

**Reference Manual**  
**Internet Reservations Module**

*Five Star Hotel Systems*  
*Corporation*



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## Things for your Hardware Person to do to prepare you for Internet Reservations

The Five Star Internet Reservations Module works on a real time basis. This means that when a potential guest enters the dates, room types, number of adults etc, in the reservation system, Five Star will check actual availability at the instant the request is made, and it will tell the guest the rate, based on your rates with yield management effects, right up to the minute. And when the guest requests that the reservation be made, it is added to your Five Star reservations instantly, so inventory is always exact.

By providing your guest with the best availability and the best rate, he or she will use the Internet over and over again, making your implementation of Internet reservations a success. This depends on room availability, rates and reservations all being 'real time'. On the other hand, if your guest does not get the room he wants or finds that there is a better rate then the Internet just by calling you, he will likely never use your Internet booking capability again. Any system that is not 'real time' will likely fail for this reason.

Real time means that there must always be a connection between your Five Star system and the Internet. You need a high-speed Internet connection at your property. You likely already have this, as most businesses do. You don't need another one, just a network and a router. This, your hardware person or Internet supplier provides. Beyond this, your hardware person needs to do 3 more things:

You need a workstation with Windows 2000, or XP Pro (preferred) installed, running IIS 5.0. Versions of IIS 6 or greater are not compatible. This will be your web server. It will be located at your property and will be connected to your local area network. For this reason it must be as secure as you can make it. This computer can be a dedicated machine in larger installations or it can be a workstation on your network in smaller installations.

In addition to following these steps, you must periodically download security patches from the Microsoft web site. These patches are much like anti virus updates. As hackers find new opportunities for 'exploits' (attacks on internet computers) vendors like Microsoft or McAfee respond with patches and updates. You must stay current with these changes. Please note that even if you follow these steps and keep up to date with patches, you may still be

somewhat exposed to hackers. If the US government can be hacked, unfortunately anyone can be. Be sure you follow recommended backup routines and you will be well protected.

Have your hardware person configure the following. This series of steps is required to reduce your vulnerability to hackers. **YOU MUST DO THESE STEPS OR YOU WILL BE VERY VULNERABLE TO HACKERS:**

- 1) Configure the router so it does not respond to outside pinging. Steps 1 and 2 are by far the most important in protecting this system.
- 2) Ensure that the computer is well protected by an antivirus program. We have seen AVG used with success. Ensure that the program is set to automatically download its virus pattern updates.
- 3) Name the computer WEBSERVER.
- 4) Set a static IP address for this computer. This is needed because traffic from the router for incoming requests for reservations must always be able to find the webres computer.
- 5) Set the port forwarding on the router to forward incoming requests for reservations from the hotel's website to the ip address of the webres computer, ie the static ip address you set in step 4 above. You must be sure to set forwarding on port 80 and on port 443. 80 is used by Five Star staff in setup and testing new systems, and 443 is the port used by the secure sockets layer when real reservations are being made.
- 6) Disable the Recycle Bin.
  - Right click the RECYCLE BIN and then PROPERTIES
  - Check the DO NOT MOVE FILES TO RECYCLE BIN box
  - Click APPLY then OK
- 7) Setup Outlook for emailing of reservation confirmations.
  - Make sure you install the Collaboration Data Objects within Outlook. This is needed for Five Star to communicate with Outlook.
  - Set up account for outgoing email only and test.
  - Under Tools, Mail Delivery check the box to Send Messages Immediately.
  - The following link will load a tool on the computer bypassing the security prompts of Outlook. If you do not load this security patch the Internet

Reservation module will be unable to send emails and the interface will hang the first time it attempts to send a confirmation email. Instructions for use:

*Download software from this website and install.*  
<http://www.mapilab.com/outlook/security/>

*The first time Five Star tries to communicate with Outlook a window will popup.*  
*Click on Allow Access to allow SBBWIN.EXE to safely use Outlook.*  
*Click on "Always perform this action for this file".*

- 8) Remove all unneeded programs from the hard disk.
  - Click CONTROL PANEL | ADD/REMOVE PROGRAMS and remove everything extraneous.
  - When done, use Explorer to look for directories to remove.
  
- 9) Remove all unnecessary windows services.
  - Click CONTROL PANEL | ADD/REMOVE PROGRAMS | ADD/REMOVE WINDOWS COMPONENTS.
  - Deselect everything and then select only INTERNET EXPLORER and INTERNET INFORMATION SERVICES (IIS)
  - Click INTERNET INFORMATION SERVICES and then DETAILS and deselect everything
  - Select COMMON FILES, INTERNET INFORMATION SERVICES SNAP IN and WORLD WIDE WEB SERVER
  - Click OK and NEXT to install
  
- 10) Network Setup
  - Click START | SETTINGS | NETWORK & DIALUP CONNECTIONS.
  - In properties of each connection disable everything except CLIENT FOR MICROSOFT NETWORKS and INTERNET PROTOCOL (TCP/IP).
  - Click CONTROL PANEL | SYSTEM | NETWORK IDENTIFICATION and make sure the computer is not part of a domain. It should only be part of a workgroup.

11) Download all service packs and hotfixes and install from

<http://v4.windowsupdate.microsoft.com/en/default.asp>

- This is needed to get the latest MSXML 3.0 software and all the updates for security fixes.

12) Hardening:

- Click CONTROL PANEL | ADMINISTRATIVE TOOLS | SERVICES.
- Start only the following automatically (set all other Automatics to Manual):
  - i. COM+ Event System (Automatic)
  - ii. COM+ System Application (Automatic)
  - iii. Computer Browser (Manual)
  - iv. DCOM Server (Automatic)
  - v. DHCP Client (Automatic)
  - vi. Event Log, IIS Admin Service (Automatic)
  - vii. IIS Admin Service (Automatic)
  - viii. IPSEC Policy Agent, Logical Disk Manager (Automatic)
  - ix. Logical Disk Manager (Automatic)
  - x. Net Logon (Manual)
  - xi. Network Connections (Automatic)
  - xii. Performance Logs and Alerts (Automatic)
  - xiii. Plug & Play (Automatic)
  - xiv. Protected Storage (Automatic)
  - xv. Remote Procedure Call (RPC) (Automatic)
  - xvi. Remote Registry Service (Automatic)
  - xvii. Routing and Remote Access (Manual)
  - xviii. RunAs Service (Automatic)
  - xix. Security Accounts Manage (Automatic)
  - xx. System Event Notification (Automatic)
  - xxi. Uninterruptible Power Supply (Manual)
  - xxii. Windows Management Instrumentation WMI (Automatic)
  - xxiii. Workstation (Automatic)
  - xxiv. World Wide We Publishing Service (Automatic)

14) Obtain a Secure Sockets Layer (SSL)

We suggest using [WWW.SSL.COM](http://WWW.SSL.COM). When you use a web site that wants your credit card, or any confidential information, you should never provide such information unless you are sure the web page you are using is secure. A common technique for securing the

information is to encrypt it. Encrypted data are run through a 'translator' that changes its appearance so you cannot understand it unless you have the 'key' that decrypts the data. This is what a secure sockets layer does.

While you will not be processing sales or transactions on the net like some web sites do (the ones you buy things from) you will need to ask guests for a credit card just like you do when you take a guaranteed reservation. This is the only way to protect yourself from the simplest hack of all – a kid going on your web site and filling your property with fake reservations. So you need a secure sockets layer.

A web page is secure if you can see a small gold lock on the web page you are using.

You should contact [ssl.com](http://ssl.com) or [verisign.com](http://verisign.com). These are two companies that supply certificates for the secure layer. They will want to verify your company before giving you one, so you will have to provide them with some financial data. See the web sites shown above for all the details.

The entire process takes about 4 days. We suggest using [ssl.com](http://ssl.com). It will cost about \$275 US plus a small maintenance fee each year. Verisign is a much bigger name brand and will cost you more than \$800. Prices and suppliers change. You can use any one you want. Web providers have a strong obligation to enhance the sense of security on the web. The certificate issuer will provide instructions for loading the certificate in IIS.

#### 15) Obtain a Static IP Address or a Static IP 'Presence'

Every computer, including the ones you surf the net with have an IP address. This is how the web tells your computer from any other one. In order keep you from using the Internet as your cheap local area network, your IP address changes frequently. Name servers on the net manage this process invisibly for you. But it means that if you want people to find your web site every time they try it must have a fixed or static IP address. A true static IP address may be expensive in some areas.

If you have a Static IP address your web designer will create a new button called "Reservations", which is linked directly to your Web Reservations program supplied by Five Star.

