FRANCHISE OPERATIONS MANUAL

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Overview

The 'Rate Manager' feature in your Property Management System allows the user to view the rates and availability chart that is being pushed out through to the channel manager. This feature allows the property to change the Rate plan for the day or date range with one click away that filters through to all available rate types for that specific room type, for guests to view and book as required.

This feature has a range of rules the property can utilise in the control panel that can be attached to the rates that are available to apply if operational requirements may change.

Standard

Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain data integrity throughout the network, whilst performing operational duties.

Procedure

To utilise this feature the user will need to complete the below steps to ensure the rates are viewed and managed within Best Practice:

→ Select 'Charts'
→ Select 'Rate Manager'
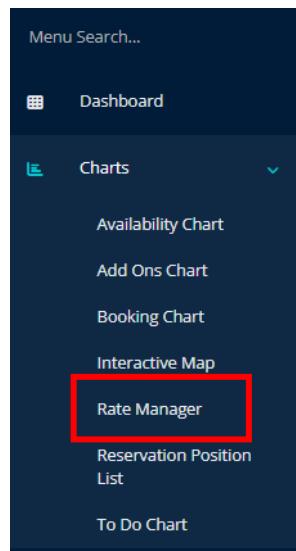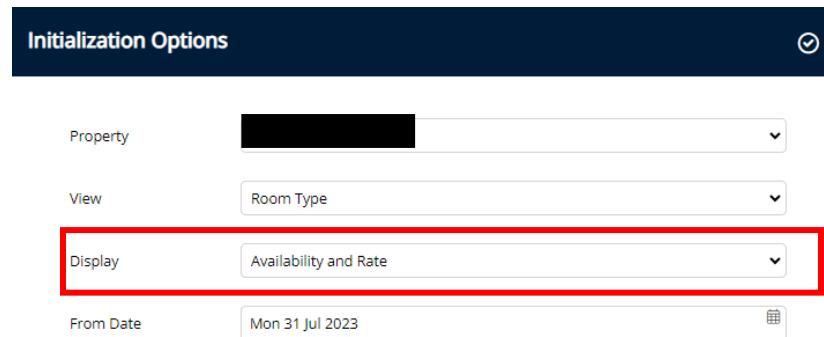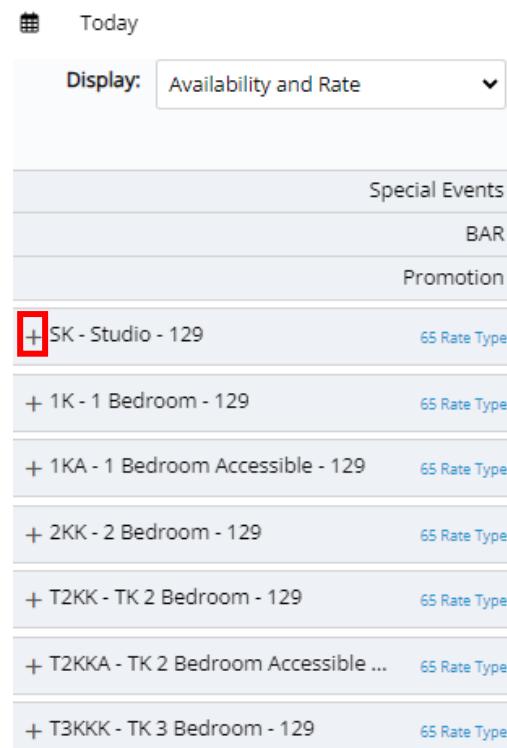
→ Select 'Availability and Rate' display
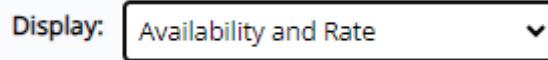
→ Select on the 'Room Type' to expand the list

Note: The user is able to select alternative display options as required.

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Once the list has been expanded, the list of price points (PP1 -PP15) will appear that is reflective of the rate schedule that is in place for the property, below will be a list of rate types, that is setup for the property that will be utilised via the channel manager. All rates will derive from the 'Direct Fully Flexible' rate and will be the properties public direct rate.

The user has the ability to change the rate as required within the 'Price Points', to manage the rates the user will need to:
→ Select 'PP**' for the day required in the 'Bar' row
→ Select 'Set BAR'

→ Select 'Date Range'
→ Select the 'Price Point'
→ Select checkbox 'Override Room Type'
→ Select 'Apply/Exit'

Once the process has been completed, the 'Direct Fully Flexible' rate will update with the new Price Points for all room

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types. Please note rates should not be manually changed as this will occur automatically when the 'Direct Fully Flexible' Rate has been updated.

