



acPMS User Guide
Best Western

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acPMS User Guide – Best Western

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1. Best Western Introduction

What is the 2-Way?

The 2-Way interface automatically synchronizes reservation entries between the PMS and the BW Central Reservation System (CRS). 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.

In the past, Best Western hoteliers have used two sets of tools to control rates and availability restrictions such as MLOS (Minimum Length of Stay) and CTA (Closed to Arrival); one within the PMS and the other within the CRS.

Having one system simplifies training of hotel staff, because they need to learn only one consistent system rather than two disparate systems. An added feature in acPMS' implementation of the interface is built-in support for acPMS' rate tiers. This allows CRS rate tables to be automatically updated according to yield management rules defined by the hotel management. (If your property uses BestREV, you cannot have Rate Tiers.)

Responsibilities for 2-Way Properties

The following section contains details related to the 2-way.

Internet and Routers

The 2-way depends on Internet access and the BW hub. At any time, these connections can stop working. This, in turn, stops communication to the 2-way interface.

Setting Reminders for Updates to Rate, GTDs, Allocations

When you are first put onto the 2-way interface, rates, allocations, status and gtd's are set for 3 years out. At minimum, properties should update these areas as a standard practice, each year to stay current.

Maintaining Your Error Report

acPMS provides an Interface Error report. The report can be run at will through the BW Maintenance Tool. (See the section below for details.) This shows all the errors triggered in the interface. Contact AutoClerk Support for explanations and to schedule training on how to manage errors at your property.

Errors that need immediate attention will appear as a pop-up to the user. For example, the bw interface is not running.

2. Making Changes in ACConfig

Making changes in ACConfig can affect how your interface works if acPMS and BWI are not in sync. For example, you change the mapping for a room type, but it has not been done on the BWI side.

If, after reading these instructions, you still have questions, please feel free to contact AutoClerk Support

Adding New Room Types

If a room type's qualifiers change, you need to change the mapping between acPMS and Best Western.

1. Adding and subtracting room (sleeping) types must be coordinated with BW.
2. Neither side can unilaterally add a room type and expect the other side to know about it.
3. Room type changes must be made first on the BW side, then acPMS. Contact AutoClerk support if this is your first-time making changes: (925)-284-1005, Option 2.

To add a new room type:

1. Verify the new room type exists on the BW side.
2. Log into ACConfig.
3. Click on Define Room Types.
4. Click New. The Room Type window opens.
5. Enter a two-character code.
 - a. Each room type needs a two-character code and a description. Set the parameters as detailed in the following steps:
6. Delete at N/A: This is used for deleting a room type. Leave this checkbox unchecked.
7. Allow New Use: This allows the property to book reservations using that room type. Check this checkbox.
8. Hide from Reports: This is used when you are trying to remove a room type, but it is still in the system. Leave this checkbox unchecked.
9. Local: This is a room type that can only be sold by the hotel. This should be reserved for non-sleeping rooms only, for example, conference rooms. If you are setting up a room type to be sold by your hotel only, check this. You need to contact AutoClerk Support to mark a Room type as Local.
10. Run of House: This is a room type that indicates that no room type is being selected when a reservation is being booked. Run of House may not be used with the BW 2way. Leave this unchecked.

11. Non-Sleeping Room: This is for meeting, banquet, chapels, house use rooms, etc. Leave this unchecked unless you are creating a non-sleeping room, room type.
12. Allow CRS Overbook: If you have allowed BWI to overbook this room type, check this box. Otherwise, leave it unchecked. The number of rooms allowed to be overbooked is set up in acPMS under the Allocation Monitor.
13. Min People and Max People; Maximum people: This is where you set how many people can sleep in a room and is set in accordance with BW policies. For sleeping rooms, the minimum must be set to 1. Maximum must be set to what your Implementation Guide says for that room type. You must not exceed what Best Western allows. For example, if Best Western rates the room for 4 people, and you enter 6 people in the Maximum field, Best Western will not get information on the 5th and 6th person. The member web-side will not accept numbers out of the min and max set by Best Western.
 - a. Min and Max fields relate to adults. The number of infants and children in a room is not required by Best Western.
 - b. When making a reservation, the total number of people in a room cannot exceed the Maximum set here.
14. Click on the 'Room Type is set...' button if you need to set a start and/or end date for the room type you are adding.
15. In the Interfaces box, select from the file tree, pending:xdev/bw2/deviceconfig.xml. The CRS Room Type field appears.
 - a. Enter the BW room type which consists of three portions: The bed code, amenities code, and the breakfast code. Each code is separated by a pipeline, for example, K|NSM|2.
 - b. Local room types do NOT have a BW code.
16. Click the OK button.
 - a. Click ok on the Confirm window.
 - b. You return to the Room Type Set Up window.
17. Click on Set Order on the right-hand side.
18. Room Type Report Order screen appears.
 - a. Highlight a room type, and then use the Move UP and Move DOWN arrows to order the room types. The order you set the room types in here, is how they will be displayed on various forms and reports within acPMS.
 - b. Click ok to save the order.
19. Click OK. You return to the ACConfig Main menu.

Modifying Room Types

You can use this feature to delete a room type, change a breakfast code, or change a room type to inactive during a room remodeling phase.

Warning: You can cause serious malfunction to the BW 2-way if you make any changes to the two-character code or description without first consulting with AutoClerk Support: (925) 284-1005, Option 2; and coordinating with BWI.

Changing Meal Plans

In our example, we are modifying a meal plan from Continental breakfast to a hot breakfast.

1. Log into ACConfig.
2. Click on Define Room Types.
3. Click on Interface Setup on the right-hand side.
4. Double click in the CRS Room Type field of the room type you need to change. This highlights the field.
 - a. Make the necessary change. For this example, the meal plan code is the last integer.
 - b. Click OK. The AutoClerk Confirm box appears confirming your change is accepted.
 - c. Click the OK button. You return to the Room Type Set Up window.
5. Click OK. You return 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. If a room type is sold by Best Western, make sure to delete this room type via Best Western first.

It is VERY important that you contact AutoClerk Support BEFORE you do any room type deletions as there are a variety of steps that need to be taken before the room type deleted by the system.

If at all possible, instead of deleting a room type, simply rename an existing room type to the new one.

1. Prior to deleting a room type, you need to go into every future reservation, regardless of status, for the room type(s) you are planning to delete and modify the room type in the reservation to an existing room type.
2. Log into ACConfig.
3. Click on Add/Modify/Delete Room Numbers
4. Modify ALL rooms of the old room type to be a new room type.
 - a. The only exception is if you are deleting an actual room number.
 - i. If you are deleting a room number, select delete.
 - b. Click ok to get back to the main ACConfig menu.
5. Click on Define Room Types. Double click on the room type you wish to delete.

6. Check the Delete at N/A checkbox.
7. Check the Hide from Reports checkbox.
8. Click on Room Type is set... 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.
9. Click OK.
 - c. Click OK on the Confirm window. You return to the Room Type Set Up window.
10. Click on Interface Setup.
11. Delete the CRS Room Type mapping code for the room type you are deleting.
12. Click OK, and you return to the ACConfig Main menu
13. Mark your configuration changes to Pending.
 - d. Install the Pending Configuration on Station #1.
14. acPMS will delete a room type ONLY after there are no 'Active' reservations using it. 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, acPMS deletes that room type during the night audit.
 - e. If you have set a room type to be deleted and it is not being deleted, you can look at the nalog.txt to find out what is preventing the deletion.
 - f. The nalog.txt can be found in Utilities – View Past Night Audit Reports.

Adding/Removing Rate Classes

Adding and subtracting rate classes that are to be interfaced with the BW 2-way and sold by BW must be coordinated with BW and acPMS. Neither side can unilaterally add a rate class and expect the other side to know about it. Rate class changes must be made first on the BW side, then on the acPMS side.

