Synxis Enhanced Two-Way Interface - Client Overview

Settings that will need to be enabled in Synxis:

- **Fallover Email** - this ensure that if a reservation fails to integrate with RoomKey that an email is sent to notify the Property so they can either attempt to repush the reservation into RoomKey OR manually enter the reservation into RoomKey
- **PMS Supports Reinstatement feature -** if a reservation is reinstated in RoomKey this feature must be enabled in Synxis to ensure the reservation then is reinstated in Synxis as well.
- **Booking Threshold/Overselling** - if you plan on using the Overbooking Limits Module in RoomKey (System Configuration -> Overbooking), the Overselling feature must be enabled within Synxis.

Below are Important Notes to keep in mind regarding the RoomKey Synxis Two-Way Interface. NOTE: All features below are supported by the Two-Way Enhanced Interface. Two-Way Standard does NOT support Reservation flow from PMS -> Synxis (CRS). If you are unsure which Interface you have please reach out to your Sabre Product Manager for confirmation.

Code Lengths

- Accepted Code Lengths - code can be alphanumeric and should NOT include symbols, must be the exact same in both systems, cap sensitive:
  - Rate Plan Code = max 9 characters
  - Room Type Code = max 16 characters
  - Guest Service Codes (for both Room Requests & Dynamic Packages) = max 12 characters

Corporate Accounts

- Synxis has "Company Profiles" in their system which are similar to Corporate Accounts in RoomKey. We do NOT sync Corporate data between the two systems. Corporate Reservations are mapped to Corporate Accounts in RoomKey based on the Rate Plan that is booked.

Groups

- **Group Blocks** are supported, Wholesale Blocks are NOT.
- Once a Group is created in Synxis, it must then be manually enabled on the desired Channels (ie: Booking Engine, Voice, etc..) by going to Setup -> Groups -> Group Configuration -> Assignments and checking the "Channel Assignment" checkboxes for the applicable Channels.

- Synxis releases Group Block at 11:59pm the day of Cutoff at which point the WHOLE BLOCK is released. 1 Day at a time release is not supported by Synxis. If a Group in RoomKey is set to Cut-off Type = 1 Day, then there will be a discrepancy of rooms in Block between Synxis & RoomKey once Cut-off Date has been reached.

Guest Services

- **Non Chargeable Guest Services in RoomKey** (ie: High Floor Request, Near Elevator Request) are setup in Synxis as Room Requests and have a 12 character limit.
- **Chargeable Guest Services in RoomKey** are setup as Dynamic Package Categories in Synxis and also have a 12 character limit.
- Creating a **Guest Service** in RoomKey does NOT automatically create a corresponding Room Request/Dynamic Package in Synxis - they must be created separately in each system and the codes for the corresponding services MUST match in order to interface properly between the two systems.
- Dynamic Packages with Package Item Scheduling "Available on Departure" are NOT supported by RoomKey
- Dynamic Packages with the Package Item Pricing Charge Type "Per Child/Adult/Senior" are NOT supported by RoomKey.

Packages

- The main type of packages in Synxis are Dynamic Packages - which are linked to Guest Services in RoomKey.
- Static Packages in Synxis can be associated with Packages in RoomKey HOWEVER, please note that there are limitations to creating packages in Synxis and they are not as flexible as they are in RoomKey. In Synxis, Static Packages are Rate Plans with 1 lump sum amount assigned as a way of creating a Package. This lump sum amount applies either per stay or per night and is either flat or per adult, and the tax assigned applies to the entire lump sum amount. Due to the limited capability of Static Packages in Synxis we can only support Packages that can be calculated the exact same way in both systems.
- The GDS Channel does need to be enabled on Package Rates for Integration Mapping purposes, however, you do NOT need to attach the GDS Channel of a Rate Plan to a Package - it will still process correctly if the Hotel Direct Rate Plan is the only rate attached.
- Only 1 Package Rate Plan can be assigned per Package - ratio must be 1:1

Rates

- Always create a New Rate in Synxis first and then RoomKey second. Once Integration mapping is complete RoomKey will automatically send rates up to Synxis.
- If order to map a Rate Plan to Synxis the "GDS" Channel must be enabled and have rates programmed.
- GDS Channel does NOT have to be activated for Group Rate Plans. If it is active, it should NOT be mapped on the Integration Mapping Table. RoomKey will assign a Group

Reservation with the Rate Plan that is attached within the Group Wizard. The same Rate Plan CAN be used for multiple Groups.

