

August 5, 2009

State of West Virginia
Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

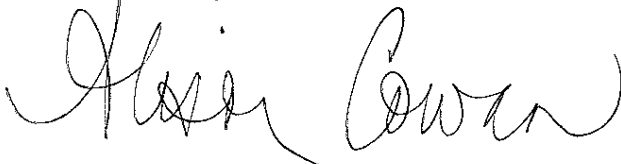
Attn: Frank Whittaker – File 44
RFP. No.: DNR209125

Dear Frank:

InnPoints Worldwide is delighted to provide you with our response to your Request for Proposal concerning Global Electronic Distribution of Lodge Rooms for the State of West Virginia.

We look forward to discussing this exciting proposal with you. We welcome the opportunity for any further questions or reference requests.

Yours sincerely,



Alison Cowan
Vice President of Sales
InnPoints Worldwide, Inc.
800 20th Street NW, Suite B
Albuquerque, New Mexico 87104
TEL 505-767-1476
Email: alison@innpoints.com

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WV PURCHASING
DIVISION

GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this Contract may be deemed null and void, and terminated without further order.
14. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in case of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

West Virginia Code §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code*. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

ANTITRUST:

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated

Vendor's Name: InnPoints Worldwide
Authorized Signature: [Signature] Date: 31 July /09
Purchasing Affidavit (Revised 01/01/09)



The State of West Virginia



Request for Proposal

Reservation Representation and
Electronic Distribution Services -
GDS/IDS, Internet Booking Engine
and PMS Interface

Prepared by:

InnPoints Worldwide

August 5, 2009

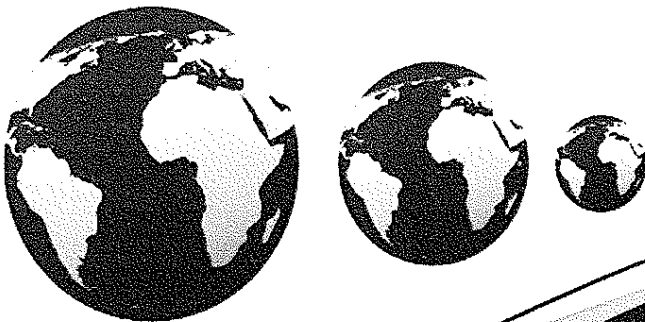


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InnPoints Worldwide RFP Response - Technical
Global Electronic Distribution Services for
The State of West Virginia State Park Lodges

August 5, 2009

Section 1. A) Describe your business including services offered, industries served, hotel market segments/tiers served and administrative infrastructure. B) Provide an Organization Chart for the executive, reservations processing, product development, and product/customer support sectors of your organization.	<p>A) InnPoints Worldwide is a diversified reservation and marketing organization and proven leader in electronic distribution and channel marketing services. From our Albuquerque, NM headquarters to our Call Center in the State of Maine and satellite offices in Dallas, Chicago, Santa Rosa, Canada, Sweden, Italy and Greece, InnPoints provides voice, GDS/IDS distribution, website booking engines as well as a complete web based property management system solution.</p> <p>Founded in 1994, InnPoints continues to hold to its roots by keeping its focus on providing impeccable customer service and state of the art technology. This has allowed for steady growth throughout an ever-changing electronic hospitality market.</p> <p>InnPoints Worldwide is a privately held company. The corporation currently has 45 shareholders with 3 shareholders holding over 60% of the shares, and 7 of which are employees.</p> <p>InnPoints has 1697 clients worldwide; representing 174,671 rooms that include 2 private label chains, hotel groups, extended stay corporate housing, distinctive hotels, inns, and bed & breakfasts.</p> <p>The InnPoints portfolio represents properties in 67 countries worldwide. The breakdown of InnPoints' market segments are as follows:</p> <table><tr><td>Americas</td><td>85%</td></tr><tr><td>EMEA</td><td>14%</td></tr><tr><td>Asia/Pacific</td><td>1%</td></tr></table> <p>Products and Services</p> <p>InnPoints products and services include:</p> <ul style="list-style-type: none">• Next Generation Seamless Connectivity to All GDS• Listing and Inventory Distribution to Over 1,000 Online Travel Websites• 24x7 Call Center for Voice Services Including: Private Label Voice, Overflow and After-hours Call Handling• 24x7 Client and Travel Agent Help Desk• Real-time Booking Engine for Hotels' Proprietary Website• Web-Based Room and Rate Management• Up-to-the-Minute Online Reporting• Intense Revenue Management Program	Americas	85%	EMEA	14%	Asia/Pacific	1%
Americas	85%						
EMEA	14%						
Asia/Pacific	1%						

- Customized Electronic Marketing Opportunities
- Automated Bid Process for Consortia and Corporate Negotiated Rates
- Fully Integrated Web-Based Property Management System
- Website Hosting and Design
- Search Engine Optimization, Tracking and Reporting
- MyInnPoints.com Management Dashboard
- Interactive and Onsite Training
- MyRevenue Optimizer – Competitive Set Reporting and Analysis
- Email Marketing Services
- Net Rate/Merchant Model Program Coordination

We utilize the MyCRS Central Reservation Platform for our technology solution. One of the great advantages of MyCRS is it doesn't have rigid infrastructure requirements in order to successfully and efficiently operate. MyCRS can be accessed any time, anywhere, by anyone! The CRS only requires that the workstation utilize a PC with an internet connection

MyCRS offers real-time high level data maintenance automation and is completely web-based. All rate and availability updates are instantaneous to all electronic booking channels. Setup and maintenance are easy for one or multiple locations.

MyCRS Reservation System Features:

- Real-time Rates and Availability
- Full Channel Management Capabilities
- Online Enhanced Yield Management
- Complete Room/Rate Control
- Room, Rate, and Combination Allotments
- Split Rate and Multiple Rate Period Capabilities
- New Editable Inventory and Rate Grid
- Length of Stay Overrides
- Independently Maintained Distribution Channels
- Customized Room/Rate Descriptions and Codes
- Unlimited Guarantee/Deposit Cancellation Policies
- Full Property Management System Integration Available
- Fully Customizable Website Booking Engine
- Comprehensive Online Reporting
- Derived Rate Feature
- Group Booking Functionality

There are two highly customizable versions of the Internet Booking Engine (IBE). Both versions are developed using HTML technology for a unique, multi-dimensional user experience. Custom aesthetics can be achieved to create a seamless flow from website to booking engine.

For a list of current InnPoints client references, please refer to Attachment "A" – Reference List.

The InnPoints Executive Team Includes:

Randall Reviere – Chairman

- 20yrs Experience in International Management & Commercial Development
- Most recently Commercial Manager for BP
- Doctor of Engineering, MS in Petroleum Engineering, and BS in Electrical and Mechanical Engineering

Helen Collins – President / CEO

- Founded ABQ Direct (Bed&Breakfast Direct) - March, 1994
- 19yrs. Experience in the Travel Industry including Tourism Marketing, Travel Agency Ownership, and Reservation Services
- Owner of New Mexico Central Reservations (NMCR) – Exclusive contract with ACVB for Multi-Hotel Housing
- Bachelor of Science Degree in Mathematics with Honors – University of Texas at Austin

Mark Brown – Executive Vice President/COO

- Founded InnPoints – September, 1995
- 20yrs Experience in the Travel Industry Including Extensive Airline Call Center, Hotel Operations, and Rental Car Services
- Past Owner of 3 Successful Lodging Properties in Albuquerque & Santa Fe, New Mexico

Alison Cowan – Vice President of Sales

- 8yrs. with InnPoints Worldwide
- 20yrs. Experience in the Travel Industry Including all aspects of Hotel Electronic Distribution, Sales & Marketing, and Account Management
- Extensive Knowledge in Electronic Marketing Opportunities
- Attended Mount Royal College – Calgary, Alberta

Marie Lassiter – Vice President of Operations

- Over 20 Years. Hospitality Experience including Hilton, Sabre and Unirez
- Prior to joining InnPoints was the Director of Product Development for Pegasus

Katrina Benitez – Director of Client Services

- One Year with InnPoints Worldwide
- Over 13 Years in the Hospitality Industry including Hilton, Doubletree and Micros
- Strong Background in PMS, Hotel Operations and Budgeting for Full Service Hotels

Phoenix Smith – Director of Marketing

- 2 Years with InnPoints Worldwide
- MBA – International Management – University of New Mexico
- BBA – Marketing - University of New Mexico
- Extensive Knowledge of Travel and International Business

	<p>B) For a full organization chart including all departments, please refer to Attachment "B" – Organizational Chart</p>
<p>Section 2. A) Describe the process for a new property set-up and the length of time anticipated for the property's information to be distributed into the various distribution channels. B) Provide an internet "URL" for an example of the Property Management Tool.</p>	<p>A) The importance of electronic distribution -- through the Internet and the GDS -- has grown considerably over the last few years; so has the complexity of this distribution environment. InnPoints has a dedicated implementations team to assist all new properties in mastering these complexities, which are vital to a property's success. The Implementations Manager is responsible for the entire onboarding process from information building to hotel training and hotel profile audits.</p> <p>When the State of West Virginia's Park Lodges execute an agreement with InnPoints, a welcome call will be scheduled with representatives from all applicable departments from both parties. During the welcome call, the implementation plan is reviewed, along with roles and responsibilities to ensure a smooth transition for State's park lodges.</p> <p>The State will be provided with hotel information forms and a copy of their current GDS listing, if applicable, to review. When a hotel is switching from a different provider, the hotel is presented with a switch letter to sign, which InnPoints will submit to the GDS channels on the hotel's behalf. The Implementations Manager and the GDS team will then build the hotel's information in MyCRS and the GDS/IDS channels.</p> <p>On the day of an implementation/cutover, InnPoints will test book all rates in each GDS, and the hotel's proprietary website, as applicable. Results of test bookings are provided to the customer. In addition to test booking all rates, InnPoints will call travel agents to verify bookability of negotiated or consortia rates. These two steps are very time consuming; however, InnPoints believes they are essential in having a successful implementation. The coordination of a PMS interface will also be coordinated by the Implementations Manager, and the hotel staff will receive full training on the interface operation and management.</p> <p>The Implementations Team will work with the State to announce the change in representation, if applicable, to the industry, specifically the travel agent community through marketing campaigns and press releases. Implementation and Client Services will work together to train the State on using all tools available and optimizing hotel content.</p> <p>The entire implementation process takes no longer than 10 business days. In the event of a switch, if the switching hotel is granted early release from its losing chain, a switch can be processed in as little as 3 business days.</p> <p>B) The following is a link for our MyCRS Training Videos. These quick guides will provide insight into the ease up updating and maintaining data in our central reservation system. http://innpoints.com/training/</p> <p>Please refer to Attachment "C" – MyCRS Quick Reference Guide</p>

