



Best Western's 2015 Fall Enhancements

User's Guide

AutoClerk Version 9
(060.002.005)

May 2016

Fall 2015 Enhancements Overview

The main 2015 Fall Enhancement is AutoClerk's integration with Best Western International's (BWI) BestREV feature offered through BWI's partnership with JDA.

BestREV is a way a property can manage its revenue using JDA's room rate recommendations. The recommendations are based on reservation and rate information passed up to Best Western by the property.

Per BWI's specification:

To decrease the amount of time our members spend calculating the optimum rate per night for the RACK rate code, Best Western has partnered with JDA. The members have had an interim solution that has allowed them to view the rates, and enter them manually into their PMS. With the launch of this phase of the project, hotels will be able to request the rate and offset messages from the CRS. The PMS will perform the calculations, and apply the rates. Then the rates will push up to the CRS.

In addition, the Enhancements include a few miscellaneous issues regarding BWR lookups and enrollments.

This Guide shows how the enhancements are handled in AutoClerk. Please contact AutoClerk Support during regular business hours, at 925-284-1005, option 1 if you have any questions.

1. BestREV and AutoClerk

a. Setup

If you have signed up for BestREV, you can now interface it with AutoClerk. The interface is referred to as a Rate Management System (RMS) interface. You **MUST** contact AutoClerk Support during normal business hours and arrange for the interface to be installed and enabled.

There are two (2) ways the interface imports rates into AutoClerk: 1) Manually; or 2) Automatically. When AutoClerk installs the interface, you will need to decide which option you want. The method can be changed once activated; however, it must be done by AutoClerk.

Regardless of which method you choose, the process is still the same:

- i. Rate changes and bookings are sent to JDA from BWI in a nightly batch.
- ii. JDA reviews data from the hotel and the comp set.
- iii. JDA calculates the rate for the selected room type for the two person rate for the next 45 days.
- iv. JDA makes a pricing recommendation for the selected room type for the two person rate.

- v. JDA sends a file to Best Western with the recommendations.
- vi. Hotel logs into JDA through MemberWeb; reviews and accepts the recommendations.
- vii. BWI sends a message to AutoClerk that there is a new pricing file available.
- viii. AutoClerk requests the offset file.
- ix. BWI responds with the offset file.
- x. AutoClerk requests the pricing file from BWI.
- xi. BWI responds with the pricing file.
- xii. AutoClerk calculates and applies the new rates.
- xiii. Rate updates are sent to BWI.

Actions i – vi you have already been doing in MemberWeb if you are using BestREV. Actions vii – xi and xiii are done automatically through the BW interface. If you have selected Manual Update, you will need to review and install the rates through ACConfig before they are installed in AutoClerk and sent to BWI.

If your property uses Rate Tiers, you can continue to use them with BestREV. However, you MUST modify your tiers so there are no tiers in effect until 46 days in the future. This is because BestREV only sends recommended rates for the next 45 days and if you have rate tiers in effect for that time frame, the recommended rates may not be enforced.

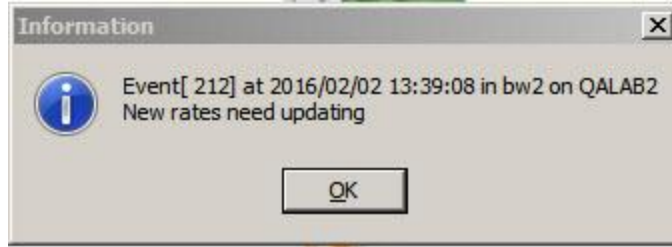
b. Automatic Rates Import

This is the most common option. The process is:

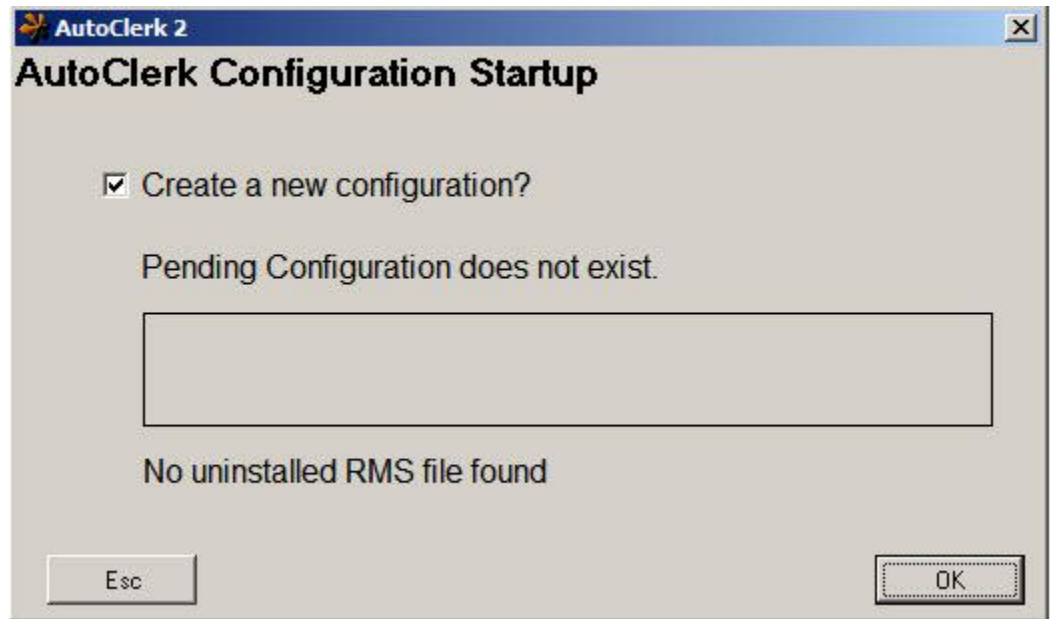
- i. User logs into MemberWeb, navigates to the JDA section; reviews and approves rate recommendations.
- ii. BWI sends a message to AutoClerk that new rates are available. (It can take up to 10 minutes for the message to be delivered.)
- iii. Once the message is received, AutoClerk users get a pop-up:



- iv. The user clicks ‘OK’, and gets:



- v. Depending on how your property is set up, the above pop-ups may appear on some, all or only station #1. If you want the stations' pop-ups changed, contact AutoClerk Support. Any change will affect all pop-ups received.
- vi. Once 'OK' is clicked, AutoClerk will automatically apply the pre-configured rate offsets; apply the rates; install the rates in AutoClerk; and send the new rates up to BWI.
- vii. All of the updating is done behind the scenes, without further user input.
- viii. Users do not have to escape out of their stations for the pending configuration and rates to be installed.
- ix. Once updated, if a user then logs into ACConfig, the Start window will show the status of the RMS file:

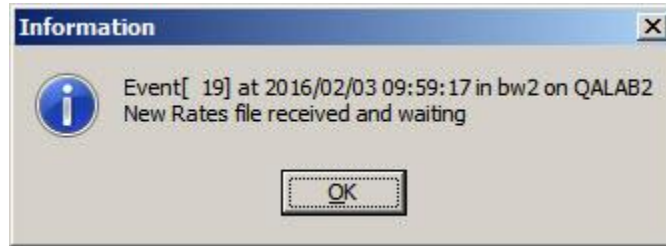


- x. This indicates the rates have been updated and no outstanding files exist.

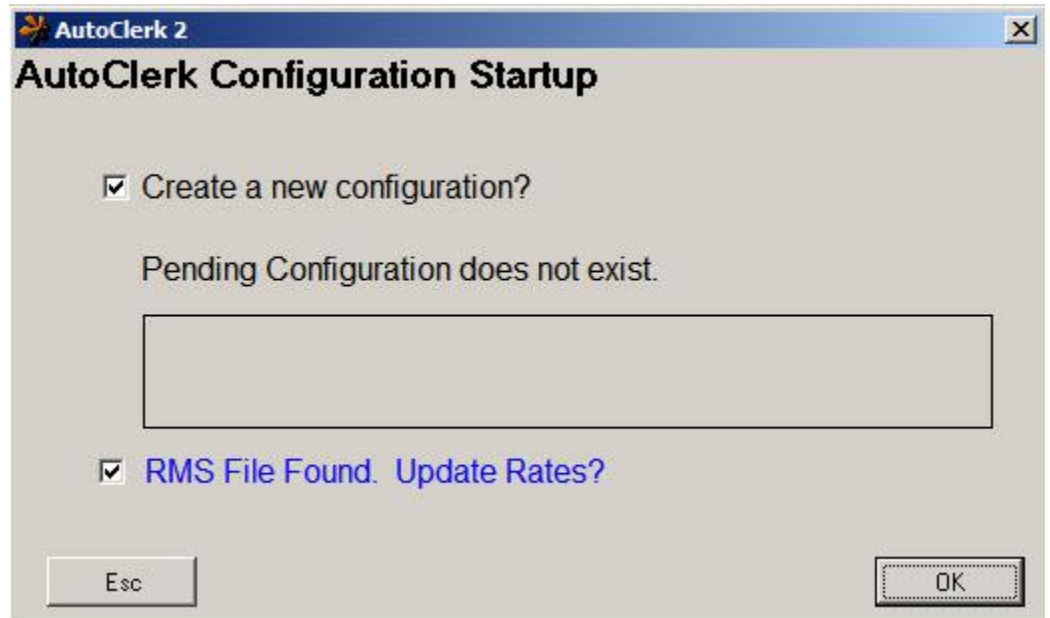
c. Manual Rates Import

With this option, the user must review, save and install the rates in AutoClerk and then they are sent to BWI. This process is:

