



Best Western's Spring 2012 Enhancements

User's Guide

**AutoClerk Version 9
(060.002.004)
February 2014**

Introduction

There are five (5) Best Western International (BWI) changes and enhancements in the BWI 2012 Spring Enhancements.

1. Creation of Rate Level strategy
2. Management of Rate Levels through MemberWeb
3. Create new Web Service to support the configuration of Rate Levels
4. Expand upon the use of Credit Card Processing at CRS
5. Deliver Products to properties from newly designed bestwestern.com website

There are thirteen (13) new vendor requirements in the BWI Fall 2011 Enhancements. Only twelve (12) apply to AutoClerk.

1. Create Rate Levels in the PMS
2. Rate Level functionality and message
3. Rate tiering based on occupancy
4. Rate codes for external interfaces (Does NOT apply to AutoClerk)
5. Check Conversion Web Service
6. Create flag for "Send guarantee policy to CRS"
7. Capture Source of Business
8. Send reinstate
9. Rate changes on CRS sourced reservations must be logged locally in the PMS
10. Create popup warning when updating rates
11. BWR profile detail Web Service
12. Comments, Special Requests and Services delivered to PMS
13. Credit Card processing

This document will discuss the new vendor requirements and how they are handled in AutoClerk.

1. Create Rate Levels in PMS

In the 2011 Fall Enhancements, BWI introduced Rate Levels for maintaining rate plans. The Rate Levels were only applicable on the CRS side. The PMSs are now required to implement Rate Levels in their product.

To recap Rate Levels: they allow rate classes to be grouped together so similar rate classes can be set to have limited availability or status (LOS) restrictions which are shared and managed together. Properties have up to 8 “levels” of rates which they manage per their revenue strategy. The top level, Level A - BAR, must contain RACK rate and all Last Room Available (LRA) rate classes. Employee (EP) and FX rate classes must also be assigned to Level A. Other rate classes can be assigned to any Level and managed in any way the property sees fit.

AutoClerk has enhanced its Rate Class Setup/maintenance structure as well as Allocation and Status maintenance to follow the Rate Level structure. The user will see changes in ACConfig and the Allocation Monitor as well as new information in Availability and Occupancy; new alerts when LOS rules are not followed; and new reports to help maintain your Rate Levels.

Rate Level Setup and Maintenance

Rate Levels are set up and maintained in AutoClerk’s ACConfig module. The user must have a permission level of 8 or 9 to work in Rate Levels.

When a property is first updated to this version (060.002.004), AutoClerk automatically assigns Rack Rate Class; and any class linked to Rack for its status (for example: AAA), to Level A. Employee (EP) and FX rate classes are also assigned to Level A per BWI rules. All other rate classes are initially assigned to Level B.

Once the initial update to this version is complete, a Check Conversion is run that compares the Rate Plans set up in Member Web vs. the Rate Classes set up in AutoClerk. The Conversion has an option to update the existing AutoClerk rate classes and put them in the same Rate Levels as in Member Web. (See Section 5 for more information) If the manager chooses not to have AutoClerk do this update, he will need to reassign any non-Level A or B rate class into its matching Member Web Rate Level.

There are several steps the manager needs to take to ensure Rate Levels are properly setup: first log into ACConfig – Rates – Rate Level Descriptions and set up Rate Level descriptions. [Fig. 1] Rate Level descriptions can be up to 14 characters long.

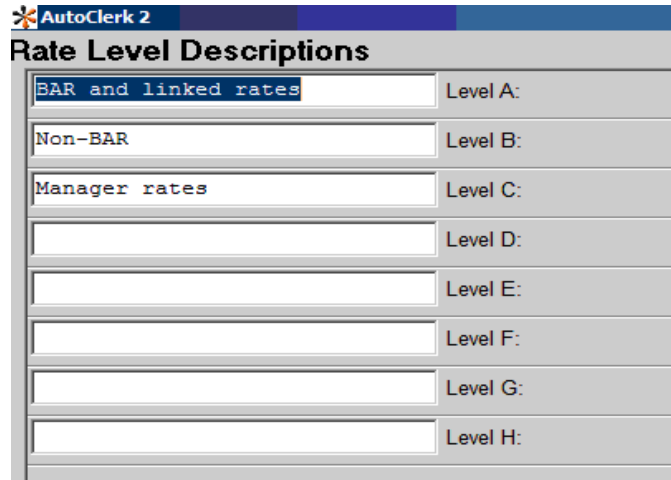


Fig. 1

Once descriptions have been set up, the Rate Level and/or description will appear in various places in AutoClerk such as in the Allocation Monitor; on the reservation and inhouse folio forms; and in the rate class drop down [Fig. 2]

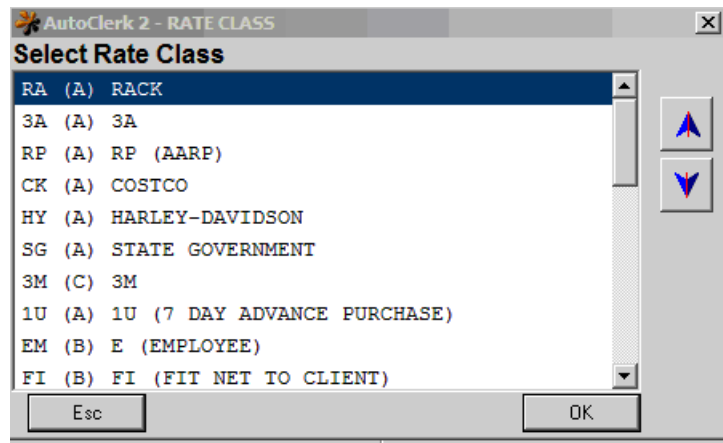


Fig. 2

If the manager wants/needs to move existing Rate Classes from one level to another, this is done in ACConfig – Rates – Rate Classes. Click on the Rate Levels button on the right hand side and the Rate Level Setup grid appears. [Figs.3-4] This change MUST also be made on the Member Web side.

AutoClerk 2

File View

Rate Class Setup: Sorted by: (ID - Ascending) Rack

Reservation Rate Classes

ID	Code	Description	Active	Allow New Use	Visible to CRS	Rack
1	RA	RACK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	1U	1U (7 DAY ADVANCE PURCHASE)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3	3A	3A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5	92	AEROPLAN	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	EP	E (EMPLOYEE)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8	FI	FI (FIT NET TO CLIENT)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	FX	FX (GCCCI FREE RM NIGHT VOUCHER)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11	LC	LC (LEISURE CLUB)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12	MR	MR (MANAGERS SPECIAL)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13	RP	RP (AARP)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14	UC	UC (UNIT CARD)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Fig. 3

AutoClerk 2

File

Rate Level Setup

Rate Level A - BAR and linked rates					Rate Level E - Government				
Org	Class	Description	ST Base	CRS	Org	Class	Description	ST Base	CRS
A	RA	RACK		RA	E	GM	GOVERNMENT/MILITARY		GM
A	3A	3A	RA	3A					
B	WR	WALK RATE							
A	EP	E (EMPLOYEE)		EP					

Rate Level B - Non-BAR					Rate Level F - F level				
Org	Class	Description	ST Base	CRS	Org	Class	Description	ST Base	CRS
B	92	AEROPLAN		92	F	UC	UC (UNIT CARD)		UC
B	FI	FI (FIT NET TO CLIENT)		FI					
B	LC	LC (LEISURE CLUB)		LC					
B	FT	INTERNET RESERVATIONS							

Rate Level C - Manager rates					Rate Level G - Packages				
Org	Class	Description	ST Base	CRS	Org	Class	Description	ST Base	CRS
C	GR	GROUP RATE			G	R0	ROMANCE PACKAGE		
C	MR	MR (MANAGERS SPECIAL)		MR	G	S1	SKI PACKAGE		S1
C	3M	3M			G	G1	GOLF PACKAGE		G1
					G	S4	SKI PACKAGE		S4

Rate Level D - Advance purchase					Rate Level H				
Org	Class	Description	ST Base	CRS	Org	Class	Description	ST Base	CRS
D	1U	1U (7 DAY ADVANCE PURCHASE)		1U					

Rate Class: To Rate Level:
 Non-BAR

Fig. 4

Any Rate Class that MUST be in Level A (Rack, etc.) is greyed out (read-only). These rate classes cannot be moved out of Level A. To move other rate classes between Rate levels, the user can either drag and drop it the new level, or use the fields at the bottom of the form. In AutoClerk, all rate classes, even ones marked as 'local' must be assigned to a level.