If the Static IP address is too expensive in your area, there is a less expensive way – about \$40 US to start and \$25 per year to maintain, and some are free. Much cheaper than up to \$200 per month for a true static IP address. When you set up the system this way, you

need a domain name. Your web site has a link to this domain name and then you use a web service to redirect the request to the Web Reservations tool. This approach works very well.

Find Dynamic Name Server web site on the Internet. There are many providers, such as DYNDNS.COM or ZONEEDIT.COM. This company knows your router and registers your domain name. Each time your router is turned off then on again its IP address may change, and it may change on its own at any time. But dyndns knows this, and within 5 minutes or less of a router reboot, has the new IP address registered and your domain name can be found. It works very well and is very cost effective. Follow these instructions to activate dynesite yourself.

Assign this static IP address to your router, and have your web designer change the web site to point to this address when guests click the Reservations button on the web site.

Next change the IP address of the web server in Windows Network Setup to be a static IP address. Many networks use dynamic IP addresses for the internal LAN, but the IP address of the web server cannot change. We suggest static IPs for all computers on the network, especially if there is a mix of operating systems.

Next use the port forwarding of your router to forward incoming requests on port 80 to the static IP address of the web server. Now you should be able to type the IP address of the router on a web browser outside of the router (i.e. in a different office or place from the property) and your web-booking engine from Five Star should appear. If you have already installed the secure sockets layer, you will notice a gold lock on the screen indicating the page is encrypted for credit card security.

#### 16) Add a Link to your Website

When all of the above is done, and Five Star has installed and configured the booking engine software at your property, have your web designer add a link to your web site such as "Click here to see prices and availability and to make a reservation." You will have to tell him the domain name you registered with dynesite. When the link is added, your guests can make Internet reservations! You can also give out this domain name to regular guests, corporate guests, travel agents etc for direct access to the booking engine without going there via the website link.

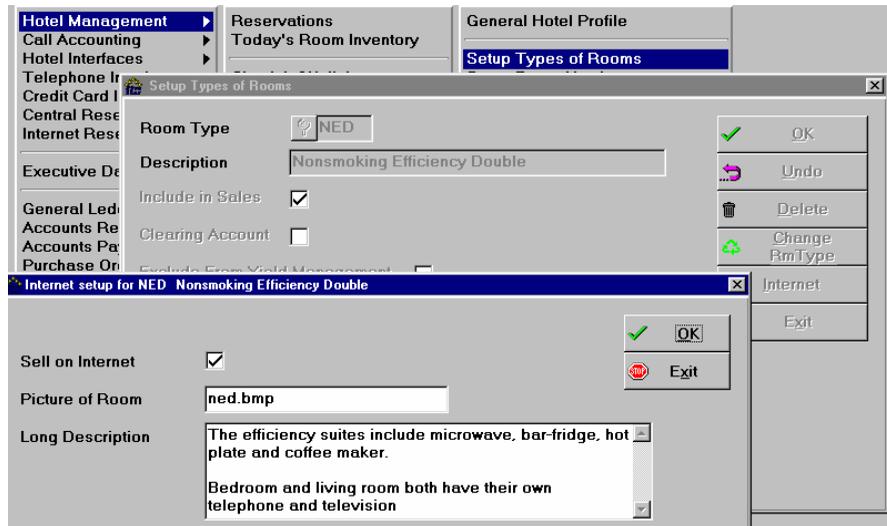
# Hotel Setup for Internet Reservations

## Configuration of Room Types

Go to the Setup Types of Rooms menu in the Hotel Management / Setup Menu. Choose the first room type you want to be made available on the web site. Set the maximum number of people allowed when booking this room type. Guests will not be able to book a room type if the total number of guests exceeds this number. Click on the Internet button on the right. Put a check mark in the Sell on Internet field.

You can place pictures of your rooms so that your customers may view them during the reservation procedure. Pictures can be in .jpg or .bmp format. Store the pictures on the web server in the C:\PROGRAMFILES\WEBSERVICE\WEBRES\BEDROOMS folder. To link these to the room types in Five Star type in the name of the picture file including the .jpg extension in the Picture of Room field . To make setup easier we suggest you save the file using the room type code as the name. E.g. If the room type code for a Nonsmoking Efficiency Double room is NED then I would save the picture file with the name NED.jpg.

You can also add a long description of the room type that will appear with the picture when the customer clicks on the room type. Continue this process for each room type you wish to sell on the Internet.



## Configuration of Settlement Methods

Go to the Settlement Methods/Limits menu in the Hotel Management / Setup Menu. Choose the first settlement method you want made available on the Internet. Place a check mark in the Use in Internet Reservation field. Do this for each of your credit cards.

## Configuration of Rate Types

Go to the Setup Rate Types menu in the Hotel Management / Setup Menu. Choose the first Rate type you want made available on the Internet. Place a check mark in the Use in Internet Reservations field. If you place a check mark in the Internet Travel Agent Use Only field then this rate will only show in the Travel Agent area of the Internet module. If you place a check mark in the Group Use Only field then this rate will only show in the Group area of the Internet module. You can place a description of the rate in the description box. This will appear on the web site. For instance, if the rate included a continental breakfast you might mention that here.

## **Market Source Code**

Go to the Market Source Codes menu in the Hotel Management / Setup Menu. Create a market source code for the Internet Reservations. I.e. WEB

## **Travel Agents**

You can give travel agents a code and password that allows them to create reservations. Go to the Travel Agents menu in the Hotel Management / Setup Menu. Call up an agent you want to allow booking access on your web site. At the bottom of that agent's record is a field labelled Internet Access PIN. Enter the password you want them to use. When they take a reservation they will choose the Travel Agent option then enter the code and password from this screen.

## **Corporate Customers**

You can give Corporate Customers the ability to book directly on the web site. Go to the Setup Corporate Customers menu in the Hotel Management / Setup menu. Call up an existing customer. Give them a password in the Internet Password field. Indicate the rate type they will use in the Internet Rate Code field. You can also indicate the Settlement Method.

## **Operator**

You need to create a user so that the Five Star will record that the Internet Reservation module and not a front desk agent booked the reservation. Go into the Administration menu, User Logins. Create a user with the name WEB, password WEB. Restrict the menu choices (remove all the checkmarks) so that a staff member doesn't try logging in as the user WEB and wreak havoc in your system.

# Internet Reservation Profile

Go to Internet Reservations / Website Profile. Most of the fields are self-explanatory.

## Main Page:

Web Title Information: The contents of this field are displayed at the top of the web page in the blue title bar. I.e. Sunrise Hotel On-Line Reservations

Web Page Header Information: This field is displayed at the top of the page itself, above the banner for your hotel. I.e. Sunrise Hotel

Web Page Footer Information: This appears at the bottom of the page. I.e. Posted rates do not include taxes or gratuities.

Web Page Error Information: In the event of an error this field will be displayed. I.e. If you are experiencing problems please call Sunrise Hotel toll free at 1-800-111-2222

Allow Overbooking: It does what it describes. This can be risky since unlike the front desk you don't have control over who is booking.

Email Address is Mandatory: We suggest turning this on so that the guest gets a reminder of what they booked.

Web Discount: Enter the dollar amount (not %) you want to discount your Internet Reservations by. Enter this number as a positive without a \$ sign. The program does not actually reduce your rates by this amount. If your web rate was \$100 and you indicated a discount of \$10 the guest would see \$110.00 and next to it the would see \$100.00

Display Web Discount: If checked the guest will see the original rate displayed with a stroke through it and below it they will see the discounted rate. (See previous)

Debug Mode: used by Five Star Support staff.

Functions: Indicate what type of reservations you want allowed on your website.

## Other Buttons on this page:

**Field Defaults:** Enter the Operator and Market Source Code you previously defined. You will also have to indicate a default Room and Rate type. Don't worry that these will be the only choices. The guests will choose the room and rate themselves however the program requires defaults.

**Field Rules:** Enter the maximum number of nights that a guest can book. Many properties use 7 nights, after which the guest contacts the front desk since they are now considered a long-term stay that may be subject to a special rate. Set the maximum number of adults and children to the most you would allow. If you set maximums in the Room Type section earlier they will override these amounts.

**Field, Button, and Message Translations:** You can set the fields etc. to display in a different language or even just change the wording of a field. What you enter in the field replaces the description on the left. Your translation should not change the original meaning of the field. I.e. Arrival Date should not be changed to Number of Adults/Nombre d'adultes.

**Reservation Policy:** Policy Title contains the heading for the Reservation Policy. If left blank it will default to Reservation Policy. Enter your policy in the white box below. The guest must agree to this policy before completing their reservation. E.g.:

Completing your reservation information and submitting the reservation to our hotel is guaranteeing your reservation for arrival on the day you have requested. Failure to check in on the date you have specified will result in one full nights room and tax charge.