Adding a Rate Class

1. Log into ACConfig.
2. Click on Rates, and then Rate Class Set up.
3. The Rate Class Setup window appears.
4. Click New.
5. Code/Description: Enter a two-character code and a description for the new rate class.
6. If the new Rate Class is going to be your new 'Rack' rate class, contact AutoClerk Support for assistance.

- a. Each property has only one Rack rate. BW maps this to their Best Available Rate (BAR).
 - b. Rack has special qualities for BW. Many rates are based off Rack. If you close Rack, all rate classes in BW are considered to be closed. Rack and rates linked to Rack are not allowed to limit the number of rooms in their allocation.
7. Package: Check this if the new Rate Class is a package.

Many of the next settings depend on the settings determined by BW. If you have questions, call AutoClerk Support: (925) 284-1005, Option 2.

- 8. Rates Fixed/Rates Linked: These should only be checked if the rates for the rate class are set by BWI and NOT by the property.
 - a. If this is checked, you do not need to set rates in acPMS as they are set by BWI.
- 9. Rate Level: Enter the Rate Level that you have either received from BW or you have decided on for that rate class.
 - a. See section below for more information on Rate Levels.
- 10. Status Base: if the status of a rate class (such as AAA) is based on the status of another rate class (such as Rack), then enter that rate class code here.
 - a. Status refers to Open, Closed, Closed to Arrival, etc.
 - b. A rate class's status base may determine its Rate Level.
- 11. Rate Base: 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.
 - a. The more Rate Classes you can have that are based off (derived) of Rack or other rate Class, the fewer rates you must set up.
- 12. CRS Discount Type: Use the drop-down menu if the rate class (such as AAA) is a calculation off another rate class (such as Rack). Select Flat or Percentage. Enter the amount of the discount in the appropriate field.
- 13. Reset ALL Rates: This is only checked once a rate class and its rates have been set up. Checking this box will set all configured rates for this rate class back to \$0.00.
- 14. Available for Days: You only need to change this if the rate class is NOT available for all days of the week. If you tell Best Western to build these rate classes for certain days, then you must also choose the same days you gave to them.
- 15. Available for Room Types: Keep all the room types checked unless the rate class is NOT available to a specific room type. If you tell Best Western to build these rate classes for certain room types, then you must also choose the same room types you gave to them.
- 16. Rate Class is set...: You only need to change this if the rate class is going to be available for a specific period; or you are setting a rate class to be deleted.

17. Options:

- a. Active: This indicates the rate class is in use.
- b. Allow New Use: This allows the property to book reservations using that rate class.
- c. Local: Do not check this box unless it is a House Plan rate. These rates are those that are only sold by the property and are sent to BW as House Plans (HP).
- d. Delete at N/A: This is only checked when you are deleting a rate class.
- e. Zero Rate OK: Use this for local rates and if you have packages that include a free night.
- f. Occupancy by Class: This is no longer used.
- g. Hide Rates from Guest: Check this if you do not want the guest to see the rate.
- h. Send GTD/Cancel Policy to CRS: Check this if you are sending the guarantee and cancel policies for the rate class up to BW.

18. Interfaces: Click on the bw2 tab. Enter the code Best Western gave you for this rate class. It does not have to match the code you use in acPMS. It just needs to be mapped to Best Western's code.

19. Click OK to save the new rate class.

20. A pop-up appears reminding you to set the rates and gtd/cxl policies and that the status is open.

21. Click OK and you are returned to the Rate Class Setup screen.

22. Click ok and you are re-directed to the form to set up the gtd/cxl policies for the new rate class.

23. Guarantee Type/Cancel Policy Setup

- a. The default date range is the current day for 365 days.
- b. Enter the code for the rate class you just created.
- c. Click the 'Tag All' button, which will highlight all cells in the columns.
- d. Use the dropdowns to select the Guarantee Class, Guarantee Type and Cancel Policy.
- e. Click Assign Values.
- f. If this rate class will have different policies on different days of the week, then use the Day buttons to select/deselect the days and set the policies.
- g. When complete, click OK to save your changes.
- h. Click ok again, the esc to return to the main ACConfig main menu.
- i. Click on RC Order on the right-hand side.
 - i. The rate class you just created is at the bottom of the list.

- ii. Click on the new rate class and use the Move UP and Move DOWN button to order the rate classes.
 - iii. The order you set them in will be the order you will see when setting rates, in reservations and in some reports.
 - iv. Click OK to save your order.
- j. Set your changes to pending and install them from Station #1 for the changes to take effect.

Rate Levels

Rate Levels were implemented by BWI in 2011/2012 to simplify availability through all channels, like the way rate management is simplified with the linking/deriving of rates off your Rack/BAR rate class.

They allow the property to manage availability of all rate plans by "level" in the CRS. Availability is a combination of inventory/allocation, or number of rooms available and status restrictions, such as Closed To Arrival (CTA) or Minimum Length of Stay (MLOS). Two-Way rules regarding the inventory of rooms for RACK still exist as previously, the physical number of rooms must be 100% allocated.

You can group together rate classes so that like rate classes can be set to have limited availability or restrictions which are shared and managed together. The top level, Level A - BAR, contains your Rack/BAR rate class and all rate classes that linked to Rack in that they are Last Room Available (LRA) as well as any other rate class you determine. Your other rate classes can be in whichever Rate Level you determine.

All rate classes MUST be assigned a Rate Level.

- a. To begin with Rack and all Rack derived rate classes must be assigned to Level A.
- b. Rate plans with status tied to another rate plan must be in the same level as the "controlling" rate plan
- c. Employee rate plan (EP) and BWR free night reimbursement (FX) are also in Level A because of their unique availability requirements.
- d. All other rate plans will be initially assigned to Level B.
- e. You can change any rate class not in Level A to be in any other Rate Level, as well as label them as you want.
- f. Rate Levels will come into play when you are setting your Status (LOS rules, etc.) and/or Allocations through the Allocation Monitor.

Modifying a Rate Class

There will be times when you need to amend a rate class. Examples are: changing the discount percentage, changing the BWI qualifiers, etc.

1. Log into ACConfig
2. Click on Rates – Rate Class Set up.
3. Double-click on the rate class you want to modify.

4. Make the necessary changes.
5. Click OK to save your changes.

Deleting a Rate Class

When you delete a rate class, make sure to delete it on the Best Western side first.

Before you delete a Rate Class, please contact AutoClerk Support: (925) 284-1005, Option 2 as there are several steps you need to take with ramifications you must be aware of before the deletion.

1. To delete a rate class: log into ACConfig.
2. Click on Rates – Rate Class Set up.
3. Double-click on the rate class you want to delete.
4. Click on Rate Class is set.... Change the Start and End date to the day before the current day.
5. In the Options section:
 - a. Uncheck Allow New Use.
 - b. Check 'Delete at NA.'
6. Click OK to save your changes.
7. This turns the rate class to a red font. It also sets it to Pending to delete, during the Night Audit. Once acPMS cannot find any association of this rate class in use, the rate class is deleted during that night's audit.
8. Set your changes to Pending and install them.
9. If, after the audit, the rate class has not been deleted, you can see what is causing the holdup, by looking at the nalog. The nalog.txt can be found in Utilities – View Past Night Audit reports.

Setting/Modifying Rates

All rate classes, regardless of whether they are derived from another rate class, or are set by BWI, are set up and modified in ACConfig.