<p>Section 3.</p> <p>A) Describe the various processes (e-mail, CRS/PMS interface, fax, etc) through which the Agency would be advised of new reservations and modifications/cancellations to existing bookings.</p> <p>B) Describe your 2-way interface with a Property Management Software and the success you have had doing so with RoomMaster by InnQuest (the software used by the Agency).</p>	<p>A) Reservations, modifications and cancellations can be delivered via the RoomMaster PMS interface, email or fax transmission. In the event the primary reservation delivery method fails at the hotel, the hotel will receive the reservation through one of the alternate channels. Reservation notifications are available online indefinitely. Notifications cannot be recalled once they are generated. Notifications are not stored; however the reservation is stored and, therefore, the notification can be re-generated.</p> <p>B) The RoomMaster Two-Way interface is a near real-time interface supporting reservations from MyCRS to PMS and Inventory, Rates, and Booking/Rate Rules from PMS to MyCRS. RoomMaster logs in to MyCRS every 10 to 15 minutes to pick up any reservations that were taken since the previous check. RoomMaster sends incremental inventory, rate, and rules messages to automatically update values in MyCRS whenever the values change in the PMS. In addition RoomMaster re-syncs all data nightly.</p> <p>New rooms and rates are not created by the interface and need to be set up once in each system to match, but once set up, all of the inventory, rate, and rules data flow seamlessly.</p> <p>The interface is based on an industry proven OTA specification provided by RoomMaster, which is used not only with InnPoints, but with many other vendors. It has been in use long enough to be very stable and free of issues.</p> <p>Since the interface transfers are initialized by RoomMaster, there is no requirement at the property for the static IP address or SSL certificate required by many PMS's. Typically all that needs to change from a network perspective at the property is for a RoomMaster implementation specialist to verify that the version of RoomMaster is new enough to support the interface. If an upgrade is required, this is typically done by the RoomMaster specialist on or shortly before the installation date, which is a process that typically takes 30 to 60 minutes.</p> <p>The MyCRS/RoomMaster interface has been live with multiple MyCRS clients for over one year, and has proved itself a valuable integrated solution for RoomMaster users. References are available upon request.</p>
<p>Section 4.</p> <p>A) Provide an overview description of your Internet Booking Engine (Branded Booking Engine).</p> <p>B) Describe how the Agency might specify the sequence in which it wishes rooms/rates to be displayed to the Internet Booking Engine.</p>	<p>A) The InnPoints Website Booking Engine uses live rates and inventory directly from MyCRS data, giving web customers a fast and secure way to make reservations instantly.</p> <p>There are two highly customizable versions of the Internet Booking Engine (IBE). Both versions are developed using HTML technology for a unique, multi-dimensional user experience. Custom aesthetics can be achieved to create a seamless flow from website to booking engine.</p> <p>Both Internet Booking Engines provide the following features:</p> <ul style="list-style-type: none"> • Real Time Rates and Availability • Availability and Restriction Calendars

<p>C) Describe how conventional packages would be created in the Computerized Reservation System and then available on the Internet Booking Engine.</p> <p>D) May rooms in a group block be booked via the Internet Booking Engine? If yes, please describe the process including any group organizer functions (such as establishing group blocks, creating group landing pages, viewing pick-up reports or entering rooming lists.</p> <p>E) Provide an internet "URL" for an example of a property Internet Booking Engine.</p>	<ul style="list-style-type: none"> • Ability to Display Multiple Room Images • Display Channel Specific Rates • Intuitive Booking Process / Clear Display of Booking Progress • Website Tracking and Analytics • Customized HTML Guest Emails • Email Database for eMarketing • Travel Agents, Promotional and Group Rate Booking Functionality • Multiple Room/Rate Options to Up-Sell Your Property • Modification and Cancellation of Prior Bookings <p>We recently integrated our Internet Booking Engines with Google Analytics and Google Adwords to provide accurate and informative data. This includes comparative time periods and select date ranges to help make informed decisions to increase website traffic. A code is attached to each website page to track and compare keywords on Google and other search engines. All information can be pulled into a custom dashboard for easy reporting.</p> <p>The MyCRS Booking Engine is fully customizable with colors, fonts, field placement, labels, inclusion and exclusion of fields and a reservation launcher from the hotel's main website. MyCRS also offers an availability calendar for our booking engines. The calendar displays up to 60 days of availability. Each hotel has a configurable option to display availability with stay restrictions (i.e., minimum length of stay).</p> <p>InnPoints is launching a new XML interfaced booking engine, currently in beta-test and expected to launch in early Fall 2009 that will allow a hotel to create their own booking engine customization. Essentially an XML interface allows hotels to create any customization they would like....the sky is the limit!</p> <p>B) Rate plans and room types can be sorted in any desired order for display on the MyCRS booking engine. This is easily set up in MyCRS with the assistance of the hotel's account manager.</p> <p>The MyCRS Booking Engine also offers the ability to load hidden rates that are only accessible using a booking code. If the negotiated account wishes to access their rates from the hotel website, the hotelier would simply notify InnPoints of the rate loading information and the desired code to use for access. The code will need to be given to the negotiated account so they may access the rates.</p> <p>C) MyCRS supports the creation of pre-defined and pre-priced packages. The process for either voice or booking engine reservations is the same. The hotelier will submit the package details to their account manager, who will then load and channel to the call center or internet booking engine. Depending on the purpose of the package, the rate plan can be displayed to the reservation agent or booking engine consumer as a booking option, or the rate plan can be hidden and require an access code for viewership.</p> <p>The MyCRS dynamic package feature is expected to launch in Fall 2009. When launched, booking engine consumers (via the booking engine) will</p>
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	<p>have the ability to select a room and rate combination, and then select additional components to purchase for the stay. The available package components, quantity and combination of those components with rooms and rate types will be controlled by the hotel. When setting up package components, the hotel can specify if the component is based on free-sale inventory or define a specific inventory for the component.</p> <p>D) The MyCRS group block functionality provides the ability to sell rooms via the Voice application or any MyCRS Booking Engine. Group organizers can customize a group landing page with external links to information including an online group pick-up report and an import function to import rooming lists.</p> <p>E) Customized HTML Booking Engine: http://www.bricktown-hotel.com/</p> <p>Compact Customized Booking Engine: http://www.santafesageinn.com/</p> <p>Please refer to Attachment "D" - Booking Engine Samples</p>
<p>Section 5.</p> <p>A) Describe in detail the services that your organization commonly delivers in its provision of GDS representation, including GDS database management.</p> <p>B) Describe any Revenue Management facilities/technologies supplied by third parties and offered to your clients by your organization.</p> <p>C) Describe the Channel Management facilities/technologies that you offer.</p>	<p>A) InnPoints has a dedicated Implementation and Database team, employing Channel Distribution experts. These experts work with the Implementation Team and Account Managers to ensure new hotels are implemented correctly and bookable immediately. Day to day rate additions, image management and content changes are tracked in an on-line ticket system. We utilize automation tools to distribute content quickly and accurately. InnPoints works closely with the Travel Agent community and the ODD Channels to ensure all rates are bookable at all hotels. InnPoints conducts regular audits to optimize a hotels representation and productivity in all distribution channels.</p> <p>B) MyCRS offers a suite of tools for revenue management including:</p> <ul style="list-style-type: none"> • Derived pricing for multiple rate plans from one or more base rates. (Base rate could be BAR or any other rate selected). • Setting floor and ceiling prices on derived rates to guarantee minimum room revenue or contain prices below a maximum contracted rate. • Sorting returned rooms and rates in to a specified sell order. • Controlling allotment at room, rate and product levels, allowing limits to be placed on the number of discounted rate bookings that can be made. • Applying price offsets based upon the length of stay and restricting the resulting price using floors and ceilings. <p>Revenue Management is an integral part of our role as your GDS/IDS provider. The goal of the Account Management Department is to optimize profitable revenue for our clients.</p> <p>The focus of your Account Manager is to assist you in generating more reservations and revenue. Our goal is to be your expert resource for information and counsel related to electronic distribution. We want to be the "hands on" ally in negotiating and mastering this environment, and</p>

	<p>successfully executing the property's electronic marketing strategy.</p> <p>The hospitality Internet marketplace is complicated and forever changing. There are literally thousands of marketing opportunities online. Our extensive research helps hotels make the right choice regarding the allocation of both human and financial resources for electronic marketing efforts. Allow us to navigate and manage the Internet marketplace on your behalf. With our full-service approach to electronic business, everything we do is tailored uniquely for the client and their marketplace.</p> <p>InnPoints has white-labeled a competitive set tool called MyRevenue Optimizer, which provides a platform for competitive rate analysis and revenue optimization suggestions.</p> <p>InnPoints has also recently added to its portfolio of value added services the InnPoints Premium Service. This service provides revenue management consulting and revenue generation tools.</p> <p>C) MyCRS allows the user complete control over which specific room types and rate plans are allocated to the different GDS (Sabre, Apollo, Amadeus, and Worldspan) as well as Pegasus, the internet booking engine, voice agents, and our direct interface with Booking.com.</p> <p>In addition, InnPoints has developed an interface to both Allotz.com and EZYield.com, which provides a comprehensive channel management solution. These interfaces give automatic real-time access to your available inventory for specific third party travel partners.</p>
<p>Section 6.</p> <p>A) List the activity and management reports available. Provide examples of each. Can reports be exported to Excel or other comparable spreadsheet software? If yes, describe the process.</p> <p>B) Describe your account management program.</p> <p>C) Include the process for adjusting, finalizing and making payments for invoices.</p> <p>D) Describe how reservation or billing discrepancies between the property and the vendor would be handled.</p>	<p>A) Reports Available to Group and Individual Hotels: MyCRS</p> <p>1. Channel Production Report</p> <p>A) Contents of Report – Each Column will Indicate Gross Number, Cancellations and Net of all numbers calculated.</p> <ol style="list-style-type: none"> 1) Channel Indicator: GDS (Sabre, Worldspan, Amadeus, and Apollo). Voice (Call Center) and Web (Hotel Website and Pegasus). 2) Bookings: Shows the total number of reservations made in the time searched. This data is not year over year. 3) Room Nights (Number of Nights per Reservation): This column will show the number of room nights booked in a given period. 4) Revenue: Provides the total dollar amount the hotel or group made in the given period of time. This is calculated in USD. 5) ADR (Average Daily Rate): This is a complete average of all rates booked during the specified period of time. 6) LOS (Length of Stay): Indicates what the average length of stay. This is calculated by number of nights and number of reservations. 7) Avg. Bkg. (Average Booking Total): This column represents the average booking total for all channels. 8) All totals are calculated for all channels at the bottom of the report.

