



AutoClerk User Guide
CRS Interface Maintenance

Table of Contents

TABLE OF CONTENTS	2
COPYRIGHT INFORMATION	4
1. CRS INTERFACE	5
WHAT IS A CRS INTERFACE?.....	5
MAINTAINING YOUR ERROR REPORT	5
CRS RESTRICTIONS AND FUNCTIONALITY.....	5
2. MAKING CHANGES TO YOUR INTERFACE CONFIGURATION	6
ADDING/MODIFYING/DELETING ROOM TYPES.....	6
<i>Adding New Room Types</i>	6
<i>Modifying Room Types</i>	7
<i>Ordering Room Types</i>	7
<i>Deleting Room Types</i>	7
ADDING/REMOVING RATE CLASSES	8
<i>Adding a New Rate Class</i>	8
<i>Removing a Rate Class</i>	10
SETTING RATES	10
<i>Setting Rates</i>	10
<i>Discounted Rates</i>	11
GTD/CXL POLICIES	12
3. SETTING UP HOLDBACKS AND LOS RULES	12
4. USING THE CRS INTERFACE MAINTENANCE FUNCTIONS	18
CONFIGURATION	19
<i>Inventory</i>	20
<i>Status</i>	20
<i>Rate</i>	21
RESERVATIONS.....	21
<i>Upload Reservation</i>	21
<i>Sync Reservations</i>	21
<i>List Reservations to Upload</i>	21
<i>Set CRS Conf</i>	21
GROUPS	21
<i>Upload Group</i>	21
<i>Sync Groups</i>	21
DIAGNOSTICS.....	21
<i>Examine Log</i>	21
<i>List Events File</i>	22
5. GROUPS SELLABLE BY CRS	22
6. KNOWN ISSUES	23
1. ALL CRSs.....	23
2. TRAVEL CLICK/IHOTELIER	23

3.	SYNXIS/SABRE	24
4.	TRAVELTRIPPER/REZTRIP	24

Copyright Information

Copyright 2014

AutoClerk User Guide

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise without prior written permission of AutoClerk.

AutoClerk, Inc.

Address: 936 Dewing Ave., Suite G, Lafayette, CA 94549

Phone: 925.284.1005

Fax: 925.284.3423

URL: www.autoclerk.com

1. CRS Interface

What is a CRS Interface?

A Central Reservation System (CRS) interface is an interface that automatically synchronizes reservation entries at both the PMS (AutoClerk) and a Central Reservation System (CRS). Best Western, ResOnTheWeb, Travel Click (iHotelier), and SynXis (Sabre) are all examples of a CRS. When a reservation is entered in either system, the room availability at the property and at the CRS is automatically updated. This serves to reduce costly overbooking of rooms and offers last room availability, thereby maximizing revenue potential of the hotel.

Properties also have the ability to have the CRS sell its groups.

The interface also allows the property to control rates and availability restrictions such as MLOS (Minimum Length of Stay) and CTA (Closed to Arrival) within the PMS and the CRS is automatically updated.

An added feature in AutoClerk's implementation of the interface is built-in support for AutoClerk rate tiers. This allows CRS rate tables to be automatically updated according to yield management rules defined by the hotel management. Although not all CRSs support Rate Tiers, AutoClerk updates the CRS accordingly if the property is using Rate Tiers.

Maintaining Your Error Report

AutoClerk provides an Interface Error report printed at the end of each night audit. This report shows all the errors triggered in the interface by the property. These errors need to be addressed and resolved. Please pay close attention to this report, and contact an AutoClerk support agent for explanation and training on how to maintain and eliminate errors.

CRS Restrictions and Functionality

Each CRS has its own set of functions and restrictions. For example, Best Western and Travel Click require a home address.

Some CRSs consider their inventory changes 'allocations' while others consider them 'hold back's' or 'suppressed' rooms.

It is important that you know your specific CRS' functionality and restrictions so it is as productive as possible for selling your rooms.

AutoClerk support will not know what services you have signed up for with your CRS.

At this time, no CRS other than Best Western recognizes Rate Levels.

This document covers non-Best Western CRS interfaces in regards to their setup and maintenance. If you have any questions, please contact either your CRS or AutoClerk.

2. Making Changes to Your Interface Configuration

The tasks in this section are all done through the ACConfig module. You need to be logged into ACConfig as a Level 9 user to access all the necessary sections. As many of the tasks and functions detailed below can affect whether or not your CRS interface runs, please contact AutoClerk support if this is your first time making changes: (925)-284-1005, Option 1.

Adding/Modifying/Deleting Room Types

Neither the property nor the CRS can make room type changes and expect the other side to know about it. You must always coordinate room type changes with your CRS.