When in the Rate Level Setup form, if you click on File, you can print the Rate Level setup for your reference. [Fig. 5] You can also see this report when you are in a reservation and click on the Level button.

The screenshot shows a window titled "AutoClerk 2 - Rate Levels Report" with a menu bar (File, Search, Menu). The main content area displays "Page 1" and "BW TEST 6.2.4 DATASET Rate Levels Report". Below this is a table with columns for Level, Rate Class (RC), Description, StBase, and CRS. The table is organized into sections for Level A through Level H, each with a header row and a list of rate classes. Level A includes "BAR and linked rates" and "Government". Level B is "Leisure 10%", Level C is "Leisure 15%", Level D is "Advance purchase", Level E is "Government", Level F is "Special", Level G is "Packages", and Level H is "Advance purchase".

Level A	RC	Description	StBase	CRS	Level E	RC	Description	StBase	CRS
	RA	RACK			E	GM	GOVERNMENT/MILITARY		
A	3A	3A	RA						
A	92	AEROPLAN	RA						
A	WR	WALK RATE							
A	EP	E (EMPLOYEE)							
A	FX	FX (GCCF FREE RM NIGHT VOUCHER)	RA						
A	RP	RP (AARP)	RA						
A	XW	XW (BBW COMMISSIONABLE RATE)	RA						
A	CK	COSTCO	RA						
A	HY	HARLEY-DAVIDSON	RA						
A	NC	RACE FAN	RA						
A	XN	BBW NET RATE	RA						
A	Z7	NEXT BUISINESS WORLDWIDE SELECT	RA						
Level B		Leisure 10%			Level F		Special		
	RC	Description	StBase	CRS		RC	Description	StBase	CRS
B	FI	FI (FIT NET TO CLIENT)			F	UC	UC (UNIT CARD)		
B	GI	GROUP INDIVIDUAL							
B	LC	LC (LEISURE CLUB)							
Level C		Leisure 15%			Level G		Packages		
	RC	Description	StBase	CRS		RC	Description	StBase	CRS
C	MR	MR (MANAGERS SPECIAL)			G	RO	ROMANCE PACKAGE		
C	3M	3M			G	S1	SKI PACKAGE		
					G	G1	GOLF PACKAGE		
					G	S4	SKI PACKAGE		
Level D		Advance purchase			Level H				
	RC	Description	StBase	CRS		RC	Description	StBase	CRS
D	IU	IU (7 DAY ADVANCE PURCHASE)							

Fig.5

When you create a new rate class, you can select the Rate Level on the Rate Class Setup form with the other parameters for that rate class. This is a required field for the Rate Class to be saved. [Fig.6]

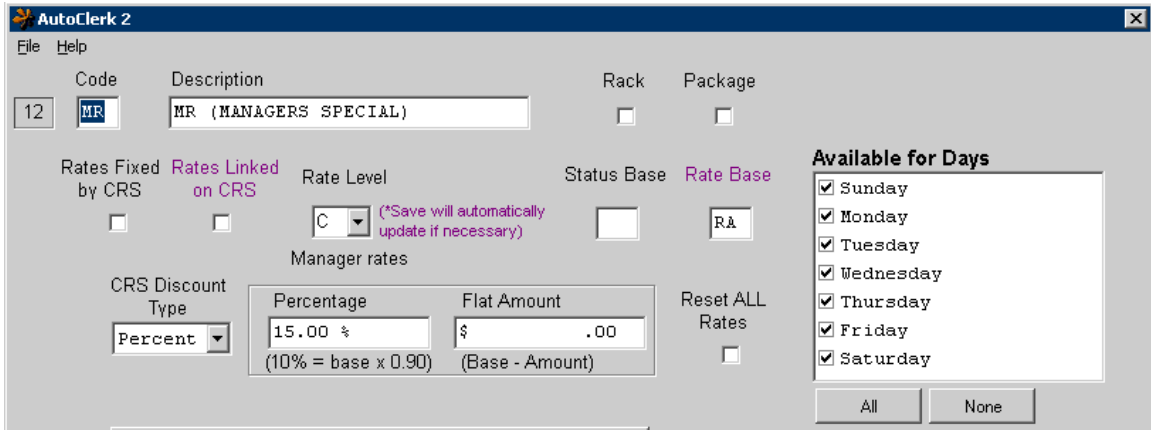


Fig. 6

Local Enforcement of Rate Level Restrictions

By default, the ability to enforce rate level restrictions at the property level is enabled. This setting is managed in ACConfig – Defaults/Options – Set Reservation Options. [Fig. 7]

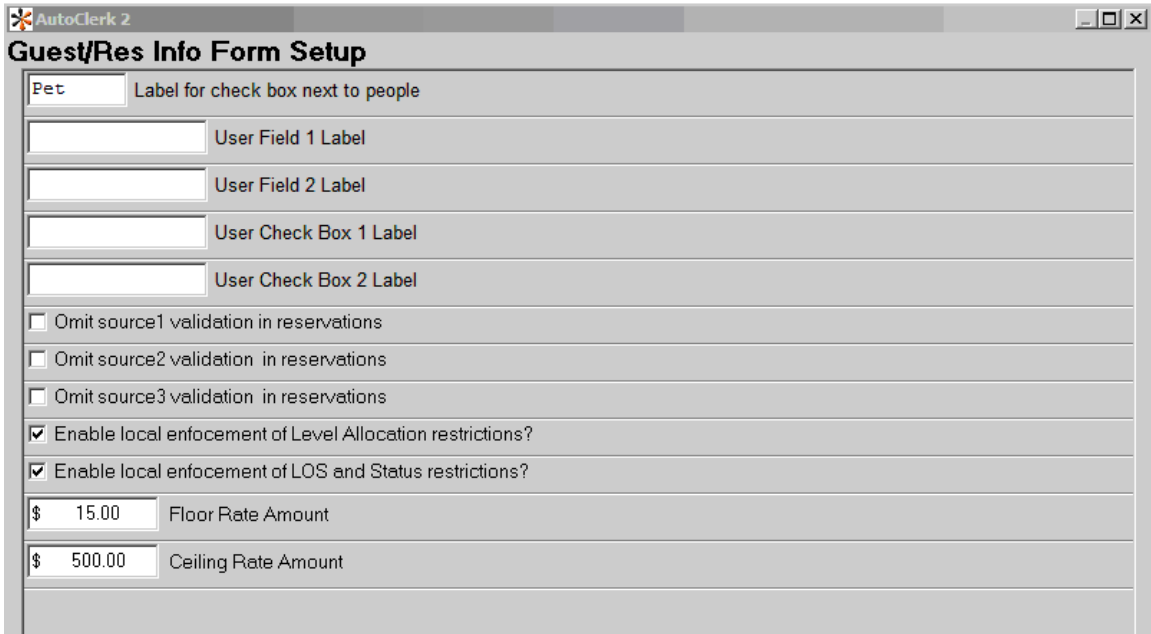


Fig. 7

If a local reservation does not follow the set allocation and/or status restrictions, the user will get a pop-up informing them of the problem. If the user decides to override the restriction, they must enter the access code 'UNCLOSE' in the empty field. [Fig. 8]

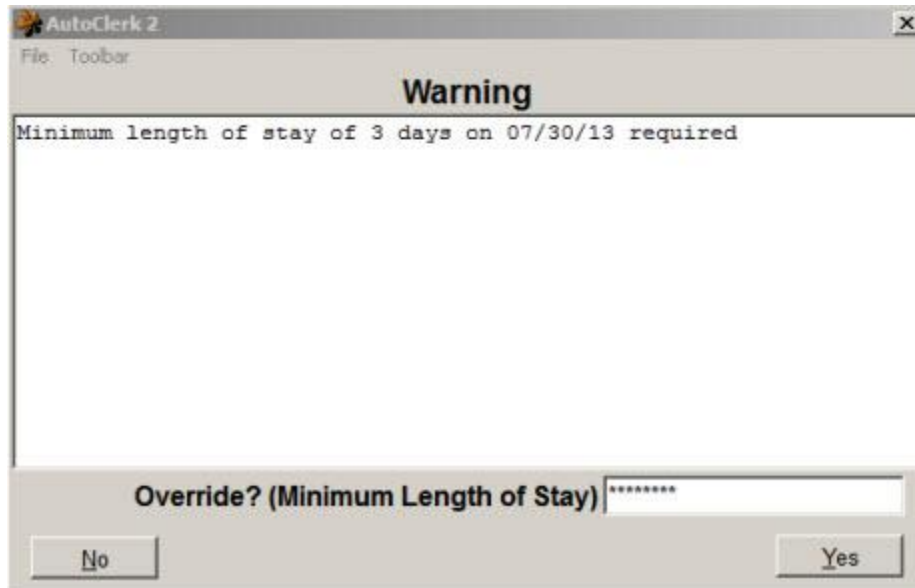


Fig. 8

If a local reservation does not follow the set allocation and/or status restrictions AND overbooks the roomtype and/or hotel, the pop-up will advise them of both problems. If the property has an Overbooking access code, then that is needed to continue with the reservation. If the property does not have an Overbooking access code, then the code is 'UNCLOSE' and must be entered. [Fig. 9]