	<p>B) Frequency of Updated Data</p> <ol style="list-style-type: none"> 1) The information in this report is in real time. <p>C) Output Format</p> <ol style="list-style-type: none"> 1) This report is available in Excel, CSV, HTML, and PDF formats. (Reports Attached) <p>2. Inventory Report</p> <p>A) Contents of Report.</p> <ol style="list-style-type: none"> 1) Date: The date in which the report was pulled if there are multiple dates it will indicate that in line breaks. 2) Level: The level in which inventory is set. (Property, Room, Rate, Product) 3) Code: Indicates the room code that displays in MyCRS, on reservations sent to the hotel, and in the GDS. 4) Available: Shows the number of unsold rooms for the dates searched. 5) Booked: Shows the number of rooms booked on the specific dates. 6) Status: This field will show when the property is closed out. If the property has available inventory this field will be blank. If the hotel is sold out or closed to online bookings it will say Closed. <p>B) Frequency of Updated Data</p> <ol style="list-style-type: none"> 1) The information in this report is updated in real time. It is dependant on the property to update their inventory through MyCRS for any bookings made directly at the hotel that may affect their online inventory. If the property is interfaced with a Property Management System the inventory will update automatically. <p>C) Output Format</p> <ol style="list-style-type: none"> 1) This report is available in HTML, PDF, CSV, and Excel formats. <p>3. Price Report</p> <p>A) Contents of Report</p> <ol style="list-style-type: none"> 2) Product: Lists the rate code that was searched and the room code selected. 3) Start Date: 1st date selected for the report. 4) End Date: Last date selected for the report. 5) Length of Stay: A length of stay offset will be indicated here if one exists. 6) Formula: If rates are derived off of a Base rate the formula will be represented here. 7) Floor: Lowest accepted rate. 8) Ceiling: Highest accepted rate. 9) Single/Double/Triple/Quad: All indicate occupancy. The number of guests and the fluctuation of the rate depending on this number. 10) Ex. Ad: Additional Adult Fee. 11) Ex. Ch: Additional Child Fee. <p>B) Frequency of Updated Data</p> <ol style="list-style-type: none"> 1) This report is available in real time. <p>C) Output Format</p>
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	<p>1) This report is available in HTM, CSV, PDF, and Excel formats.</p> <p>4. Reservation/Arrival Report</p> <p>A) Contents of Report</p> <ol style="list-style-type: none"> 1) Confirmation Code: Confirmation or Booking number. 2) Name: Last and First name of the guest. 3) Book Date: Date in which the reservation was made. 4) Room Type: The room code is indicated here, this is the room reserved by the guest. 5) Status: Indicates whether the reservation is still active or cancelled. 6) Check In: Arrival Date 7) Check Out: Departure Date 8) ADR: Average Daily Rate for the entire stay. <p>B) Frequency of Updated Data</p> <ol style="list-style-type: none"> 1) This report is available in real time. <p>C) Output Formats</p> <ol style="list-style-type: none"> 1) This report is available in HTM, CSV, PDF, and Excel formats. <p>5. Restriction Report</p> <p>A) Contents of Report</p> <ol style="list-style-type: none"> 1) Date: The date being searched. 2) Level: The level in which the restriction is set. 3) Code: Indicates the code for the level that the restriction is set. If the restriction is set at the Property level then the Property code will display. If the restriction is at the room level then the room code will display. 4) Avail Status: If the property is open this column will be blank if the property is closed out it will display Closed. 5) Avail Quantity: Number of rooms available on the date(s) indicated. 6) No Arrival: This column will indicate if arrivals are not allowed on a particular date. 7) No Departure: This column will indicate if departures are not allowed on a particular date. 8) Min Arrival: Indicates if there is a minimum stay through restriction on arrival. 9) Max Arrival: Indicates if there is a maximum stay through restriction on arrival. 10) Min Stay: This column will indicate if a minimum stay is required to arrive on a particular date. 11) Max Stay: This column will indicate if a maximum stay must be met to arrive on a particular date. 12) Lead Time: This column will indicate whether a lead time restriction (min or max) has been set. <p>B) Frequency of Updated Data</p> <ol style="list-style-type: none"> 1) The information in the report is in real time. <p>C) Output Format</p> <ol style="list-style-type: none"> 1) This report is available in HTM, CSV, PDF, and Excel formats.
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	<p>6. Volume Allocation Report</p> <p>A) Contents of Report</p> <ol style="list-style-type: none"> 1) By Rate Type: Calculations By Rate Type 2) Rate Type Code: Lists all booked rates in a given period of time. 3) Total Reservations: Reservations made during the reported period. 4) Room Nights: Total room nights during the date specified. 5) Revenue: Total revenue by rate type. 6) Average LOS: Average Length of Stay for all reservations made. 7) ADR: Average Daily rate for all rates reported on. 8) By Room Type: Calculations By Room Type 9) Room Type Code: Lists all booked room types in a given period of time. 10) Total Reservations: Reservations made by room type in a given period of time. 11) Room Nights: Total room nights during the date(s) specified. 12) Revenue: Total revenue by room type. 13) Average LOS: Average Length of Stay for all reservations made. 14) ADR: Average Daily Rate for all Rates reported on. <p>B) Frequency of Updated Data</p> <ol style="list-style-type: none"> 1) This information is reported in real time. <p>C) Output Format</p> <ol style="list-style-type: none"> 1) This report is available in HTM, CSV, PDF, and Excel formats. <p>Please refer to Attachment "E" - Sample MyCRS Reports</p> <p>B) InnPoints is committed to continuing to provide our hotel clients with the best client service in the business. Each hotel's designated Account Manager, and our team of Reservation and Help Desk Agents are devoted to supplying hotel clients with proactive account management. InnPoints has proven to its current portfolio that we are a company based upon productivity and service; our success is measured by your success.</p> <p>Our objective continues to be a provider of superior level support so that InnPoints is viewed as a valued business partner and important business generator for your properties. We achieve this by doing the following:</p> <p>1) Develop and manage the relationships with hotel client:</p> <ul style="list-style-type: none"> • Initiating, in a proactive manner, telephone interaction with the hotel client to fully understand your business objectives and marketing needs. • Design both a short term and long term strategy which includes communicating with the individual hotels to assure familiarity with all services available from InnPoints including: client management, marketing services, consortia preferred rates and other "value added" benefits that are included as part of the
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	<p>package.</p> <p>2) Effectively increase revenue for hotel client by employing customized Portfolio and Revenue Management techniques including, but not limited to:</p> <ul style="list-style-type: none"> • Analyzing current hotel information (rates, HOD, availability, images) in all the various distribution channels and suggesting possible means to maximize hotel revenue. • Sharing with the hotel all productivity building ideas, travel trends, and yield management methods available to optimize reservation revenues. • Preparing monthly reports that summarizes productivity, opportunities to increase reservations, and findings on reservation increase/decrease. • Working closely with the hotels and the various consortia to select programs and marketing opportunities best suited. • On going Property Audits which include test bookings in all channels and review of competitive set. • Ensuring all properties have current images uploaded in each distribution channel. • Conducting ongoing training of all tools available to maximize reservation volume. <p>C) Reservation fees for reservations made through the Electronic Booking Channels are calculated on the basis of the departure date for all reservations that have departure dates in the prior month. Invoices are generated on the first of each month, and an email notification or a hard copy is sent to the specified billing contact at the hotel. Reconciliations can be completed online through the hotel's login up to ten days after the invoice is issued. There is no charge for cancellations made in the channel the reservation originated from prior to date of arrival. Payment terms may be invoice or automatic payment through credit card or direct debit.</p> <p>D) InnPoints allows the hotel to adjust no-shows, shortened stays and/or direct cancellations. In the event of a reservation or billing discrepancy, your account manager will work closely with the hotel in solving the situation. InnPoints values its relationship with its hotel clients, as well as the relationships between the hotels and its guests.</p>
<p>Section 7.</p> <p>A) List the days/hours that support is provided. Indicate your response speed commitments.</p> <p>B) Describe the process for reporting problems, tracking problems and the escalation process, whether they pertain to system performance, service level adherence, reservation disputes or</p>	<p>A) Our account managers are available between 7 am MST / 9am EST and 5 pm MST / 7pm EST, Monday through Friday. We also provide a 24 hour help desk and online live response chat support. If a client is not able to reach their account manager directly, they may leave a message, and should expect a response the same day in most cases (excluding weekends). If a client must leave a message with our Help Desk, they can expect a response within 24 hours. We also have a support email address, helpdesk@InnPoints.com, which is monitored 7 days a week.</p> <p>B) All issues are tracked in our internal control panel, and sorted by priority level. Account Managers monitor all issue tracking on a daily basis. Situations not resolved within 24 hours are escalated to the relevant executive department within InnPoints.</p>

<p>other issues.</p>	<p>All system issues are escalated to our development staff where a ticket is logged and worked within 24 hours.</p> <p>All service issues are handled by the account manager or senior management and resolved immediately.</p> <p>Hotel personnel are provided with numerous ways to communicate any issues they are experiencing, including contacting their account manager directly, calling the 24/7 hotel help desk, accessing live chat support in MyCRS, or simply sending a fax or email.</p> <p>We strive to have resolution for our clients as soon as possible. Some issues do involve other parties which may delay resolution, but we will keep our clients informed of the status.</p>
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InnPoints GDS/IDS and Booking Engine Client References

1. **Charlestowne Hotels**
1540 Savannah Highway
Charleston, SC 29407
Contact: Justin Taylor May/Regional Operations Manager
843-576-6212
We provide GDS/IDS services to this group of 11 and growing properties.
2. **Clise Properties, Inc.**
1700 Seventh Avenue, Suite 1800
Seattle, Washington 98101
Contact: James Mann/Director of Revenue Management
206-674-6623
We provide GDS/IDS/BE services for two of their independent hotels, the Sixth Avenue Inn and the Eighth Avenue Inn.
<http://www.eighthavenueinn.com/> <http://www.sixthavenueinn.com/>
3. **Clubhouse Inns & Suites**
Regency Hotel Management
3211 W. Sencore Drive
Sioux Falls, SD 57107
Contact: Erin Butler/Revenue Manager
605-965-1424
We provide GDS/IDS/BE services to 12 hotels nationwide under their own private label chain code KL.
http://www.clubhouseinn.com/res_loc.php
4. **Diamond Resorts International**
3865 West Cheyenne Ave
North Las Vegas, NV 89032
Contact: Qiong Wang/National Leisure Rental Manager
702-304-7036
We provide GDS/IDS services to over 60 Diamond timeshare resorts with nightly rentals.
5. **Miramar Hospitality**
153 Second St., Suite 105
Los Altos, CA 94022
Contact: Henry Flynn/Regional Manager
650-941-5202
We provide GDS/IDS and BE services for this group's four independent hotels.
<http://www.thepowellhotel.com/> <http://www.mapletreeinn.com/>
<http://www.rosedaleinn.com/> <http://www.coastviewinn.com/>

6. Oakwood Worldwide

2222 Corinth Avenue
Los Angeles, CA 90064

Contact: Jac Bost/Director of Marketing
310-444-2448

We provide GDS/IDS and BE services to this corporate housing group of over 200 properties worldwide.

<http://www.oakwood.com/>

7. Opus Hotels

Montreal, QC and Vancouver, BC

Contact: Jennifer Etherington/Director of Sales
604-264-1160

We provide GDS/IDS and BE services for the two luxury boutique Opus properties in Vancouver and Montreal.

<http://www.opushotel.com/montreal/>

8. PMG Hotels

4770 South Atlanta Road
Smyrna, GA 30080

Contact: Tony Maness/VP of Hotel Operations
770-901-9020

We provide GDS/IDS and BE services to over 170 hotels under their own private label chain code of SJ in all channels.

<http://jamesoninns.com/>

9. The Heathman Hotel

1007 SW Broadway
Portland, OR 97205

Contact: Chris Erickson/General Manager
503-790-7750

We provide GDS/IDS and BE services to this 150 room luxury property in downtown PDX. Additionally, we handle all of their voice reservation lines.

<http://portland.heathmanhotel.com/>

MyHMS
Hotel Management System

MyCRS
InnPoints

MyHMS & GDS/IDS/BE Client References

10. America's Best Franchising

50 Glenlake Parkway, Suite 350
Atlanta, GA 30328

Contact: Chip Elbers/VP of Operations
770-393-2662

We provide all reservation processing for their entire chain of hotels. MyHMS is the preferred PMS for this group of 200 properties under three separate brands.

Approximately 40 of the ABF hotels are currently utilizing MyHMS as the front office solution at their hotel.

<http://www.abestfranchise.com/>

11. Concourse Hotel & Conference Center

4300 International Gateway

Columbus, OH 43219

Contact: Elizabeth Pessoa/Controller

614-237-9790

We provide GDS/IDS/BE and our property management system at this busy 147 room airport hotel and conference center.