Adding New Room Types

1. Log into ACConfig as Level 9 user.
2. Click on Define Room Types.
3. Click the New button. The Room Type window opens.
4. Enter a two-character code. Each room type needs a two-character code and a description. Set the parameters detailed in the following steps.
5. Delete at N/A Checkbox: This is used for deleting a Rate class. AutoClerk will delete a room type only if it is not in use. When marked for deletion, the night audit checks to make sure there are no rooms assigned to that room type, no reservations (including past no-shows and cancels), and no group allocations using that room type. If the room type is found not to be in use, AutoClerk deletes that room type during the night audit. Leave this checkbox unchecked.
6. Allow New Use checkbox: This allows the property to book reservations using that room type. Check this checkbox.
7. Hide from Reports checkbox: This is used when you are trying to get rid of a room type, but it is still in the system. Leave this checkbox unchecked.
8. Local checkbox: This is a room type that can only be sold by the hotel. If you are setting up a room type to be sold only your hotel, check this box. For example, a conference room is a locally sold room, and not available for the CRS to sell. You will also not map the room type in the interface mapping form.
9. Run of House checkbox: This is a room type that indicates that no room type is being selected when a reservation is being booked. It cannot be used with any room numbers. It is used to keep the overall availability count correct until a decision is made as to what room type the reservation uses. Run of House may not be used with a CRS interface. Leave this checkbox unchecked and do not map the room type.
10. Non-Sleeping Room checkbox: This is used in the same way local is. It is for meeting rooms, banquet rooms, chapels. Leave this checkbox unchecked unless you are making a non-sleeping room, room type.

11. The Min People and Max People field: This is where you indicate how many people can sleep in this room type. The maximum is 9. This is not uploaded to the CRS but is reflected when setting up rates for the room types as well as for locally made reservations. The numbers are often reflective of fire laws in your area.
12. Click on the 'Room Type is always available' button if you need to set a start and end date specifically linked to a room type you are adding.
13. In the Interface box, select from the file tree, pending: xdev/[CRS name]/deviceconfig.xml. In the CRS Room Type field, enter the CRS room type. This could be the same as the AutoClerk room type code.
14. Depending on the CRS interface, you may or may not set up your room type hold backs here. ResOnWeb sets their hold backs here while Travel Click uses the Room Allocation Monitor in AutoClerk,
15. Click the OK button. You return to the Room Type Set Up window.
16. Click OK. You return to the ACConfig Main menu.

Modifying Room Types

You might use this feature to discontinue a room type, or change a room type to inactive during a room remodeling phase.

You should first consult with AutoClerk Support: (925) 284-1005, Option 1 before making this change as it will affect the CRS Interface.

Ordering Room Types

You can use this feature to change to order in which the room types appear on the Room Type Setup window and throughout AutoClerk.

1. Log into ACConfig as Level 9 user.
2. Click on Define Room Types. The Room Type window opens.
3. Click the Set Order button. The Room Type Report Order window appears.
4. Click on the room type you wish to move up or down in the list. When the room type is highlighted, use the red arrows to move it up or down in the list.
5. Click the OK button. You return to the Room Type Setup Menu.
6. Click OK, and you return to the ACConfig Main menu.

Deleting Room Types

You can use this feature, for example, if your property changes a room type from smoking to non-smoking, and you need to remove these smoking rooms from the system.

1. Log into ACConfig as Level 9 user.
2. Click on Define Room Types. The Room Type window opens.
3. Click on the room type you wish to delete.

4. Click the Modify button. The Room Type window appears.
5. Check the Delete at N/A checkbox.
6. Uncheck the Allow New Use checkbox.
7. Click on the 'Room Type is always...' button and set a start of the delete date. This is the day prior to the day you delete the room type. The end date is the same date, again, the date prior to the day you delete the room type. If today is March 23, enter in both the Start Date and End Date fields, March 22.
8. In the Interface box, select from the file tree, pending:xdev/[CRS name]/deviceconfig.xml. The CRS Room type appears in the CRS Room Type field.
9. Remove the CRS Room type code that appears in the CRS Room Type field.
10. Click the OK button. You return to the Room Type Set Up window.
11. Click OK, and you return to the ACConfig Main menu.
12. If necessary, change any room numbers of the room type you are deleting, to a room type you are retaining. This is done from the ACConfig main menu – Add/Modify/Delete Rooms button.
13. When you are done in ACConfig, mark your changes as 'Ready to Install', and install them in AutoClerk.
14. Lastly, you will need to modify ALL future reservations that have the room type you are deleting assigned to them.
15. If you have past reservations or groups which have not yet been deleted and have the room type you are trying to delete, AutoClerk will not delete the room type until there are no more references to the room type.
16. If you want to know why a room type is not being deleted, look at the nalog.txt which can be found in Utilities – View Past Night Audit Reports on the AutoClerk main menu. You can then take the necessary action(s).