Setting Rates - Parameters

1. Log into ACConfig.
2. Navigate to Rates – Rate Setup Grid. The Rates Grid appears as shown below:

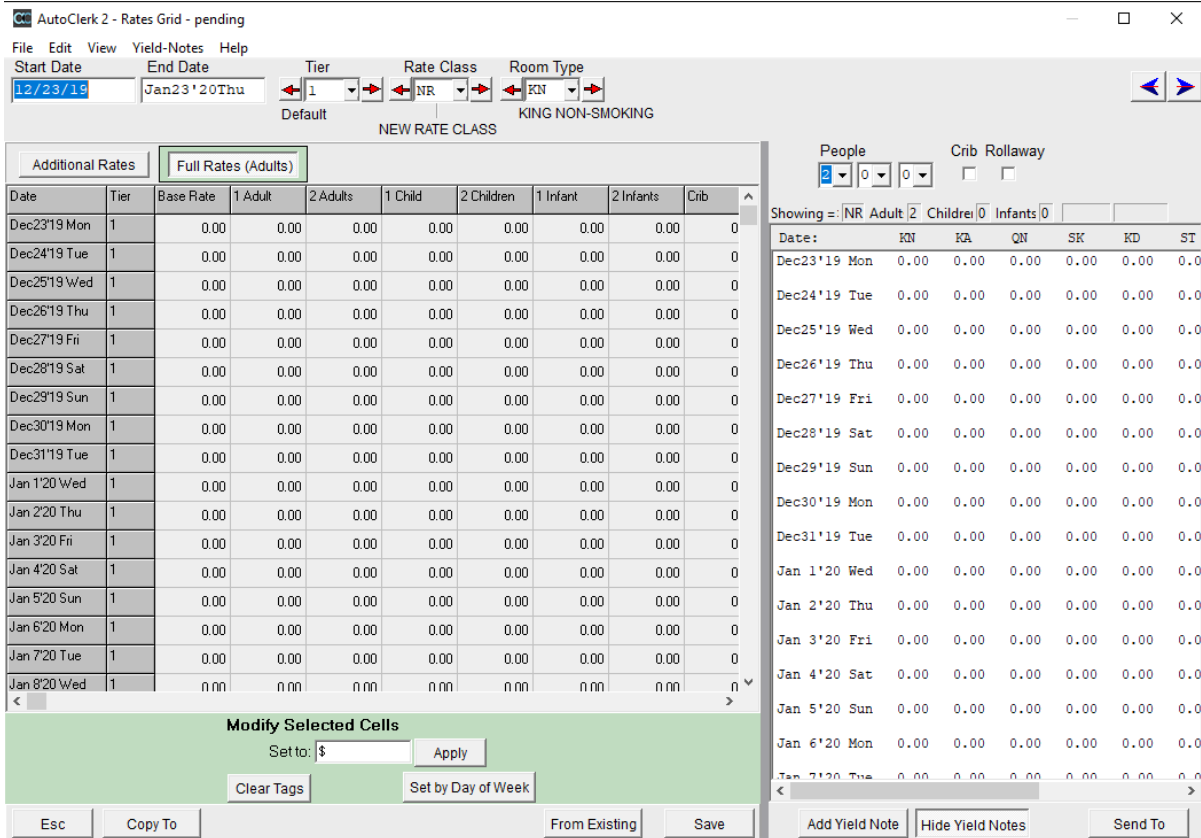


Figure 1: Rate Setup Grid

The fields across the top set the parameters for setting rates.

1. Start and End Date: This sets the date range of the rates that are displayed and that you can set. You cannot change rates in the past. Dates are entered in the MM/DD/YY format.
 - a. You can set rates up to two (2) years in advance.
2. Tier: acPMS supports rate tiers. Each property must have at least one rate tier. 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. If your property subscribes to BWI's BestREV, although you can have and use Rate Tiers, they cannot be applied to current – 45 days ahead.
 - a. If you have rate tiers, you MUST set rates for all your tiers for each rate class.
3. Rate Class: Select the rate class you want to set rates for. You set rates one rate class at a time.
 - a. Rates can be set for one or more adults, children, infants, cribs, and rollaways.
 - b. Rates can be set by day of the week.

4. Room Type: Select the room type you want to set rates for. You set rates one room type at a time.

Setting/Modifying Rates

1. Most properties charge the same rate for 1 and 2 adults. Therefore, start with the Base Rate.
 - a. Set the date range, tier, rate class and room type you want to start with.
 - b. Click on the Base Rate cell. This selects the column.
 - c. If the rates vary by day of the week, use the Set by Day of Week button at the bottom.
 - d. Enter the rate in the Set to field at the bottom.
 - i. Click Apply.
 - ii. You will now see the rate for that room type in the right-hand grid.
 - e. You can use the Copy To feature as described below, to copy those rates to other room types and rate classes.
2. If your property charges for additional adults; children; infants; cribs and/or rollaways, you should set that amount first. For example, you charge an additional \$10.00 for each adult when there are more than 2 adults in a room.
 - a. Set the date range, tier, and rate class.
 - i. Make the End Date to as far out as possible, usually 2 years. This way, the additional person, rollaway, etc. rates will be set, regardless of how far out you set the base rate.
 - b. Select the room type that can accommodate the greatest number of people.
 - i. It does not matter that other room types cannot accommodate this number of persons; acPMS will only copy to the applicable room types.
 - c. Click on the Additional Rates button. The grid refreshes as seen below:

The screenshot displays the 'AutoClerk 2 - Rates Grid - pending' application. The main interface is titled 'NEW RATE' and features a grid for setting rates. The grid has columns for 'Date', 'Tier', 'Base Rate', and additional rates for '1 Adult', '2 Adults', '3 Adults', '4 Adults', '1 Child', '2 Children', '3 Children', and '4 Children'. The 'Full Rates (Adults)' tab is active. A 'Modify Selected Cells' dialog box is open at the bottom, showing a 'Set to: \$' field and an 'Apply' button. To the right, there is a 'People' section with dropdowns for 'NR', 'Adult', 'Childre', and 'Infants', and a 'Crib Rollaway' section with checkboxes. A calendar view on the right shows dates from Nov 14 to Dec 7, 2019, with corresponding rate values.

Figure 2: Rate Setup Grid – Additional People

- d. Click the cells labeled 3 Adults, 4 Adults, etc, until each of the Adults columns are highlighted.
 - i. If the additional amount is the same for Child, Crib and/or Rollaway, click those header cells as well.
- e. Enter the amount in the Set to field at the bottom of the form. For example: \$10.00.
- f. Click Apply.
 - i. Now, when you make a reservation, if the number of adults is 3, acPMS will add \$10.00 to the Base rate.
- g. To make sure the rates are what you are expecting, click on Full Rates (Adults). You will see the Base Rate and then what the rate will be for 3 adults, etc.

Copying Rates

acPMS provides a Copy To function that allows you to copy rates to other rate classes and/or room types.

Using the Copy To feature can be helpful when a) you have a room type whose rate is the same as, or even can be calculated off, another room type's rate; and/or b) you want to copy additional rates across the board.