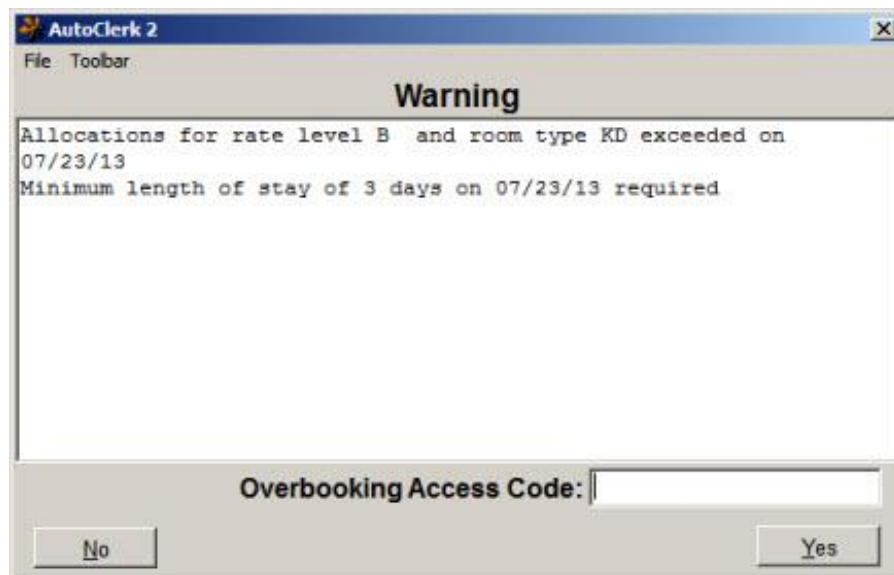


Fig. 9

Room Allocation and Status Maintenance

When the user accesses the Allocation Monitor, you can now select the Rate Level you want to see and/or work on. [Fig. 10] The Monitor still shows the Room types, current Allocation and current Status (MLOS, CTA, etc.). If your property is allowing BWI to overbook a room type, that data line is highlighted for the applicable room type(s).

AutoClerk 2
File Toolbar Menu

Allocation Monitor

Start Date: Mar20'13Wed End Date: Mar23'13Sat Rate Tier: 1 Rate Level: A Display

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

Showing >> Start Date: Mar20'13 End Date: Mar23'13 Rate Level: B Tier: 1

	Mar20'13 Wed	Mar21'13 Thu	Mar22'13 Fri	Mar23'13 Sat
MAXIMUM ROOMS	125-0= 125	125-0= 125	125-0= 125	125-0= 125
KX KING SMOKING	19-0= 19	19-0= 19	19-0= 19	19-0= 19
Status	Open	Open	Open	Open
Overbookings	[0]	[0]	[0]	[0]
QX QUEEN/QUEEN SMOKING	20-0= 20	20-0= 20	20-0= 20	20-0= 20
Status	Open	Open	Open	Open
KN KING NON-SMOKING	22-0= 22	22-0= 22	22-0= 22	22-0= 22
Status	Open	Open	Open	Open
Overbookings	[0]	[0]	[0]	[0]
QN QN/QN NON-SMKG	20-0= 20	20-0= 20	20-0= 20	20-0= 20
Status	Open	Open	Open	Open

Fig. 10

If you have selected Rate Level A, when you click on a room type's allocation, you are brought to the Rooms Allocation grid. [Fig. 11] The room type you selected is checked off. However, you can click on the 'All' button and all room types will be selected.

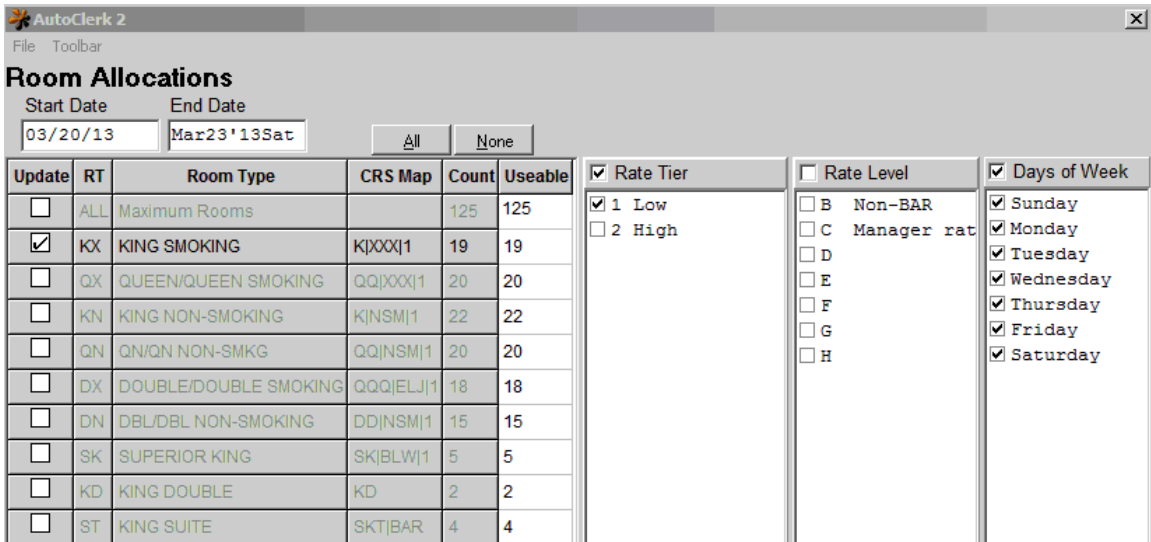


Fig. 11

You can also select additional Rate Tier(s); Rate Levels and/or days of the week by checking the appropriate boxes. As Level A is Last Room Available (LRA), if you change the number of 'Useable' rooms and save, you will get an message stating you need to select a Rate Level because you cannot allocate fewer rooms to Level A. [Fig.12] 'Useable' rooms are the number of rooms you are allocating for use.

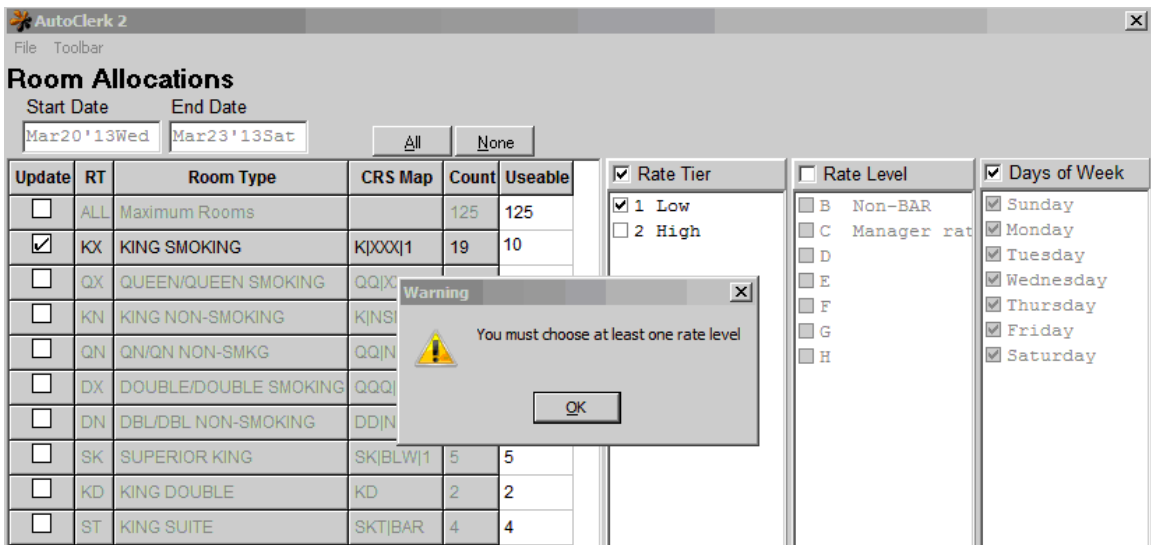


Fig. 12

When the user clicks on the Status cell in the Allocation Monitor, the Room Type Status grid appears, based on the Level selected. [Fig. 13]