Adding/Removing Rate Classes

Neither the property nor the CRS can make rate class changes and expect the other side to know about it. Rate class changes must be made first on the CRS side, then on the AutoClerk side.

For SynXis users, you MUST have rate classes that are ONLY used for groups. If a rate class is used on a group that the CRS can sell, and those rates are changed in ACConfig, then the rates at the CRS for that group are also changed.

Adding a New Rate Class

1. Log into ACConfig as Level 9 user.
2. Click on Rates button. Select Rate Class Setup.
3. An AutoClerk Information box appears informing you that if you add a rate class or change its name, you must also change it in your rates configuration before

you can use it in Reservations or Checkins. Click the OK button. The Rate Class Setup window appears.

4. Click the New button.
5. Enter a two-character code and a description for your new rate class.
6. If you want to set the new rate class as your new Rack rate class, you **MUST** contact AutoClerk Support for assistance: (925) 284-1005, Options 1. A property can only have one (1) rate class set as its Rack.
7. If you are setting up a Package rate class, check this checkbox. As there is additional setup necessary for packages, please call AutoClerk Support for assistance: (925) 284-1005, Option 1.
8. In the Rate Base field, if the rates for a rate class (such as AAA) are based on the rates of another rate class (such as Rack), then enter that rate class code here.
9. Select the CRS Discount Type from the drop-down menu. If the rate class (such as AAA) is a calculation off of another rate class (such as Rack), then click on the down arrow tab and select from percentage or flat amount. Then enter the amount of the discount. (See discounted rates for more information.)
10. In the Available for Days box, keep all the days checked. AutoClerk allows you to indicate the days of the week as well as which room types can be sold using this rate class.
11. In the Available for Room Types box, keep all the types checked. AutoClerk allows you to indicate which room types can be sold using this rate class.
12. In the Options box, check the Active checkbox. This indicates that the rate class is in use.
13. In the Options box, check the Allow New Use checkbox. This allows the property to book reservations using that rate class.
14. Don't check the Local checkbox unless the rate class will only be sold by the property.
15. Do not check the Delete at N/A checkbox when creating a new rate class. AutoClerk allows you to delete a rate class only if it is not in use. When marked for deletion, the Night Audit checks to make sure there are no reservations (including past no-shows and cancels) and no group allocations using that rate class. If the rate class is found not to be in use, AutoClerk deletes that room type during the night audit.
16. In the Options box, do not check the Zero Rate OK checkbox as it is not allowed by CRSs. This can only be used for rates that are not shared with the CRS.
17. In the Options box, do not check the Occupancy by Class checkbox.
18. Check the Hide Rates from Guest checkbox if you don't want the guest to see the rate. Some rates, especially those sold through the Internet, for example Priceline, do not show the hotel's room rate to the guest. In these cases, the rate class should have the Hide rates from guest check box selected.

19. In the Interfaces section, click on the tab for the CRS you are working on.
20. Enter the code the CRS uses for this rate class.
21. Click on 'OK' and you are brought back to the Rate Class main screen.
22. Click 'OK' to go back to the ACConfig main menu.
23. Be sure to set your changes to be installed and then install them through the AutoClerk main menu.

Removing a Rate Class

When you remove a rate class, be sure to inform your CRS it is no longer valid.

1. Log into ACConfig as Level 9 user.
2. Click on Rates button. Select Rate Class Setup.
3. An AutoClerk Information box appears informing you that if you add a rate class or change its name, you must also change it in your rates configuration before you can use it in room rates. Click the OK button. The Rate Class Setup window appears.
4. Click on the Rate Class you want to delete. Click on Modify.
5. Click on the 'Rate Class is always...' button and set a start of the delete date. This is the day prior to the day you delete the room type. The end date is the same date, again, the date prior to the day you delete the room type. If today is March 23, enter in both the Start Date and End Date fields, March 22.
6. Check the box 'Delete at NA'. Click ok.
7. You are returned to the Rate Class Setup form and the rate class row is now in red.
8. Go into the Interface mapping section and remove the rate class mapping.
9. Once AutoClerk cannot find any association of this rate class in use, AutoClerk deletes it during that night's audit.
10. If you want to know why a rate class is not being deleted, look at the nalog.txt which can be found in Utilities – View Past Night Audit Reports on the AutoClerk main menu. You can then take the necessary action(s).

