

Vertical Booking Interface Setup

Vertical Booking is a central reservation system solution for independent hotels and chains. With an interface connected to RoomKeyPMS, hoteliers can take advantage of the following Vertical Booking offerings:

- Booking Engine
- Channel Manager
- GDS Connectivity

STEP #1 Contact Vertical Booking to Setup or Modify an Account

The purpose of this first step is to generate a Mapping Spreadsheet that is sent to the RoomKeyPMS Interface Specialist.

Click below for more information:

To Setup a New Vertical Booking Account

- **Contact** Vertical Booking to create an Account
 - [CLICK HERE to complete the Information and Prices online questionnaire to receive information and a quotation to suit your specific requirements](#)
 - During sign up, advise that you will be using RoomKeyPMS as your PMS provider
- **Setup** your Room Types and Rate Plans on your new Vertical Booking platform
- **Request** a Testing/Installation Date to be scheduled on the same day as your RoomKeyPMS Cutover/Go-Live date
 - if you are already using RoomKeyPMS, the Trainer will schedule this date following your conference call in Step #2 below

To Modify an Existing Vertical Booking Account

- **Contact** your Vertical Booking account manager and advise that you will be changing your PMS provider to RoomKeyPMS
 - [CLICK HERE for information on contacting Vertical Booking Technical Assistance](#)
- **Review** the setup of your Room Types and Rate Plans on your Vertical Booking platform
- **Request** a Testing/Installation Date to be scheduled on the same day as your RoomKeyPMS Cutover/Go-Live date

- if you are already using RoomKeyPMS, the Trainer will schedule this date following your conference call in Step #2 below

STEP #2 Mapping Spreadsheet Review: Conference Call with RoomKeyPMS Trainer

The purpose of this call will be to review the Mapping Spreadsheet, begin integration setup in RoomKeyPMS and complete missing items in the Mapping Spreadsheet.

Click below for more information:

To Setup Room Type Integration in RoomKeyPMS

In RoomKeyPMS, go to System Configuration | Room Inventory

1. Select the **GDS** tab
2. Select the **Linking** tab
3. Select the **Add** button
4. Complete the following fields:
 - **Room Type:** this is the room type code in RoomKeyPMS
 - **GDS Type: Vertical Booking** this is where the integration will be applied
 - **GDS Code:** this is the room type code setup on your Vertical Booking platform
5. Select the **Post** button

Repeat steps 3-5 for each room type setup on your Vertical Booking platform

Property Master - RK2 QA -- Katie QA1

Property Room Inventory Rates Rooms Room Sections Rate Categories Market Segment Mobile Reasons Confirmation Notes Reg Card Notes Guest Folio

Room Type	Bed Configuration	Description	Sleeps
> TPL		This is our Triple Room - nothing fancy	
DBL		This is our Double Room - nothing fancy	
King w/spa	K	This King Room has a Spa Tub	
House			

Room Types Stop-sell **1** **GDS**

Close Outs Close Outs History **Linking** **2**

GDS Type	Roomkey Room Type	GDS Room Code
VerticalBooking	TPL	TPL
• VerticalBooking	DBL	

Add **3**
Modify
Delete

4
Room Type DBL
GDS Type VerticalBooking
GDS Room Code DBL

Post **5**
Cancel

- ⚠ • House Accounts should NOT be added
- Inventory & Rates are only sent for Room Types that are added here
- Room Type and GDS Room Code are case-sensitive and must be EXACTLY as found in your Vertical Booking platform
 - a maximum of 20 alpha-numeric characters is accepted
- Bed Configuration should not be included in the Room Type or GDS Room Code

Once all room types have been added within the Linking tab, go to your Mapping Spreadsheet | Room Types tab and complete **Column C**

	A	B	C
1	This information is found in Vertical Bookings. The VB Implementation Manager should complete this section and then pass it along to the RoomKeyPMS Implementation Specialist for completion.		This information is found in RoomKeyPMS. The Property or RK Implementation Specialist will complete.
2	VB Room Type Name	VB Room Type Code	Corresponding RoomKey Room Type Code
3	IE: King Room	IE: NK	IE: NK
4	IE: Queen Suite	IE: QSTE	IE: QSTE
5			
6	Triple Room	TPL	TPL
7	Double Room	DBL	DBL
8	King with Spa Room	King w/spa	King w/spa
9	Columns A & B are filled out by VB prior to RK receiving the Mapping Spreadsheet		
10			
11			