<http://www.theconcoursehotel.com/>

12. Maple Tree Inn

Part of Miramar Hospitality

711 E. El Camino Real

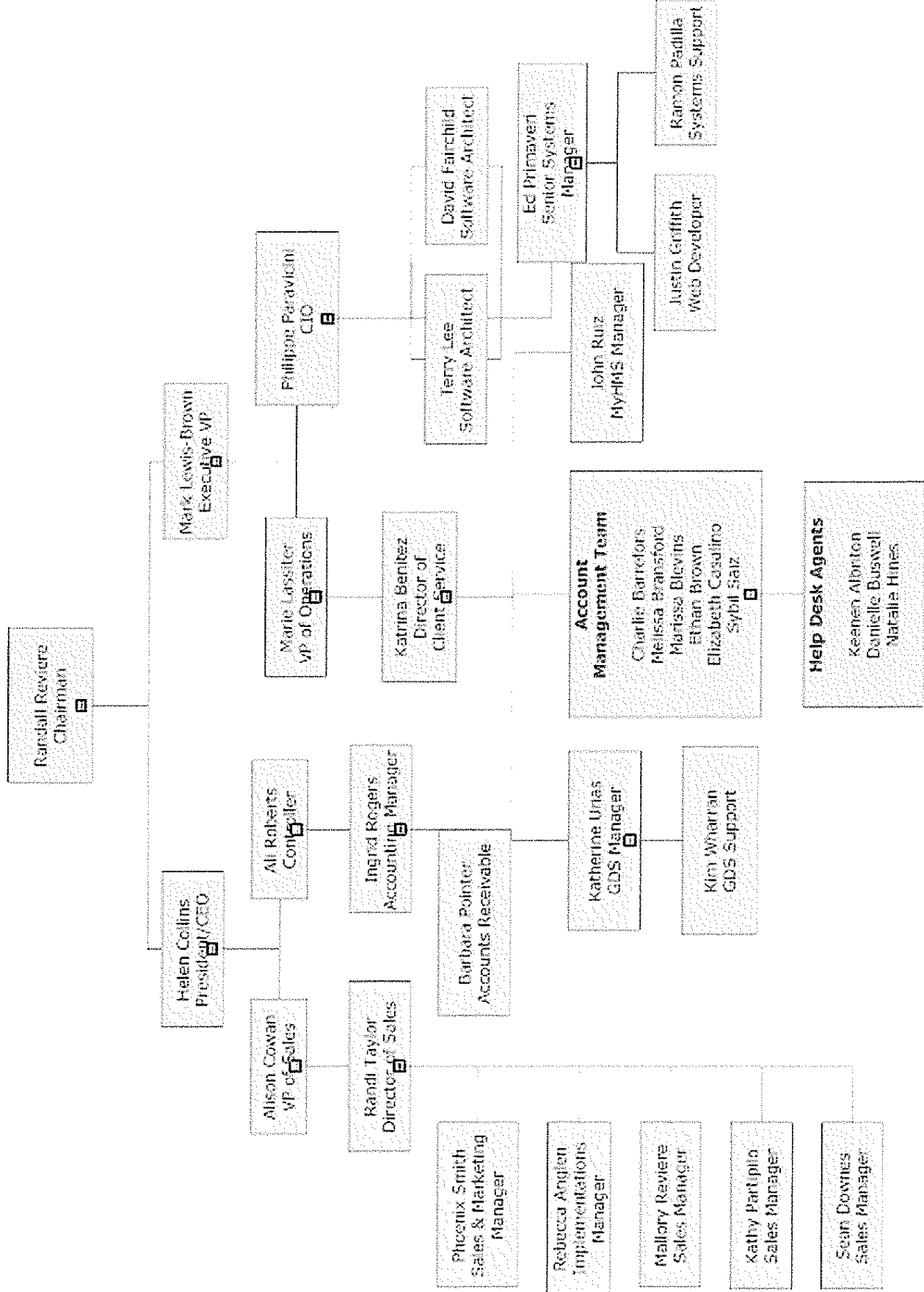
Sunnyvale, CA 94087

Contact: Matthew Kim/General Manager

408-720-9700

We provide GDS/IDS/BE and our property management system at this busy 177 room hotel in Northern California.

<http://www.mapletreeinn.com/>



MyCRS by



Version 2.2.3

Customer Distribution

Published December 2008

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1 Introduction

This guide is meant to be used as a reference in setting up or updating your Hotel information. It is presumed that you already have a user ID and password, and possibly received some MyCRS training. If you do not yet have user access, wish to schedule training, or have trouble with your login; please contact your local InnPoints helpdesk or your Portfolio Manager for assistance.

1.1 Getting Started

You must have Internet access to use MyCRS; DSL, T1, or Cable connection is recommended. Faster connection speeds result in better overall performance and user satisfaction.

Your Internet browser must be:

- Internet Explorer version 6.0 or greater
- Firefox
- Safari

Internet Explorer - Version Check

Open internet explorer program. On the menu buttons across the top left of the page, click on the "Help" button and select "About Internet Explorer". A window will open and the Version will be listed.

Internet Explorer Browser Settings

Open your Internet Explorer program. From the menu buttons across the top left of the page, click on the tools button, then select "Internet options". A window will open. In the middle of the window there will be a "Temporary internet files" section and you need to click on the "Settings" button. Another window will open, and at the top it will say "Check for newer versions of stored pages". You must select "Every visit to the page". The select "OK" at the bottom, and "OK" again. Setting this correctly ensures that your browser always retrieves and displays the latest system data.


Firewall setting




If you are using a PC in a corporate environment where there are many PC's connected together, it is likely a security firewall in place. In these cases you must make sure that the firewall server is not caching cookies.

Note: Make sure "Pop-ups" settings are allowed.

To get started, open your browser and go to <http://mycrs.innpoints.com>.

1.1.1 Login

Enter your user ID and password in the Sign in screen and click .



Please Sign In...
.....
User: _____
Password: { _____ }


1.1.2 Read Messages

The *Today Messages* screen displays after login. Look for important system messages that can affect setup and selling. Updates to MyCRS, notice of scheduled maintenance downtime, etc., will be posted here.

2 Availability & Inventory

Once the Hotel is bookable, Availability & Inventory will be the most used section. That is why it is located under the first menu item *Updates*.



Note: All menu items are not available to all users. Each user id is configured with the menu items that are needed.

2.1 Updating Availability

Daily Inventory by Room Type Manage... All prices are in US Dollar [USD]

☐ Room Groups ☐ Room Types ☐ Rate Groups ☐ Rate Plans

PNT - Penthouse Suite
S1K - Standard One King
S2D - Standard Two Doubles

AAA (DR) - AAA Rate
JWD - James Wedding
SPC (DR) - Special Rate
RAC - Standard Rate

Start Date: 08/15/2008 View 5 days Prev Next *for selected Rooms and Rates*

2008	Fri 8/15	Sat 8/16	Sun 8/17	Mon 8/18	Tue 8/19
Total Rooms Avail:	-0-	-0-	-0-	-0-	-0-
Property	- / 0	- / 0	- / 0	- / 0	- / 0

After clicking on the *Updates* menu, click on the Manage... button. When selected, this will launch the MyCRS Inventory Management page.

Inventory To Manage

Date Range
From: 08/15/2008
To: 08/19/2008
☐ No End Date

Days of Week
Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☒ Property
☐ Room
☐ Rate
☐ Product

Availability

Action
No Change
Number of Rooms

Rules

Stay Restrictions

	Min Stay	Max Stay		Allowed	Not Allowed	No Change
Arrival			Arrival	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Stay-Thru			Departure	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Booking Lead Time

Min
days, or
same day, before:
No Change

Max
days

Rollout & Continue
Rollout & Finish

MyCRS is very flexible in managing Availability. Availability can be managed at four levels:

- Property
- Room
- Rate
- Product

Within each level, Availability Status, Allotments, Minimum Length of Stay, Maximum Length of Stay and Booking Lead Time can be set.

Room, Rate and Product levels allow the ability to update multiple rooms, rates or products in one entry. Property level applies to the whole hotel.

Property Level (Closing Entire Hotel)

1. Select the date range to close out. (If making a change for one day only, the start and end date are the same)
2. Select "Property" under Days of Week.
3. Use the drop down box on the availability line labeled 'Action'; select "close" option.
4. Choose "Rollout & Finish" once updating is completed; or "Rollout & Continue" if additional changes are needed.
5. To make several changes, wait for the Inventory Overview Report to refresh in the background before saving the next change.

Inventory To Manage

Date Range From: 08/15/2008 To: 08/19/2008 ☐ No End Date

Days of Week Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☐ Property ☒ Room ☐ Rate ☐ Product

☐ Room Groups ☐ Room Types

Availability

Action No Change Number of Rooms ?

Rules

Stay Restrictions ?

	Min Stay	Max Stay		Allowed	Not Allowed	No Change
Arrival	<input type="text" value="1"/>	<input type="text" value="30"/>	Arrival	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Stay-Thru	<input type="text" value="1"/>	<input type="text" value="30"/>	Departure	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Booking Lead Time ?

Min days, or ☒ same day, before: No Change

Max days

Room Level (Closing Specific Room Types)

1. Select the date range to close out (If making a change for one day only, the start and end date are the same)
2. Select "Room" under Days of Week.
3. Select the room to close out. (If closing more than one room press and hold the ctrl key on the keyboard and click the room with the mouse to select as many rooms as needed).
4. Use the drop down box on the availability line labeled 'Action'; select the "close" option.
5. Choose "Rollout & Finish" once updating is completed; or "Rollout & Continue" if additional changes are needed.
6. To make several changes, wait for the Inventory Overview Report to refresh in the background before saving the next change.

Inventory To Manage

Date Range From: 08/15/2008 To: 08/19/2008 ☐ No End Date

Days of Week Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☐ Property ☐ Room ☒ Rate ☐ Product

☐ Rate Groups ☐ Rate Plans

AAA (DR) - AAA Rate
JWD - James Wedding
SPC (DR) - Special Rate
RAC - Standard Rate

Availability

Action No Change Number of Rooms

Rules

Stay Restrictions

	Min Stay	Max Stay		Allowed	Not Allowed	No Change
Arrival	(*)	(*)	Arrival	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Stay-Thru	(*)	(*)	Departure	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Booking Lead Time

Min (*) days, or same day, before: No Change

Max (*) days

Rollout & Continue Rollout & Finish


Rate Level (Closing Specific Rate Types)

1. Select the date range to close out. (If making a change for one day only, the start and end date are the same)
2. Select "Rate" under Days of Week
3. Select the rate to close out. (If closing more than one room press and hold the ctrl key on the keyboard and click the room with the mouse to select as many rooms as needed).
4. Use the drop down box on the availability line labeled 'Action'; select the "close" option.
5. Choose "Rollout & Finish" once updating is completed; or "Rollout & Continue" if additional changes are needed.
6. To make several changes, wait for the Inventory Overview Report to refresh in the background before saving the next change.

Inventory To Manage

Date Range From: 08/18/2008 To: 08/22/2008 ☐ No End Date

Days of Week Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☐ Property
 ☐ Room
 ☐ Rate
 ☒ Product
 

☐ Room Groups
 ☐ Room Types
 ☐ Rate Groups
 ☐ Rate Plans

PNT - Penthouse Suite
 S1K - Standard One King
 S2D - Standard Two Doubles

AAA (DR) - AAA Rate
 JWD - James Wedding
 SPC (DR) - Special Rate
 RAC - Standard Rate

Availability

Action No Change Number of Rooms ?

Rules

Stay Restrictions ?

	Min Stay	Max Stay		Allowed	Not Allowed	No Change
Arrival	(*)	(*)	Arrival	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Stay-Thru	(*)	(*)	Departure	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Booking Lead Time ?

Min (*) days, or ☒ same day, before: No Change

Max (*) days

Pricing (US Dollar - USD)

1 Person (*)

2 Person (*)

3 Person (*)

4 Person (*)

Add'l Adult (*)

Add'l Child (*)

Offsets

Length of Stay	Value	Formula	Floor	Ceiling	
to	(*)	Percent			?

Policies

Cancellation Policy No Change
 Guarantee Policy No Change
 Tax Policy No Change
 ?

Rollout & Continue
 Rollout & Finish

Product Level (Closing Rates for Specific Products)

1. Select the date range you wish to close out. (If making a change for one day only, the start and end date are the same)
2. Select "Product" under Days of Week.
3. Select the room to close out. Then select the rate to close out. Together, the room and rate makes the "product". (If closing more than one room press and hold the ctrl key on the keyboard and click the room with the mouse to select as many rooms as needed).