Users have the ability to set restrictions to the respective rate types and channels as required, restrictions can be applied as Stop/Sell, Allotments and MLOS on Arrival. To apply these restrictions:
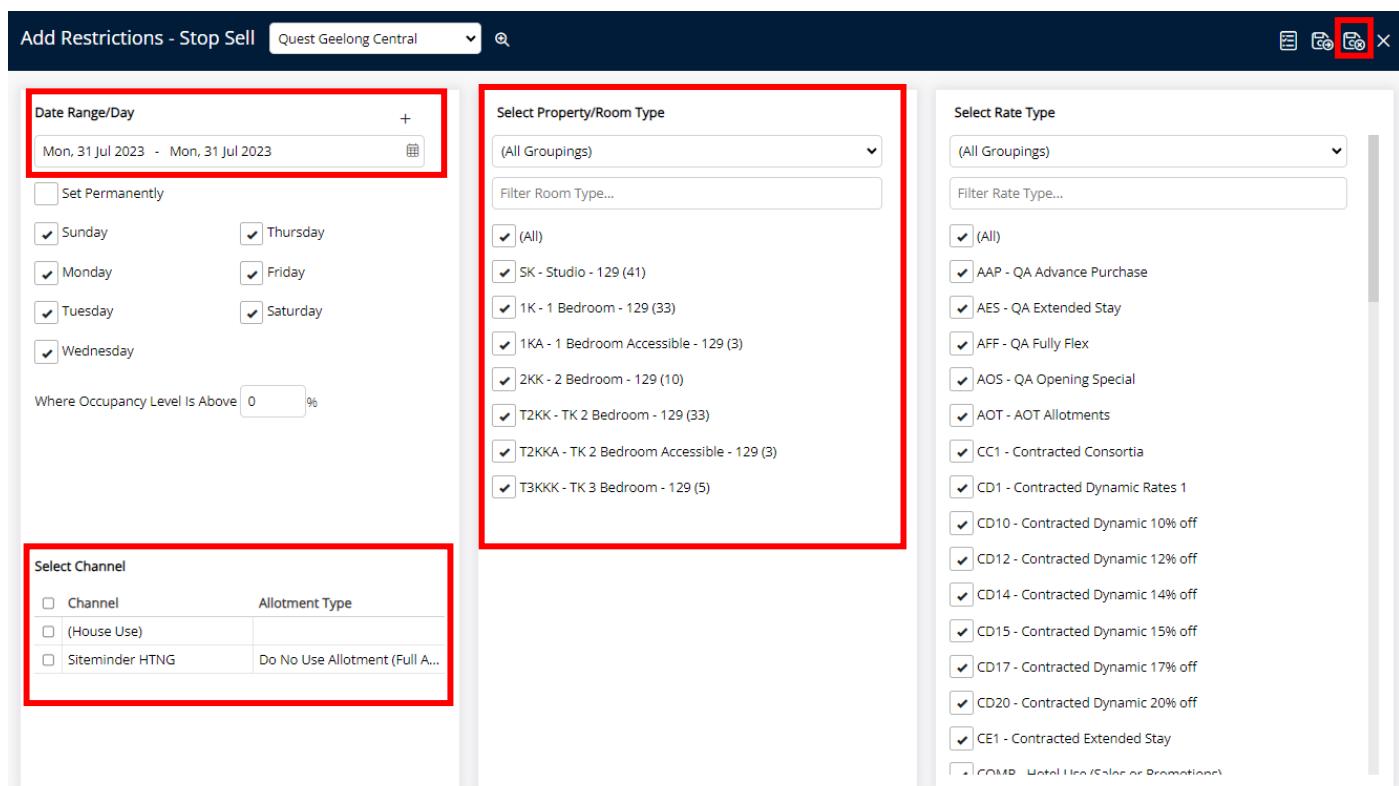
→ Select 'Control Panel'

→ Select 'Add'

→ Select the 'Restriction' required
→ Select 'Date Range/Day'
→ Select 'Room Type'
→ Select checkbox 'House Use' and 'Siteminder'
→ Select 'Save/Exit'

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Note: The user will need to determine how the restriction is applied. By selecting 'House Use' indicates that the restriction is to be applied only for the property and selecting 'Siteminder' indicates the restriction is applied to all channels.

Additional resource: the property can view the REV-001 - BAR Multi User Guide to get a visual step by step instructions on how to apply BAR Multi.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	31 July 2023	Business Transitions	Sarah Begbie	