Copy Rates – Rate Class/Room Type

1. Log into ACConfig.
2. Navigate to Rates – Rate Setup Grid.
3. Fill in the date range, tier, rate class and room type you want to copy from.
 - a. The longer date range you enter, the longer the rates will be copied.
4. Click on Copy To and a new form appears:

AutoClerk 2

File View Help

Use The Currently Selected Rates to Initialize the Following:

Copy Rates From:

Parameters	Copy From Rates:
Starting on:	Nov14'19 Thu (32 days)
Tier:	1 - Default
Rate Classes:	NR - NEW RATE
Room Types:	KA - KING ACCESSIBLE

Copy Rates To:

Parameters	Copy To Rates:
Starting on:	11/14/19
Tier:	1 Default
Rate Classes:	<input type="button" value="Select All"/> <input type="button" value="Select None"/> <input type="checkbox"/> RA RACK <input type="checkbox"/> S1 SKI PACKAGE (**Package**)
Room Types:	<input type="checkbox"/> WR WALK RATE <input type="checkbox"/> FX FX (GCCII FREE RM NIGHT VOUCHER) <input type="checkbox"/> NR NEW RATE <input type="checkbox"/> UC UC (UNIT CARD) <input type="checkbox"/> RC ROMANCE PACKAGE (**Package**)

KK KING/KING 2BDRM
 KN KING NON-SMOKING
 QN QN/QN NON-SMKG
 QF QN/QN/QN FAMILY
 HR HOUSE ROOM
 SK SUPERIOR KING

Base Rate
 Additional Rates
 All Rates

Multiply each rate by: 100.00 % and then add this amount \$.00

Figure 3: Copy to Rates

5. The top portion of this form lists out the parameters that will be used to copy the rates. This is the information you filled in on the previous form.
 - a. If you set rates for 365 days on the previous form, then acPMS will copy 365 days.
6. The bottom section is where you set the Copy To parameters.
7. In the first example, you are going to copy the Rack rate for the King Non-smoking room (KN) to the King/King and QF and add \$15.00
 - a. Leave the Starting on Date as is.
 - b. Leave the Tier as is.

1. If you have multiple Rate Tiers, you will need to repeat these steps for each Tier.
 - c. Select the Rack Rate class and the King/King and QF room type(s).
 - i. The listed Rate Classes are only those rate classes that are NOT derived off Rack. (Or are derived from the Rate Class you are Copying From)
 - d. Leave the Base Rate radio button selected.
 - e. For this example, the King/King and QF room types are \$15.00 more than the KN.
 - i. Enter \$15.00 in the Add this amount field.
 - f. acPMS will take the KN rate and add \$15.00 to the selected room types.
 - i. If the rate is less, enter the amount as a negative.
 - g. You can also use the Copy To function to copy and manipulate rates to other rate classes, tiers and/or date ranges.
 - i. If you are copying to a different date range, the start date's day of the week must be the same as the parameter's start date.
 - h. Click OK and you are returned to the Rate Setup grid. You can see the rate for the room type(s) on the right side.
8. Now you are going to copy the \$10.00 for additional person to each of the room types and rate classes. We are going to assume that the increase applies to all rate classes.
 - a. Do not worry if some of the room types cannot accommodate extra adults, it will only copy to the applicable room types.
 - b. Click on Copy To.
 - c. Leave the Starting Date and Tier as is.
 - d. Click on Select All for Rate Classes.
 - e. Click on Select All for Room Types.
 - f. Click the radio button next to Additional Rates
 - g. Click OK.
 - h. You have now copied the additional adult rate to all room types and all rate classes.
 - i. If you have multiple rate tiers, be sure to repeat these steps for each tier.

Discounted Rates

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

The discount is initially set when creating the rate class. However, you can change the discount by room type and date.

1. To change the discount, regardless of whether it is a percentage or a dollar amount:
2. Navigate to Rates – Rate Setup Grid.
 - a. After selecting the date span, tier, rate class and room type, the rate appears as the configured discount, as seen below:

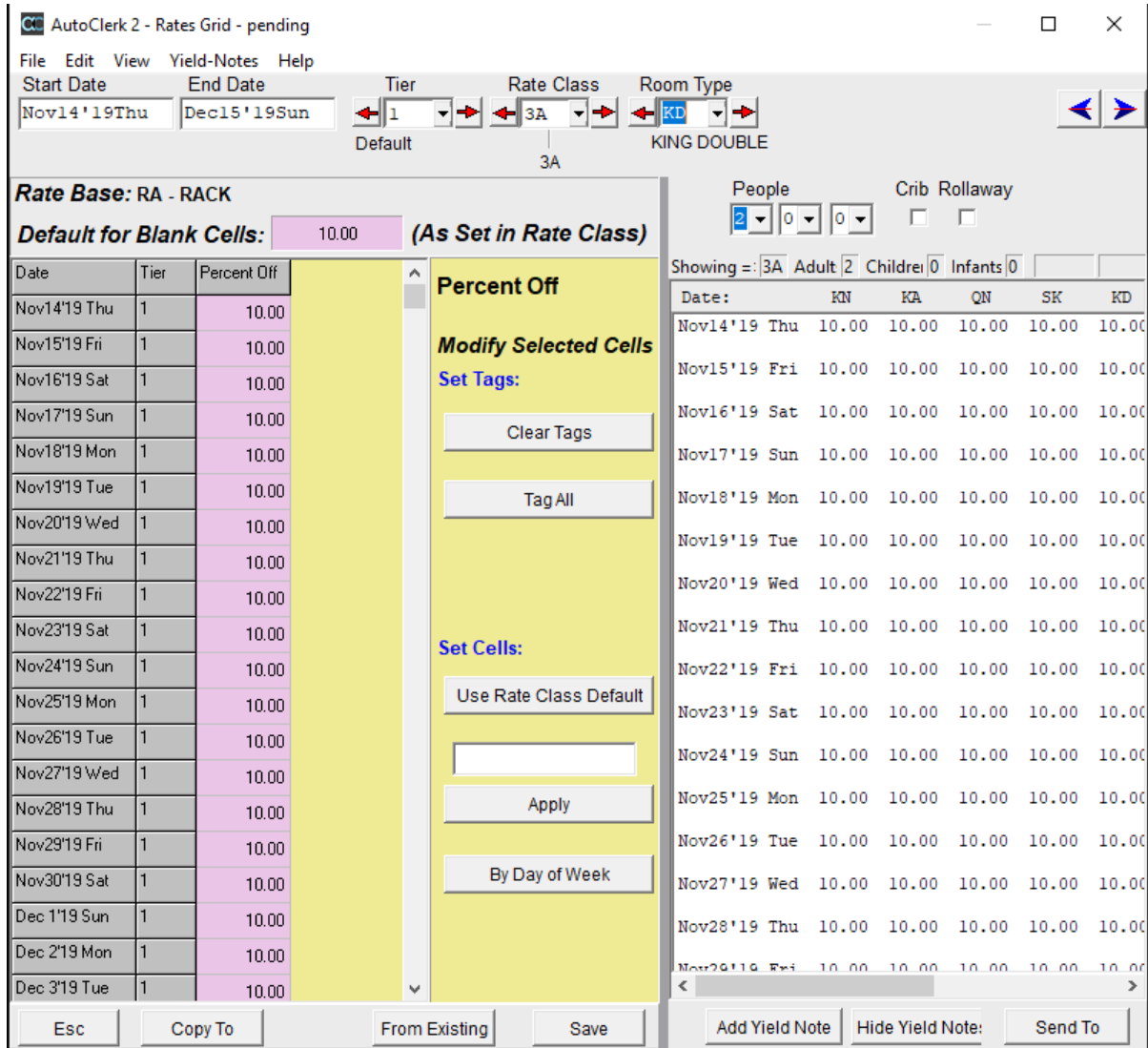


Figure 4: Rate Setup Grid – Derived Rate Class

3. To change the configured discount, click on the cell(s) to the right of the date(s) you want to change. The color will change to teal.

4. Enter the new discount amount in the empty field above Apply. Once entered, click Apply.
5. If you want to copy that new discount to other discounted rates, use the Copy To function.
 - a. Because you are working on discounted rate classes, the rate classes that are listed in the Copy to form are only discounted rate classes.

Rate Tiers

Rate Tiers are a way to have acPMS yield your rates based on occupancy and how far out a guest is making a reservation.

If you have enrolled in BestREV, you can have tiers, however, the Tier Rules CANNOT be applied for 45 days from the current day as BestREV controls those days.