4. Use the drop down box on the availability line labeled 'Action'; select the "close" option.
5. Choose "Rollout & Finish" once updating is completed; or "Rollout & Continue" if additional changes are needed.
6. To make several changes, wait for the Inventory Overview Report to refresh in the background before saving the next change.

2.2 Inventory

MyCRS provides the option to set inventory at four levels: Property, Room, Rate, and Product. Or, you can use the *free sell* option. Free sell is indicated on the view below by a dash (at the property level). Free sell can be set at any level.

2007	Wed 6/06	Thu 6/07	Fri 6/08	Sat 6/09	Sun 6/10	Mon 6/11	Tue 6/12
Property	- / 0	- / 0	- / 0	- / 0	- / 0	- / 0	- / 0
QQ1	28 / 0	42 / 0	16 / 0	42 / 0	50 / 0	49 / 0	49 / 0
KIN	22 / 0	33 / 0	23 / 0	22 / 0	24 / 0	23 / 0	21 / 0

In order to sell the hotel based on the rooms available, property level should be set to free sell and each room should have an inventory.

There are two ways to set inventory: Manage screen as described in 2.1; or, Inventory Grid.

2.2.1 Inventory Allocations from the Inventory Grid

To access the Inventory Grid, from the Updates > Inventory Overview display, click on the pencil icon and select Inventory:

Daily Inventory by Room Type Manage... All prices are in US Dollar [USD]

☐ Room Groups
 ☐ Room Types
 ☐ Rate Groups
 ☐ Rate Plans

Room Groups

Room Types

DQ1 - Double Queen
KBA - King Bar
KJ1 - King Jacuzzi
KIN - Standard King

Rate Groups

10% - 10% Discount
CON - Consortia
CONN - Consortia NET
2 - Discounts (excl 10%)
GEN - Genealogy

Rate Plans

AAA - AAA Rate
ARP - AARP - Senior Rate
ABC - ABC Corp Svc Rate
ADSM - Advantage Sales & Marketing
AIR - Air Gas Inc.
AH4 - Airline Employee Rate
PND - Airline Employee Rate
ABQ - Albertsons Rate

Start Date: 08/20/2008 View 5 days Prev Next for selected Rooms and Rates

	2008	Wed 8/20	Thu 8/21	Fri 8/22	Sat 8/23	Sun 8/24
Total Rooms Available	120	120	120	120	120	120
Property	- / 0	- / 0	- / 0	- / 0	- / 0	- / 0

Edit Options

Inventory

Pricing

Both

close

Once the grid opens, input the inventory value into each applicable place holder.

Daily Inventory by Room Type Manage... All prices are in US Dollar [USD]

☐ Room Groups
 ☐ Room Types
 ☐ Rate Groups
 ☐ Rate Plans

Room Groups

Room Types

KNB - Business Class Room
KCN - Choice Two Queen Room
STE - Deluxe Two Room Suite
KN - Executive King
QN - Select Queen

Rate Groups

GRP - Groups

Rate Plans

TTS - 2008 Trinity Theological Seminary
4TH - 4th of July Softball Tournament
AAA - AAA/AAA/AAA
AFF - Albuquerque Folk Festival
LUCE - Alcatel/Lucent
ATS - Alliant TechSystems TQ3Navigant
AAAS - Amer Assn for the Advancement
ADHA - American Dental Hygienists Association



Start Date: 08/18/2008 View 5 days Prev Next for selected Rooms and Rates

	2008	Mon 8/18	Tue 8/19	Wed 8/20	Thu 8/21	Fri 8/22
Total Rooms Avail:	0	0	0	133	133	
Property	-	-	-	- / 0	- / 0	
KNB	12	12	12	12	/ 0	/ 0
AAA	-	-	-	- / 0	- / 0	
pricing	83.00	83.00	83.00	83.00	83.00	
QQN	71	71	71	71	/ 0	/ 0
AAA	-	-	-	- / 0	- / 0	
pricing	75.00	75.00	75.00	75.00	75.00	


To clear inventory that is already set, input a dash (-) in the inventory place holder.

To save the changes to inventory, click on the  icon.



See section 2.4 for an explanation on the colors and abbreviations on the Inventory Overview display.

  2008	Tue 9/02	Wed 9/03	Thu 9/04	Fri 9/05	Sat 9/06
Total Rooms Avail:	128	132	133	133	133
Property	- / 0	- / 0	- / 0	- / 0	- / 0

2.2.2 Inventory Allocations from the Manage Screen

To update inventory allocations using the *Manage* screen, click on the  button at the top of the Inventory Overview screen. The following screen will display:



Inventory To Manage

Date Range From: 08/19/2008  To: 08/23/2008  ☐ No End Date

Days of Week: Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☒ Property ☐ Room ☐ Rate ☐ Product

Availability

Action No Change  Number of Rooms 

Property Level Inventory Allocations

1. Select the date range the updates will be valid for. (If making a change for one day only, the start and end date are the same)
2. Select *Property* under Days of Week.
3. Use the drop down box on the availability line labeled *Action*; select the *Set Inventory* or *Set Inventory and Close when Depleted* option.
 - *Set Inventory: this will set a specific inventory value (based on the entry in the Number of Rooms). When the inventory is depleted the hotel will continue to have an 'available' status. This means that a cancellation will return a room to the inventory and the hotel will be available for bookings.*
 - *Set Inventory and Close when Depleted: this will set a specific inventory value (based on the entry in the Number of Rooms). When the inventory is depleted the hotel available status will be set to closed. This means that a cancellation will return a room to the inventory; but the hotel available status will not be opened and, therefore, the hotel is not available for bookings.*
4. Now, in the *Number of Rooms* field, input the number of rooms available for the level chosen.
5. Choose *Rollout & Finish* if completed updating or *Rollout & Continue* if to make more changes.
6. If making several changes, wait for the Inventory Overview Screen to refresh in the background before saving the next change.

Room Level Inventory Allocations

To update Room Level inventory allocations using the *Manage* screen, click on the

Manage...

button at the top of the Inventory Overview screen. Select the Room radio, as indicated below and the following will display:

Inventory To Manage

Date Range From: 08/19/2008 To: 08/23/2008 ☐ No End Date

Days of Week Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☐ Property ☒ Room ☐ Rate ☐ Product

☐ Room Groups ☐ Room Types

KBA - King Bar
KJ1 - King Jacuzzi
KIN - Standard King

Availability

Action	No Change	Number of Rooms

1. Select the date range the updates will be valid for. (If making a change for one day only, the start and end date are the same).
2. Select *Room* under Days of Week
3. Select the room to update. (Select multiple room types by pressing and holding the ctrl key on the keyboard and click the rates with the mouse to select as many rates as needed).
4. Use the drop down box on the availability line labeled *Action*; select the *Set Inventory* or *Set Inventory and Close when Depleted* option.
5. Now, in the *Number of Rooms* field in the availability line, input the number of rooms available for the specified room(s) chosen.
6. Choose *Rollout & Finish* if completed updating or *Rollout & Continue* if to make more changes.
7. If making several changes, wait for the Inventory Overview Screen to refresh in the background before saving the next change.

Rate Level Inventory Allocations

To update Rate Level inventory allocations using the *Manage* screen, click on the

Manage...

button at the top of the Inventory Overview screen. Select the Rate radio, as indicated below and the following will display:

Inventory To Manage

Date Range From: 08/19/2008 To: 08/23/2008 ☐ No End Date

Days of Week Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☐ Property ☐ Room ☒ Rate ☐ Product

☐ Rate Groups ☐ Rate Plans

10% - 10% Discount	AAA - AAA Rate
CON - Consortia	ARP - AARP - Senior Rate
CONN - Consortia NET	ABC - ABC Corp Svc Rate
2 - Discounts (excl 10%)	ADSM - Advantage Sales & Marketing
GEN - Genealogy	AIR - Air Gas Inc.

Availability

Action	No Change	Number of Rooms	?
--------	-----------	-----------------	---

1. Select the date range the updates will be valid for. (If making a change for one day only, the start and end date are the same).
2. Select *Rate* under Days of Week
3. Select the rate type(s) to update. (Select multiple rate types by pressing and holding the ctrl key on the keyboard and click the rooms with the mouse to select as many rooms as needed).
4. Use the drop down box on the availability line labeled *Action*; select the *Set Inventory* or *Set Inventory and Close when Depleted* option.
5. Now, in the *Number of Rooms* field in the availability line, input the allocation available for the specified rate(s) chosen.
6. Choose *Rollout & Finish* if completed updating or *Rollout & Continue* if to make more changes.
7. If making several changes, wait for the Inventory Overview Screen to refresh in the background before saving the next change.

Product Level Inventory Allocations

To update Product Level inventory allocations using the *Manage* screen, click on the

Manage... button at the top of the Inventory Overview screen. Select the Product radio, as indicated below and you will see the following display:

Inventory To Manage

Date Range From: 08/19/2008 To: 08/23/2008 ☐ No End Date

Days of Week Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☐ Property ☐ Room ☐ Rate ☒ Product

☐ Room Groups ☐ Room Types

☐ Rate Groups ☐ Rate Plans

☐ DQ1 - Double Queen
☐ KBA - King Bar
☐ KJ1 - King Jacuzzi
☐ KIN - Standard King

☐ 10% - 10% Discount
☐ CON - Consortia
☐ CONN - Consortia NET
☐ 2 - Discounts (excl 10%)
☐ GEN - Genealogy

☐ AAA - AAA Rate
☐ ARP - AARP - Senior Rate
☐ ABC - ABC Corp Svc Rate
☐ ADSM - Advantage Sales & Marketing
☐ AIR - Air Gas Inc.

Availability

Action	No Change	Number of Rooms

1. Select the date range the updates will be valid for. (If making a change for one day only, the start and end date are the same).
2. Select *Product* under Days of Week
3. Select the product(s) to update. (Select multiple products by pressing and holding the ctrl key on the keyboard and click the rooms / rates with the mouse to select as many rooms / rates as needed).
4. Use the drop down box on the availability line labeled *Action*; select the *Set Inventory* or *Set Inventory and Close when Depleted* option.
5. Now, in the *Number of Rooms* field in the availability line, input the allocation available for the specified product(s) you have chosen.
6. Choose *Rollout & Finish* if completed updating or *Rollout & Continue* if to make more changes.
7. If making several changes, wait for the Inventory Overview Screen to refresh in the background before saving the next change.

2.3 Stay Restrictions

Stay Restrictions will need to be set and changed from the *Manage* screen; click on the

button at the top of the Inventory Overview screen. The default display will look like the following:

Inventory To Manage

Date Range From: 08/19/2008 To: 08/23/2008 ☐ No End Date

Days of Week Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☒ Property ☐ Room ☐ Rate ☐ Product

Availability

Action No Change Number of Rooms ?

Rules

Stay Restrictions ?

	Min Stay	Max Stay		Allowed	Not Allowed	No Change
Arrival	<input type="text"/>	<input type="text"/>	Arrival	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Stay-Thru	<input type="text"/>	<input type="text"/>	Departure	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Booking Lead Time ?

Min days, or ☐ same day, before: No Change

Max days

Stay Restrictions can be set at any of the following levels:

- Property
- Room
- Rate
- Product

Use the radio buttons on the Manage screen to select which level to set the restriction at.

Minimum/Maximum Stay Arrival ~ Indicates the minimum or maximum number of nights allowed when guests arrive on the specified date.

Minimum/Maximum Stay Through ~ Indicates the minimum night's required or maximum number of nights allowed when guests 'touch' the specified date.