To Setup Rate Plan Integration in RoomKeyPMS

- ⚠ • A Rate **Code** must be attached to every Rate Plan in Rate Wizard
- The **GDS** distribution channel must be enabled to integrate with Vertical Booking
- A **Market Segment** must be attached to every Rate Plan in Rate Wizard
- A **Client Type** must be attached to the GDS distribution channel to integrate with Vertical Booking
- Package rate plans integrated with Vertical Booking can only be connected to one package in the Packages & Inclusions module; please see item (3) in **BLUE** in the screenshot below

- If a package base rate is connected to two or more packages, you must [create a new package base rate](#) in the Rate Wizard for each package in the Packages & Inclusions module; for more information about connecting a rate plan to a package, please review the [Room Type & Rates tab](#) section of the Packages & Inclusions support article
- Rate Plans setup as Corporate in Vertical Booking are considered Private Rates and cannot be displayed under Special Offers. If you wish to map a Vertical Booking Rate Plan to a Corporate Account in RoomKey - it does not necessarily have to be setup as a Corporate Rate in Vertical Booking, any type of Vertical Booking Rate Plan can be mapped to a Corporate Account in RoomKey. Being mapped to a Corporate Account in RoomKey does not affect how the Rate Plan is displayed or setup in Vertical Booking.

In RoomKeyPMS, go to System Configuration | Rate Wizard | select the Rate Plan to be integrated with Vertical Booking | select the EDIT button (pen & paper symbol)

1. Select the **Integration** tab, you should see a line item for the Vertical Booking integration with the Rate Code for the rate plan selected
2. Click the <Not Mapped> cell and use the drop-down list to select the applicable Client Type
 - (Optional) If the applicable Client Type is has a corporate function; within the Corporate cell, use the drop-down list to select the applicable Corporate Account
3. Select the **Update Integrations** button

Repeat steps 1-3 for each rate plan setup on your Vertical Booking platform

Create/Update Rate

General Client Types Corporates Groups **Integration**

Integration	Rate Code	Attached Package	Type	Client Type	Corporate
Vertical Booking	BST			Vertical Bookings	Corporate

The fields outlined above in BLUE are informational fields about the rate and cannot be changed:

- 1) Integration - the Integration this mapping is for
- 2) Rate Code - the Rate Plan Rate Code
- 3) Attached Package - if this Rate Plan is attached to a Package in the Packages & Inclusions module then the name of the Package it is attached too will appear here.
- 4) Type - if this Rate Plan is attached to a Package, you will see an I if it is an Inclusion Package or a P if it is a Package Package

Update Integrations

Once the Integration tab has been updated for all Rate Plans integrating with Vertical Booking, go to your Mapping Spreadsheet | Rate Plan tab and complete **Columns E to I**

- **Column E - RoomKeyPMS Rate Plan**- enter the name of your RoomKeyPMS Rate Plan that corresponds with the Rate Plan found in Column A.
- **Column F - Rate Plan Code** - enter the RoomKeyPMS Rate Plan Code associated with the Rate Plan found in Column E.
- **Column G - RoomKeyPMS Client Type** - enter the name of the RoomKeyPMS Client Type that was mapped for the Rate Plan under the "GDS Intergrations" tab in the Rate Wizard.
- **Column H - RoomKeyPMS Corporate Account**- If the Client Type used in Column G had a Corporate Function, please identify the Corporate Account that was selected for the Rate Plan under the "GDS Integrations" tab in the Rate Wizard
- **Column I - RoomKeyPMS Room Types**- Please identify which RoomKey Room Types (found in the Room Types tab) are to be associated with the Rate Plan found in Column E. This should be based on what you have setup in Vertical Bookings.