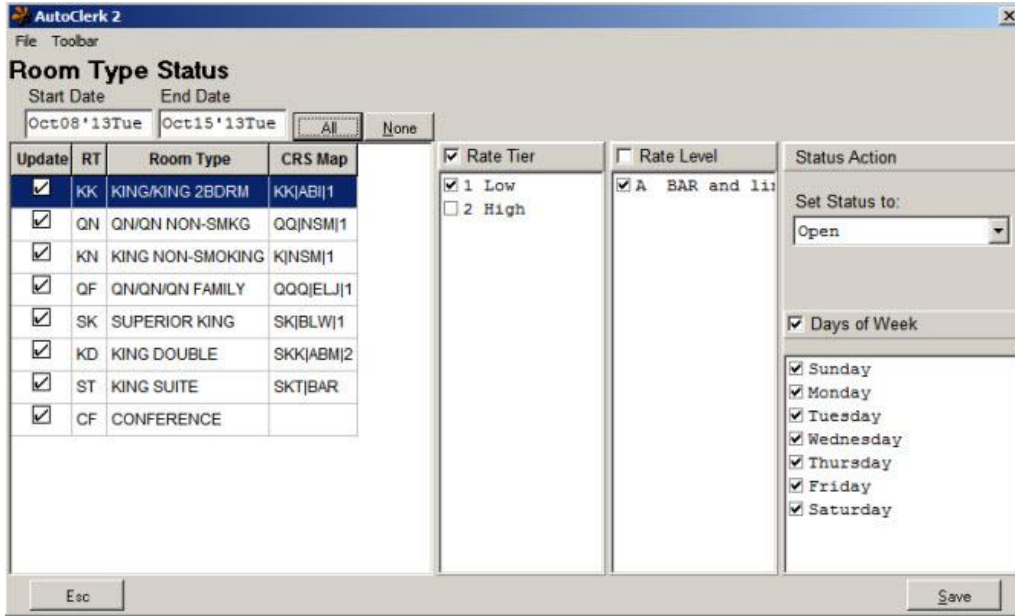


Fig. 13

The user can set the status for multiple tiers and room types based on the day of the week (DOW). The status set for Level A overrides lesser status for Levels B-H. For example, if you close Level A, the entire hotel is closed. If you set a MLOS for Level A of 5 days and a MLOS of 3 days for Level B, a guest staying on a Level B rate must stay for 5 nights, as that is more restrictive.

If you are working in Level A, you can set different statuses for different room types. However, when you are working in non-A Rate Levels, the status you set applies to ALL room types. You cannot have different statuses for different room types in Levels B-H. [Fig. 14]

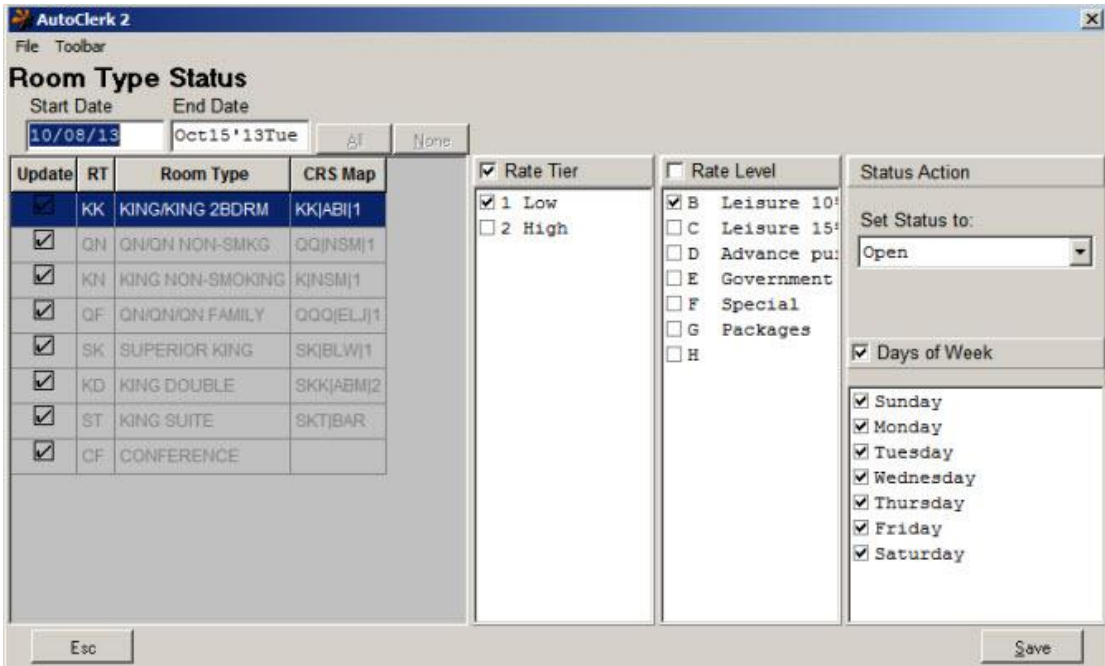


Fig. 14

2. Rate Level functionality and messages

AutoClerk has updated the messages a manager can send through the BW Maintenance - Configuration functions. The messages now include the ability to manage and send Inventory and Status messages that include Rate Levels. Sending these messages is usually done if there is an out-of-balance situation and the user is working with AutoClerk support to get back in balance. [Fig. 15]

Fig. 15

Manual syncs are still done through BW Maintenance – Configuration. The Inventory and Status forms have been modified to include the Rate Level and will allow the selection of room types and/or Rate Levels depending on the action to be taken. You can send both Overall and Specific Inventory messages from here as well.

3. Rate tiering based on occupancy

AutoClerk has the ability to have yielded or tiered rates. This means you can set your rates based on occupancy and how many days out a reservation is being booked.

When Rate Levels are used in conjunction with tiers, status restrictions can be enforced or released as your occupancy changes.

If you utilize rate tiers, it is IMPERATIVE that you set up your Tiers as related to Status and Allocation in the Allocation Monitor. [Fig.16] Be sure to set all Tiers and all levels. If you do not, when you look at the Occupancy Report, the 'Cap' for the Level you are looking at will be the Level A cap.

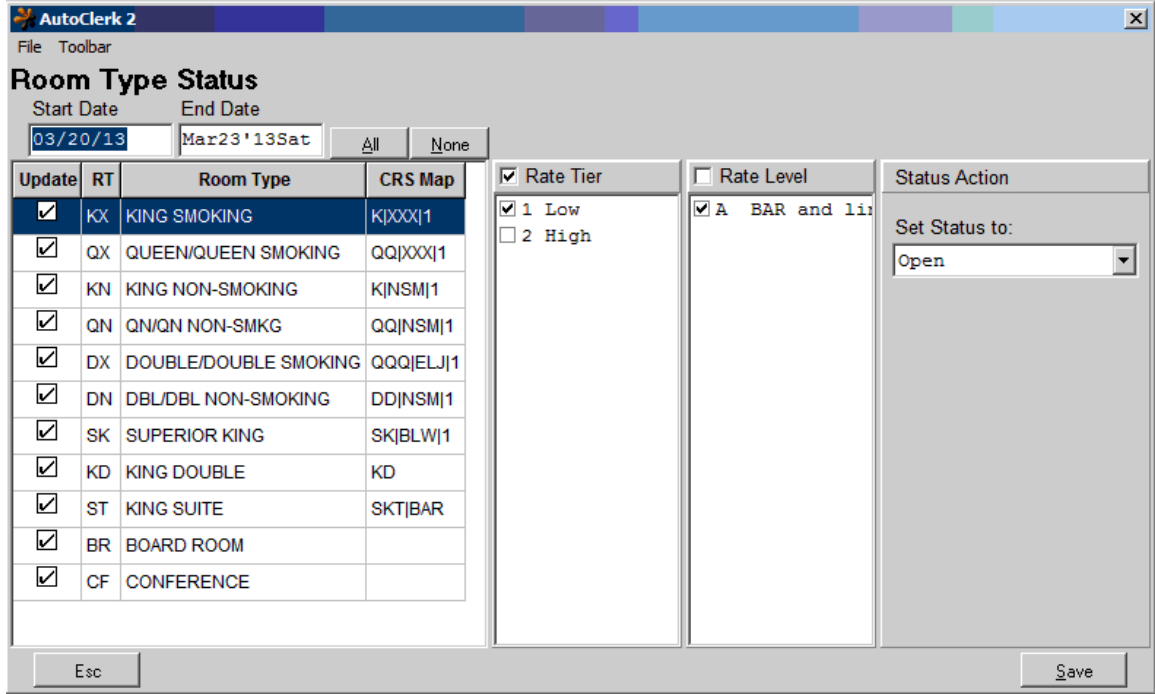


Fig. 16

4. Rate codes for external interface

This section does not apply to AutoClerk as we do not interface to any third party channels.