- i. User logs into Member Web, navigates to the JDA section; reviews and approves rate recommendations.
- ii. BWI sends a message to AutoClerk that new rates are available. (It can take up to 10 minutes for the message to be delivered.)
- iii. AutoClerk users get a pop-up:



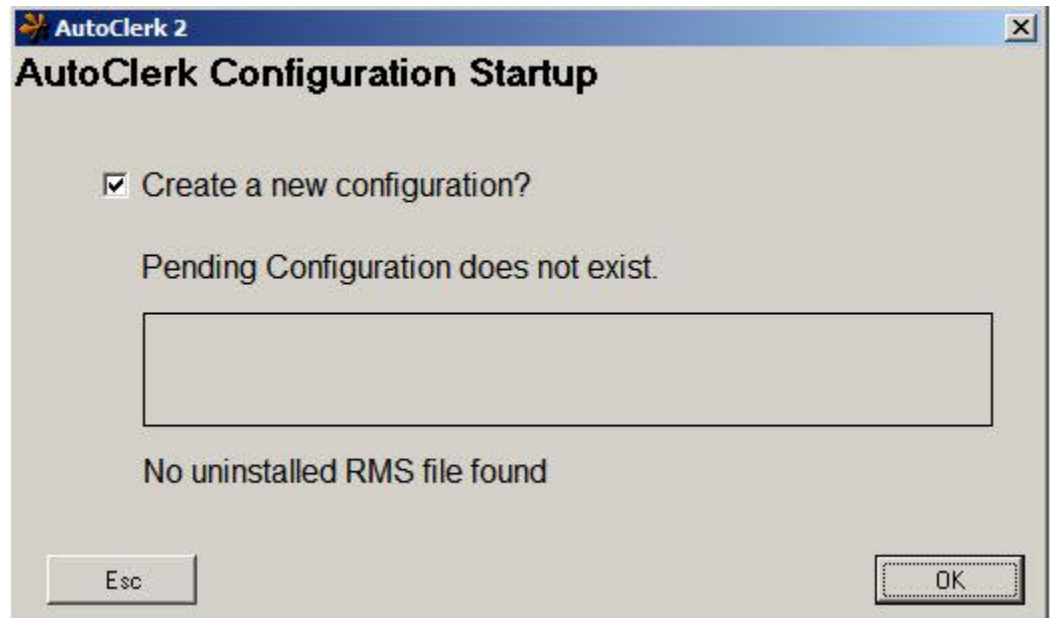
- iv. This is the ONLY pop-up users get when new rates are delivered. If the user responsible for approving and installing rates does not see the pop-up (see above regarding stations and pop-ups), and they do not review and install them, the recommended rates will NOT be installed in AutoClerk or sent to BWI.
- v. Once this message is cleared, the user logs into ACConfig. The Startup window will show:



- vi. By keeping 'RMS File Found. Update Rates?' checked, AutoClerk will automatically update the rates in ACConfig using the received rates and pre-defined offsets.
- vii. Click 'OK' and you will get:



- viii. Click 'OK' and the ACConfig main screen appears.
- ix. Navigate to Rates – Rate Setup Grid and review the updated rates for your Rack rate class. You need to know which date(s) you approved in MemberWeb.
- x. If you agree, click Save.
- xi. Escape back to the main screen of ACConfiguration. Click 'Install' on the Tool Bar. Then click 'Mark ready to install. Exit out of ACConfig.
- xii. Go to Station #1 and install your pending configuration. (All other AutoClerk stations must log out.)
- xiii. Once installed, AutoClerk's rates will be updated and a message is sent to BWI with the updated rates.
- xiv. If you go back into ACConfig after updating, you will see:



- xv. This indicates the rates have been updated and no outstanding files exist.

2. Miscellaneous

The three (3) miscellaneous items listed in the Fall Enhancements are already in AutoClerk. They are:

- a. Limit BWR Lookups and Enrollments to active reservations or current inhouse guests. If a guest has checked out, a Lookup or Enrollment can be attached up until the night audit on the checkout day.
 - i. If an Enrollment or Lookup is done and then attached to a guest's record, AutoClerk sends a modification message to BWI, updating the guest's BWR profile.
- b. Only send one (1) address on AutoClerk local Company profiles.
- c. The checkin form must indicate if a guest is a BWR member so the user knows they are checking in a BWR member.
 - i. AutoClerk's checkin form already indicates a BWR member's Tier as well as their BWR number.