

RMS Online Troubleshooting for Self Hosted Clients

Glossary of Terms

- RMSOnline - The interface that automates online bookings.
RMS Agent - This is the direct booking page provided by RMS.
Distributor - This is an agent outside of RMS E.g. Siteminder, Netroomz, V3.
Category - These are the types of accommodation you supply E.g. Room Types
Areas - These are the individual rooms or sites within each category.

I am not receiving confirmation emails;

1. If the booking is from a distributor web site you must contact that agent to ensure they have the correct email address for your property.
2. If the booking is from the RMS Agent then please log a service request providing the correct email address. You may also check to ensure that your email is not placing the email into spam, the email address to check for is rmsonline@rms-global.com.

Support will forward this request Administration to check that the email address is correct on the RMS server.

Once the checked is complete the support member will process a test reservation to ensure the confirmation email is received by both yourself and the support member.

If the email is still not received at your property you will need to ensure that the email is not being blocked by an email/spam filter (if you are unsure how to check this you will need your technician to check this for you).

I have no availability showing;

1. Ensure that the RMS Online client is running without error.
 - A. In the bottom right of your monitor you will find a small Satellite Dish called the online client
 - B. Double click on the icon to open the online client
 - C. Choose Synchronize on the top tool bar
 - D. Choose full property

If any errors occur please log a service request through the RMS web page. If no errors occur please check if the availability now displays correctly.

2. Ensure that the allotments are still current against the appropriate Online Agent.
 - A. Log into RMSWeb
 - B. Go to Setup > Online Bookings > Online Agents Websites
 - C. Edit the Online Agent in question
 - D. Go to the Allotments Tab
 - E. Ensure the 'TO' date is set to a future date.
 - F. If not edit each entry in turn and change the TO date to a minimum 1 year in advance.
 - G. Once the changes have been made you MUST complete a full property sync within your online client before any changes will be seen by the Online Client.

Another reason for 0 availability can be that you have only allotted 1 area to the online agent, however have chosen to hold 1 area back under the category setup screen. To check;

- A. Log into RMSWeb
- B. Go to Setup > Properties/Categories/Area > Properties/Categories/Area
- C. Edit the category in question
- D. To the right note the field 'Number of Areas to hold from RMSOnline'
- E. Once the changes have been made you MUST complete a full property sync within your online client before any changes will be seen by the Online Client.

** When using the online bookings interface we suggest that if you have 10 areas in a category that you allot all 10 then choose to hold 1 in the category setup.

My availability is incorrect;

1. Ensure that RMS is displaying the correct availability for the Online Agent.
 - A. Log into RMS
 - B. Go to the Chart drop down menu on the top tool bar
 - C. Choose Availability Chart
 - D. Ensure the date and days to display are set correctly in the bottom left corner
 - E. Ensure the correct Online Agent is selected, then click refresh.
 - F. Once the changes have been made you MUST complete a full property sync within your online client before any changes will be seen by the Online Client.

1. Check to see if you have any guaranteed allotments set in your RMS system for any Travel Agents – guaranteed allotments will take away from any online agent.
 - A. Log into RMS
 - B. Go to the Setup drop down menu on the top tool bar
 - C. Select Travel Agents
 - D. Edit any Travel Agents you have allotments set for
 - E. Go to the allotments tab and ensure that guaranteed is set to No for all entries.
 - F. If one is set to YES, edit the entry, un-tick guaranteed then save and exit
 - G. Once the changes have been made you MUST complete a full property sync within your online client before any changes will be seen by the Online Client.

2. Ensure that you have not allotted more areas than you actually have in each category. This can sometimes occur when you are moving areas to different categories within your RMS system.
 - A. Log into RMSWeb
 - B. Go to Setup > Online Bookings > Online Agents Websites
 - C. Edit the Online Agent in question
 - D. Go to the Allotments Tab
 - E. Ensure the 'No of Areas Held' is not set to a higher number than areas you have in this category.
 - F. Once the changes have been made you MUST complete a full property sync within your online client before any changes will be seen by the Online Client.

3. You may be holding areas back under the category setup. This setting will stop Online Agents from seeing all areas available.
 - A. Log into RMSWeb

- B. Go to Setup > Properties/Categories/Area > Properties/Categories/Area
- C. Edit the category in question
- D. To the right note the field 'Number of Areas to hold from RMSOnline'
- E. Once the changes have been made you MUST complete a full property sync within your online client before any changes will be seen by the Online Client.

I cannot see same day Availability;

1. Check to see if you have entered a number against 'Days Before Release' in the Online Agent's allotments.
 - A. Log into RMSWeb
 - B. Go to Setup > Online Bookings > Online Agents Websites
 - C. Edit the agent in question
 - D. Go to the Allotments Tab
 - E. Ensure that you have not set the number 1 into the column 'Days Before Release'. If you have then you will need to edit each entry and change this to 0.
 - F. Once the changes have been made you MUST complete a full property sync within your online client before any changes will be seen by the Online Client.

Setting the number 1 in Days Before Release tells RMSOnline to not allow that Online Agent to see any availability for Today. Commonly used when properties do not want a guest to be able to book online today and arrive today.