No Arrival ~ Indicates that guests cannot arrive on the specified date.

No Departure ~ Indicates that guests cannot depart on the specified date.

Booking Lead Time – Min ~ Indicates how many days or hours reservation must be booked in advance to receive a room. The hotel's time zone is used when calculating the time of day.

Booking Lead Time – Max ~ If booking lead time max is set to 2, this means that the guest cannot book the specified level until 2 days before arrival. This is handy for last minute rates.

Days of Week ~ The days of week function is used to make changes for specific days of the week over an extended period of time.

2.4 Definition of Colors on the Inventory Calendar

Daily Inventory by Room Type Manage... All prices are in US Dollar [USD]

☐ Room Groups
 ☐ Room Types
 ☐ Rate Groups
 ☐ Rate Plans

☐

☒ Room Types
 A1B - One Bedroom Apartment
 A2B - Two Bedroom Apartment

☐

☒ Rate Plans
 AAA (DR) - AAA Rate
 CWT - Carlson Wagonlit Rate
 COR - Corporate Rate
 GOV - Government Rate
 MIL - Military Rate
 PCW - Price Waterhouse Cooper
 SSR (DR) - Senior Rate
 RAC (DR) - Standard Rate

Start Date: 09/16/2008 View 5 days Prev Next for selected Rooms and Rates

	2008	Tue 9/16	Wed 9/17	Thu 9/18	Fri 9/19	Sat 9/20
Total Rooms Avail:		4	4	4	4	4
Property		- / 0	- / 0	- / 0	- / 0	- / 0
A1B		2 / 0	2 / 0	2 / 0	2 / 0	2 / 0
COR						
pricing		143.00	143.00	143.00	143.00	143.00
RAC						
pricing		150.00 (DR)	150.00 (DR)	150.00 (DR)	150.00 (DR)	150.00 (DR)
A2B		2 / 0	2 / 0	2 / 0	2 / 0	2 / 0
COR						
pricing		163.00	163.00	163.00	163.00	163.00
RAC						
pricing		170.00 (DR)	170.00 (DR)	170.00 (DR)	170.00 (DR)	170.00 (DR)

Green – This color indicates there are no restrictions and availability is set to open.

Red – This color indicates there is no availability for the indicated Product, Rate, Room, or the Property. In the above example the availability is closed out for the A1BCOR, A1BRAC, A2BCOR, and A2BRAC.

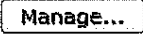
– This color indicates there is a restriction impacting the indicated level. View the restriction by clicking on the level for the restricted date. For the above example, click on the A2B room for Fri 9/19 to see the following:

2008	Tue 9/16	Wed 9/17	Thu 9/18	Fri 9/19	Sat 9/20
Total Rooms Avail:	4	4	4	4	4
Property	- / 0	- / 0	- / 0	- / 0	- / 0
A1B	2 / 0	2 / 0	2 / 0	2 / 0	2 / 0
COR					
pricing	143.00	143.00	143.00	143.00	143.00
RAC					
pricing	150.00 (DR)	150.00 (DR)	150.00 (DR)	150.00 (DR)	150.00 (DR)
A2B	2 / 0	2 / 0	2 / 0	2 / 0	2 / 0
restrictions	Arrival:	Arrival:	Arrival:	Arrival:	Arrival:
	Min:	Min: 30 PR	Min: 30 PR	Min: 30 PR	Min: 30 PR
	Max:	Max:	Max:	Max:	Max:
	Stay Thru:	Stay Thru:	Stay Thru:	Stay Thru:	Stay Thru:
	Min:	Min: 30 PR	Min: 30 PR	Min: 30 PR	Min: 30 PR
	Max:	Max:	Max:	Max:	Max:
	Lead Time:	Lead Time:	Lead Time:	Lead Time:	Lead Time:
	Min:	Min: 4 PR	Min: 4 PR	Min: 4 PR	Min: 4 PR
	Max:	Max:	Max:	Max:	Max:
COR					
pricing	163.00	163.00	163.00	163.00	163.00
RAC					
pricing	170.00 (DR)	170.00 (DR)	170.00 (DR)	170.00 (DR)	170.00 (DR)

Notice that there is a Minimum Arrival of 30 nights; Minimum Stay Thru of 30 nights; and a Minimum Lead Time of 4. All of these restrictions are set at the property level as indicated by the **PR**. Room Level restrictions are indicated with a **RM**. Rate Level restrictions are indicated with a **RT**.

3 Rates

Rates are initially set up from the Updates > Inventory Overview > Manage screen. After the initial setup, single and double occupancy rates can be changed from the Updates > Inventory Overview > Rate Grid.

To get started, click on the  button at the top of the Inventory Overview screen. Select the Product radio, as indicated below and you will see the following display:

Date Range From: 08/20/2008 To: 08/24/2008 ☐ No End Date

Days of Week Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☐ Property ☐ Room ☐ Rate ☒ Product

☐ Room Groups ☐ Room Types

☐ Rate Groups ☐ Rate Plans

Room Types: DQ1 - Double Queen, KBA - King Bar, KJ1 - King Jacuzzi, KIN - Standard King

Rate Groups: 10% - 10% Discount, CON - Consortia, CONN - Consortia NET, 2 - Discounts (excl 10%), GEN - Genealogy

Rate Plans: AAA - AAA Rate, ARP - AARP - Senior Rate, ABC - ABC Corp Svc Rate, ADSM - Advantage Sales & Marketing, AIR - Air Gas Inc.

- Availability

Action	No Change	Number of Rooms

- Rules

Stay Restrictions ?

	Min Stay	Max Stay		Allowed	Not Allowed	No Change
Arrival			Arrival	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Stay-Thru			Departure	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Booking Lead Time ?

Min days, or same day before: No Change

Max days

- Pricing (US Dollar - USD)

1 Person	2 Person	3 Person	4 Person	Add'l Adult	Add'l Child

Offsets

Length of Stay	Value	Formula	Floor	Ceiling
to		Percent		

- Policies

Cancellation Policy	Guarantee Policy	Tax Policy
No Change	No Change	No Change

Note: All rates are supported at the Product Level only.

1. Select the date range the rates will be valid for. Rates can be loaded for up to 18 months into the future. (If making a change for one day only, the start and end date are the same)
2. Select "Product" under Days of Week.
3. To select a Room type, click on the room type using the mouse. To select multiple Room types, hold down the CTRL key on the keyboard while clicking (highlighting) each Room type.

4. To select a Rate type, click on the Rate type using the mouse. To select multiple Rate types, hold down the CTRL key on the keyboard while clicking (highlighting) each Rate type.
5. Now, enter the pricing. Input the rate to offer in the first and second person fields. The 1 person rate is the rate for single occupancy and the 2 person rate is the rate for double occupancy.
6. Leave the third and fourth person field's blank. The system will add those based on the additional adult charge (step 7).
7. Input any additional adult/child fees in the last two fields. Many websites will not pick up the 3 or 4 person charges unless they are entered this way.

NOTE: *It is not necessary to select anything in the policy/guarantee section. Your guarantee and policy will be loaded by default. For special event policies, select the policy in the policies section. If the special event policy is not loaded in the drop down, please contact the Client Service Support Team.*

8. Choose *Rollout & Finish* if completed updating or *Rollout & Continue* if to make more changes.
9. If making several changes, wait for the Inventory Overview Screen to refresh in the background before saving the next change.

The next page shows an example of the Update screen when rates are input for single / double occupancy and an extra adult:

Date Range From: 08/21/2008 To: 12/31/2009 ☐ No End Date

Days of Week Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☐ Property ☐ Room ☐ Rate ☒ Product

☐ Room Groups ☐ Room Types

☐ Rate Groups ☐ Rate Plans

Room Type(s) selected are highlighted.

Rate Type(s) selected are highlighted.

Availability

Action	No Change	Number of Rooms

Rules

Stay Restrictions ?

	Min Stay	Max Stay		Allowed	Not Allowed	No Change
Arrival	(*)	(*)	Arrival	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Stay-Thru	(*)	(*)	Departure	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Booking Lead Time ?

Min (*) days, or ☒ same day, before: N

Max (*) days

Pricing for 1 Person (single), 2 Person (double) and Add'l Adult (extra person)

Pricing (US Dollar - USD)

1 Person	2 Person	3 Person	4 Person	Add'l Adult	Add'l Child
(*) 125	(*) 150	(*)	(*)	(*) 25	(*)

Offsets

Length of Stay	Value	Formula	Floor	Ceiling
to	(*)	Percent		

Deleting a rate value:

To delete a rate, click on the (*) beside the field. Be sure to save this change using the Rollout & Continue or Rollout & Finish. This will delete all rate values previously set for that field (based on the dates and product selected).

NOTE: (*) beside any field in the Manage screen will clear the value previously set for that function.

Do NOT input 0 or 0.0; this means the product is being sold for free.

3.1 Rate Management from the Rate Grid

To access the Rate Grid, from the Updates > Inventory Overview display, click on the pencil icon and select Pricing:

The screenshot shows the MyCRS InnPoints Updates interface. At the top, there's a navigation bar with 'Inventory Overview', 'Source Management', and 'Import'. Below this, the 'Daily Inventory by Room Type' section is active, with a 'Manage...' button. It includes checkboxes for 'Room Groups', 'Room Types', 'Rate Groups', and 'Rate Plans'. The 'Room Types' list contains 'PNT - Penthouse Suite', 'S1K - Standard One King', and 'S2D - Standard Two Doubles'. The 'Rate Plans' list contains 'AAA (DR) - AAA Rate', 'JWD - James Wedding', 'SPC (DR) - Special Rate', and 'RAC - Standard Rate'. The 'Start Date' is set to 08/21/2008, and the 'View' button is highlighted. Below the date, there's a calendar icon and a '5 days' duration. The 'Edit Options' menu is open, showing 'Inventory', 'Pricing' (selected with an arrow), 'Both', and 'close'. The 'Pricing' option is highlighted with a red circle. The 'Rate Grid' table shows dates from Thu 8/21 to Mon 8/25, with placeholder values like '-0-' and '25'.

MyCRS InnPoints

Updates

Inventory Overview **Source Management** **Import**

Daily Inventory by Room Type **Manage...** All prices are in US Dollar [USD]

☐ Room Groups ☐ Room Types ☐ Rate Groups ☐ Rate Plans

Room Types: PNT - Penthouse Suite, S1K - Standard One King, S2D - Standard Two Doubles

Rate Plans: AAA (DR) - AAA Rate, JWD - James Wedding, SPC (DR) - Special Rate, RAC - Standard Rate

Start Date: 08/21/2008 **View** 5 days **Prev** **Next** for selected Rooms and Rates

Edit Options

- Inventory
- Pricing**
- Both
- close

	2008	Thu 8/21	Fri 8/22	Sat 8/23	Sun 8/24	Mon 8/25
To		-0-	-0-	-0-	-0-	25
Pro		/0	/0	/0	/0	/0
Tim						

Once the grid opens, input the rate value for 1 person or 2 persons into each applicable place holder.

Daily Inventory by Room Type

Manage...