Setting Rates

Setting Rates

1. Log into ACConfig as a Level 9 user.
2. Click on Rates, then on Rate Setup Grid. The grid appears. The fields are as follows:
 - Start and End Date: This sets the date range of the rates that are displayed and that you can edit. You cannot change rates in the past. Dates are entered in the MM/DD/YY format. Once you leave the field, AutoClerk writes out the date in a

more readable fashion. The default start date range is the current day and 30 days out.

- Tier: AutoClerk supports an unlimited number of tiers. Each property must have at least one rate tier. While most CRSs do not support tiers, we dynamically update the rates to give the same effect of having rate tiers. A tier is a level of rates that can change based on rules which look at the level of occupancy and the number of days into the future.
- Rate Class: You set rates one rate class at a time. You may enter the rate class code, click on the down arrow for a list or click on the right or left red arrow to scroll through the list of rate classes. If the rate class you want to change rates on does not show in the drop down menu then it set to be linked to another rate class and is not available to you.
- Rates are set one rate class/room type at a time. Once you have set the date span, rate class and room type you want to set rates for, click on the cell labeled 'Base rate'.
- This will highlight the column. Enter the rate and click on the Apply button.
- Rates can be set for one or more adults, children, infants, cribs, and rollaways. Simply click on the column header cell to highlight the column, enter the rate and click on 'Apply'.
- AutoClerk also provides for the setting of rates based on the day of the week.
- AutoClerk provides for a copy function that allows you to copy rates you have entered to other rate classes and apply changes to the rate.
- You can copy from rate tables to the rates you are currently working on.
- It is suggested that rates for the SynXis group rate classes be set at \$1.00 and then changed when a group is made. Do not set the rate to \$0.00 as SynXis will then not show the rate class as available.

Discounted Rates

Discounted Rates: A discounted rate is a rate class that is based off of another rate. An example of this is AAA.

AutoClerk allows users to set the discount of a rate class by room type and date. Please see "Add a New Rate Class" in this document for more information.) A discounted rate class requires the following:

1. Rate base must be set to a different rate class such as Rack.
2. CRS Discount Type must be set to Percentage.
3. Percentage must be set to the amount of the rate that is charged. For example a 10% discount would be entered as 10.00.
4. When set here, the discount applies to all dates and all room types.
5. Those properties that set discounts based on date spans and/or room types use the rate grid setup.

6. The Rate Grid allows you to set all standard (non-package) rates whether they are actual dollar amounts or percentage discounts. Discounts may be set based on dates and room types.
7. Changes only need to be made if the discount desired is different from what was set in the rate class setup.
8. After selecting the rate class, room type, and date span, you must enter the amount of the discount. For example, you want your AAA rate to be 15% during your off season. Change the dates, select a room type and click on the 'Percent Off' header cell. Enter 15.00 and click on the 'Apply' button. AutoClerk displays the amount of the discount on the left side of the screen and the percentage of the base rate being charged on the right side of the screen.

GTD/CXL Policies

Set the GTD and Cancel Policy for each rate class. They may change based on dates and days of the week. You may use any combination of GTD and Cancel policies with one exception. Hold can only have a cancel policy of 4pm or 6pm.

1. Log into ACConfig as Level 9 user.
2. Click on the Gtd/Cancel Setup button.
3. Enter the date span.
4. Highlight the dates you wish to affect.
5. Set the GTD and Cancel policy and click Assign Values.

Note: The Default Unassigned Days section at the bottom right portion of the screen is to set a default policy to follow if there is no setting set for a particular day, and/or rate class.

GTD and Cancel policies are only for CRSs. A property has the ability to cancel any reservation, regardless of the Cancel policy set for a rate class.

[Some CRS have a defined set of Guarantee and Cancel codes which must be used. Others, such as RezTrip do not. It is imperative that when you make a change to your guarantee and/or cancellation policies for CRS reservations, that the changes are also made in AutoClerk. Please call AutoClerk support during normal business hours for help.](#)

3. Setting up Holdbacks and LOS Rules

This feature allows you to maintain two different types of information: The number of rooms being held back (suppressed) from the CRS and the Length of Stay Rules (LOS). LOS is also referred to as Status. The information you update here is sent through the interface to the CRS. Changes can be made by room type, rate class, rate tier and/or day of the week depending on the CRS's rules as well what you are modifying.

If you previously set your holdbacks through ACConfig, you now need to set them through the Allocation Monitor. Changes made in the Allocation Monitor are sent up to the CRS as soon as you save them. They do not have to be separately installed. When

you are updated to this version on the interface, you will need to reset ALL your holdback settings through the Allocation Monitor.

