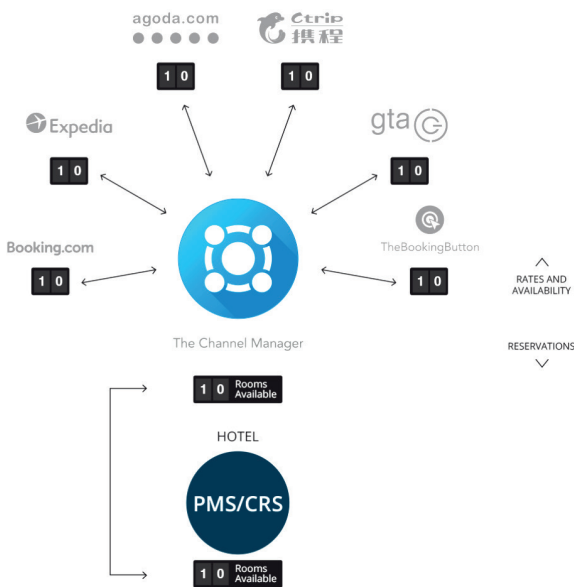


SiteMinder Integration with Standard ERP

What is SiteMinder's Channel Manager

SiteMinder's Channel Manager is a cloud platform for online room inventory and rate management. It offers integration with more than 300 online travel agencies (OTA) such as Booking.com, Expedia, Agoda.

SiteMinder's Channel Manager for a hotel means that all the hotels online travel agencies are getting the same availability in real time, allowing the hotels to list all their rooms on every channel and eliminating the need for rooms reserved for online or phone bookings etc. When a reservation is created on one online travel agency, SiteMinder's Channel Manager update all the others with the latest availability.



What does Standard ERP customer require for this functionality

- An active Standard ERP subscription
- An agreement with SiteMinder
- An agreement with an online travel agency, such as Booking.com, Expedia or Agoda

How to setup Sitminder in Standard ERP

Navigate to the Hotel module, and select 'settings'

1.1. 'SiteMinder integration' setting

- Hotel ID (RequestorID): Must be always STANDARDERP (uppercase), otherwise user will receive error message: 'Inconsistent PMS codes. PMS "Standard ERP" does not match RequestorID "StandardERP"'.
• Hotel Code: Provided by SiteMinder
- Username and Password: Provided by SiteMinder. Used as a Soap security header in messages

- Host:
 - a.) for properties located in EMEA & Americas use: ws.SiteMinder.com
 - b.) for properties located in APAC: ws-apac.SiteMinder.com
- GMT Offset: Hotel Greenwich Mean Time
- Package: Available room packages (Rate plan) separate with comma
- Enable integration: operation menu from setting "Agent rooms" will not be available and idle task will not start
- Log communication: logging
- Booking Org.: if SiteMinder do not send "Booking Origin", then we paste it on reservation from this setting
- Agent: its always SiteMinder and it should be created as a contact. Its important that you setup price list for an agent and link it to contact
- Status: Define status for reservations received from SiteMinder (recommended to have Type: "Normal (Not checked In)")
- Checkbox Enable integration. Must always be ticket if we want to have active integration
- Log communication: For every send or received message, XML file will be created in "SiteMinder" folder on server. Folder name is case sensitive (SiteMinder) and must be manually created on server in root folder.

1.2. 'Booking Origin' setting:

This setting must contain the same Booking agent code table as SiteMinder. Link to codes table: <https://SiteMinder.atlassian.net/wiki/display/PMSXCHANGEV2/Booking+Agent+Code+Table>

Examples:

- AGO Agoda
- BDC Booking.com
- EXP Expedia

1.3. Reservation status sequence setting:

In this setting you can organize the workflows that will be used when changing reservation statuses. Depending on how you set it up, you will prevent the Reservation from being changed into a non-authorized status. For SiteMinder integration, it is important that reservation status are setup from "Confirmed" (Normal not checked in) to "Cancelled" (Cancelled). If this sequence is not defined, the reservation can not be cancelled.