I cannot change/see the Allotments Tab against the Online Agents;

1. Ensure that you still have a tick in the option 'Use Allotments for Agents' in the RMSWeb setup.
 - A. Log into RMSWeb
 - B. Go to Setup > Property Options > Property Options
 - C. Go to the Reservations Tab
 - D. Under the title 'Reservation Creation Options' ensure you have a tick in the option named 'Use Allotments.

When you edit you Online Agents you will now see an allotments tab at the top of the edit screen.

My online bookings are not dropping into RMS Automatically;

1. Ensure that the reservation in question was not dropped in as a quote.
 - A. Log into RMS
 - B. Go to the Reservation Search screen
 - C. Choose to Search by Surname
 - D. Ensure that you have a tick in all of the status's available on the left of the screen.

As Online Agents book by category it is not uncommon to receive a quote reservation, this simply means that 1 consecutive room was not available to place the reservation against, therefore you must move reservations within the category to fit the reservation in.

For further information on Quote reservations please see the document 'Quote Reservations from RMS Online'. Go to the RMS web page www.rms.com.au then choose Support > Knowledge Base > go to the RMS Online button.

2. Search for both the given & surname of the guest in the surname field. Some guests place both their given and surname into each field.
 - A. Log into RMS
 - B. Go to the Reservation Search screen
 - C. Choose the Search by option from the top left
3. If the reservation cannot be found,
 - A. If the reservation is from the RMS Agent - please log a service request, stating the Reservation Name and Confirmation number. Ensure you also manually enter the reservation, to stop any availability issues occurring.
 - B. If the reservation is from a Distributor - please contact the Online Agent in question for investigation.

Online has allowed more people in the room than it should;

1. Ensure that 'Ignore Maximum Allowable Clients' is not selected under Setup Menu > General Information > Reservations Tab. This setting tells online to ignore the setting against the below field.
 - A. Log into RMSWeb
 - B. Go to Setup > Property Options > Property Options
 - C. Choose the Reservation Tab
 - D. Under the title Maximum Allowable Clients per Area is set to 'Warn if Over'.
 - E. Once the changes have been made you MUST complete a full property sync within your online client before any changes will be seen by the Online Client.
2. Ensure that you have set a 'Max Occupants per Area' against each category.
 - A. Log into RMSWeb
 - B. Go to Setup > Properties/Categories/Area > Properties/Categories/Area
 - C. Edit the category in question
 - D. Ensure you have set the correct number of maximum people in the field 'Max Occupants per Area'.
 - E. Once the changes have been made you MUST complete a full property sync within your online client before any changes will be seen by the Online Client.

Reservations are dropping in twice from Online;

1. If you have been linked to Wotif and another Distributor separately; in this case both agents would pass through the reservation. In this case you would need to contact Siteminder and advise them that you wish to stop their update to this agent.
2. Ensure that both reservations came from an Online Agent
 - A. Log into RMS
 - B. Edit one reservation at a time
 - C. Check for the Travel Agent field under the reservation details.

** Sometimes a staff member can manually enter the reservation as it had not yet dropped in.

3. If the above does not resolve the issue, have a copy of the confirmation email sent to support via Service Request.

Rates are incorrect on Distributors sites;

1. The Online Agent has been assigned more than 1 charge type.
 - A. Log into RMSWeb
 - B. Go to Setup > Online Bookings > Online Agent Websites
 - C. Edit the Agent in question
 - D. Go to the Tariff Type tab, ensure only 1 Tariff Type has been assigned to the Online Agent (*assigned Tariff Types appear on the right of the screen*)
 - E. If you have you will need to remove those not required.
 - F. Once the changes have been made you MUST complete a full property sync within your online client before any changes will be seen by the Online Client.

** The only exception to the above rule is with the following Online Agent - Wotif.

2. You have allocated a Tariff Type to the Online Agent that is not set as Tariff Grid.
 - A. Log into RMSWeb
 - B. Go to Setup > Day of Week Tariffs (Grid)
 - C. Ensure the figures on this Grid match those that you expect the Online Agent to see.
 - D. Once the changes have been made you MUST complete a full property sync within your online client before any changes will be seen by the Online Client.

If you can see no figures this would indicate that you have not setup your Tariff Grid rates. Below are two help links on how to achieve this, alternatively if you require assistance please contact our Training Coordinator to book a training session at email address trainingcoordinator@rms-global.com.

Written help File:

<http://www.rms.com.au/files/RMSv8WebHelp/RMSWebHelp/source/tariffgrid.htm>

Short Tutorial Movie:

http://rms-global.com/files/video/tariffgridnewprop/tariffgridnew_demo.htm

I wish to refund the guest as they have cancelled;

1. As the money is transferred through to your nominated account, the refund will need to be given by your property, through your RMS system.

** The above is only required if you are using the RMS Agent and chosen automatic payments through your online book page.

My guest's credit card was charged twice;

1. Ensure the reservation came from RMS book page; If yes then,
 - A. Log a service request supplying the guest name, credit card details and the date the reservation was made.
 - B. The support member will forward this to the accounts department for investigation.

** The above is only required if you are using the RMS Agent and chosen automatic payments through your online book page.

No Payments are coming through to RMS;

1. If you are using the option of Manual Credit Card then you have chosen for RMS not to process payments and in this case only the credit card details will be provided on the client record, not on the confirmation email.
2. If you wish to change this setting log a service request stating that you wish RMS to process the payment of the online bookings. The support member will forward your request to sales for processing.

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