5. Check Conversion Web Service

Now that a property can set and maintain their Rate Levels through AutoClerk, there is a new function which retrieves the Member Web Rate Level configuration and compares it to the existing setup in AutoClerk. This function is called a Check Conversion and is run through BW Maintenance – Diagnostics – Check Conversion. Once you click on Check Conversion, the user can decide if he wants the check to include room types or not. [Fig.17] (Although not shown below, when the user clicks on Check Conversion, they are presented with the option to include room types.)

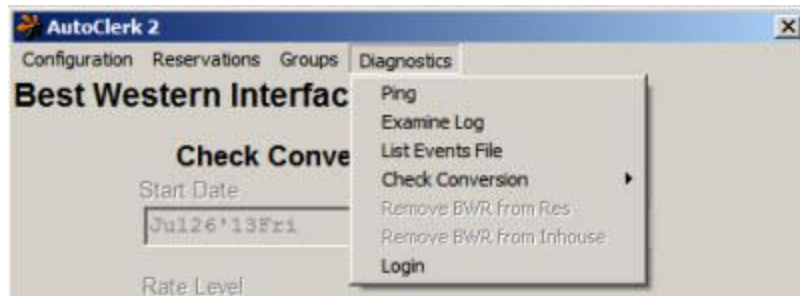


Fig. 17

When the property is updated to this version of AutoClerk, a Check Conversion will be performed. The manager will decide if he wants to include room type information or not.

When the Check is complete, the user will see the results on the screen in a two (2) column format. The left side of the report is the Member Web configuration. The right side is the AutoClerk setup. The Rate Class data includes the AC rate class code; BW rate class description; Rate Level, rate base class; status base class; discount type; whether the rates are sent to BW; and whether the GTD/cxl policy should be sent to Member Web. [Fig. 18] The user can click on the 'Report' button to print the results for further review and comparison.

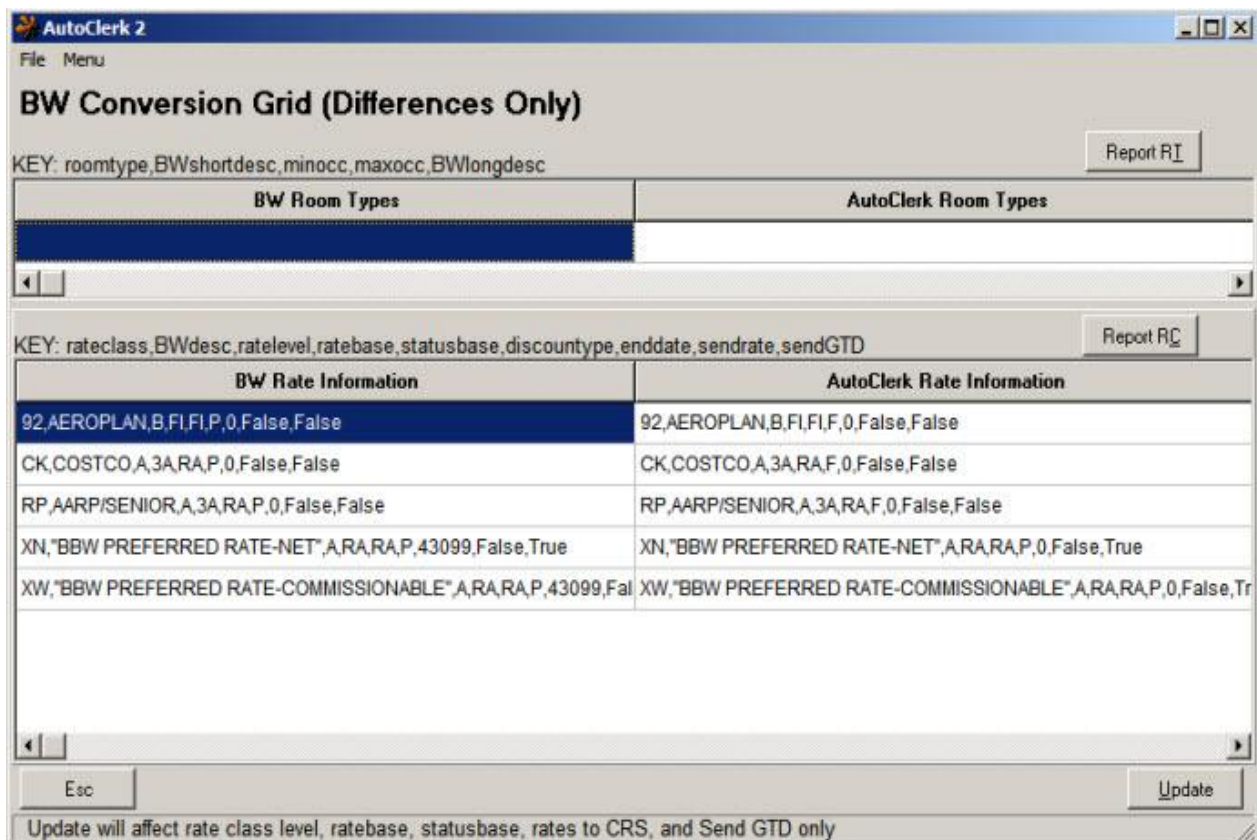


Fig. 18

The manager should review the report to see if there are other changes which need to be made on the AutoClerk side. Once the data has been retrieved and reviewed, the user has the option to apply the BWI Rate Level associations to the AutoClerk configuration by clicking on the 'Update' button. Clicking 'Update' will change the rate class level, rate class base, rate class status base, the check box if rates are sent to BWI and the 'Send GTD' flag to match the BWI settings. (See Section 6 of this document for information on the flag)

Management can perform the Check at will through BW Maintenance – Diagnostics – Check Conversion. If the Check includes Room Types, it can take a long time to complete, depending on the size of your property. In addition, the resulting report will be large as Member Web sends room type data for each room type. [Fig 19]