1. To access the Allocation Monitor you must be set at permission level 5 or higher. From the Main Menu choose, General Reports, Room Status, and Room Allocation Monitor. The Room Allocation Monitor main screen appears. (Fig. 1)

Showing >> Start Date Mar 5 '14 End Date Mar 11 '14 Rate Class RA Tier 1

	Mar 5 '14 Wed	Mar 6 '14 Thu	Mar 7 '14 Fri	Mar 8 '14 Sat	Mar 9 '14 Sun	Mar 10 '14 Mon	Mar 11 '14 Tue
KN KING NON-SMKG	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50
Status	Open	Open	Open	Open	Open	Open	Open
QN QN/QN NON-SMKG	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50
Status	Open	Open	Open	Open	Open	Open	Open
SU SUITE	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50
Status	Open	Open	Open	Open	Open	Open	Open
CF CONFERENCE	0-0= 0	0-0= 0	0-0= 0	0-0= 0	0-0= 0	0-0= 0	0-0= 0
Status	Open	Open	Open	Open	Open	Open	Open

Fig. 1

2. The default settings are the current day for the next seven (7) days, your default rate tier and your defined 'rack' rate class.
3. If you want to change what is displayed, enter different parameters for the fields:
 - Start Date: The date can be changed in the MM/DD/YY format or you can enter the number of days into the future. When displayed the date includes the first three letters of the month, the two digits of the month, the last two digits of the year and the first three letters of the day of the week.
 - End Date: The date can be changed in the MM/DD/YY format, or you can enter the number of nights you want to see/change. When displayed the date includes the first three letters of the month, the two digits of the month, the last two digits of the year and the first three letters of the day of the week.
 - Rate Tier: Your default Rate Tier is selected. If you want to see a different Tier, check the box.

- Rate Class: You can either enter the rate class code, or click on the down arrow tab and select a rate class from the list provided.
 - Click the 'Display' button and the screen will refresh with your new settings.
4. The Allocation Monitor shows the following data:
- Two (2) rows for each Room Type. The Room type includes the room type code and description. Each room type has two rows. The cells in the first row contain the room type's numbers information in the form of $x - y = z$.
 - X is the total number of rooms this rate class/room type has at the property
 - Y is the number of rooms being suppressed, or held back for this rate class/rate tier/room type. These are the number of rooms that the property is keeping to sell themselves, rather than available to be sold by the CRS.
 - Z is the number of rooms that can be sold by the CRS.
 - If the cells are white, then rooms can be suppressed for sale by the CRS. If the cells are gray, then they are read-only and cannot be modified by the property.
 - The row below the allotment is labeled STATUS which has a blue background and contains the LOS rules.
 - The dates are arranged along the top for the date span you requested. If the screen is not long enough, you can scroll right and left.
5. To change the hold backs (suppressed rooms) of a rate class, double click on any white cell under a date and AutoClerk displays the following (Fig. 2):

Update	RT	Room Type	CRS Map	Count	Suppress	Rate Tier	Rate Class	Days of Week
<input type="checkbox"/>	ALL	Maximum Rooms		150	0	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Sunday
<input checked="" type="checkbox"/>	KN	KING NON-SMKG		50	0	<input checked="" type="checkbox"/> 1 low	<input checked="" type="checkbox"/> RA RACK	<input checked="" type="checkbox"/> Monday
<input type="checkbox"/>	QN	QN/QN NON-SMKG		50	0	<input type="checkbox"/> 2 high		<input checked="" type="checkbox"/> Tuesday
<input type="checkbox"/>	SU	SUITE		50	0			<input checked="" type="checkbox"/> Wednesday
<input type="checkbox"/>	CF	CONFERENCE		0	0			<input checked="" type="checkbox"/> Thursday
								<input checked="" type="checkbox"/> Friday
								<input checked="" type="checkbox"/> Saturday

Fig. 2

- The start and end date default to the dates you entered initially, but you can change them.
- The dates you enter are the dates being affected. For example, if you want to hold back rooms for the 14th of the month and you entered the 14th in the start date but had the 15th in the end date you affect both dates in that range. If you only want to hold back rooms for one night you would enter the start and end date as the same
- Rate Tier: Your default Rate Tier is selected. If you want additional Rate Tiers affected, check the box(es). While CRSs do not support tiers, we dynamically update the suppressed rooms to give the same effect of having rate tiers.
- Rate Class: This is the where you indicate which rate classes will have its hold backs updated. Travel Click and SynXis only allow hold backs for your 'Rack' rate class. If you select a rate class that cannot have hold backs set, there will be no white cells. If you click on a cell to update, you will get the message: "The inventory for this rate class cannot be modified."
- Room Type: Hold backs must be changed by room type as not all room types have the same number of rooms. The room type that is check is the room type whose cell you double clicked on the previous screen. You can select additional room types to update by clicking the 'Update' box which will remove the 'read-only' status of that room type and allow the changes you make to be sent up to the CRS..