All prices are in US Dollar [USD]

☐ Room Groups

☐ Room Types

☐ Rate Groups

☐ Rate Plans

PNT - Penthouse Suite
S1K - Standard One King
S2D - Standard Two Doubles

AAA (DR) - AAA Rate
JWD - James Wedding
SPC (DR) - Special Rate
RAC - Standard Rate

Start Date: 08/31/2008



View

5 days

Prev

Next

for selected Rooms and Rates

2008	Sun 8/31	Mon 9/01	Tue 9/02	Wed 9/03	Thu 9/04
Total Rooms Avail:	5	25	25	25	25
Property	/0	/0	/0	/0	/0
S1K	25 / 0	25 / 0	25 / 0	25 / 0	25 / 0
RAC	NO RATES	/0	/0	/0	/0
pricing		50.00	50.00	50.00	50.00
Persons:		Persons:	Persons:	Persons:	Persons:
1: 0		1: 50.00	1: 50.00	1: 50.00	1: 50.00
2: 0		2: 50.00	2: 50.00	2: 50.00	2: 50.00
3:		3: 60.00	3: 60.00	3: 60.00	3: 60.00
4:		4: 70.00	4: 70.00	4: 70.00	4: 70.00
+A:		+A: 10.00	+A: 10.00	+A: 10.00	+A: 10.00
+C:		+C: 5.00	+C: 5.00	+C: 5.00	+C: 5.00
offsets	Offsets Exist	0.00	0.00	0.00	0.00

To clear a rate value that is already set, input a dash (-) in the pricing place holder.

To save the changes to inventory, click on the icon.

3.2 Length of Stay Rates

Length of Stay Offset allows for a different rate value based on the length of the guest stay. Many systems require different Rate Plans based on the length of stay; however, MyCRS, allows the management of the Length of Stay rate variance from within existing Rate Plan(s).

Example: a daily rate loaded for RAC of 6000 and a discount applies for stays longer than 7 days; follow these steps:

1. From the management screen, select product level and the date range to make changes for.

Inventory To Manage

Date Range From: 10/12/2008 To: 10/16/2008 ☐ No End Date

Days of Week Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☐ Property ☐ room ☐ Rate ☒ Product

☐ Room Groups ☐ Room Types

☐ Rate Groups ☐ Rate Plans

☐ Room Groups
 ^
 -
 GKS - Grand King Suite
 PNT - Penthouse Suite
 S1K - Standard One King
 S2D - Standard Two Doubles

☐ Rate Groups
 ^
 -
 AAA - AAA Rate
 ARP (DR) - AARP / Senior Rate
 JWD (DR) - James Wedding
 LMD (DR) - Last Minute Discount
 PLINE1 (DR) - Priceline Tier 1

2. Select the product(s) that the LOS offset will be applied to.

Inventory To Manage

Date Range From: 10/12/2008 To: 10/16/2008 ☐ No End Date

Days of Week Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ - ☒ Select/Clear All

☐ Property ☐ room ☐ Rate ☒ Product

☐ Room Groups ☐ Room Types

☐ Rate Groups ☐ Rate Plans

☐ Room Groups
 ^
 -
 GKS - Grand King Suite
 PNT - Penthouse Suite
 S1K - Standard One King
 S2D - Standard Two Doubles

☐ Rate Groups
 ^
 -
 AAA - AAA Rate
 ARP (DR) - AARP / Senior Rate
 JWD (DR) - James Wedding
 LMD (DR) - Last Minute Discount
 PLINE1 (DR) - Priceline Tier 1

- Now, move to the pricing section at the bottom of the Management screen. Using the previously stated example, the daily rate is 6000; to offer a 200 discount for stays 7 days or more.

Pricing (US Dollar - USD)

1 Person	2 Person	3 Person	4 Person	Add'l Adult	Add'l Child	
6000	6000					

offsets

Length of Stay	Value	Formula	Floor	Ceiling		
7 to	-200	Fixed			-	+
to		Percent			-	+
to		Percent			-	+

- The first field for the Length of Stay is the minimum number of nights required to qualify for the price.
- Second field of the Length of Stay is the maximum number of nights required to qualify for the price. If there is no maximum length of stay then leave the field blank.
- The Value field will contain the amount of the discount (preceded by a minus symbol); or, the additional charge (no symbol required, just the amount).
- The Formula is Fixed (e.g., 200 USD) or Percentage (10%).
- Floor indicates the lowest rate the product will be sold at.
- Ceiling indicates the highest rate the product will be sold at.

NOTE: Add additional Length of Stay formulas by clicking on the + sign, highlighted above.

- Choose *Rollout & Finish* if completed updating or *Rollout & Continue* if to make more changes.
- If making several changes, wait for the Inventory Overview Screen to refresh in the background before saving the next change.

4 Derived Rates

NOTE: The following display may not be accessible by all users. However, all hotels can utilize the Derived rate functionality by contacting InnPoints.

MyCRS provides the ability to establish a base rate and then derive other rates from that base rate.

From the Manage Rates display, select a Rate which will then display the Rate Management display for the selected rate.

The screenshot shows the MyCRS InnPoints interface. At the top, there is a navigation bar with 'Manage Rates' and 'Manage Rooms' tabs. The 'Manage Rates' tab is active, and the 'Rooms/Rates' section is selected. Below the navigation bar, the title 'AAA - AAA Rate' is displayed. On the left side, there is a list of rates under the heading 'New...'. The list includes: AAA AAA Rate, COR Corporate Rate, FGF Frequent Guest Program, GOV Government Rate, MIL Military Rate, SSR Senior Rate, SPC Special Rate, RAC Standard Rate, and TVL Travel Industry Rate. The 'AAA AAA Rate' is selected. On the right side, there is a form titled 'Rate Details' with tabs for 'Rate Details', 'Room Assignments', 'Derived Rate Setup', and 'Profiles'. The 'Rate Details' tab is active. The form contains the following fields: Rate Code * (AAA), Name * (AAA Rate), Active (checked), GDS Category (Association), Private (unchecked), and Commissionable (checked). Below the form, there is a section for 'Description'.

Rate Code *	AAA
Name *	AAA Rate
Active	<input checked="" type="checkbox"/>
GDS Category	Association
Private	<input type="checkbox"/>
Commissionable	<input checked="" type="checkbox"/>

Description

From the Rate Details display choose the Derived Rate Setup tab.

Rate Details Room Assignments **Derived Rate Setup** Profiles


Base Rate: - Choose - Drop down to select the base rate.

Rounding: Half Up .01

First steps in setting up a Derived rate are to establish the rules:

1. Choose the base rate for the derived rate from the drop down menu.
2. Select the Rounding rule: Half Up; Always Up; Always Down.
3. Select the amount for the rounding: .01; .05; .10; .25; .50; 1.00.
4. Select Save.


Rate Details Room Assignments **Derived Rate Setup** Profiles

 **Base Rate:** RAC - Standard Rate

Rounding: Half Up to nearest 0.50

Note: The above applies to all seasons

Start Date **End Date** **No End** **Formula** **Floor** **Ceiling** **Overrides**



Now it's time to set the season(s) and formula(s) for the Derived rate. To begin, click on the Add season button.

AAA - AAA Rate

Rate Details Room Assignments **Derived Rate Setup** Profiles

Base Rate: RAC - Standard Rate

Rounding: Half Up to nearest 0.50

Note: The above applies to all seasons

Start Date	End Date	No End	Formula	Floor	Ceiling	Overrides
		<input type="checkbox"/>	Percent ▼			? X

Save Changes Revert Add season

1. Input a Start Date and an End Date.
2. By selecting the *No End* date option, the formula will not expire.
3. Input the amount of the Derived formula. Indicate with a dash (-) or plus (+) sign if the formula should be deducted from or added to the base rate. Choose from the drop down if the amount is a percent or fixed amount.
4. The Floor value should be the minimum amount to sell this rate at (or leave blank).
5. The Ceiling value should be the maximum to sell this rate at (or leave blank).

Here's an example:

Rate Details Room Assignments **Derived Rate Setup** Profiles

Base Rate: RAC - Standard Rate

Rounding: DOWN to nearest 0.01

Note: The above applies to all seasons

Start Date	End Date	No End	Formula	Floor	Ceiling	Overrides			
08/22/2008	12/31/2008		-10%			0			

Save Changes Revert Add season

Edit Icon **Delete Icon** **Price Report Icon**

Any rate can have rate values derived from any other rate. However, a derived rate cannot be derived from another derived rate.

A Derived rate can be overridden from the Manage screen (Updates > Inventory Overview > Manage); or, from the Rate Grid (Updates > Inventory Overview).

This screen shot shows the RAC rate and the AAA rate, which is derived from the RAC rate; view is from the Inventory Overview screen (Updates > Inventory Overview).

Daily Inventory by Room Type Manage... All prices are in US Dollar [USD]

☐ Room Groups
 ☐ Room Types
 ☐ Rate Groups
 ☐ Rate Plans

Room Types


- PNT - Penthouse Suite
- S1K - Standard One King**
- S2D - Standard Two Doubles

Rate Plans

- AAA (DR) - AAA Rate
- JWD - James Wedding
- SPC (DR) - Special Rate
- RAC - Standard Rate**

Start Date: 09/01/2008 View 5 days Prev Next for selected Rooms and Rates

	2008	Mon 9/01	Tue 9/02	Wed 9/03	Thu 9/04	Fri 9/05
Total Rooms Avail:		25	25	25	25	25
Property		- / 0	- / 0	- / 0	- / 0	- / 0
S1K		25 / 0	25 / 0	25 / 0	25 / 0	25 / 0
AAA		- / 0	- / 0	- / 0	- / 0	- / 0
pricing		45.00 (DR)	45.00 (DR)	45.00 (DR)	45.00 (DR)	45.00 (DR)
RAC		- / 0	- / 0	- / 0	- / 0	- / 0
pricing		50.00	50.00	50.00	50.00	50.00
offsets		0.00	0.00	0.00	0.00	0.00

REMEMBER: From the Inventory Overview display, access the Rate Grid by clicking on the  icon.



MyCRS Customized HTML Booking Engine & Reservation Launcher

<http://www.bricktown-hotel.com/>


check availability

Check-In Date:
Jul 27 2009

Check-Out Date:
Jul 30 2009

SEARCH

IATA: Promo:



Bricktown Hotel and Convention
2001 E Reno Avenue
Oklahoma City, OK 73117
United States
(866) 378-0966

Stay Information Availability Reservation Guest Info Payment Info Finish


Stay Information

Arrival Date: 09/16/2009 Adults: 1 # rooms: 1
Departure Date: 09/18/2009 Children: 0

Rooms and Rates

(NOTE: All prices are in USD)


Bricktown Internet Special ~ Bricktown Internet Special



King Size Bed-Non Smoking
King Size Bed-Non Smoking. Free breakfast, cable TV, new heat/air unit, WIFI. Our rooms are spacious and larger than the average hotel room. Room amenities include brand new heat/air units, iron and ironing boards, individual coffee makers, hair-dryers, cable TV and WIFI. Complimentary Continental Breakfast, Non Smoking, Pets allowed!
Policies...