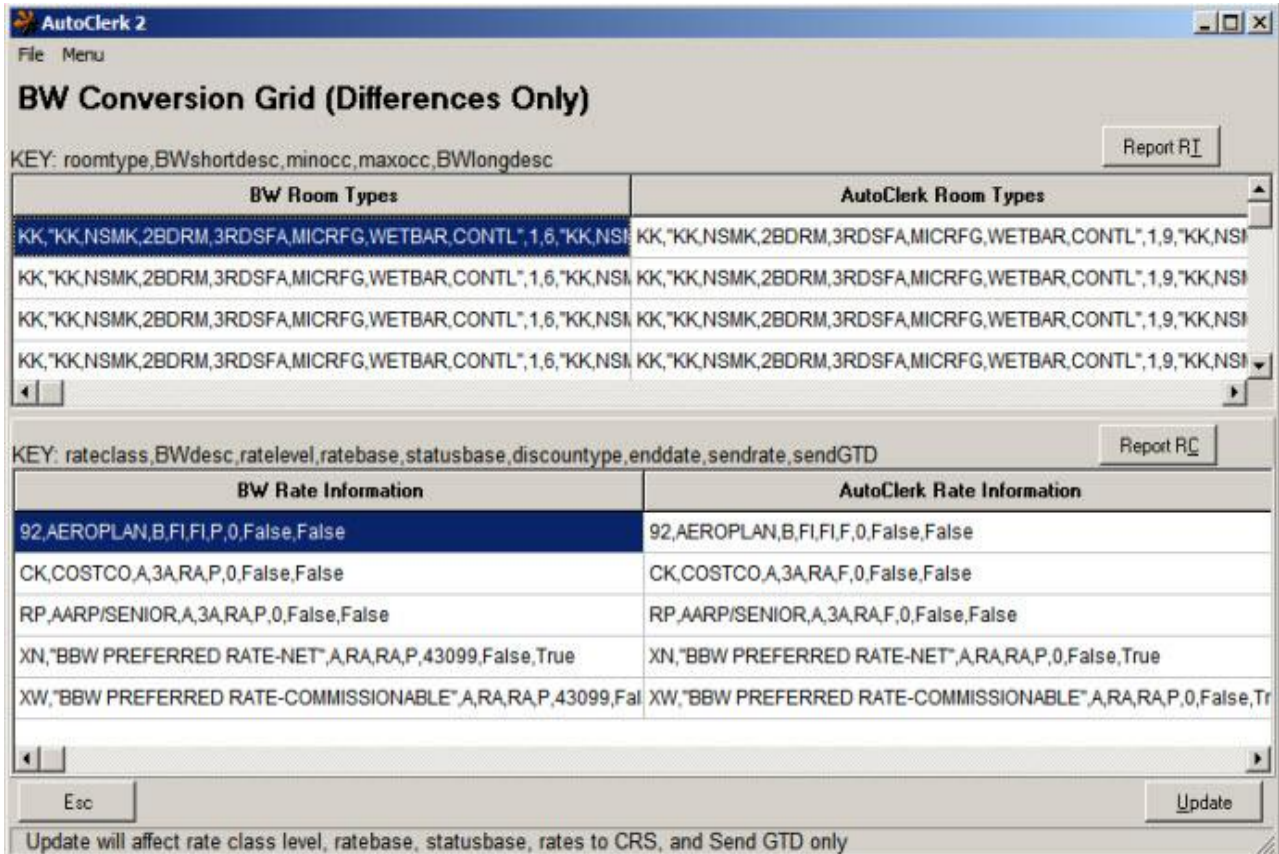


Fig. 19

6. Create flag for “Send guarantee policy for CRS”

In ACConfig- Rates- Rate Class Setup, there is a new checkbox to indicate whether that rate class’s guarantee/cancel policy is to be sent to BWI. [Fig. 20] The Member Web setting is retrieved as part of the Check Conversion. When your property is updated, all rate classes are set to send the GTD/Cancel

policy so you may need to modify some rate classes based on the Check Conversion report. For example, any Local rate class will need to be modified and this box unchecked.

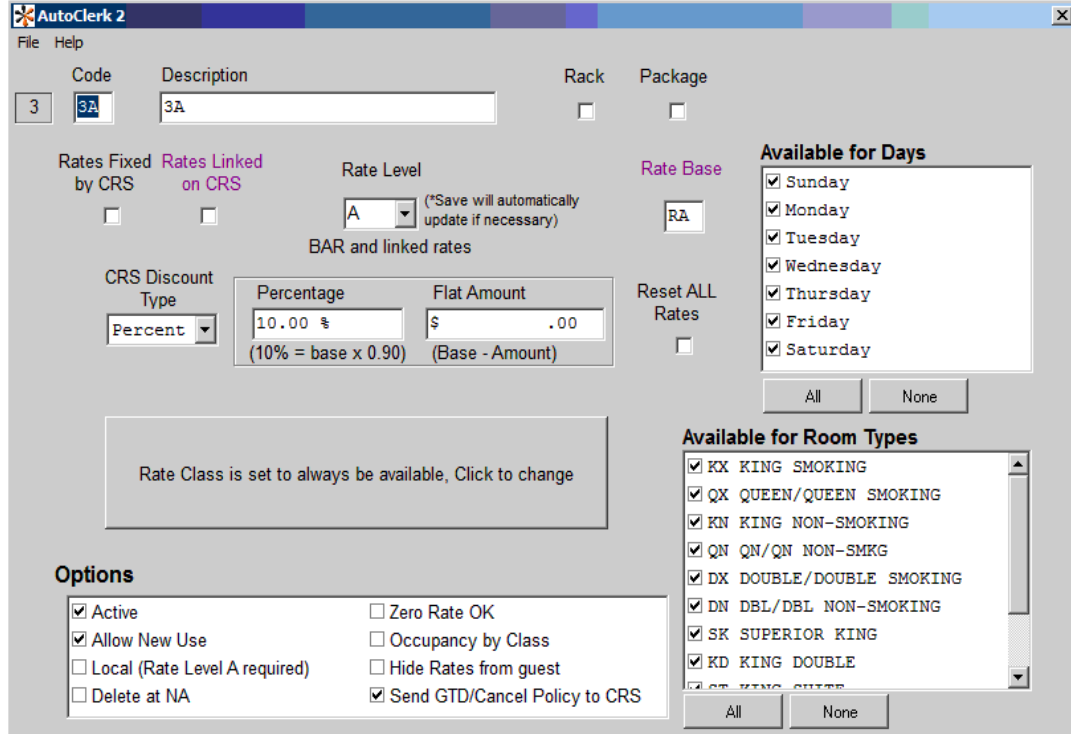


Fig. 20

7. Capture Source of Business

AutoClerk now captures the Sources of Business on reservations that are sent by BWI. These are different than the sources which a property can define and track through the Yield Management report.

There are three (3) BWI Sources of Business: 1) Channel; 2) Primary Source; and 3) Secondary Source.

Channels are: 1) CRO-Reservation call center; 2) GDS – GDS partner; 3) DC-Direct connect partners, including affiliate hotels in the UK, France, Italy, Germany, etc.; 4) WB-Booking engine partners (Primary Source is always 38); 5) Local-Reservations booked by the property (Primary Source is the property code); and 6) Property–Property to property bookings (Primary Source is the booking property’s code).

Primary Source is the unique source level such as CRO, GDS and property code.

Secondary source is the DC and WB unique source level.

The BWI Sources can be seen on a reservation or an inhouse folio by clicking on the ‘Conf’ button in the upper left corner. They are labeled ‘CRS Sources’. [Fig. 21]

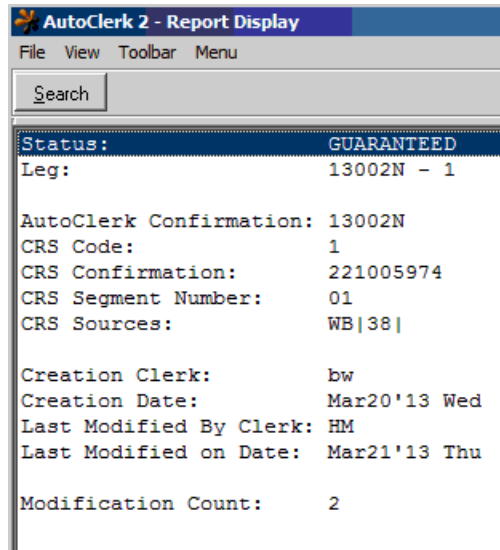


Fig. 21

The 'Channel' being sent from BWI is not the same as the Channel found on the main reservation form. That Channel is an internal AutoClerk number which identifies which CRS a reservation came from. All reservations from BWI are coded as 51 in AutoClerk.

8. Send reinstate

Users can now reinstate a cancelled reservation. When a cancelled reservation is reinstated, the CRS cancellation number is removed; and the original CRS confirmation number and the original AutoClerk confirmation number are reinstated.

To reinstate a reservation; from AutoClerk's mainmenu, click on Reservations – Uncancel a Reservation. The reservation selection screen will appear listing only cancelled reservations. Confirm the guest information and double click on the reservation. The user will get a confirmation window. [Fig. 22] A cancelled reservation can be uncanceled up through the original arrival date.

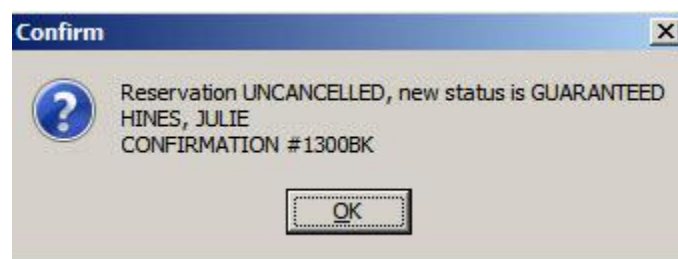


Fig. 22

In addition, the user can now void a guest's checkout. Once a guest has been checked out, you will see a 'Void c/o' button below the Folio button on the checkout form. [Fig. 23] A checkout can be voided only on the day of checkout, up to the time the Night Audit is run.