*Reservations departing prior to scheduled check out date are assessed a fee of one extra nights room and tax charges regardless of the number of days remaining in on your original reservation.*

*Change Policy: Similar to the Reservation Policy, the guest must agree to this if they change the reservation. E.g.:*

*Changes to reservations are accepted up to 3 days prior to arrival. The hotel does not guarantee that changes can be accommodated.*

Cancellation Policy: Enter your cancellation policy. If a guest isn't allowed to cancel or change a reservation within a certain number of days of their arrival you can enter the number of days in the Minimum Days for Cancellation field. If they attempt to cancel or change their reservation within that period they will be prompted that they can't and that they should contact the hotel. We recommend that you at least enter 1 day as a minimum. That will stop cancellations at 11:00pm on the day of arrival. This can avoid arguments with the credit card company if you charge for no-shows. The cancellation policy appears at the bottom of the screen that displays the guest's final reservation information once their reservation has been completed as well as at the bottom of their email confirmation. They must also agree to the policy should they cancel their reservation.

## Email Setups:

Email Address to CC: If you want a copy of online reservations sent to your email address, enter your address here.

Reservation Types to CC: If you filled in the above field then indicate what type of reservations you want sent to your email address.

Image URL: Type the URL of the image you want to appear at the top of the confirmation email that will be sent to the guest. E.g. <http://72.141.12.64/images/header.gif> We suggest the image is stored on the webres computer in a folder set for web sharing. Use this folder because it is already being used by the web booking program.

Email Note: You could type a message thanking the guest for choosing your property. This message appears in the confirmation email after the hotel name and address but before the name of the guest and the details of their stay.

## **Making the Five Star Web Page look like Your Web Pages**

You can make the background and buttons in Five Star appear more like those found on your existing web site. Your web designer can replace the .gif files in the C:\PROGRAMFILES\WEBSERVICE\WEBRES\IMAGES folder with images consistent with your original web site. It is imperative that the names of the files are not changed. Five Star looks for specific file names to draw the buttons and background on the web site. Your web designer doesn't have to write any code.

It is strongly recommended that the bedroom pictures and the graphic files used in the IMAGES folder be backed up. Create 2 new folders in the WEBRES directory; one called BEDROOMSBACK and IMAGESBACK and then copy your bedroom pictures into the BEDROOMSBACK folder and similarly copy your images to the IMAGESBACK folder. You should also back these files up to an external drive like a USB memory stick. If the Internet Reservation computer ever crashes Five Star support can re-install the program but we won't have a copy of the bedroom pictures and images if you haven't backed them up. These images are not backed when you run your nightly backup of the hotel data.

# Make more \$\$\$ from your Website and Five Star Internet Reservations

The Five Star Internet reservations program has been in use at many properties now for up to 4 years. We have been collecting feedback from these users and have found that there are many things you can do to significantly increase the \$\$\$ you get from this program. Here they are:

## 1) Web Site Design – make it shine

Your web site is becoming more and more important. The Hotel Association of Canada reports that in 2007 33% of all reservations to Canadian hotels came via the Internet. At least half of those came from the hotel/chain's website, the other half from the Expedias and Travelocities of the world. That number is up an average of 4% per year since 2005, according to the HAC.

*John Horwitz at the Capital Hill Hotel and Suites in Ottawa tells us that their numbers are nearly exactly what the Hotel Association of Canada reports for the Canadian national average. Capital Hill has been using the booking engine and Expedia and a few others for years now and the results are real.*

And recently Google made their search for hotels much better. Now if you search for 'Hotels in Toronto Ontario' for example, or any city, a list of hotels comes up instead of the usual useless booking sites. This change is recent, and most likely your web site will be found this way much more often in the future. That means it becomes a bigger part of your ability to communicate your product with the world.

*Justin Meffe of the Monte Carlo ([InnsMonteCarloInns.com](http://InnsMonteCarloInns.com)) in Toronto reports that since implementing the Internet Reservations program they have found that the level of customer satisfaction is higher than ever (we have stayed at their properties, the cleanliness, and attention to service is excellent already) especially for guests booking on the Internet. That's because they made the website the best it could be; it's attractive, welcoming, warm and most of all, accurate and complete. It sells!*

*So because information about the properties is being disseminated consistently and accurately, guests get what they expected to get, and go away happy, and come back again. Justin commented that when you rely on newer staff you don't always get perfect results, an issue all hotels must deal with because of new employees.*

Here are some tips to improve the web site:

- - Make the button on your web site that links to the booking page stand out. It should be the first thing that you see on your home page. Try it yourself. Get someone who has never seen your website to look at it. How long does it take the person to spot the link? Make that button easy to find.
- - Remove the old link to the email form you used to use to get the reservations. In other words, there should only be one way to get a reservation done on-line.
- - Avoid having the home page button link to another page on your web site that might clarify something about booking online. These secondary pages tend to be confusing and the user has to search through it to find the next link to the actual booking page. Make the first button go straight to the booking engine page from Five Star. Then have your web site designer put any information you need on the design layer of the booking engine page.
- - Be sure to have your web site designer create the design layer of the booking engine pages, so that they look like your web site.

## **2) Booking Engine Tune-up**

Next on the list is making the booking engine really work for you. There are several things you can do to improve this:

- - Perhaps the most important thing for getting bookings online is simplicity. If you offer a big number of rate types and room types, simplify! Probably 6 room types are enough. And 1 or 2 or 3 rate types is definitely the limit.
- - Next on the list – speak your guest’s language. Your room types should be worded like ‘A non-smoking room with two double beds’ not just ‘nonsmoking double double’. A what? Make your rate descriptions inviting.
- - Take full advantage of the pop up windows you see on the second screen that shows the user the room type description and the photo, and the rate type description. The photo is one of the most important tools you have.

*Again talking to Justin Meffe at Monte Carlo Inns, he reported within 2 weeks of implementing Internet Reservations that they sell a higher percentage of suites on line than they did by phone. A picture tells a thousand words! Check out their suites – the photos are beautiful and very warm and inviting. We want to stay there too!*

Spend some money, if you haven’t already, and get a professional photographer to shoot each room type. Then put the picture files into the web server, following our instructions to do it. Make the photo files big so they look big on screen. The value is in the detail. The longer the user looks the more he will like. The little photos just don’t work as well. Put a bottle of red wine with glasses, or a cozy fire in the fireplace or a warm fuzzy bathrobe in the shot. Make your guest want to be in that room right now!

**This may be the most important suggestion in this document.** We use Five Star to book on line regularly and we know many of you have no photos at all. You are missing a BIG opportunity.

- - Make the room type description that appears with the photo sell the room. You could say “Nonsmoking with two double beds’ or you could say ‘Our very well appointed standard rooms with two double beds will satisfy any travelers needs with all the extras provided. From the full working desk with ergonomic office chair and desk lamp, to the quality bathroom amenities and coffee makers in each room, we have thought of everything. This room is comfortable for up to four people and is available in smoking or non-smoking. That description probably took 5 minutes to invent and 1 to type. It probably sold dozens of extra rooms. Really!

- - The average Internet user expects to find a better price by booking online. So don't disappoint him/her! Make the price on the Internet better than the phone in price. You should set up a new rate type such as 'Internet Special' that conveys the feeling of a better deal. And you can use the Web Discount/Display Web Discount feature in the Internet Reservations profile in Five Star to make your rate screen on the booking engine show how much the discount is. This simulates a discount; it doesn't have to really be a discount. But it can be if you want it to.

*Mike Roziere of the Victoria Inn Winnipeg recognized this a long time ago, so he worked with us to develop the feature that shows you how much you are saving by booking online. Check it out at [www.vicinns.com](http://www.vicinns.com) and go to the Winnipeg property. Notice on the price page the rates crossed out and replaced with discounted rates. It works for many buyers!*

- - Make sure you get a secure sockets layer (SSL). We advise this during setup, but we actually get emails from savvy guests booking on some of your websites saying that they noticed the page requiring the credit card number is not secure. Don't skip this step!
- Promote the web site. This could be as simple as a sign on your desk suggesting that corporate clients get a pin number so they can book online. This gets them their preferred rate, and an invoice at the end of the stay.

*Even before the new Inn at the Forks property in Winnipeg opened, Dennis Smith had implemented the reservations program and the Internet reservations program. He ran promotions like a draw for a TV if you booked online, and other very clever cross-promotions. He reported shortly after opening that the property got more reservations online than by phone!*

If you plan to open a new property contact us a few months before it opens to get started from the beginning putting reservations in and receiving web reservations.

- Put some promotional information on each of the booking pages, and change it up frequently. Put some on the email that is sent for the confirmation. You will need your web designer's help for this but it is cheap advertising. Guests look at these pages for a long time while booking.