62.40 ~ Average Daily Rate
124.80 ~ Total Stay

Book Now



Two Queen Size Beds-Non Smoking
Two Queen Size Beds-Non Smoking. Free breakfast, new heat/air unit, Cable TV, WIFI. Our rooms are spacious and larger than the average hotel room. Room amenities include brand new heat/air units, iron and ironing boards, individual coffee makers, hair-dryers,

70.40 ~ Average Daily Rate
140.80 ~ Total Stay

Book Now

MyCRS Compact Customized Booking Engine & Reservation Launcher

<http://www.santafesageinn.com/>

[HOME](#) [CONTACT US](#) [DIRECTIONS](#) [RESERVE NOW](#)



Santa Fe SAGE INN

We Connect You to the *Heart* of Santa Fe

CHECK AVAILABILITY:

Arrive: Jul ▼ 27 ▼ 2009 ▼

Depart: Jul ▼ 28 ▼ 2009 ▼

Adults: 2 ▼ Children: 0 ▼

Best Rate Guaranteed



Santa Fe SAGE INN

We Connect You to the *Heart* of Santa Fe

Stay Information

Arrival: 06/16/2009

Departure: 06/16/2009

Adults: 2 ▼

Children: 0 ▼

Special Code:

Select Room & Click Book

Hotel Info

Accommodations

Double Click to View Rooms and Rates

Santa Fe Sage Inn Web Offer



One King Non Smoking

Santa Fe Sage Inn Web Offer

Average Daily Rate **110.00 USD**



Two Queen Non Smoking

Santa Fe Sage Inn Web Offer

Average Daily Rate **97.00 USD**



One King Non Smoking

Santa Fe Sage Inn Web Offer

Average Daily Rate **110.00 USD**



Two Queen Non Smoking

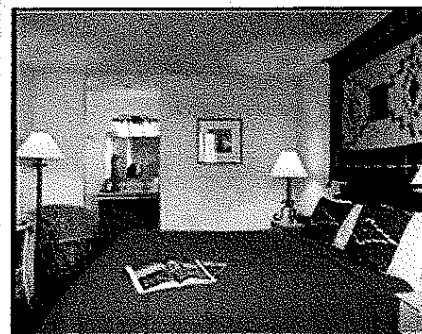
Santa Fe Sage Inn Web Offer

Average Daily Rate **97.00 USD**

AAA Rate

AARP Senior Rate

Corporate Rate



Room Info

Rate Info

One King Non Smoking

1 King bed, Complimentary healthy Start Breakfast, Daily Bottled Water, 2 per room, Free Wireless Internet, Coffee Maker, Full Size Iron and Ironing Boards, Direct TV w/ Showtime Channels, Independent AC Heating Units and New Sealy King Mattress, 175 sq ft.

Number of properties included: 96														
Time Frame: 03/22/2009 ~ 03/22/2009														
Channel	Nights			Reservations			Revenue			LOS			ADR	
	2008	2009	Diff	2008	2009	Diff	2008	2009	Diff	2008	2009	Diff	2008	2009
Sabre	13	6	-7	10	6	-4	954.65	556.77	-397.88	1.30	1.00	-0.30	73.43	92.80
Worldspan	2	17	15	1	5	4	128.00	446.00	318.00	2.00	3.40	1.40	64.00	26.24
Amadeus			0			0	0.00	0.00	0.00					
Apollo	3	6	3	2	2	0	136.67	510.00	373.33	1.50	3.00	1.50	45.56	85.00
Pegasus	27	50	23	15	26	11	2249.30	3067.89	818.59	1.80	1.92	0.12	83.31	61.36
Website	22	58	36	16	31	15	1808.94	4166.91	2357.97	1.38	1.87	0.50	82.22	71.84
Voice	5	10	5	5	5	0	364.98	861.88	496.90	1.00	2.00	1.00	73.00	86.19
Other			0			0	0.00	0.00	0.00					
TOTAL	72	147	75	49	75	26	5642.54	9609.45	3966.91	1.47	1.96	0.49	78.37	65.37
														-13.00

Group Channel Production Report for March 22nd, 2009.

Start Date: 01-Jun-09
End Date: 30-Jun-09

Channel Production Report

27-Jun-09 11:17:56 AM

Americans Fast Inns - Lake Charles

Channel	Bookings			Room Nights			Revenue			ADR			Avg LOS			Avg Bkg		
	Gross	Cancel	Net	Gross	Cancel	Net	Gross	Cancel	Net	Gross	Cancel	Net	Gross	Cancel	Net	Gross	Cancel	Net
GDS	38	3	35	69	14	55	6,406.80	1,228.20	5,177.60	92.65	87.80	94.14	1.62	4.67	1.67	168.60	409.73	147.63
Apello	5	0	5	10	0	10	910.80	0.00	910.80	91.08	0.00	91.08	2.00	0.00	2.00	182.16	0.00	182.16
Saba	20	2	18	42	13	29	3,781.90	72.42	3,709.48	80.05	87.70	81.10	2.10	6.50	1.61	189.10	670.05	146.77
Worldspan	13	1	12	17	1	16	1,714.10	88.10	1,626.00	100.83	89.10	101.56	1.31	1.00	1.33	131.85	89.10	135.42
VOICE	18	0	18	28	0	28	3,159.90	0.00	3,159.90	112.85	0.00	112.85	1.56	0.00	1.56	175.55	0.00	175.55
WEB	18	0	18	28	0	28	3,159.90	0.00	3,159.90	112.85	0.00	112.85	1.56	0.00	1.56	175.55	0.00	175.55
Hotel Web Site	43	2	41	64	3	61	6,621.80	345.10	6,276.70	103.47	115.03	102.90	1.49	1.50	1.49	164.00	172.55	153.09
Pegasus	32	2	30	47	3	44	4,981.10	345.10	4,636.00	105.86	115.03	105.36	1.47	1.50	1.47	155.66	172.56	154.53
	11	0	11	17	0	17	1,840.70	0.00	1,840.70	96.51	0.00	96.51	1.55	0.00	1.55	148.15	0.00	148.15
TOTAL	99	5	94	161	17	144	16,188.50	1,574.30	14,614.20	100.85	92.61	101.49	1.63	3.40	1.53	163.52	314.86	155.47

Start Date: 27-Jul-09
End Date: 29-Jul-09

Inventory Report

27-Jul-09 11:20:26

Americas Best Inns-Lake Charles

<u>Date</u>	<u>Level</u>	<u>Code</u>	<u>Available</u>	<u>Booked</u>	<u>Status</u>
Jul 27, 2009	Room Type	BS1	6	0	
Jul 27, 2009	Room Type	N2B	7	0	
Jul 27, 2009	Room Type	NKS	10	4	
Jul 27, 2009	Room Type	NQS	5	0	
Jul 27, 2009	Room Type	SK1	2	1	
Jul 27, 2009	Room Type	STE	4	0	
Jul 28, 2009	Room Type	BS1	5	1	
Jul 28, 2009	Room Type	N2B	8	0	
Jul 28, 2009	Room Type	NKS	16	2	
Jul 28, 2009	Room Type	NQS	5	0	
Jul 28, 2009	Room Type	SK1	2	1	
Jul 28, 2009	Room Type	STE	5	0	
Jul 29, 2009	Room Type	BS1	6	0	
Jul 29, 2009	Room Type	N2B	8	0	
Jul 29, 2009	Room Type	NKS	9	2	
Jul 29, 2009	Room Type	NQS	5	0	
Jul 29, 2009	Room Type	SK1	3	1	
Jul 29, 2009	Room Type	STE	5	0	

Start Date: 01-Jul-09
End Date: 08-Jul-09

Reservation Report

27-Jul-09 11:23:04 AM

Americas Best Inns-Lake Charles

Confirmation Code	Name	Book Date	Room Type	Status	Check In	Check Out	ADR
<u>26611RRD58Z</u>	JEFFERSON, DWIGHT	01-Jul-09	SK1	Active	02-Jul-09	04-Jul-09	93.60
<u>26611RSYF94</u>	BISCHOFF, MICHAEL	01-Jul-09	NQS	Active	04-Jul-09	05-Jul-09	98.10
<u>26611RPVZMW</u>	HUBBARD, DEAN	01-Jul-09	NKS	Modified	06-Jul-09	09-Jul-09	89.10
<u>26611RH4ZQ7</u>	Duran , Randy	03-Jul-09	STE	Active	03-Jul-09	04-Jul-09	119.00
<u>26611RS5954H</u>	Fontenot, Theresa	03-Jul-09	SK1	Active	04-Jul-09	05-Jul-09	109.00
<u>26611R3KTSY</u>	hobbs, floyd	03-Jul-09	N2B	Active	11-Jul-09	12-Jul-09	107.10
<u>26611RKZW5A</u>	Gutierrez, Charles	03-Jul-09	BS1	Active	03-Jul-09	04-Jul-09	116.10
<u>26611RS8WNB</u>	TRAHAN, JENNY	03-Jul-09	N2B	Active	11-Jul-09	12-Jul-09	107.10
<u>26611RTKYFY</u>	TROSCLAIR, RONNIE	03-Jul-09	SK1	Active	11-Jul-09	12-Jul-09	98.10
<u>26611RF6MSE</u>	Starling, Cassandra	05-Jul-09	N2B	Active	17-Jul-09	19-Jul-09	119.00
<u>26611RSRZYP</u>	Ledet, Allyson	05-Jul-09	NKS	Active	06-Jul-09	08-Jul-09	89.10
<u>26611RTATTE</u>	Chow, Alex	06-Jul-09	NQS	Active	10-Jul-09	11-Jul-09	53.10
<u>26611RRDA5S</u>	HOLMES, CARL L	06-Jul-09	NKS	Modified	12-Jul-09	17-Jul-09	89.10
<u>26611RTDNDZ</u>	GILBOY, MIKE	06-Jul-09	SK1	Active	14-Jul-09	15-Jul-09	53.10
<u>26611R4SSZK</u>	DAVIES, FRANK	06-Jul-09	SK1	Active	14-Jul-09	15-Jul-09	53.10
<u>26611R28NFF</u>	Vann, Alice	06-Jul-09	BS1	Active	11-Jul-09	13-Jul-09	111.60
<u>26611RRRKXK</u>	VANDENBERG,	07-Jul-09	N2B	Active	22-Jul-09	25-Jul-09	112.33
<u>26611RH7MCR</u>	BRUMFIELD, DAVID	07-Jul-09	NKS	Active	07-Jul-09	09-Jul-09	99.00
<u>26611RB78BY</u>	WALKUP, DAVID M	07-Jul-09	NKS	Active	12-Jul-09	16-Jul-09	89.10
<u>26611RJ7WTS</u>	GIAMBRONE, AMANDA	07-Jul-09	NQS	Active	24-Jul-09	25-Jul-09	53.10
<u>26611RX7SWR</u>	STOKESONEAL, RUBY	07-Jul-09	NKS	Active	11-Jul-09	12-Jul-09	53.10
<u>26611RTAD93</u>	Daude, Kevin	07-Jul-09	N2B	Active	18-Jul-09	19-Jul-09	119.00
<u>26611RCCB9S</u>	HOLLAND, REGGINO	08-Jul-09	NKS	Active	11-Jul-09	13-Jul-09	71.05
<u>26611RN7KG9</u>	MCCUISTION, ROBERT	08-Jul-09	NKS	Active	08-Jul-09	09-Jul-09	89.00
<u>26611RNRDAG</u>	MALDONADO, FERMIN	08-Jul-09	NQS	Active	11-Jul-09	12-Jul-09	53.10
<u>26611RRA7S6</u>	Fontenot, Guy	08-Jul-09	N2B	Active	10-Jul-09	11-Jul-09	119.00

Start Date:	01-Jul-09
End Date:	27-Jul-09

Volume Allocation

27-Jul-09 11:24:09 AM

Americas Best Inns - Lake Charles:

By Rate Type

<u>Rate Type Code</u>	<u>Total Reservations</u>	<u>Room Nights</u>	<u>Revenue</u>	<u>Average LOS</u>	<u>ADR</u>
AAA	6	7	695.70	1.17	99.39
ARP	5	10	991.00	2.00	99.10
COR	44	86	6,946.70	1.95	80.78
GOV	9	30	2,772.00	3.33	92.40
RAC	17	26	2,864.00	1.53	110.15
Total	81	159	14,269.40	1.96	89.74

By Room Type

<u>Room Type Code</u>	<u>Total Reservations</u>	<u>Room Nights</u>	<u>Revenue</u>	<u>Average LOS</u>	<u>ADR</u>
BS1	6	7	807.60	1.17	115.37
N2B	10	15	1,643.70	1.50	109.58
NKS	30	82	7,221.10	2.73	88.06
NQS	11	13	990.70	1.18	76.21
SK1	19	37	3,027.10	1.95	81.81
STE	5	5	579.20	1.00	115.84
Total	81	159	14,269.40	1.96	89.74