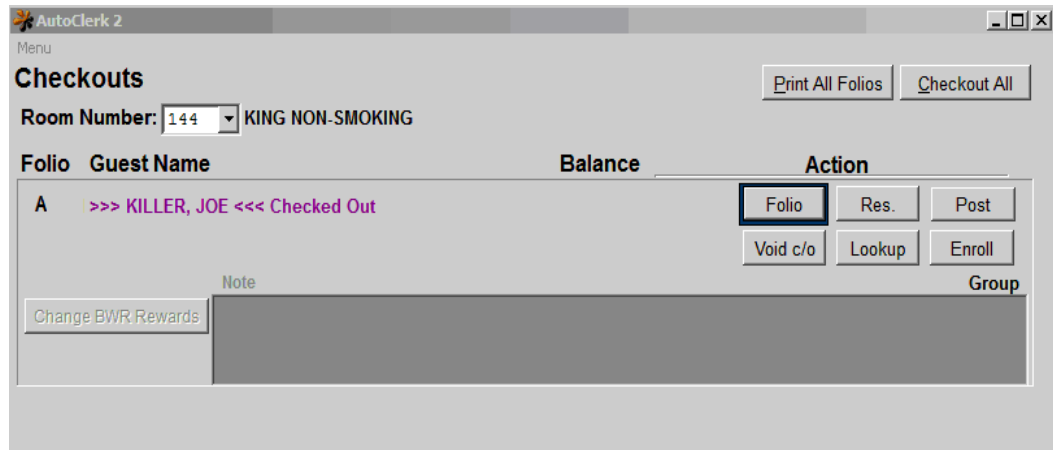


Fig. 23

AutoClerk does NOT send a message to BWI if a Central Bill reservation is cancelled or its checkout voided and the stay extended. Remember that doing either of these will put you out of balance with AutoClerk. The user will get a warning message of the potential out of balance situation.

9. Rate changes on CRS sources reservations must be logged locally in the PMS

AutoClerk tracks reservation changes in a guest's profile. As CRS rates are guaranteed on any reservation, being able to access this information is important.

When modifying a reservation or an inhouse folio, tab or click in the guest's last name field. By hitting the F1 key or clicking on the magnifying glass icon you are brought to AutoClerk's guest profiles. Each time you hit F1 or click on the 'More Info' button, you are taken deeper into that reservation's history.

The first time you hit F1 or 'More Info' and are at the 'Profile All Version' screen, you can scroll across the screen and see the logged in clerk's initials, dates of stay, rate class and room type as well as other reservation information. [Fig. 24]

Preferred	Conf#	Status	1st Night Rm Rate	Arrival	Nights	Class	Room Type	Room	Clerk	Clerk-date	TA check
Yes	1300CS	HOLD	\$ 72.00	Jul130'13tu	2	FI	KN		HM	Jul26'13	

Fig. 24

If you click 'Copy to Res' on the most recent version of the reservation, you will be able to see the reservation's configured and quoted rates. [Fig. 25]

Date	Rate Table	Rate Quoted
Nov 1'13	\$ 90.00	\$ 81.00
Nov 2'13	\$ 90.00	\$ 81.00

Fig. 25

10. Create popup warning when updating rates

The user can create ceiling and floor thresholds for flat rates. This is to prevent incorrect rates due to mistyping by the user. The default ceiling is \$500.00 and the default floor is \$15.00. Managers can access and change these thresholds in ACConfig – Defaults/Options – Set Reservation Options. [Fig. 26]

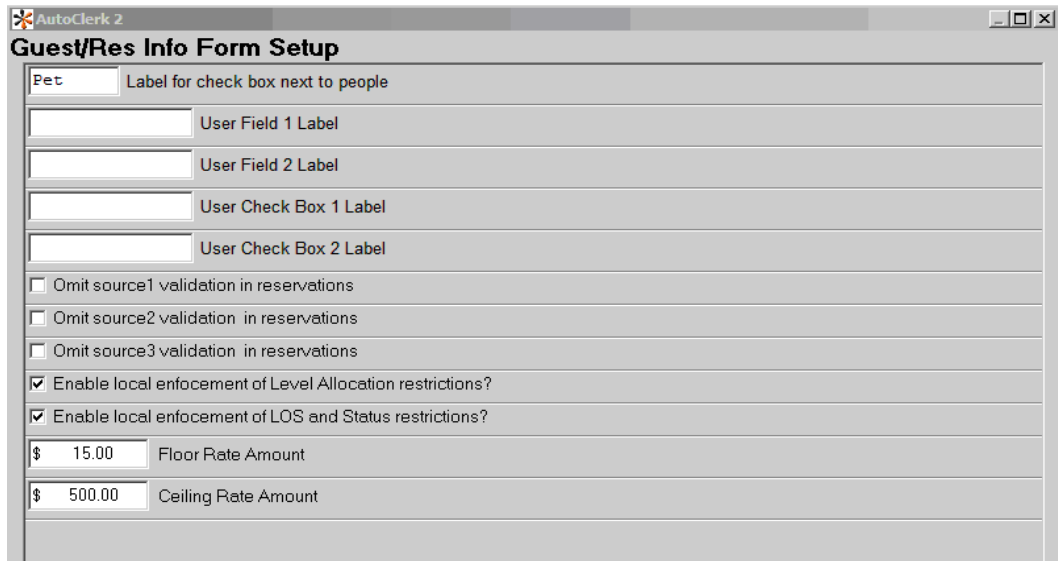


Fig. 26

When a reservation or inhouse folio is saved, if the rate exceeds the set thresholds, a pop-up will appear requesting the user to confirm the rate. [Fig. 27]

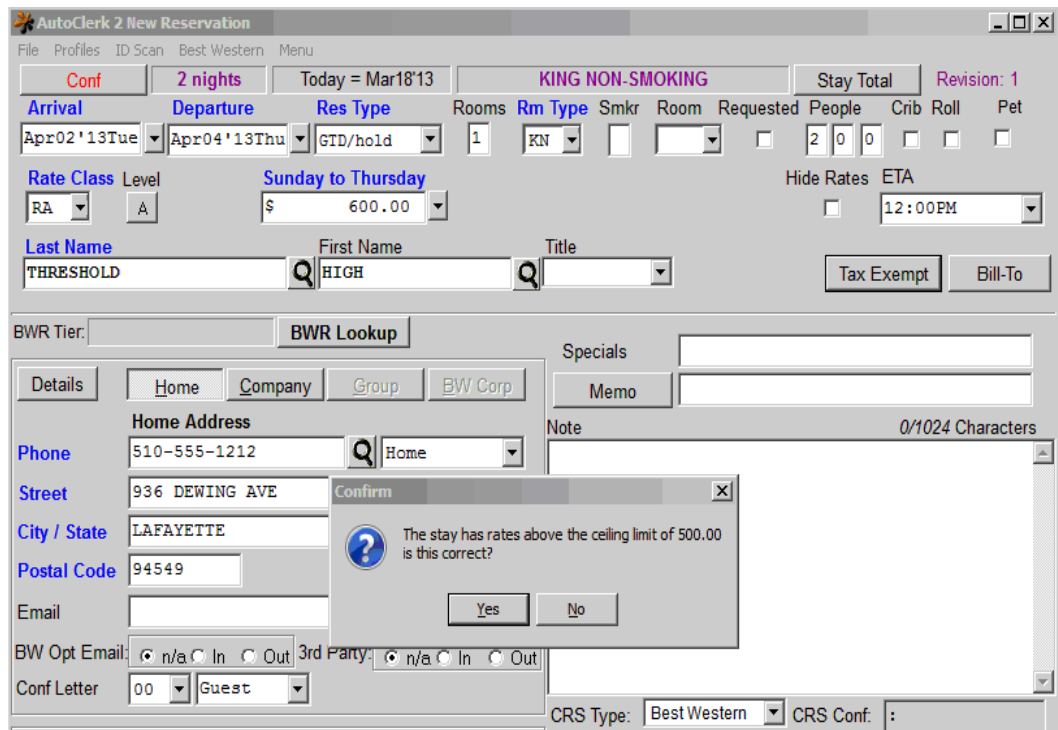


Fig. 27

If a reservation or folio has a rate that is lower than the set threshold, or a \$0.00 rate, a confirm popup will appear. [Figs. 28-29]