- Run the web-booking program on a reliable machine, and go to your web site periodically to see that it is working. A down machine is death in the Internet world. If you are having problems report it to us immediately so we can help.

- Use the Usage Report found on the Five Star main menu to see the effects of each change you make. This report shows you how many hits each page of the booking screens you got. If you get a lot of hits and not so many reservations make some changes, and recheck the report every three months. This will help you learn about what works.

# Setting up and Using the Expedia Interface

This interface is sold as part of the Five Star Internet Reservations module. To use the Expedia Interface you must purchase the Internet Reservations module. Please contact Five Star Hotel Systems if you would like to purchase this module.

The Internet Reservations module looks after three distinct things:

- It provides you with a real-time, fully integrated booking engine that links your web site users to Five Star so they can book on-line.
- It provides a two way interface to Expedia so you can provide them with rates and availability, and receive reservations from them electronically. Reservations are automatically put into Five Star by the interface without any human action required.
- It provides a two way interface to Genares so you can provide them with rates and availability, and receive reservations from them electronically. Reservations are automatically put into Five Star by the interface without any human action required. Genares in turn links to the GDS's (Global Distribution Systems used by travel agents, tour operators, vacation companies, and wholesalers) as well as many of the well known web portals like Hotels.com and Priceline.com.

Together these three functions facilitate 100% exposure of your property to the internet and to sources of revenue from the internet.

This document explains how to set up the Expedia interface and how to use it.

The first step is to become an Expedia customer. You should go to their website [www.Expedia.com](http://www.Expedia.com) to find contact information. Once you are a customer, you will need to use their web site tools to create the structure of your hotel on-line. This information provides reservation-takers with all the information they need about your property. The type of information you will set up on the Expedia web site is:

- hotel name address, contact info,
- room type codes and their descriptions, photos, number of occupants, etc. Please note that the booking system may limit the number of room types you can use. In fact for the internet it is recommended that you limit your room types to no more

than 5. Few people can wade through all the complicated details of your property and make an easy decision about which to choose.

- rate type codes, i.e. the prices you sell each room at. You may be limited to only one or two rate types, as that is what travel agents or web sites will give to end users. You should not offer many more than that.
- Restrictions like dates closed to arrival etc.

There is much more than that to set up, and Expedia will help you understand and use the web site they provide for this purpose.

The interface will take care of three specific things:

- It will send your room rates to Expedia, so when someone is booking a room, they will know the exact price with taxes and surcharges.
- It will send your room availability to Expedia, so that all the sources of reservations, like travel agents and web site users will know if you have a room on any given date(s).
- It will retrieve reservations made from Expedia sources, and put them into Five Star without any human action required.

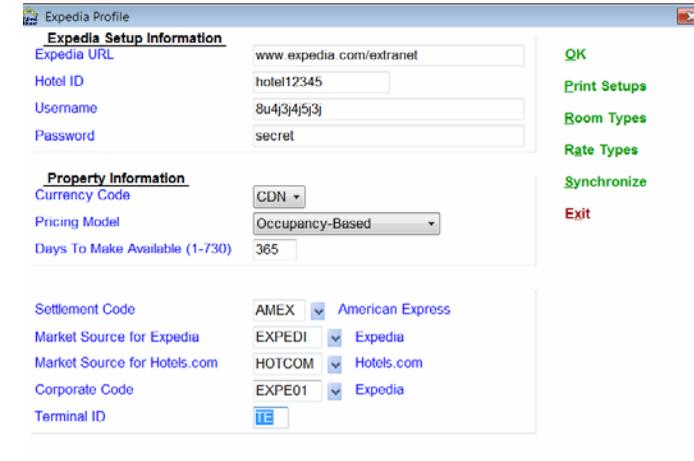
Please note that this interface is not real time like your web site booking engine is. That means that there is a slight delay from the time you make a reservation in Five Star and the time Expedia knows your inventory has been reduced. There also can be a delay in the time a reservation is made and the time it is put into your Five Star files. This delay will be 10 minutes or more.

So you have to be aware of the small possibility of Expedia selling a room just as you do too. There is a feature in Five Star that allows you to hold back a few rooms from Expedia to reduce the chance of this happening. Don't set this holdback too high – it should be less than 5% of the number of rooms in each room type. Setting it too high will not only sell fewer rooms but will slowly kill the usage of the tool. Guest and travel agents will call the property when they can't get a reservation on line and get a reservation. Next time they won't bother going on-line they will just call.

There are some features in Expedia that are not currently supported in Five Star. As time goes by new features will be added to the interface.

## Setting up the Interface

The first set of screens you need to work through are on the Internet Reservations menu, Expedia Profile program:



The screenshot shows the 'Expedia Profile' window with the following fields and options:

Expedia Setup Information	
Expedia URL	www.expedia.com/extranet
Hotel ID	hotel12345
Username	8u4j3j4j5j3j
Password	secret

Property Information	
Currency Code	CDN
Pricing Model	Occupancy-Based
Days To Make Available (1-730)	365

Settlement Code	AMEX	American Express
Market Source for Expedia	EXPEDI	Expedia
Market Source for Hotels.com	HOTCOM	Hotels.com
Corporate Code	EXPE01	Expedia
Terminal ID	11E	

On the right side of the window, there are several action buttons: OK, Print Setups, Room Types, Rate Types, Synchronize, and Exit.

Fill in the fields as follows:

**URL, Hotel ID, Username, Password:** You will be given each of these things from Expedia. They uniquely and securely identify your property when information is sent and received by the interface. Be sure to enter this information carefully and exactly.

**Currency Code:** Select the currency you want to send your prices in to Expedia. This should be the currency of your home country, even if you are trying to attract foreign customers. Expedia can automatically convert your prices to any currency as reservations are made.

**Pricing model:** currently you must select Occupancy Based.

Days to make available: You should make as many days available in the future as you can. That way guests can make reservations well into the future. This means that you must always have rates set up in Five Star at least that far into the future.

Settlement Code: This will be the default automatically recorded if a reservation comes to you without a settlement. Normally reservations are made with a credit card and you will receive that information with the reservation, but some may come from some sources with no information. This settlement method will be applied. You should use your cash method.

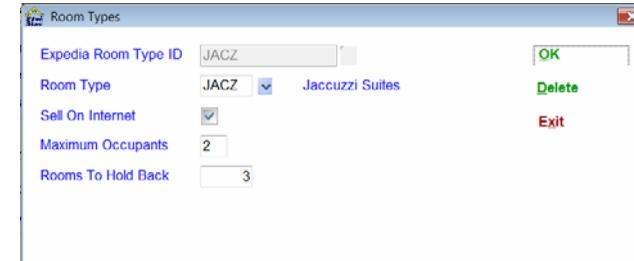
Market Source Code for Expedia and Hotels.com: This is the same as your market source codes in the Guest Preferences page of your regular reservations. This interface actually gets reservations from both Expedia and Hotels.com since the later is owned by the former. We suggest you create a new code for this interface, probably EXPEDIA and HOTELS. Do this on the Setup menu of Hotel Management, in the Market Source Codes program. That way you will be able to track the number of reservations coming from this interface.

Corp Code: You should set up a corporation in the Setup Corporate Customers program called Expedia. This way you can keep track of how much business comes from Expedia, but more specifically you can calculate how much you should be paying them, and not just accepting their bills without your own confirmation of the amounts. Expedia may often not know about cancellations and changes if they are made directly at the hotel and not via the interface, and you should not have to pay a commission on a cancelled reservation.

To report on Expedia commissions payable you should design a report in the report generator programs.

Terminal ID: Enter TE. This is the terminal id the program will expect when it sets up the start button for the interface. This interface runs in the background just like most of the others, like call accounting, etc.

From the right side of the screen select the Room Types link. This will take you to a page like this:



We suggest that you make your Expedia room type and rate type codes as the same as your Five Star codes. That makes them easy to remember. Fill in the screen as follows:

**Expedia Room Type ID:** You will already have set up room types with Expedia and have a list of codes from them. Fill in this screen once for each of those codes. Enter the code in this field.

**Room Type:** Now select the room type you have in Five Star that corresponds to the Expedia room type.

**Sell on Internet:** Check this box most of the time. If you ever want to stop selling this entire room type for short periods of time you can return to this screen and un-check the box. If you do this you should then return to the main Expedia setup screen and click the Synchronise button. This will cause the interface to send an update that the room type is unavailable.

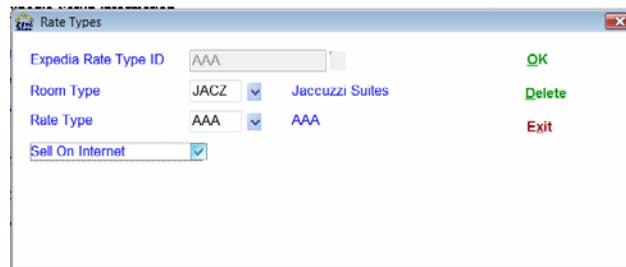
**Maximum Occupants:** Record the greatest number of people the room should hold.

