

QUOTE RESERVATIONS FROM RMS ONLINE

There are x reasons why you may receive a Quote reservation from Online Bookings, these have been outlined below;

1. Your availability was down to the last room, the property is booking this room at the same time as someone online.
 - When you are down to the final room the property will always win the allocation leaving RMS Online with no other option than to place a quote reservation in your system.

For this reason alone it is critical to always hold at least one room back from the online booking agent. This is done through the Category/Area screen in the Setup Menu, edit each category in turn and ensure that you are holding back at least 1 room.

2. Your Online Client has an error.
 - If your Online Client cannot perform a successful sync it cannot update your online agents with your current availability. Always ensure that your Online Client is not producing any errors. If it is please contact RMS Support immediately.
3. 3rd party online agents book by category rather than room therefore what may appear to be an overbooking is actually not.

See the example below, Rooms 101 and 102 are in the same category, where you see the green boxes there is an available night.

If a client was to go to a third party web site to book your property E.g. Netroomz or Wotif these agents would see the below as available from 01/01/10 to 04/01/10, as by moving reservations in your system you could take a 4 night stay.

	01/01/10	02/01/10	03/01/10	04/01/10
101	Smith		Fuller	
102		James		Adams