time-period, are added up without any further validation. Some users have taken advantage of this specific behavior to calculate surcharges. **protel expressly does not recommend this method for calculating rates.**

Once the system detects that overlapping room rate calculations have been configured for export to the IDS interface, the new IDS calculation method is reset to the old one, which results in longer export times. At the same time, the protel IDS interface emails the respective information to the system administrator. In order to reactivate the new calculation method, the corresponding rate codes need to be corrected (see Online Help: [2nd level virtual rate codes & IDS connect](#)). After correction, the new calculation method is automatically reactivated.

### ▼ Bottom line

When creating room rate calculations, make sure that the calculations for the same room type and the same accommodation item are **NOT** within the same time-period! If several calculations are valid, the rates in protel Air are added up and posted to the reservation or to the invoice accordingly. When activating the new IDS version, your protel Air Support has already ensured that no overlapping room rate calculations are configured for the protel IDS interface. **In the future, we strongly advise against the use of overlapping room rate calculations within one rate code!**

Surcharges as in the example above can instead be configured very conveniently via the [Rate availability function](#) in protel Air!



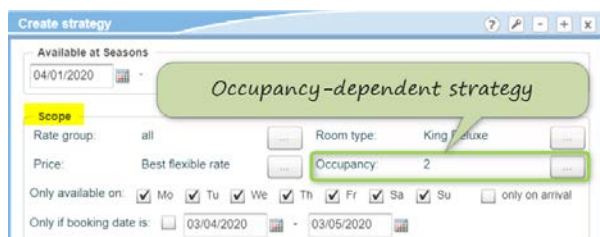
## Avoid occupancy-dependent strategies

Rate availability (*System data > Reservation > Rate availability*) gives you the option of making the scope of a strategy dependent on the booked room occupancy. The strategy then only takes effect for bookings with the respective occupancy.

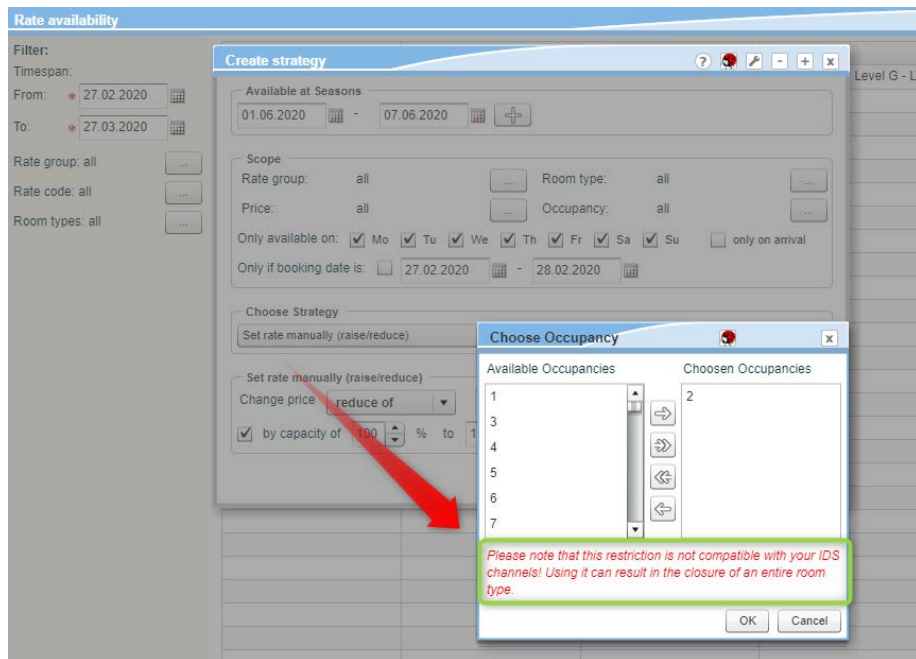
The fact that the new IDS function for calculating rates and availability does not support such occupancy - dependent strategies results in wrong prices being sent to the booking portal or some room types being closed in the portal. For this reason, you should **not** use occupancy-dependent strategies for rate codes that you use in a connected booking portal or channel manager.

### How do I detect occupancy-dependent strategies?

You can detect an occupancy-dependent strategy based on the fact that only certain occupancies are set in the **Scope** pane of the strategy - see the following screenshot (*System data > Reservation > Rate Availability > Add or Edit Strategy*).



When creating or editing such a strategy, you will receive the following message:



If the strategy impacts rate codes that are exported to an external booking portal via the IDS interface, click **Cancel**. We also recommend that you delete or modify the strategy (see following page).

For rate codes which you use locally in the Front Office or for your own Web Booking Engine (WBE), occupancy-dependent strategies can be used without any problems.

### How do I proceed if occupancy-dependent strategies are set for my IDS portals?

To ensure that you do not send rate codes with occupancy-dependent strategies to an external booking portal, we recommend the following procedure:

- ▼ Check whether you have configured occupancy-dependent strategies (see section above).
- ▼ If you notice that an occupancy-dependent strategy has been configured for one or more rate codes that are being sent to an external booking portal delete the strategy. Or adjust the strategy so that it only applies to the rate codes you use locally in the Front Office or for your own Web Booking Engine (WBE).
- ▼ Alternatively, you can set up an occupancy-dependent rate in **protel Air Daily Rates** for the relevant rate codes (however, it is not possible to close rate codes or set other restrictions in the Daily Rates). For more detailed information about protel Air Daily Rates, go to our [protel Air Online Help](#).

### Additional information

The protel Air Online Help contains detailed information about configuring rates.

Topic	Online Help Topic
Pricing in protel Air	<a href="#">General notifications about pricing</a>
Second level virtual rate codes	<a href="#">Setting up Virtual rate codes - Information regarding proper use</a>
Overlapping room rate calculations	<a href="#">Advanced pricing: Room rate calculations</a>
Occupancy-dependent strategies	<a href="#">Rate availability – Setting up rate strategies and restrictions</a>
Occupancy-dependent pricing in Daily Rates	<a href="#">protel Air Daily Rates</a>

## About protel documents

### Document version:

If you notice that the processes described in this manual don't seem right, it is possible that you may not be using the latest version of the manual.

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### Feedback

If you are sure that you are using the latest version and still cannot find certain information or find the descriptions to be confusing, please write to: [documentation@protel.net](mailto:documentation@protel.net).

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If you need help or have any questions, you can reach us

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