**Rooms to hold back:** This is a very important field! The Expedia interface is not real time. That means there is a lag of more than 10 minutes between the time that you sell out of a room type and the time that the end user (GDS's and web portals) know about it, and there is a lag of more than 10 minutes for the receipt of reservations from those sources.

So if you allow them to sell every last room, you run the risk of overbooking. If you set a number of rooms to be held back, like three for example, when that room type goes from 4 rooms left on a certain date to 3, then the interface tells Expedia that the room type is sold out.

That makes it a bit safer, but you have to remember that even this does not guarantee you will not double book, especially on a very busy day of making reservations. Keep an eye on this number. Play with it if you see problems. As a cautionary note it also does not make sense to set this number very high since the interface can't bring you reservations if you do.

When you have the screen filled in OK it and return to the main screen. From there click the Rate Types Setup page:



This is a simple screen to set up. You will fill it in for each room type and rate type combination you sell on Expedia. Note that this screen is different from the Genares interface setup screen because you have to fill in room type and rate type combinations here. They will probably limit you to 1, 2, or 3 rate types, because that's the practical number most people on the internet can understand. When you book online most web sites only give you one price.

Select the Expedia rate type and then link it to your Five Star rate type. Click the sell on internet box.

The Synchronise button is very important. The interface sends availability and rate information to Expedia, and retrieves reservations. This interface is designed to be efficient in the communication with Expedia. It only sends availability and rate information when there is a change. So within ten minutes of your selling out a room type, or if a room type becomes available because of a cancellation, it sends the availability status change for that date. When your rates change because of a new rate card set up by you, or because of yield management, the dates affected will be transmitted.

If you detect there is a difference between what Expedia thinks is the price or the availability, versus what Five Star thinks it is, you must click the Synchronise button to fix it. That will cause the interface to resend every day within the Days to Make Available field on the main Expedia setup page. Otherwise the interface will not ever send those days.

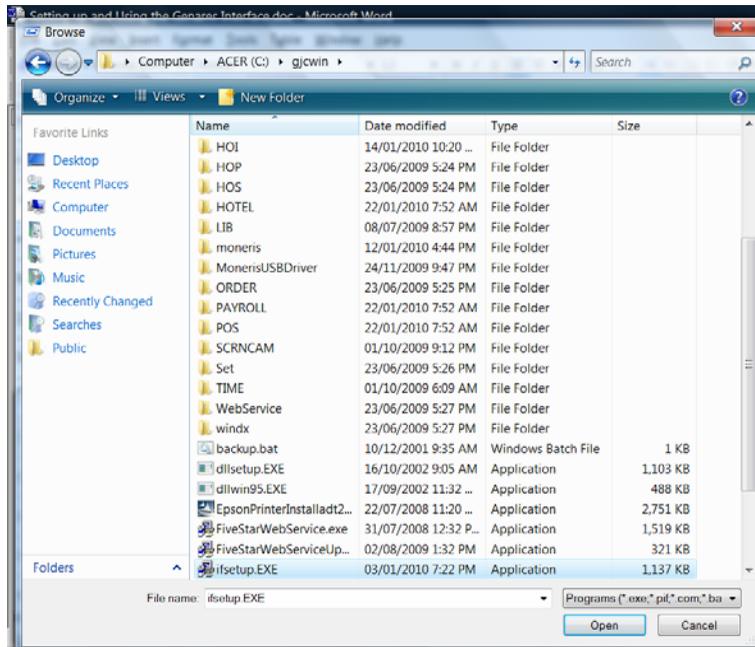
If you are interested in testing Expedia to see if its records match with Five Star's, you can go to the Expedia web page where you set up your property and then click on Property the Availability then Availability check. You can use this screen on a rate plan basis to see what the Expedia status is.

Now the setup of the interface is complete.

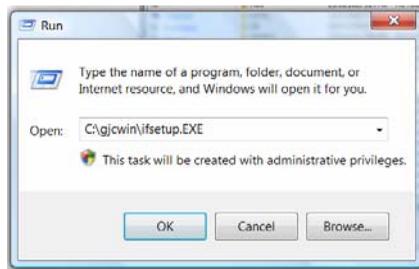
## **Setting up the Start Button for the Interface**

The Expedia interface runs just like all the others like call accounting or the web res booking engine, it is a task that runs in the background. So you need to create the button that starts it. To do so go to the computer that will run the interface. This computer has no special requirements except that it must have access to the internet, since it communicates with Expedia via the net. It can be any operating system. It should be a computer you can look at periodically to ensure that it is running and has not stopped abnormally. It has a display screen just like all Five Star interfaces so you can easily check that it is running.

To set up the start button go to the computer it will run on. From your Windows Desktop click on Start the on Run, and then Browse. From the Browse window find your Five Star server drive letter. Click it and then search for a file called IFSETUP. You should be searching a directory that looks like this:



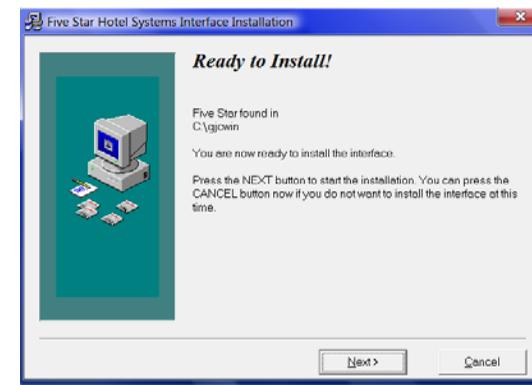
Click the ifsetup file to launch it and follow the installation steps:



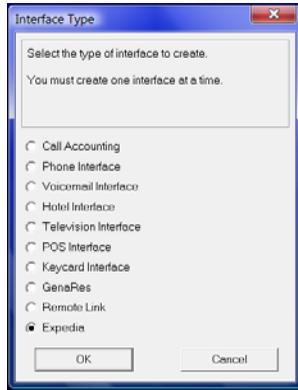
Click OK. A welcome screen appears:



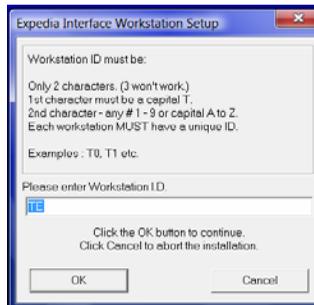
Click Next and the path screen appears:



Be sure the correct location of the installation of Five Star has been found. On your screen it will likely show the drive letter of your server not the local drive C as in the example above. If the wrong path is specified you should click cancel here and get help from Five Star support or your hardware person. If the path is correct click Next.



From the list of interfaces click Expedia and then click OK.



This is the screen that decides what terminal Id will be used to start the interface. You must use TE as shown in the window. After you have done the installation you should check all other workstations to ensure that they do not use TE already. If they do, the next time a user logs in on that computer they will accidentally start the Expedia interface! If you do find another computer already using TE you must get it changed to another code. It is however unlikely that you will find one.

After this step the interface will be installed and the routine will automatically finish. To be sure, click Start then Programs then Startup. You will see a new program in the Startup folder called Expedia Interface. We put the program there so that if the computer is ever rebooted the interface will automatically start.

## Setting up a User to Start the Interface

A new user must be set up that will start the interface, much like Mr. "CALL" starts the Call Accounting interface. You already have a user named CALL set up if you have Five Star Call Accounting. The user will be EXPEDIA. Go to the User Logins and Administration program on the Administration menu and make the new user. Check that all rights are turned off in the User Options screen and the POS options screen. Make the password EXPEDIA. Set up the menu for EXPEDIA as shown:

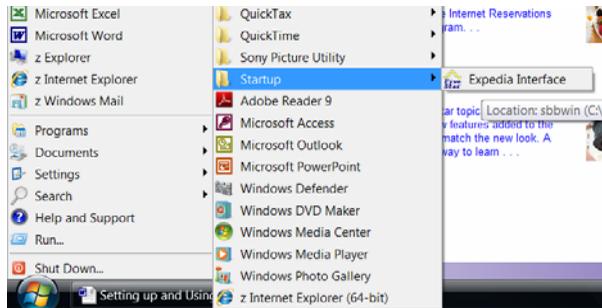


In other words this user has only one menu choice, running the interface program. Doing this causes the interface to always start automatically if the computer is ever rebooted.