- Days of the week: All the days of the week are checked by default. If you want your hold backs to only be in force on certain days, then uncheck the days you do NOT want the change to affect. For example, you want to hold back 10 rooms for just Fridays and Saturdays uncheck Sun. – Thurs. When your changes are sent to the CRS, they will only be in effect on Friday and Saturdays for the time span you defined.
- Changes are applied when you click on the Save button.
- Figure 3 shows a hold back of ten (10) King Non-smoking rooms:

The screenshot shows the 'Allocation Monitor' window in AutoClerk 2. The window title is 'AutoClerk 2' and it has a menu bar with 'File', 'Toolbar', and 'Menu'. Below the title bar, there are input fields for 'Start Date' (Mar05'14Wed), 'End Date' (Mar11'14Tue), 'Rate Tier' (1), and 'Rate Class' (RA). A 'Display' button is to the right. Below these fields, it says '(Included)' and 'low RACK'. A note reads '**Total Rooms - Suppressed = Useable'. Below this, there is a 'Showing >>' section with filters for 'Start Date' (Mar 5'14), 'End Date' (Mar 11'14), 'Rate Class' (RA), and 'Tier' (1). The main data table has columns for dates from Mar 5'14 Wed to Mar 11'14 Tue. The rows show room types and their status for each date.

	Mar 5'14 Wed	Mar 6'14 Thu	Mar 7'14 Fri	Mar 8'14 Sat	Mar 9'14 Sun	Mar 10'14 Mon	Mar 11'14 Tue
KN KING NON-SMKG	50-10= 40	50-10= 40	50-10= 40	50-10= 40	50-10= 40	50-10= 40	50-10= 40
Status	Open	Open	Open	Open	Open	Open	Open
QN QN/QN NON-SMKG	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50
Status	Open	Open	Open	Open	Open	Open	Open
SU SUITE	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50
Status	Open	Open	Open	Open	Open	Open	Open
CF CONFERENCE	0-0= 0	0-0= 0	0-0= 0	0-0= 0	0-0= 0	0-0= 0	0-0= 0
Status	Open	Open	Open	Open	Open	Open	Open

Fig. 3

6. To change the LOS rules (Status) of a rate class, double-click on any blue cell under a date and AutoClerk displays the following (Fig. 4):

Room Type Status

Start Date: 03/05/14 End Date: Mar11'14Tue All None

Update	RT	Room Type	CRS Map
<input checked="" type="checkbox"/>	KN	KING NON-SMKG	
<input type="checkbox"/>	QN	QN/QN NON-SMKG	
<input type="checkbox"/>	SU	SUITE	
<input type="checkbox"/>	CF	CONFERENCE	

Rate Tier

Rate Tier

1 low

2 high

Rate Level

Rate Level

RA RACK

CO CORPORATE

SR AARP/SENIOR

3A TRIPLE A

MS MANAGER'S SUITE

GR GROUP MASTER

GI GROUP INDIVIDUAL

RP ROMANCE PACKAGE

TC Sea World

Status Action

Set Status to: Open

Days of Week

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Esc Save

Fig. 4

- The start and end date default to the dates you entered initially, but can be changed.
- The dates you enter are the dates being affected. For example, if you want to close a Rate Class for the 14th of the month and you entered the 14th in the start date but had the 15th in the end date you affect both dates in that range. If you only want to close one night you would enter the start and end date as the same.
- Room Type: You can change as many room types at once as you like. The default is taken from your original entry, but you can check off as many room types as you like.
- Rate Tier: Your default Rate Tier is selected. If you want additional Rate Tiers affected, check the box(es). While CRSs do not support tiers, we dynamically update the status to give the same effect of having rate tiers.
- Rate Class: This is where you indicate which rate classes have their status updated. To select other rate classes, check off the box(es).
- Status Action: This is where you select the status you wish to set to the rate classes/room types you have chosen. You have the following choices:
 - Open: This can be sold to without restrictions. The default.
 - Closed: This cannot be sold.