- If a Reservation is created in RoomKey on a Rate Plan that does not exist in Synxis, Synxis will auto create this Rate in their system using their "Auto-generate RezSync Rates" feature. These rates will be flagged as "Inactive". These rates can be made "Active" in Synxis should you wish to make them available online. After they have been made active, you would complete the Integration Mapping in RoomKey in order to send up the Rate Amounts.

Reservations

- Loyalty Number is not supported between the two systems. Synxis supports multiple types of Loyalty Programs and can send multiple Loyalty Numbers per message, RoomKey supports just one, therefore we cannot support this feature at this time.
- Main **Guest Profile Information** on Reservations (ie: Address, Phone Number, Email) will be sent to Synxis from RoomKey. Other Guest Profile Information (ie: Loyalty Number, Notes, 2nd Address, Custom Data Fields, etc..) is NOT sent.
- Guest **Credit Card Information** is NOT sent from RoomKey to Synxis for PCI Compliance reasons. Credit Card Information is only sent from Synxis to RoomKey.
- No Show Reservations are automatically cancelled in Synxis but will be re-instated if Checked-In before Rollover Time.
- ALL Incoming Reservations will integrate into RoomKey. If there was any discrepancies on the Reservation as it integrates, there will be an Error Message in Reservation Notes & in the Message Center. Below are some of the most common reasons why Error Messages may be generated & how they are handled in RoomKey:
  - If a Room Type is not mapped correctly or does not exist in one system, the reservation will default to the Room Type in RoomKey with Sort Order 1. If no Sort Order is set, it will select the 1st Room Type in alphabetical order.
  - If a Rate Plan in not mapped correctly or does not exist in one system, the reservation will default to a Manual Rate.
  - If a Rate Plan exists but the GDS Channel is NOT active, the reservation will default to a Manual Rate.
  - If 1 Rate Plan is assigned to multiple Packages, the reservation will attach to the 1st Available Package under System Configuration -> Packages & Inclusions containing that Rate Plan.
  - If a Guest Service Code does not exist in RoomKey, nothing will attach to the Reservation - a note will appear in Reservation Notes & in Message Center.

- If an Incoming Reservation Message were to fail (ie: connection issue so it does not reach RoomKey):
  - Your first step should be to go to the Interface Health Center in your Synxis Portal and re-push the reservation to the PMS. This ensures any future Modifications and/or Cancellations are sent as well. If your are unsure how to do this please reach out to Synxis Support.
  - If the above does not work, the reservation would need to be manually entered into RoomKey. When manually entering the Reservation be sure to enter the Synxis Confirmation # into the GDS Conf # field while creating the Reservation. This will ensure

that it will sync with the existing reservation in Synxis. If the GDS Conf # is NOT entered into the Reservation while it is being created, then a NEW Duplicate Reservation will be created in Synxis.

- *If the reservation is manually entered into the PMS and the correct GDS Conf # is assigned, then any future modifications or cancellations done in RoomKey will be sent to Synxis. HOWEVER, please note, any modifications or cancellations done IN SYNXIS for this reservation WILL NOT BE SEND via the Interface. Rather, they will immediately be put to the fall back process (email) as the assumption is that the first reservation never made it to the PMS. This is a rule put in place by Synxis - it is their Queue Logic.*

Restrictions

Supported Restrictions are:

- Close to Arrival, Close, Min/Max LOS (on Arrival) at the RatePlan/Room Type level (ie: on the Calendar of the Rate Plan)
- Room Type Close Outs (System Configuration -> Room Inventory -> GDS Tab -> Close Outs)
- Hurdle Rate Restrictions (only when sent from an RMS to RoomKey, once RoomKey receives, we will push to Synxis)
- Overbooking Limits (seen as a Booking Threshold/Oversell Limit Restriction in Synxis - NOT sent as an Inventory Update)
  - *In order to accept Overbooking Limits, Synxis Support must enable Booking Threshold for the property.*