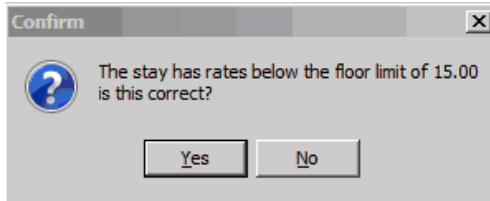


Fig. 28

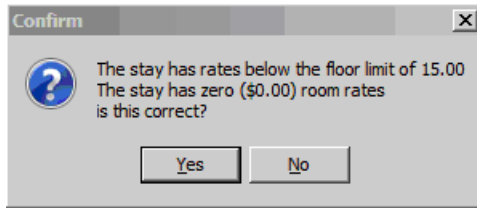


Fig. 29

11. BWR profile detail Web Service

When a user does a BWR lookup, they will now also get the BWR member's point balance, Affinity program (NASCAR, Harley, etc.) and Earnings information. These can be seen on a reservation form or an inhouse folio by clicking on the 'Conf' button. [Fig. 30]

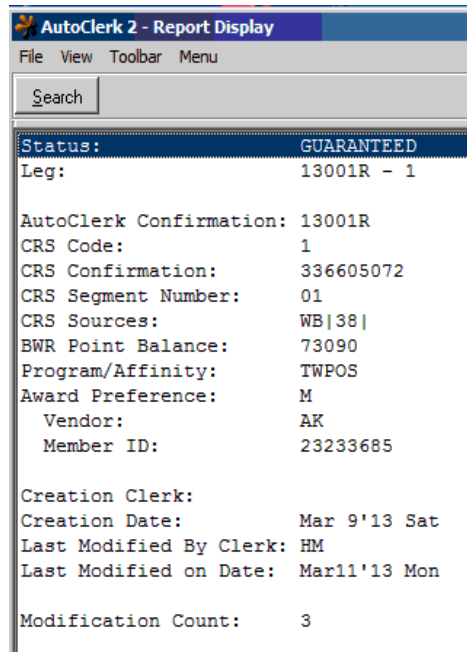


Fig. 30

AutoClerk now automatically performs a BWR lookup on all your inhouse BWR members as well as any remaining current day's BWR arrivals and tomorrow's BWR arrivals as part of the Night Audit. If a BWR lookup has been done at check in or on an inhouse guest during the past 48 hours, an additional lookup will NOT be done during the Audit. A lookup/update on a reservation is exempt from this update.

By default, AutoClerk is set to request BWR updates for both 1) current and next-day arrivals; and 2) inhouse guests. A manager can go into ACConfig – BW Options – BWR Options and change the setting. [Fig. 31]

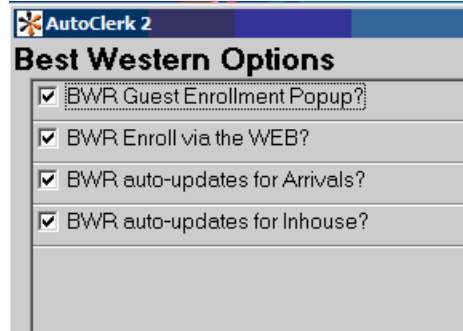


Fig. 31

12. Comments, Special Requests and Services delivered to PMS

When a property receives a reservation from BWI, it may now contain new comments such as how the reservation was guaranteed, if the CRS overrode the rate and any special requests such as a ground floor room or a crib. In addition, properties can now sell packages and/or standalone products from their Best Western booking site and therefore through the CRS.

Similar to how special requests are currently displayed to the user, these 'Products' will appear in the CRS note area of the reservation and/or inhouse folio form. There can be up to twelve (12) comments per reservation.

Cribs and Rollaways are considered 'Special Requests' and can be booked through BWI. They will appear as a separate segment in the CRS note area of a reservation.

The Product message as it appears in AutoClerk will include the unique product code, quantity, product purchased, cost and if tax is included and consumption date. Tax is reported based on how it is set up at the CRS, NOT how it is set up in AutoClerk. The message appears in the 'CRS Note' filed on the reservation and inhouse folio forms. [Fig. 32]

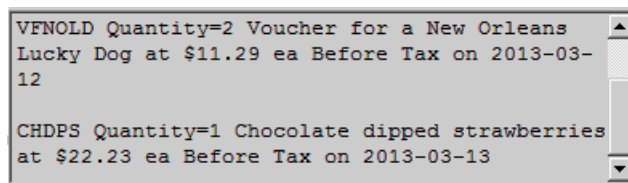


Fig. 32

BWI does not collect money for any purchased Products. It is the property’s responsibility to charge the guest for the product(s) purchased.

Product codes are a six (6) character code that is unique to each property. The Products are mapped in ACConfig – Set BW Options – Product Mapping. As reservations come into AutoClerk, if they contain a Product that does not exist in the Product Map, AutoClerk will automatically add it. Managers can change the description if they want. The description is limited to fifty (50) characters. File-Print will print the mapping. [Fig. 33]

Code	Description
CHDPS	Chocolate dipped strawberries
VFNOLD	New Orleans Lucky Dog

Fig. 33

If the user runs an Arrivals Report with all Detail (Reservations, List Reservations, Options), the reservation information includes the CRS Note field.

In addition, there is a new report in Utilities – BW Utilities – Product Report. The first thing the user is presented with is the Options form. The default options are: Sorted by Arrival Date; a Start date of three (3) days prior to the current day; an end date of 7 days beyond the start date; and all your configured Products. [Fig. 34] Changing the Sort Date will determine what the first column in the report will be.

Fig. 34

When produced, the report also includes the AutoClerk Confirmation Number, guest name, room number (if inhouse or assigned), delivery date, quantity, the BW product code and the Product description. [Fig. 35]

Arrival On	Conf #	Guest Name	Room	Deliver On	QTY	Prod Code	Description
Apr 9'13	13002P	WANT PRODUCTS	204	Apr10'13	2	CHDPS	Chocolate dipped strawberries
Apr 9'13	13002P	WANT PRODUCTS	204	Apr10'13	2	VFNOLD	Voucher for a New Orleans Lucky Dog

Fig. 35

13. Credit Card processing

As of this enhancement, BWI has the ability to charge a guest's credit card at the time of booking for all CC-DEP and CC-Full Pay reservations regardless of the cancel policy. In the past, BWI was only charging on uncancellable reservations. BWI will also tokenize the credit card number on all CC-GTD reservations. BWI will NOT send the full credit card number, but instead send an Order ID number and a token. The token will start with BWI and be followed by 12 numbers. There are a few cases where the credit card number is transmitted: 1) the card is a single use card; and 2) the connection between BWI and the property has failed.

This feature is ONLY available if the property has set up a prepayment merchant account. If you are interested in this feature, please contact the Best Western Help Desk at (800) 528-1902.

Once the account has been set up, the property needs to coordinate with AutoClerk to make some configuration changes. You need to create a paytype for the prepayment transactions. This means if you already have eight (8) paytypes, you will have to remove one to make room for the new code. Once you have set up the AutoClerk configuration, BWI will switch the property to the new format.

The following information ONLY applies if you are set up with the new credit card functionality.

If the guest's reservation came through BWI, the user can see the guest's credit card history by clicking on the Pay Type button on the reservation form. On the Reservation Payment Info window is a 'CC History' button. Clicking on that button will bring up the guest's credit card history including the BWI token; settlement amount and date; cc type; last four (4) digits of the card and the expiration date. [Fig. 36]

Trans Date	Trans	Type	Card Number	Exp	Amount
06/18/2013	BWI#07084450379	VI	7777	0416	0.00
06/18/2013	BWI#07084450503	DI	9818	0416	0.00

Fig. 36

If a guest has made credit card changes to their reservation through Best Western, then those changes will be reflected in the CC History button. For example, if a guest changes their form of guarantee from one credit card to another.

This information is NOT restricted by View CC rights as only the last four (4) digits are shown. This credit card history will only be available for CRS sourced reservations, not locally made reservations.

Properties should get a credit card from the guest at checkin, regardless of whether or not a deposit was taken on the reservation. It is the property's responsibility to get proper additional authorization and/or payment upon checkin.

If the guest is a no show, the property will have to go through the Clear Commerce storefront and use the Order ID and token to charge the guest if applicable. If a refund is due a guest with an advance deposit, postings will have to be done both in AutoClerk and at the Clear Commerce storefront using the Order ID token

Please see the document: 'AutoClerk and BW's Reservation Prepayment Processing' at www.myautoclerk.com under Documentation for more information on how to checkin, check out and post adjustments for reservations which have had a deposit taken through Best Western.