A	B	C	D	E	F	G	H	I
This information is found in Vertical Bookings. The VB Implementation Manager should complete this section and then pass it along to the RoomKeyPMS Implementation Specialist for completion.				This information is found in RoomKeyPMS. The Property or RK Implementation Specialist will complete.				
VB Rate Plan Name	VB Rate Plan Code	Derived?	Pkg?	Corresponding RoomKey Rate Plan Name	Rate Plan Code	RoomKey Client Type	Corporate Profile (only necessary if Client Type has a Corporate Function)	Room Key Room Types that are to be linked to each Rate Plan
<i>Best Available</i>	<i>IE: BAR</i>	<i>N</i>	<i>N</i>	<i>IE: Best Available Rate</i>		<i>IE: GDS</i>	<i>IE: N/A</i>	<i>IE: NK, NDD, NQQ</i>
<i>Orbitz</i>	<i>IE: ORB</i>	<i>Y</i>	<i>N</i>	<i>IE: Orbitz Rate</i>		<i>IE: OTA - Opaque</i>	<i>IE: Orbitz</i>	<i>IE: ALL ROOM TYPES</i>
Best Available Rate	BST	N	N	*Best Available Rate	BST	VBGDS	N/A	ALL Room Types
AAA Rate	AAA	Y	N	AAA	AAA	VBGDS	N/A	ALL Room Types
Government Rate	GOV	N	N	Government	GOV	VBGDS	N/A	ALL Room Types
Senior Rate	SEN	N	N	Senior	SEN	VBGDS	N/A	ALL Room Types
Bed & Breakfast Package	BNBRP	Y	Y	B&B PKG Rate Plan	BNBRP	VBGDS	N/A	ALL Room Types
Romance Package	ROMRP	Y	Y	ROM Pkg Rate Plan	ROMRP	VBGDS	N/A	ALL Room Types
Columns A-D are filled out by VB prior to RK receiving the Mapping Spreadsheet								

To Setup Guest Services Integration in RoomKeyPMS

💡 If Guest Services (Add-Ons) are not offered at your property, you can skip this integration setup

- ❗ For every Guest Service (Add-On) setup on your Vertical Booking platform, there must be one corresponding Guest Service setup in RoomKeyPMS
 - The Guest Service **Code**, **Repeatable** pattern, and **Transaction Based** settings must match in RoomKeyPMS
- For more information about setting up Guest Services in RoomKeyPMS, please review the following article: [How to create a Guest Service](#)

Once all guest services have been reviewed in RoomKeyPMS, go to your Mapping Spreadsheet | Guest Services tab and complete **Column E**

A	B	C	D	E
This information is found in Vertical Bookings. The VB Implementation Manager should complete this section and then pass it along to the RoomKeyPMS Implementation Specialist for completion.				This information is found in RoomKeyPMS. The Property or RK Implementation Specialist will complete.
Guest Services Available on VB (Name)	Guest Service Code on VB	Is Guest Service Per Stay or Per Day?	Is Guest Service based on Per Person?	Corresponding RoomKey Guest Service
<i>IE: Cot Charge</i>	<i>IE: COT</i>	<i>IE: Per Stay</i>	<i>No</i>	<i>IE: COT</i>
<i>IE: Breakfast</i>	<i>IE: BREAK</i>	<i>IE: Per Day</i>	<i>Yes</i>	<i>IE: BREAK</i>
Cot Charge	COT	Per Stay	No	COT
Crib	CRIB	Per Stay	No	CRIB
Lunch	LUNCH	Per Day	Yes	LUNCH
Robe	ROBE	Per Stay	Yes	ROBE
Columns A-D are filled out by VB prior to RK receiving the Mapping Spreadsheet				

To Setup GDS Notifications in RoomKeyPMS

In RoomKeyPMS, go to System Configuration | Clerks

1. Select the **Departments** tab
2. Use the drop-down list of departments to select **GDS Notifications**
3. Use the **Arrows** to add/remove Clerk ID's from the GDS Notifications department and select the **Post** button to update the database

The screenshot shows the 'User Access System' window with the 'Departments' tab selected. A red box highlights the 'GDS Notifications' dropdown menu. To the right, the 'All Users' list shows several users, including 'QA1, QA Katie' and 'QA10, QA Katie'. Red boxes highlight the left and right arrow buttons used to move users between departments. The 'QA10, QA Katie' user is shown with a red arrow pointing to the right arrow button, indicating they are being added to the selected department.

STEP #3 Testing and Installation: Conference Call between

RoomKeyPMS and Vertical Booking Interface Specialists

The purpose of this call between the RoomKeyPMS Interface Specialist and the Vertical Booking Interface Specialist will be to activate and test the interface connection. You do not need to attend this call, but you must be aware of the date and time it will occur because once it is completed, your Vertical Booking interface will be live with RoomKeyPMS. Once the interface is live, you will see the following:

- Rates and availability appear in the Vertical Booking platform (including Booking Engine, Channel Manager and GDS Connectivity, if applicable)
- Reservations booked on the Vertical Booking platform appear in RoomKeyPMS