If you are interested in setting up Rate Tiers, please contact AutoClerk Support during regular business hours at (925) 284-1005, option 2.

Set Best Western Options

There is a menu item in ACConfig labeled Set BW Options. Almost all of these are set and configured by AutoClerk Support before you are put online.

There are two (2) areas that you may need to access:

Set BW Tier Popup Description

This is where you can modify the wording that pops-up when you are modifying and/or checking in a BWR guest above the Base Tier.

Usually, the changes are mandated by BWI so you will not need to change them until you are notified.

BW Product Mapping

If your property is set up to sell Products through BWI, this is where you set them up. They need to be set up so that you can run reports pertaining to Products.

In addition, you need to have transaction codes set up for the products so your staff can charge the guests when they have ordered them.

Please call AutoClerk support when you are ready to change the pop-up wording and/or set up Products.

Setting up Allocation and LOS Rules (Status)

This feature allows you to maintain two distinct types of information: The number of rooms allocated to a rate class/room type to be sold by BW; and the Length of Stay Rules (LOS), Open, Closed, also known as status. The changes you make are sent through the interface up to BW.

If you update Allocations and/or Status on MemberWeb, they do NOT flow down in acPMS. However, if you then make additional changes in the Allocation Monitor, the

setting you made on MW may be overwritten by the changes you make in the Allocation Monitor.

To access the Allocation Monitor you must have a permission level 5 or higher.

From the Main Menu click on General Reports, Room Status, and Room Allocation Monitor. You can also click on F6 at the bottom of the screen. The Allocation Monitor opens as seen below:

Allocation Monitor

Start Date: Nov26'19Tue End Date: Dec02'19Mon Rate Tier: 1 Rate Level: A Channel: Best Western Display

(Included) Default BAR and linked rates

****Total Rooms - Suppressed = Useable**
****Level A may affect other level statuses upon use**

Showing >> Start Date: Nov26'19 End Date: Dec 2'19 Rate Level: A Tier: 1

	Nov26'19 Tue	Nov27'19 Wed	Nov28'19 Thu	Nov29'19 Fri	Nov30'19 Sat	Dec 1'19 Sun	Dec 2'19 Mon
MAXIMUM ROOMS	100-0= 100	100-0= 100	100-0= 100	100-0= 100	100-0= 100	100-0= 100	100-0= 100
KN KING NON-SMOKING	25-0= 25	25-0= 25	25-0= 25	25-0= 25	25-0= 25	25-0= 25	25-0= 25
Status	Open	Open	Open	Open	Open	Open	Open
Overbookings	[0]	[0]	[0]	[0]	[0]	[0]	[0]
KA KING ACCESSIBLE	2-0= 2	2-0= 2	2-0= 2	2-0= 2	2-0= 2	2-0= 2	2-0= 2
Status	Open	Open	Open	Open	Open	Open	Open
QN QN/QN NON-SMKG	20-0= 20	20-0= 20	20-0= 20	20-0= 20	20-0= 20	20-0= 20	20-0= 20
Status	Open	Open	Open	Open	Open	Open	Open
Overbookings	[0]	[0]	[0]	[0]	[0]	[0]	[0]
SK SUPERIOR KING	14-0= 14	14-0= 14	14-0= 14	14-0= 14	14-0= 14	14-0= 14	14-0= 14
Status	Open	Open	Open	Open	Open	Open	Open
KD KING DOUBLE	10-0= 10	10-0= 10	10-0= 10	10-0= 10	10-0= 10	10-0= 10	10-0= 10
Status	Open	Open	Open	Open	Open	Open	Open
ST KING SUITE	5-0= 5	5-0= 5	5-0= 5	5-0= 5	5-0= 5	5-0= 5	5-0= 5
Status	Open	Open	Open	Open	Open	Open	Open
KK KING/KING 2BDRM	12-0= 12	12-0= 12	12-0= 12	12-0= 12	12-0= 12	12-0= 12	12-0= 12
Status	Open	Open	Open	Open	Open	Open	Open
QF QN/QN/QN FAMILY	11-0= 11	11-0= 11	11-0= 11	11-0= 11	11-0= 11	11-0= 11	11-0= 11
Status	Open	Open	Open	Open	Open	Open	Open

Esc

Figure 5: Allocation Monitor – Main Form

1. The default view shows: current day for 7 days, Tier 1 (if you have Tiers), Rate Level A and the Best Western Channel.

2. The main portion of the form contains rows by Room Type. The Room type includes the room type code and description.
3. Each room type has two rows. The first one, which has the room type inventory information, has a white background. The cells in this row contain the room allotment information in the form of $x - y = z$.
 - a. X is the number of rooms allotted to this rate class/room type.
 - b. Y is the number of rooms reserved to this rate class/room type.
 - c. Z is the number of rooms that can still be sold for this rate class/room type. The default for each rate class/room type is the total rooms for that room type at your property.
4. The row below the allotment is labeled STATUS which has a blue background and contains the LOS rules.
5. If you are a BW property AND have enabled Overbookings (this is rare), then you will see an additional line, labeled Overbookings.
 - a. These will only appear for the room types you have set up to be overbooked.
 - b. If you are allowing BWI overbookings, please contact AutoClerk Support for help in setting the parameters here.
6. The dates are arranged along the top for the date span you requested. If the screen is not long enough, you are able to scroll right and left. 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.

Setting LOS – Status Rules

Any Status rule that is applied to the Best Western channel will be applied locally to the hotel as well.

If you set a Status rule for Rate Level A, it applies to ALL Rate Levels. If you have set a Status for Level A, you can only set a stricter Status for Levels B-H. For example, you set a Status of a 3-night minimum for Level A; you can set a 4-night minimum for Levels B-E. However, you cannot set a 2-night minimum to Levels B-H as the Status set for Level A is stricter and will take precedence.

If you have not set a Status rule for Level A, you can set a Status rule for any non-Rate Level A level. If you want to see what, if anything, has been set for a specific date and/or Rate Level, change the start and end dates, change the Rate Level, and click on Display. The screen will refresh showing the dates and Rate Level you entered.

1. If you want to set a Status for Level A, you do not need to make any changes on the main screen.
2. For this example, we are going to set a 2-night Min Length of stay for 11/26/19 – 11/28/19 for Level A and therefore, the whole hotel.
3. Double click on any of the Status blue cells to open the Room Type Status window.

AutoClerk 2

File Toolbar

Room Type Status

Start Date: 11/26/19 End Date: Dec02'19Mon All None

Update	RT	Room Type
<input checked="" type="checkbox"/>	KN	KING NON-SMOKING
<input type="checkbox"/>	KA	KING ACCESSIBLE
<input type="checkbox"/>	QN	QN/QN NON-SMKG
<input type="checkbox"/>	SK	SUPERIOR KING
<input type="checkbox"/>	KD	KING DOUBLE
<input type="checkbox"/>	ST	KING SUITE
<input type="checkbox"/>	KK	KING/KING 2BDRM
<input type="checkbox"/>	QF	QN/QN/QN FAMILY
<input type="checkbox"/>	HR	HOUSE ROOM
<input type="checkbox"/>	CF	CONFERENCE

Rate Tier: Rate Tier 1 *Default

Rate Level: Rate Level A BAR and linked rat

Status Action: Set Status to: Open

Days of Week: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

* = Default

Figure 6: Change Room Type Status Form

4. The initial parameters are copied from the previous screen.
 - a. For this example, because you selected Level A on the previous form, the only Level you can set a Status for is Level A.
5. Leave the Start Date at 11/26/19 and change the End Date to 11/28/19.
6. Room Type: The room type that is checked is the room type for the Status cell you selected on the previous screen. As we are setting a Status for the house, you can either click the All button, or individually select the room types you want the Status to apply to.
 - a. Because you are setting a Status rule for Level A, you can set different Status rules for different Room Types. However, the other Level's rules must be stricter than what is set for Level A.
7. Rate Tier: Select the Rate Tier(s) you want to apply the Room Type Status. You can check the checkbox to the left of Rate Tier to select all your Rate Tiers. You must have at least one Rate Tier selected.
8. Rate Level: In this example, the only option is Level A. Had you not selected Rate Level A on the initial screen, then you would see and be able to select Rate Levels B-H on this form.