- o Closed to Arrival: Here, a reservation can be booked for an earlier arrival, but cannot arrive on this date.
 - o Min Length of Stay: If a reservation arrives on this date, it must have a minimum length of stay in order to be booked. When this setting is chosen, you are prompted to enter the number of days.
 - o Soft Close / SLOS: Soft close means that regardless of the arrival date, if a reservation stays on this date, it must be for a minimum number of nights. When this setting is chosen, you are prompted to enter the number of days.
 - o Remove MloS: This removes the Minimum Length of Stay requirement.
 - o Remove SloS: This removes the Soft Close requirement.
7. Changes are applied when you click on the Save button.
8. Once you have saved your changes, click on Esc and you are brought back to the main Allocation Monitor form with the changes showing. For example, if you set Fridays and Saturdays to have a 2 night MloS, the Allocation Monitor would look like Figure 6.

Showing >>	Start Date	Mar 5 '14	End Date	Mar 11 '14	Rate Class	RA	Tier	1
		Mar 5'14 Wed	Mar 6'14 Thu	Mar 7'14 Fri	Mar 8'14 Sat	Mar 9'14 Sun	Mar 10'14 Mon	Mar 11'14 Tue
KN KING NON-SMKG	50-10= 40	50-10= 40	50-10= 40	50-10= 40	50-10= 40	50-10= 40	50-10= 40	50-10= 40
Status	Open	Open	Open MLOS=2	Open MLOS=2	Open	Open	Open	Open
QN QN/QN NON-SMKG	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50
Status	Open	Open	Open MLOS=2	Open MLOS=2	Open	Open	Open	Open
SU SUITE	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50	50-0= 50
Status	Open	Open	Open MLOS=2	Open MLOS=2	Open	Open	Open	Open
CF CONFERENCE	0-0= 0	0-0= 0	0-0= 0	0-0= 0	0-0= 0	0-0= 0	0-0= 0	0-0= 0
Status	Open	Open	Open	Open	Open	Open	Open	Open

Fig. 6

4. Using the CRS Interface Maintenance Functions

1. The CRS Maintenance menu is located on the AutoClerk Main menu, under Xtra on the Tool Bar.

2. If you leave a Rate Class and/or Room Type field blank on any of the screens, which offer these as options, AutoClerk sends the requested data for all Rate Classes and/or Room Types.
3. When you first access the CRS Maintenance, Figure 7 appears:

Fig. 7

Configuration

Configuration has three (3) functions: Inventory, Status and Rate. The screens are similar in appearance, however, what can be sent changes and is reflected in the fields which the user can access. (Fig. 8)

AutoClerk 2
Configuration Reservations Groups Diagnostics

CRS Interface Maintenance

Specific Inventory

Start Date: Mar05'14Wed End Date: 03/06/14

Rate Level: All Rate Levels

Rate Class: RA All Rate Classes

CRS Group Rate Plan: Adjustment Count:

Room Type: All Room Types

AutoClerk Confirmation: Browse CRS confirmation:

Message: Message Goes Here

Esc Send

Fig. 8

Inventory

- Specific Inventory

This sends specific inventory for the selected date range, rate class(es), and room type(s) to the CRS. If a room type is not specified, records are sent for all room types. If a rate class is not specified, records are sent for all rate classes.

Status

- Room Status

This sends the room status for the selected date range, rate class(es), and room type(s) to the CRS. If a room type is not specified, records are sent for all room types. If a rate class is not specified, records are sent for all rate classes.

Rate

- Upload Rates

This feature resends any rates that did not take on the CRS site.

Reservations

This section allows the user to manage reservations so the CRS and PMS match.

Upload Reservation

This uploads the selected reservation as a new, modify, or cancel depending on its status.

Sync Reservations

This searches the reservation file for reservations with no CRS conf# and transmits them to the CRS as new.

List Reservations to Upload

This searches the reservation file for reservations with no CRS conf#, then produces a list. You can use this list to upload reservations by using the Upload Reservations or Sync Reservations features.

Set CRS Conf

This allows the user to attach a CRS conf # to an existing reservation.

Groups

Upload Group

Enter the AutoClerk confirmation number of the group you want to upload. AutoClerk then uploads the allocations, rates, guarantees, and adjustments for the selected group.

Sync Groups

Enter a date range. AutoClerk then uploads the group block information for all groups within the selected date range, regardless of whether they are set to be sold by the CRS or not.

Diagnostics

Examine Log

This examines the CRS communications log for reservations which have received error or warning messages. This is way of troubleshooting failed reservation transmissions. This is mostly used by AutoClerk Support.

List Events File

This lists the contents of the Interface Events file. The command is mostly used by AutoClerk Support.

5. Groups Sellable by CRS

Depending on the CRS you are using, you may have the ability to allow the CRS to sell rooms that are part of a group.