1.4.) 'Agent Rooms' setting:

In this setting we assign available rooms for SiteMinder

- Agent: Define same contact code as in the settings "SiteMinder integration". Agent code will be pasted on reservations received from SiteMinder
- Room: Paste special room that is assigned for SiteMinder
- From > To: Define period for which the room is available
- Package: you can define package (rate plan) only for room. if field is blank it will take package from setting SiteMinder integration.
- Closed: Room is not available

SiteMinder Integration with Standard ERP

Navigate to the Technics module, and select 'reports'

1.5. 'Idle Tasks list' report:

Check if IdleTask

"RetriveSiteMinderReservationsIdleTaskInCompany-1" is running. If its not running, integration with SiteMinder will not work.

How to send a full refresh to SiteMinder

After settings up your system, the Property Management System (Standard ERP) should update availability and rates on SiteMinder's Channel Manager. Refreshes should only be sent at most once per day and at times when traffic is low i.e. between midnight and 5am. Only in exceptional circumstances additional full refreshes should be sent, such as connectivity outages or the hotel reporting inconsistencies in the data between the Property Management System (Standard ERP) and SiteMinder's Channel Manager account.

2.1. Module Hotel >> Settings >> Agent rooms >> Operation Menu (Browse window) >> Enable Rooms at SiteMinder
Only use this setting the first time you send availability to SiteMinder.

This function creates a XML file, which contains availability for all the room type in the specified period. In this message we only send the availability per room type, not the prices.

Note: our room availability is set per "Room type" and not per "Package" (Rate level).

2.2. Module Hotel >> Settings >> Agent rooms >> Operation Menu (Browse window) >> SiteMinder rates
Only use this setting the first time you send rates to SiteMinder. Rates will be sent from registers Prices and Invoice items.

This function creates a XML file, which contains price for room type and package in the specified period. In this message we are only sending price/rate for room types, and not availability.

When sending rates, if an error message appears "Prices not define for room", then you must define rate in setting "Invoice items". For package you define on agents room or setting SiteMinder integration (for all rooms).

How to send a small refresh to SiteMinder (Updating Information)

A full refreshes should only be sent the first time when the Property Management System (Standard ERP) is integrated to SiteMinder's Channel Manager (point 2), while small refreshes are sent every time we update price or availability. By sending small refreshes, the availability and rates are always updated and there is no need to send a full refresh. Updates will create records in the setting SiteMinder Queue, where you can check the status of each message.

3.1.Updating price (rate)

Module Hotel >> registers >> Invoice items

Rate will be updated, if new record is entered in the Invoice items register. Updates will also be created if any of the following field are changed on an existing record: Type, Package, Item, Guests or Charge.

Module Quotation >> registers >> Prices

Rate will be updated, if new record is entered in the Prices register, or if fields such as Item, Price list, or Price is updated on an existing record.

3.2. Updating rooms (availability)

Module Hotel >> registers >> Agent rooms

Availability will be updated, if new record is created in Agent rooms register, or if any of the following fields are updated on an existing record: Room, From, To and Closed.

Module Hotel >> registers >> Reservations

After all the settings are completed, and rates/availability are send to SiteMinder, online reservations can be created.

Terminology

PMS (Property Management System) = HansaWorld product (Standard ERP, Standard Hotel,..)

PmsXchange = SiteMinder/Channel Manager

All messages exchanged with PmsXchange are soap messages!
The exchange involves 5 different messages:

1. PMS will request reservations (on every 180 seconds), modifications or cancellations from pmsXchange
2. PmsXchange will return reservations, modifications or cancellations which meets the requested criteria
3. PMS will process the response and send message to pmsXchange with success or errors after processing
4. PmsXchange will then respond to acknowledge the receipt
5. PMS will send message, which contains availability for room type in specified period (update).

SiteMinder's 'Channel Manager will reduce inventory on 'Book' status reservations that pass via a hotel's Channel Manager (and are correctly mapped to the OTA).