9. Channel: In this example, Best Western is already selected and cannot be changed.
10. Days of Week: You only need to select/deselect Days of the Week if the Status you are setting applies.
11. 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:
 - a. Open: Reservations can be sold without restrictions. This is the default.
 - b. Closed: None of the selected room types can be sold. If all room types have been selected, then the hotel is 'closed;' no online reservations can be made. Locally made reservations can be made but will need an override code.
 - c. Closed to Arrival: A reservation's arrival date cannot be the selected day(s).
 - d. Min Length of Stay: If a reservation arrives on this date, it must have a minimum length of stay to be booked.
 - i. When this Status is chosen, an additional field opens where you enter the number of days.
 - ii. For this example, select this option and enter 2 in the Length of Stay field.
 - e. Soft Close / SLOS: Soft close means that regardless of the arrival date, if a reservation stays on this date, it must be for the set minimum number of nights.
 - i. When this Status is chosen, an additional field opens where you enter the number of days.
 - f. Remove MLoS: This removes the Minimum Length of Stay status.
 - g. Remove SLoS: This removes the Soft Close status.
 - h. Once you have set your parameters, click Save to apply the Status.
 - i. Once processed, click Saved, then Esc.
 - ii. You are re-directed back to the main Allocation Monitor with the new Status displayed, as seen below:

AutoClerk 2

File Toolbar Menu

Allocation Monitor

Start Date: Nov26'19Tue End Date: Dec02'19Mon (Included) Rate Tier: 1 (Default) Rate Level: A (BAR and linked rates) Channel: Best Western [Display]

****Total Rooms - Suppressed = Useable**
****Level A may affect other level statuses upon use**

Showing >> Start Date: Nov26'19 End Date: Dec 2'19 Rate Level: A Tier: 1

	Nov26'19 Tue	Nov27'19 Wed	Nov28'19 Thu	Nov29'19 Fri	Nov30'19 Sat	Dec 1'19 Sun	Dec 2'19 Mon
MAXIMUM ROOMS	100-0= 100	100-0= 100	100-0= 100	100-0= 100	100-0= 100	100-0= 100	100-0= 100
KN KING NON-SMOKING	25-0= 25	25-0= 25	25-0= 25	25-0= 25	25-0= 25	25-0= 25	25-0= 25
Status	Open	Open	Open MLOS=2	Open MLOS=2	Open MLOS=2	Open	Open
Overbookings	[0]	[0]	[0]	[0]	[0]	[0]	[0]
KA KING ACCESSIBLE	2-0= 2	2-0= 2	2-0= 2	2-0= 2	2-0= 2	2-0= 2	2-0= 2
Status	Open	Open	Open MLOS=2	Open MLOS=2	Open MLOS=2	Open	Open
QN QN/QN NON-SMKG	20-0= 20	20-0= 20	20-0= 20	20-0= 20	20-0= 20	20-0= 20	20-0= 20
Status	Open	Open	Open MLOS=2	Open MLOS=2	Open MLOS=2	Open	Open
Overbookings	[0]	[0]	[0]	[0]	[0]	[0]	[0]
SK SUPERIOR KING	14-0= 14	14-0= 14	14-0= 14	14-0= 14	14-0= 14	14-0= 14	14-0= 14
Status	Open	Open	Open MLOS=2	Open MLOS=2	Open MLOS=2	Open	Open
KD KING DOUBLE	10-0= 10	10-0= 10	10-0= 10	10-0= 10	10-0= 10	10-0= 10	10-0= 10
Status	Open	Open	Open MLOS=2	Open MLOS=2	Open MLOS=2	Open	Open
ST KING SUITE	5-0= 5	5-0= 5	5-0= 5	5-0= 5	5-0= 5	5-0= 5	5-0= 5
Status	Open	Open	Open MLOS=2	Open MLOS=2	Open MLOS=2	Open	Open
KK KING/KING 2BDRM	12-0= 12	12-0= 12	12-0= 12	12-0= 12	12-0= 12	12-0= 12	12-0= 12
Status	Open	Open	Open MLOS=2	Open MLOS=2	Open MLOS=2	Open	Open
QF QN/QN/QN FAMILY	11-0= 11	11-0= 11	11-0= 11	11-0= 11	11-0= 11	11-0= 11	11-0= 11
Status	Open	Open	Open MLOS=2	Open MLOS=2	Open MLOS=2	Open	Open

Esc

Figure 7: Allocation Monitor – With Status Changes

- If on the main Allocation Monitor form, you selected a Rate Level other than A, when you get to the Room Type Status form, regardless of the room type you double clicked on in the main form, you cannot select/deselect room types, as seen below:

AutoClerk 2

File Toolbar

Room Type Status

Start Date: 12/04/19 End Date: Dec08'19Sun

All None

Update	RT	Room Type	Rate Tier	Rate Level	Status Action
<input checked="" type="checkbox"/>	KN	KING NON-SMOKING	<input checked="" type="checkbox"/> 1 *Default	<input checked="" type="checkbox"/> B Leisure 10%	Set Status to: Open
<input checked="" type="checkbox"/>	KA	KING ACCESSIBLE		<input type="checkbox"/> C Leisure 15%	
<input checked="" type="checkbox"/>	QN	QN/QN NON-SMKG		<input type="checkbox"/> D Advance purchase	
<input checked="" type="checkbox"/>	SK	SUPERIOR KING		<input type="checkbox"/> E Government	
<input checked="" type="checkbox"/>	KD	KING DOUBLE		<input type="checkbox"/> F Special	
<input checked="" type="checkbox"/>	ST	KING SUITE		<input type="checkbox"/> G Packages	<input checked="" type="checkbox"/> Days of Week
<input checked="" type="checkbox"/>	KK	KING/KING 2BDRM	<input type="checkbox"/> Channel	<input type="checkbox"/> H Local only	<input checked="" type="checkbox"/> Sunday
<input checked="" type="checkbox"/>	QF	QN/QN/QN FAMILY	<input checked="" type="checkbox"/> Best Western		<input checked="" type="checkbox"/> Monday
<input checked="" type="checkbox"/>	HR	HOUSE ROOM	<input type="checkbox"/> Innfusion		<input checked="" type="checkbox"/> Tuesday
<input checked="" type="checkbox"/>	CF	CONFERENCE			<input checked="" type="checkbox"/> Wednesday
					<input checked="" type="checkbox"/> Thursday
					<input checked="" type="checkbox"/> Friday
					<input checked="" type="checkbox"/> Saturday

Esc * = Default Save

Figure 8: Room Type Status – Levels B-H

- a. Per BWI rules, Room Type Status (es) for Rate Levels B-H can only be applied to ALL room types.
 - b. You can set different Status rules for different Rate Levels, and they will be applied to all room types.
13. Once you have set your parameters, click Save to apply the Status.
- a. You are re-directed back to the main Allocation Monitor

Changing Room Type Allocation

To change the allocation of a room type, double click on the white cell under a date and the Room Allocations form appears as seen below:

Room Allocations

Start Date: 12/05/19 End Date: Dec08'19Sun

Update	RT	Room Type	Count	Useable
<input type="checkbox"/>	ALL	Maximum Rooms	100	100
<input checked="" type="checkbox"/>	KN	KING NON-SMOKING	25	25
<input type="checkbox"/>	KA	KING ACCESSIBLE	2	2
<input type="checkbox"/>	QN	QN/QN NON-SMKG	20	20
<input type="checkbox"/>	SK	SUPERIOR KING	14	14
<input type="checkbox"/>	KD	KING DOUBLE	10	10
<input type="checkbox"/>	ST	KING SUITE	5	5
<input type="checkbox"/>	KK	KING/KING 2BDRM	12	12
<input type="checkbox"/>	QF	QN/QN/QN FAMILY	11	11
<input type="checkbox"/>	HR	HOUSE ROOM	1	1
<input type="checkbox"/>	CF	CONFERENCE	2	2

Rate Tier

1 *Default

Channel

Best Western

Innfusion

Rate Level

B Leisure 10%

C Leisure 15%

D Advance purchase

E Government

F Special

G Packages

H Local only

Days of Week

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

* = Default

Figure 9: Set Room Type Allocations

1. Per BWI rules, you cannot limit the number of rooms available to sell for Rate Level A as these are considered last Room Available (LRA). Therefore, you do not see Rate Level A listed as a Rate Level you can set allocations to.
2. The start and end date default to the dates you entered on the previous form, but you can change them if necessary, depending on what days you need/want to set Room Type Allocations.
3. Rate Tier: Select the Rate Tier(s) you want to apply the Allocation to. You can check the checkbox to the left of Rate Tier to select all your Rate Tiers. You must have at least one Rate Tier selected.
4. Rate Level: Select the Rate Level(s) you want to apply the allocation to. Only Rate Levels B-H are listed.
5. Room Type: Allotments are set by Room Type.
 - a. You can sort any of the columns by clicking on the header cell.
 - b. Count is the number of actual rooms you have of that room type at your property. This does NOT consider any rooms that are out-of-order.

- c. When you clicked on a Room Type's white cell on the previous form, that room type's Update box is checked.
6. Check the Update box for the Room Type(s) you want to set allocations for.
 - a. In the Useable field, enter the number of rooms you want to allocate to BWI to sell.
 - b. For example, you have 25 King Non-smoking rooms and only want to sell 20 of them through BWI, enter 20 in the 'Useable' field.
 - c. You can set the allocations for multiple Room Types and multiple Rate Levels at once.
7. You can also set an overall allocation by checking the box to the left of ALL – Maximum Rooms and the entering the total number of rooms you want to sell for the selected Rate Level(s).
 - o When you set a Maximum, it is not based on any specific room type(s) but all room types at your property.
8. Once you have set the allocations, click OK. The changes will be sent up to BWI and applied locally.

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. Be sure to follow your Rate Plans & Marketing Programs Guide when setting your GTD and Cancel policies, since there are some rate classes that have rules about what can be set. If you are not sure, please contact your representative at Best Western for clarification.

To access the GTD/CXL settings:

1. Log into ACConfig.
2. Select GTD/Cancel Set-up button.
3. Select GTD/Cancel Set-up.
4. Enter the date span. The default is the current day for 1 year.
5. Enter the 2-character code for the Rate Plan you want to work on or use the drop down to select it.
6. Click each of the header cells to select each column: Guarantee Class, Guarantee Type, and Cancel Policy.
 - a. You can also use the Set Tags buttons on the right if you want to set by the day of the week or need to reset them.
7. Use the drop-down fields to set your parameters.
8. Click Assign Values to save and apply them

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 selected for a particular day, and/or rate class.

3. Using the Best Western Interface Maintenance

The Best Western Interface Maintenance tool is usually used at AutoClerk Support's direction. However, there are a few functions you can use to get interface information and diagnose issues. After setting the parameters, when you click Send, the messages are sent up to BWI through the interface.

1. The tool is located under the Xtra menu item. It is available on all stations. Below is a screen shot of the form. Fields appear enabled depending on the function you are using.

The screenshot shows a software window titled "AutoClerk 2" with a menu bar containing "Configuration", "Reservations", "Groups", and "Diagnostics". The main content area is titled "Best Western Interface Maintenance". Below this title is a prompt: "Select an action from the menu above". The form contains several fields: "Start Date" (Jan24'11Mon), "End Date" (Jan25'11Tue), "Rate Class" (All Rate Classes), "BW Group Rate Plan" (dropdown), "Adjustment Count" (text input), "Room Type" (All Room Types), "AutoClerk Confirmation" (Browse button), "BW confirmation" (text input), and "Message" (Ping Test). At the bottom are "Esc" and "Send" buttons.

Figure 10: BW Interface Maintenance Window

Configuration

Inventory

- Overall Inventory
This sends overall property inventory for the selected date range to BWI.
- Specific Inventory
This sends specific inventory for the selected date range, rate class(es), and room type(s) to BWI.
 - This can help you change a Rate Class that is set as a default by Best Western of 9999 to reflect your actual inventory that you allocated through your Allocation Monitor.

Overbook

If you have allowed BWI to overbook your property, use this function.

- Sync Specific
This sends up the overbooking numbers for a specific room type and date range.
- Reset
This sends up the overbooking caps and details for all room types set for overbooking.

Status

- Guarantees
Use this feature to send guarantee and cancel policies for the selected date range and Rate Class (es).
- Room Status
This sends the room status for the selected date range, rate class (es), and room type(s). 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 sends rate for the selected date range, rate class (es), and room type(s).
- Sync Rate Tiers
This sends an instruction to the BW interface to examine the rate tiers currently active and transmit rates for all those tiers which have changed since the last examination.

If you are using BWI's BestREV functionality, you can have Rate Tiers, however, the Tier Rules MUST start 45 days in the future.

Reservations

Upload Reservation

This uploads the selected reservation as a new, modify, or cancel depending on its status and whether it has a BWI confirmation number attached. This function cannot upload a cancelled reservation with no BWI confirmation number.

Get Reservation (GNR)

This requests a reservation from BWI. The request can be placed by BWI conf#, thus collecting a reservation that was not received for some reason. Reservations corresponding to existing reservations overwrite the reservation record in acPMS. Payment information is not copied.

Sync Reservations – No CRS Conf

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

Sync Reservations – All

This is typically used when a property is brought online. This will send up ALL reservations, regardless of if they have BW CRS conf # or not.

List Reservations to Upload – No CRS Conf

This searches for reservations with no BW CRS conf#, then produces a list. You can use this list to upload reservations by using the Upload Reservations feature.

List Reservations to Upload – All

This produces a list of all reservations to be uploaded to BWI.

Set BW Conf

This attaches a BW CRS conf # to an existing reservation. If the BW conf# field is blank, it deletes the confirmation number record from the selected reservation.

You can also use this function to change the BW CRS conf# attached to a reservation, but only if the BW CRS conf# was attached by this function.

Force Cancel on BWI

This sends a forced cancel message for a reservation to BWI, regardless of the reservation's status. This function does *not* change the status of the reservation locally. In combination with the Set BW Conf function, this command can be used to cancel a reservation the property has not actually received.

Update BWR Partner List

BWI occasionally changes the companies it partners with for its BWR members.

This calls out to BWI and requests an updated BWR Partner list. This function is also done automatically as part of the Night Audit process at scheduled intervals.

Groups

Upload Group

This uploads allocations, rates, guarantees, and adjustments for the selected group. If Group Overlay is enabled, the adjustments carry actual availability.

Upload Group and Reservations

This uploads allocations, rates, guarantees, and adjustments for the selected group, as well as all the reservations that have already been picked up by the group.

Sync Groups

This clears the selected BW group rate plans for the selected date range, and then uploads all groups with the selected rate plans, which intersect the selected date range.