1. When you create a new group, you will see a check box labelled 'Sell by CRS' to the right of the Group Name field. (Fig. 9)

Fig. 9

2. By default, the box is not checked so the group is not sellable by the CRS. AutoClerk still sends up the inventory so your inventory is correct on the CRS.
3. When creating a new group, if you want the group to be sold by the CRS, then check the box.
4. If you forget to check the box, or change your mind after the group has been created, the user can go to Reservations – Groups – Modify a Group Master and check the box so the group will be sellable by the CRS.
5. The user will have to upload any group reservations that have already been made so that they get a CRS number. You can do this through the CRS Maintenance menu: Reservations – Upload Reservation.
6. If you are using the SynXis/Sabre interface, in order for the group to be sold by the CRS, the user MUST log into the SynXis website, select the group and set the

Channel(s) you want to be able to sell the group. If you have any questions regarding this procedure, you need to contact SynXis support.

6. Known Issues

1. All CRSs

a. 'Uncancel a Reservation' is not supported. If a user cancels the incorrect reservation and then needs to uncancel it, they must create a new reservation using 'Create Using Existing'. If a reservation does not have a CRS number, then it can be uncancelled.

2. Travel Click/iHotelier

a. If a property books a group individual reservation once the cutoff date has past, the reservation will not get a CRS number returned. The property must first change the cutoff date in AutoClerk, which will change the cutoff date in iHotelier. They can then book the reservation and get a CRS number. This is only true if the group is also being sold by Travel Click.

b. If a property books a group reservation for dates that are outside the group master's dates, the reservation will not get a CRS number. For example, you have a wedding booked for 2 days but someone wants to stay 3 nights. If you book the reservation in AutoClerk for 3 nights; although the allocation in AutoClerk will have changed, the group master's dates are not changed so the reservation will not get a CRS number.

In order to get a CRS number for the reservation, the property has two (2) options: 1) make a separate reservation for the nights outside of the group block; or 2) change the group master's dates to incorporate the new reservation. Keep in mind that if you change the group master's dates, then someone can make a reservation on your website for the group for the new dates, even if the one reservation was an exception and you do not wish for anyone to stay additional nights at a discounted rate.

This also only applies if the group is also being sold by Travel Click.

c. Travel Click does not support 'Arrival Date' Mlos rules through the interface; they only support 'Stay Through' rules. What this means is 1) a property sets a Mlos for Dec. 1st – 3rd of 5 nights; 2) a guest can make a reservation through the property for arrival on Nov. 30th and stay as many nights as they wish. If they arrive on Dec. 1-3, they will need to stay at least 5 nights; 3) if a reservation is made through TravelClick, if any part of the stay touches Dec. 1-3. The guest must stay 5 nights. So an arrival of Nov. 30th for 2 nights will not be allowed as Dec. 2nd is within the 'Stay Through' and a 5 night minimum is required.

3. SynXis/Sabre

- a. When you create a group in AutoClerk that you want SynXis also to be able to sell, you need to log into the SynXis website, select the group and then select the Channels you want the group to be sold on. Just checking the 'Sell by CRS' box in AutoClerk does NOT automatically set the group as sellable on the SynXis site. If you have questions on how to set the Channels on the SynXis site, please contact SynXis support.
- b. When creating groups in AutoClerk, you MUST use a Guest Rate class that has been set up specifically for groups. You can have several Group Guest rate classes but the configured rate in AutoClerk should be set low and then changed on a per group basis.

If you modify a group rate class in ACConfig AND the group is also being sold by the CRS, the rate amount on the CRS will change to the new rate. This is why it is IMPERATIVE that you have distinct group guest rate classes with a low rate and then set the actual rate on a group by group basis.

- c. Once a group that is sellable by SynXis has been created, if the user later goes and add a new room type to the group's allocation, they MUST go to the CRS' site and add the new room type to also be sellable by the CRS.

4. TravelTripper/RezTrip

- a. RezTrip does not support packages in which the rate is based on a per person basis. For example, a package that includes breakfast. It does support a package with a flat add-on such as parking.
- b. RezTrip does not support per person pricing in regards to rates. They choose a rate from AutoClerk's rate update message based on the configuration of the room type in its system.
- c. RezTrip does not support MLOS stay restrictions which are based on arrival date. They do support SLOS which is stay through based.
- d. At this time, RezTrip does not fully support groups. They cannot be marked as sellable online. AutoClerk does send up inventory changes when a group is made.
- e. Reservations made at the property are not uploaded to RezTrip, just the inventory.
- f. Set up and/or changes to a property's guarantee and/or cancellation policies for RezTrip reservations MUST also be configured in AutoClerk.