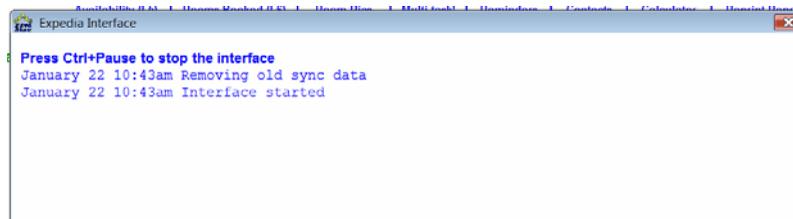
Please note – if you find after setting up all these steps and you try to run the interface, that when you click the Expedia Interface button in the Startup folder and Five Star starts but you stop at the login screen and EXPEDIA does not automatically log in, you should copy a file called START\_UP from the GJC folder on the server to the \GJCWIN\DATA folder on the interface workstation. Try again and the interface should begin.

## Using the Interface

Using this interface it a bit simple. It must be started of course. You can start it by rebooting the interface computer or by clicking Start the Programs then Startup then the Expedia Interface button:



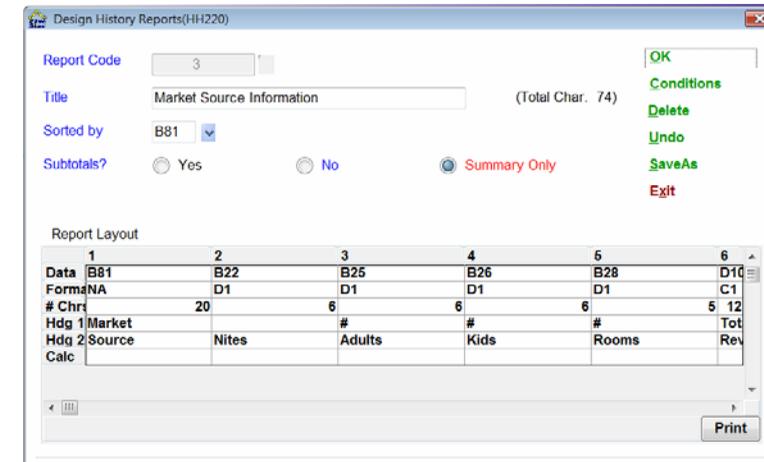
When started you should see the following screen appear:



This screen tells you that the interface is working. The interface always starts by retrieving reservations. Then every ten minutes it checks again and retrieves new ones. In the meanwhile the first time it starts it will send Expedia all your availability and rate information, one day and one room type and one rate type at a time. It starts from the furthest date out that you have set, and works backwards to today. It may take quite a while the very first time or any time you click the Synchronise button on the setup screen to get through all the data needed. But after it is finished it will show you that it is done. Then every ten minutes it will check for changes and begin transmitting only these new records. Keeping up after that will be simple.

You should notice new reservations coming to your system from Expedia. Have a look at your reservation file to find these. Also when a reservation is changed the change will be reflected automatically. You can see these changes by checking the Change Log on the Other page of the reservation screen. If a reservation is cancelled it will move to Guest History and the Change Log there will show the details of the cancellation.

The report generators can help with understanding how much business you get from the interface. At the beginning of this manual we suggested you create a market source code for Expedia. If you did you can use a report designed to show you how much business comes from each source, now including Expedia. Both the history report generator and the current reservations report generator will do this for you. If you do not have such a report set up use this example for the design:



You do not need to set up conditions for this report.

# Setting up and Using the Genares Interface

This interface is sold as part of the Five Star Internet Reservations module. To use the Genares Interface you must purchase the Internet Reservations module. Please contact Five Star Hotel Systems if you would like to purchase this module.

The Internet Reservations module looks after three distinct things:

- It provides you with a real-time, fully integrated booking engine that links your web site users to Five Star so they can book on-line.
- It provides a two way interface to Expedia so you can provide them with rates and availability, and receive reservations from them electronically. Reservations are automatically put into Five Star by the interface without any human action required.
- It provides a two way interface to Genares so you can provide them with rates and availability, and receive reservations from them electronically. Reservations are automatically put into Five Star by the interface without any human action required. Genares in turn links to the GDS's (Global Distribution Systems used by travel agents, tour operators, vacation companies, and wholesalers) as well as many of the well known web portals like Hotels.com and Priceline.com.

Together these three functions facilitate 100% exposure of your property to the internet and to sources of revenue from the internet.

This document explains how to set up the Genares interface and how to use it.

The first step is to become a Genares customer. You should go to their website [www.genares.com](http://www.genares.com) to find contact information. Once you are a customer, you will need to use their web site tools to create the structure of your hotel on-line. This information provides reservation-takers with all the information they need about your property. The type of information you will set up on the Genares web site is:

- hotel name address, contact info,
- room type codes and their descriptions, photos, number of occupants, etc. Please note that the booking system may limit the number of room types you can use. In fact for the internet it is recommended that you limit your room types to no more

- than 5. Few people can wade through all the complicated details of your property and make an easy decision about which to choose.
- rate type codes, i.e. the prices you sell each room at. You may be limited to only one or two rate types, as that is what travel agents or web sites will give to end users. You should not offer many more than that.
  - Restrictions like dates closed to arrival etc.

There is much more than that to set up, and Genares will help you understand and use the web site they provide for this purpose.

The interface will take care of three specific things:

- It will send your room rates to Genares, so when someone is booking a room, they will know the exact price with taxes and surcharges.
- It will send your room availability to Genares, so that all the sources of reservations, like travel agents and web site users will know if you have a room on any given date(s).
- It will retrieve reservations made from Genares sources, and put them into Five Star without any human action required.

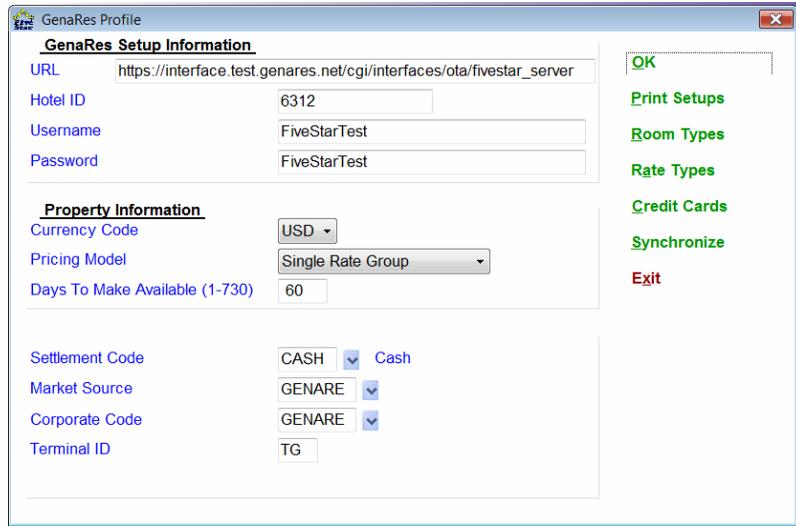
Please note that this interface is not real time like your web site booking engine is. That means that there is a slight delay from the time you make a reservation in Five Star and the time Genares knows your inventory has been reduced. There also can be a delay in the time a reservation is made and the time it is put into your Five Star files. This delay will be 10 minutes or more.

So you have to be aware of the small possibility of Genares selling a room just as you do too. There is a feature in Five Star that allows you to hold back a few rooms from Genares to reduce the chance of this happening. Don't set this holdback too high – it should be less than 5% of the number of rooms in each room type. Setting it too high will not only sell fewer rooms but will slowly kill the usage of the tool. Guest and travel agents will call the property when they can't get a reservation on line and get a reservation. Next time they won't bother going on-line they will just call.

There are some features in Genares that are not currently supported in Five Star. As time goes by new features will be added to the interface.

## Setting up the Interface

The first set of screens you need to work through are on the Internet Reservations menu, Genares Profile program:



The screenshot shows a web browser window titled "GenaRes Profile". The main content area is titled "GenaRes Setup Information" and is divided into two sections: "GenaRes Setup Information" and "Property Information".

**GenaRes Setup Information:**

- URL:
- Hotel ID:
- Username:
- Password:

**Property Information:**

- Currency Code:
- Pricing Model:
- Days To Make Available (1-730):
- Settlement Code:  Cash
- Market Source:
- Corporate Code:
- Terminal ID:

On the right side of the window, there is a vertical list of buttons: **OK**, **Print Setups**, **Room Types**, **Rate Types**, **Credit Cards**, **Synchronize**, and **Exit**.

Fill in the fields as follows:

URL, Hotel ID, Username, Password: You will be given each of these things from Genares. They uniquely and securely identify your property when information is sent and received by the interface. Be sure to enter this information carefully and exactly.

Currency Code: Select the currency you want to send your prices in to Genares. This should be the currency of your home country, even if you are trying to attract foreign customers. Genares can automatically convert your prices to any currency as reservations are made.