Sync Groups and Reservations

It first clears the selected BW group rate plans for the selected date range, and then uploads all groups with the selected rate plans, which intersect the selected date range.

Adjustments

This sends the actual availability for the selected BW group rate plan and date range.

Diagnostics

Ping

This sends a ping, which is a line test to BWI.

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. This function is mostly used by AutoClerk Support.

Check Conversion

The Check Conversion is a tool that compares the rate plans you have built in acPMS against the Rate Plans set up in BW.

Once you have run it, you can double click on a rate plan and see what the difference(s) is. If you do not have a pending ACConfig installation, you can have the acPMS rate plans updated.

There is a scenario which cannot be corrected/updated:

- A rate class with an expiration of 2099, acPMS reads as 1999. If you have questions about the parameters of a rate class, you should defer to the BWI site and the settings for the rate plans that are listed there.

4. Best Western Rewards Program (BWR)

Best Western's program for frequent guests is called Best Western Rewards (BWR). This program is designed to encourage travelers to stay with Best Western properties and reward those that do so. Every guest that is a member of BWR is issued a BWR card with a unique ID number. The more a person stays, the higher their BWR tier.

- When a BWR guest checks in, acPMS allows you to add or change a home address. This information is not updated on the guest's BWR account, but acPMS retains the information.
- BW uses a system of tiers to indicate how much business a guest brings BW. The tiers are as follows: GCCI/Blue, Gold, Platinum, Diamond and Diamond Select.
- A guest's BWR number and tier level will appear on many acPMS reports as well as printed folios and registration slips.

Enrollment

1. The ability to enroll an existing BWR member is available on many forms and screens, including Reservations, Check-in, and Checkout.
2. The form appears below:

AutoClerk 2
ID Scan Help

Best Western Rewards Enrollment

Pre-printed BWR # 600663

Last Name***
First Name***
Middle Name
Country*** UNITED STATES
Guest Title(*)
(May be mandatory based upon country)
Suffix
Address Type*** Home
Street***
Street 2
City***
State***
Postal Code***

Phone, Voice***
Phone, Mobile
Phone, FAX
Email***
Email Type Personal
Opt-In Email
Opt-In Mail
Incentive Code

Submit Enrollment Stop Enrollment

Figure 11: BWR Enrollment Form

3. Fields with blue labels are mandatory. Guest Title may be mandatory depending on the guest's country of origin. As for the fields that are not mandatory, in general the more information, the better.
 - Last name must have at least three (3) characters.
 - The guest can opt in/out for email and mail. If the Opt in for Email checkbox is checked, the user must enter a standard email address.
 - Management may also set email addresses as mandatory for BWR members and/or enrollment. This is set in ACConfig.
 - The guest can choose how they want to be rewarded as many airlines are partners and guests can get airline miles for their stay(s).
 - Incentive code: If the logged in clerk has been set up in acPMS to associate their BWI Front Desk Incentive (FDI) number, then this field will be auto filled with their FDI number.
 - If the logged in clerk has not been set up, the field will be blank, and the clerk can enter their FDI number.
 - See the section below on how to set up your staff.
4. Once the form is complete, click Submit.
 - When the enrollment is complete, you will be prompted to print a Welcome Letter.
 - The letter includes a temporary BWR card the guest can use.
 - acPMS will prompt you to copy the guest's new BWR information to the reservation or inhouse folio.
5. Upon taking a reservation or checking in a walkin, when complete, if the guest is not a BWR member, you can click on the BWR Enrollment button to be automatically re-directed to the enrollment form, with the guest's data already filled in.
6. If the guest is an existing BWR member, the number will be part of the guest's acPMS profile so you can simply copy it over to the reservation.
 - Once back in the reservation or check in form, you will be prompted to perform a lookup to verify the information you have is current.
7. At checkin, if the guest has their BWR card, you can swipe the card using the credit card reader.
 - The credit card EMV chip readers will NOT read a BWR card. You will need to get a secondary card swipe.
8. Using the BWR lookup means you can add the appropriate points to the guest's account. Also, the reservation or checkin takes less time to process, and the information is more accurate. If a guest is not a member of BWR, ask them if they would like to join.

9. BWI considers guests who have earned a BWR Tier above the GCCI/Blue level to be elite members.
 - When these members are checked in, the clerk gets a pop-up to read to the guest.
 - The pop-up offers the guest either points or a snack and water.
 - A choice must be made before the check in can continue.
 - Once checked in, staff can see the choice a guest made by clicking on the red Conf button on the Inhouse folio form.

Setting up Staff Incentive Codes (FDI)

When staff are registered as employees at BW, they receive a BWR number which is unique to them and is tied to the property. This is known as a Front Desk Incentive (FDI) number.

You need to enter each staff member's FDI into acPMS, so when they enroll new BWR members, they get credit.

1. From Station #1, enable Support.
2. Click on Support, and then click on Set BW Clerk FDI Numbers.
3. Click on Add
4. Enter the clerk's acPMS initials, click ok.
5. Click in the empty cell in the FDI column.
6. Enter only the last three (3) digits of the clerk's BW BWR number.
7. Click ok.

Now, when a clerk enrolls a new BWR member, if they are logged onto that computer, then their code will appear on the Enrollment form, and they will get the credit.

5. Central Bills

Central Bills are reservations that are sent down from BWI that have the reservation guarantee type of Central Bill. They are not bookable locally. Companies using Central Bills have a contract directly with BW for rooms.

1. A user may modify the number of guests or guest information on a Central Bill booking. However, these changes are not passed up to Best Western.
 - A user can also change the Room type on a Central Bill reservation, so they will not be out of balance with Best Western. Although the user can change the Room type, if that Room type change is included in Guest information changes, then the Room type change is not passed up to Best Western.
2. You can assign a room number to a Central Bill reservation.

3. You can check a Central Bill reservation into a non-A folio. This is handy for processing no-shows.
4. You can create a new reservation from a folio, even if the folio is a Central Bill.
 - o The Central Bill information is not copied into the new reservation.

6. Best Western CRS Utilities

BW CRS Confirmation Reservation Report

1. The report defaults to display reservations without a BW CRS confirmation number. This also shows inhouse folios without CRS conf.
 - a. As non-sleeping rooms may have reservations and/or be in house, those will be listed. They are not sent up to BW so they will not have BW CRS conf #.
2. Click Options on the SendTo menu and you can choose other parameters to include in the report, as well as the sort order.

Best Western Rewards Report

1. This report lists the guests who checked out the current day who are BWR members.
 - a. The information includes Elite BWR members' choice of points or a snack and a bottle of water.
 - b. The property is responsible for posting the points on MW.
2. Click Options to see the list for different days and/or Show Folios with BWR Numbers Only.

Best Western Rewards Tier Report

1. The Tier Report lists all inhouse guests and sorts them by BWR Tier.
 - a. It includes non-BWR guests as well.

Enroll a New BWR Member

1. This is another opportunity to enroll a new BWR member.
2. When the enrollment is complete, you do not have the opportunity from this function, to copy the information in to a reservation or inhouse folio.

Lookup a BWR Member

1. This is another opportunity to lookup an existing BWR member.
2. When the lookup is complete; you do not have the opportunity from this function, to copy the information in to a reservation or inhouse folio.

Guest Product List

1. Guest Products are available if the property has signed up to offer products with BWI.
2. Products are available when a guest makes a reservation online.
 - a. An example would be Flowers.
3. When the reservation comes into acPMS, there is a CRS note indicating the Product(s) a guest had opted for.
 - a. It is the responsibility of the property to charge the guest for the Product.
4. This menu item allows the property to select the sort Order, time frame and which Product(s) they want to see.

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