Pricing model: currently you must select Single Rate Group.

Days to make available: You should make as many days available in the future as you can. That way guests can make reservations well into the future. This means that you must always have rates set up in Five Star at least that far into the future.

Settlement Code; This will be the default automatically recorded if a reservation comes to you without a settlement. Normally reservations are made with a credit card and you will receive that information with the reservation, but some may come from some sources with no information. This settlement method will be applied. You should use your cash method.

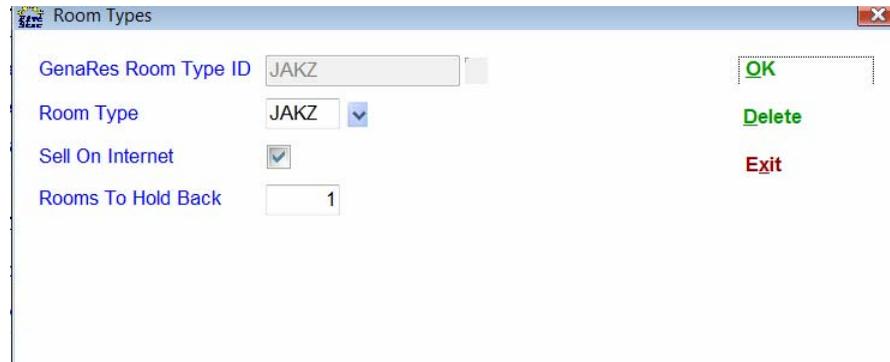
Market Source Code: This is the same as your market source codes in the Guest Preferences page of your regular reservations. We suggest you create a new code for this interface, probably GENARES. Do this on the Setup menu of Hotel Management, in the Market Source Codes program. That way you will be able to track the number of reservations coming from this interface.

Corp Code: You should set up a corporation in the Setup Corporate Customers program called Genares. This way you can keep track of how much business comes from Genares, but more specifically you can calculate how much you should be paying them, and not just accepting their bills without your own confirmation of the amounts. Genares may often not know about cancellations and changes if they are made directly at the hotel and not via the interface, and you should not have to pay a commission on a cancelled reservation.

To report on Genares commissions payable you should design a report in the report generator programs. We have set up an example further on in this manual.

Terminal ID: Enter TG. This is the terminal id the program will expect when it sets up the start button for the interface. This interface runs in the background just like most of the others, like call accounting, etc.

From the right side of the screen select the Room Types link. This will take you to a page like this:



The screenshot shows a window titled "Room Types" with the following fields and controls:

- GenaRes Room Type ID:** A text input field containing "JAKZ".
- Room Type:** A dropdown menu with "JAKZ" selected.
- Sell On Internet:** A checked checkbox.
- Rooms To Hold Back:** A text input field containing "1".
- Buttons:** "OK" (green), "Delete" (green), and "Exit" (red).

We suggest that you make your Genares room type and rate type codes as the same as your Five Star codes. That makes them easy to remember. Fill in the screen as follows:  
Genares Room Type ID: You will already have set up room types with Genares and have a list of codes from them. Fill in this screen once for each of those codes. Enter the code in this field.

Room Type: Now select the room type you have in Five Star that corresponds to the Genares room type.

Sell on Internet: Check this box most of the time. If you ever want to stop selling this entire room type for short periods of time you can return to this screen and un-check the box. If you do this you should then return to the main Genares setup screen and click the Synchronise button. This will cause the interface to send an update that the room type is unavailable.

Rooms to hold back: This is a very important field! The Genares interface is not real time. That means there is a lag of more than 10 minutes between the time that you sell out of a room type and the time that the end user (GDS's and web portals) know about it, and there is a lag of more than 10 minutes for the receipt of reservations from those sources.

So if you allow them to sell every last room, you run the risk of overbooking. If you set a number of rooms to be held back, like three for example, when that room type goes from 4 rooms left on a certain date to 3, then the interface tells Genares that the room type is sold out.

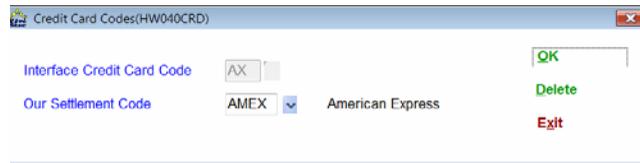
That makes it a bit safer, but you have to remember that even this does not guarantee you will not double book, especially on a very busy day of making reservations. Keep an eye on this number. Play with it if you see problems. As a cautionary note it also does not make sense to set this number very high since the interface can't bring you reservations if you do.

When you have the screen filled in OK it and return to the main screen. From there click the Rate Types Setup page:

This is a simple screen to set up. You will fill it in for each rate type you sell on Genares. They will probably limit you to 1, 2, or 3 rate types, because that's the practical number most people on the internet can understand. When you book online most web sites only give you one price.

Select the Genares rate type and then link it to your Five Star rate type. Click the sell on internet box.

When you have the rate types set up exit the screen to return to the main setup screen and click the Credit Cards link:



Again this is a nice simple link screen to relate the settlement methods in Genares to the ones in Five Star. Of course, like the two previous screens you must have the Genares version of your property set up before you can set up these screens.

When done all your accepted settlement methods, return to the main setup screen and click the Sources link:

We have set up all the sources that Genares brings you at the time of writing this manual. Sources are groups like travel agents, tour operators, wholesalers, web portals etc.

It is important to maintain this list if new ones are added, so that you will handle the reservation correctly. For example if a reservation comes from a wholesaler or tour operator, the reservation will be different than if it comes from a travel agent. Usually a travel agent reservation is paid for by the guest, whereas a tour operator reservation is paid for by the tour operator.

The tour operator versus travel agent distinction is important. If the reservation falls under the travel agent category, Five Star will need to know who the agent is for payment of commission, if you pay directly. On the other hand if the reservation is the wholesaler kind, then you need to have a corporate account set up for the wholesaler, and Five Star needs to record the wholesaler in the corporate customer code field of the reservation. That way you can track the folio and turn it into an invoice to the wholesaler, make collections, etc.

In addition some travel agent reservations may have the commission paid for by you, and some may have the commission paid for by Genares on your behalf. Five Star needs to know both these types of things.

Back on the main setup screen there are two more links on the right side. The Print link simply prints out all your settings in all the setup screens for Genares.

The Synchronise button is very important. The interface sends availability and rate information to Genares, and retrieves reservations. This interface is designed to be efficient in the communication with Genares. It only sends availability and rate information when there is a change. So within ten minutes of your selling out a room type, or if a room type becomes available because of a cancellation, it sends the availability status change for that date. When your rates change because of a new rate card set up by you, or because of yield management, the dates affected will be transmitted.

If you detect there is a difference between what Genares thinks is the price or the availability, versus what Five Star thinks it is, you must click the Synchronise button to fix it. That will cause the interface to resend every day within the Days to Make Available field on the main Genares setup page. Otherwise the interface will not ever send those days.

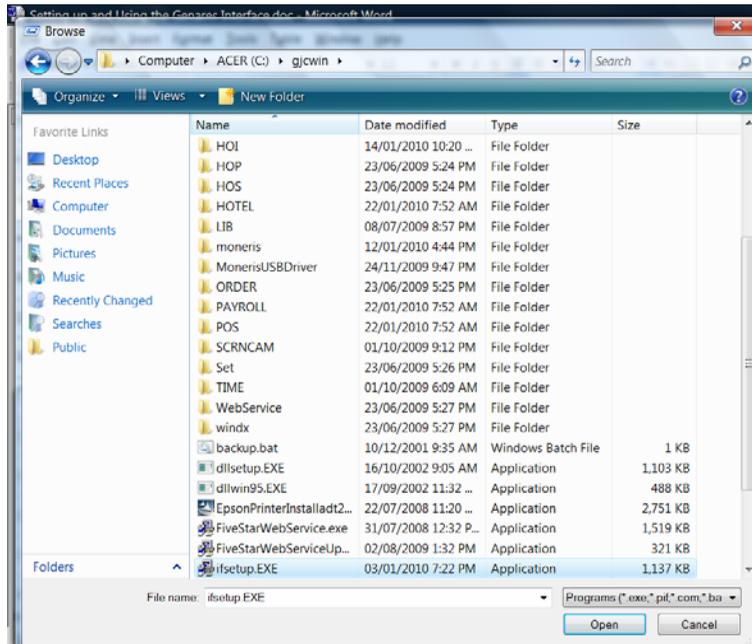
If you are interested in testing Genares to see if its records match with Five Star's, you can go to the Genares web page where you set up your property and then click on Property the Availability then Availability check. You can use this screen on a rate plan basis to see what the Genares status is.

Now the setup of the interface is complete.

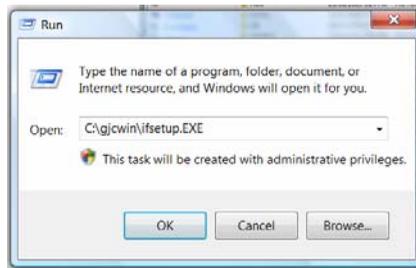
## **Setting up the Start Button for the Interface**

The Genares interface runs just like all the others like call accounting or the web res booking engine, it is a task that runs in the background. So you need to create the button that starts it. To do so go to the computer that will run the interface. This computer has no special requirements except that it must have access to the internet, since it communicates with Genares via the net. It can be any operating system. It should be a computer you can look at periodically to ensure that it is running and has not stopped abnormally. It has a display screen just like all Five Star interfaces so you can easily check that it is running.

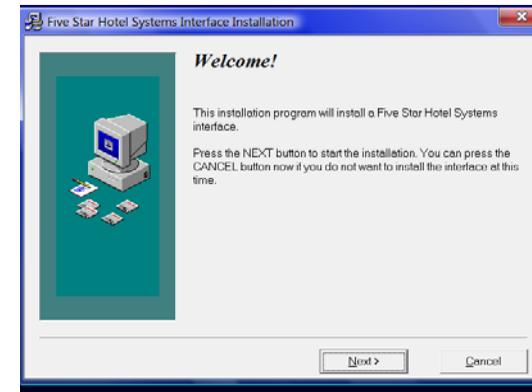
To set up the start button go to the computer it will run on. From your Windows Desktop click on Start the on Run, and then Browse. From the Browse window find your Five Star server drive letter. Click it and then search for a file called IFSETUP. You should be searching a directory that looks like this:



Click the ifsetup file to launch it and follow the installation steps:



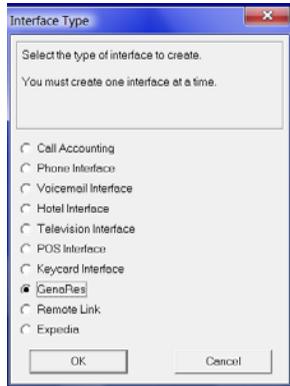
Click OK. A welcome screen appears:



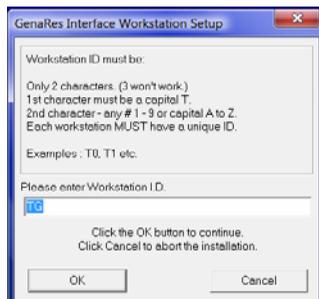
Click Next and the path screen appears:



Be sure the correct location of the installation of Five Star has been found. On your screen it will likely show the drive letter of your server not the local drive C as in the example above. If the wrong path is specified you should click cancel here and get help from Five Star support or your hardware person. If the path is correct click Next.



From the list of interfaces click GenaRes and then click OK.



This is the screen that decides what terminal Id will be used to start the interface. You must use TG as shown in the window. After you have done the installation you should check all other workstations to ensure that they do not use TG already. If they do, the next time a user logs in on that computer they will accidentally start the Genares interface! If you do find another computer already using TG you must get it changed to another code. It is however unlikely that you will find one.

After this step the interface will be installed and the routine will automatically finish. To be sure, click Start then Programs then Startup. You will see a new program in the Startup folder called Genares Interface. We put the program there so that if the computer is ever rebooted the interface will automatically start.

## Setting up a User to Start the Interface

A new user must be set up that will start the interface, much like Mr. "CALL" starts the Call Accounting interface. You already have a user named CALL set up if you have Five Star Call Accounting. The user will be GENARES. Go to the User Logins and Administration program on the Administration menu and make the new user. Check that all rights are turned off in the User Options screen and the POS options screen. Make the password GENARES. Set up the menu for GENARES as shown:

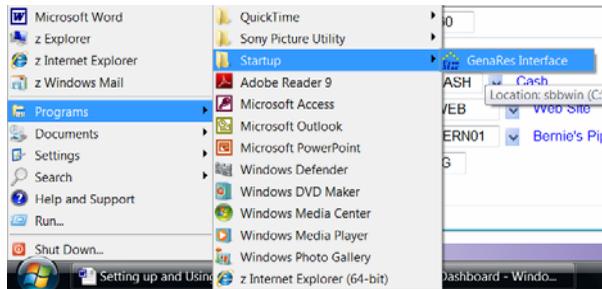


In other words this user has only one menu choice, running the interface program. Doing this causes the interface to always start automatically if the computer is ever rebooted.

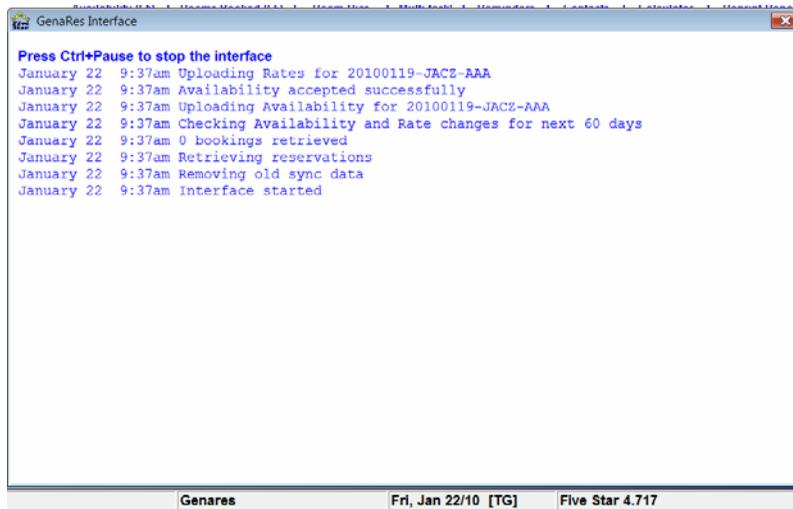
Please note – if you find after setting up all these steps and you try to run the interface, that when you click the Genares Interface button in the Startup folder and Five Star starts but you stop at the login screen and GENARES does not automatically log in, you should copy a file called START\_UP from the GJC folder on the server to the \GJCWIN\DATA folder on the interface workstation. Try again and the interface should begin.

## Using the Interface

Using this interface it a bit simple. It must be started of course. You can start it by rebooting the interface computer or by clicking Start the Programs then Startup then the Genares Interface button:



When started you should see the following screen appear:

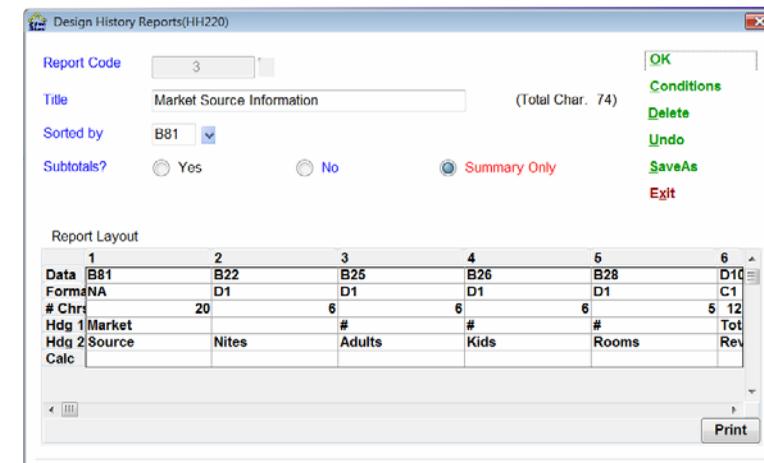


This screen tells you that the interface is working. The interface always starts by retrieving reservations. Then every ten minutes it checks again and retrieves new ones.

In the meanwhile the first time it starts it will send Genares all your availability and rate information, one day and one room type and one rate type at a time. It starts from the furthest date out that you have set, and works backwards to today. It may take quite a while the very first time or any time you click the Synchronise button on the setup screen to get through all the data needed. But after it is finished it will show you that it is done. Then every ten minutes it will check for changes and begin transmitting only these new records. Keeping up after that will be simple.

You should notice new reservations coming to your system from Genares. Have a look at your reservation file to find these. Also when a reservation is changed the change will be reflected automatically. You can see these changes by checking the Change Log on the Other page of the reservation screen. If a reservation is cancelled it will move to Guest History and the Change Log there will show the details of the cancellation.

The report generators can help with understanding how much business you get from the interface. At the beginning of this manual we suggested you create a market source code for genares. If you did you can use a report designed to show you how much business comes from each source, now including Genares. Both the history report generator and the current reservations report generator will do this for you. If you do not have such a report set up use this example for the design:



You do not need to set up conditions for this report.