

## RMS Online Troubleshooting

### **I am not receiving confirmation emails;**

1. If the booking is from a 3<sup>rd</sup> party web site you must contact that agent E.g. Wotif
2. If the booking is from RMS then please log a service request providing the correct email address.

Support will forward this request Administration to check that the email address is correct on the RMS server.

Once the checked is complete the support member will process a test reservation to ensure the confirmation email is received by both yourself and the support member.

If the email is still not received at your property you will need to ensure that the email is not being blocked by an email/spam filter (if you are unsure how to check this you will need your technician to check this for you).

### **I have no availability showing;**

1. Ensure that the allotments are still current against the appropriate agent. Go to the Setup drop down arrow and choose Travel Agents. Choose search at the bottom of the screen to display the list. Edit the agent in question and go to the Allotments tab. Ensure that the 'from' and 'to' dates cover the current period.

### **My availability is incorrect;**

1. Ensure that the RMS Online client is running without error. Locate the icon for the RMS Online client, it should be found in the bottom right hand corner of your screen near the time (the icon is of a blue satellite dish), double click to open the online client screen, choose synchronize and full property, watch this run through and ensure no errors appear on the screen. If the icon cannot be found this would indicate that it has been shut down, a large icon can be found on your desktop to restart the module.
2. Ensure you are viewing the Availability chart for the specific Agent and not All or House Use. When you have the availability chart open at the bottom of the screen ensure the field Agents shows the online agent you are looking for.
3. Check to see if you have any guaranteed allotments set in your system for any agents – guaranteed allotments will take away from any online agent. Go to the Setup drop down arrow and choose Travel Agents. Choose search at the bottom of the screen to display the list. Edit the agent in question and go to the Allotments tab. Ensure that guaranteed states No. If it states YES, edit the allotment and un-tick the guaranteed option then Save/Exit.
4. Ensure that you have not allotted more rooms than you actually have in each category. This can sometimes occur when you are moving rooms to different categories. . Go to the Setup drop down arrow and choose Travel Agents. Choose search at the bottom of the screen to display the list. Edit the agent in question and go to the Allotments tab. Ensure that the number of areas held does not exceed the actual number of areas in that category.
5. You may be holding rooms back under the category setup. Setup Menu > Category/Area > Edit each Category > 'Number of areas to hold from RMSOnline'.
6. If you have added new rooms/categories or moved areas within categories and you are NOT using version 8.11.317 or higher these will not be viewable in RMS Online, in this case you will need to upgrade to the latest version of 8.11.

**I cannot see same day Availability;**

1. Check to see if you have entered a release number against the agent's allotments. Setup Drop down Menu > Travel Agents > Edit the Agent > Allotment Tab > Release column. The release column tells the system from today do not show any allotments for x days.

**I cannot change/see the Allotments against the Agents;**

1. Ensure that you still have a tick in 'Use Allotments for Agents' under Setup Menu > General Information > Options tab.

**My online bookings are not dropping into RMS;**

1. Ensure that the online client is running. Locate the icon for the RMS Online client, it should be found in the bottom right hand corner of your screen near the time (the icon is of a blue satellite dish), double click to open the online client screen, choose synchronize and full property, watch this run through and ensure no errors appear on the screen. If the icon cannot be found this would indicate that it has been shut down, a large icon can be found on your desktop to restart the module.
2. Ensure that the reservation in question was not dropped in as a quote. When searching for reservations ensure the tick is also in the status of quote on the left hand side, a quote reservation will not be seen on the reservation chart.
3. Search for both the given & surname of the guest in the surname field. Some guests place both their given and surname into each field.
4. If the reservation cannot be found, have a copy of the confirmation email sent to support via Service Request.

**Online has allowed more people in the room than it should;**

1. Ensure that 'Ignore Maximum Allowable Clients' is not selected under Setup Menu > General Information > Reservations Tab. This setting tells online to ignore the setting against the below field.
2. Ensure that you have set a 'Maximum Allowable Clients Per Area' against each category. Setup Menu > Categories/Area.

**Reservations are dropping in twice from Online;**

1. Ensure that you are not running two online clients. Even if on separate machines. The icon for RMS Online sits in the bottom right hand corner of your screen; the icon is of a blue satellite dish. You may also choose to use the task manager.
2. If you have been linked to Wotif and Siteminder separately through RMS; in this case both agents would pass through the reservation. In this case you would need to contact Wotif and advise them that they are using the interface through Siteminder so they do not pass the reservation through themselves.
3. Ensure that both reservations came from online (sometimes a staff member can manually enter the reservation as it had not yet dropped in).
4. If the above does not resolve the issue, have a copy of the confirmation email sent to support via Service Request.

**Rates are incorrect on 3<sup>rd</sup> party sites;**

1. This will occur if you have a discount set within the tariff table. You will need to be upgraded to the latest version and linked to RMSWeb to utilize the Tariff Grid.
2. This will also occur if you are using a per person package component. You will need to be upgraded to the latest version and link to RMSWeb to utilize the Tariff Grid.
3. The 3<sup>rd</sup> party agent has been assigned more than 1 charge type.

**I wish to refund the guest as they have cancelled;**

1. As the money is transferred through to your property, the refund will need to be given by your property, through RMS.

**My guest's credit card was charged twice;**

1. Ensure the reservation came from RMS book page; If yes then see point 2, if no you will need to contact the agent that made the booking on your behalf.
2. Log a service request supplying the guest name, credit card details and the date the reservation was made.
3. The support member will forward this to accounts for investigation.

**No Payments are coming through to RMS;**

1. If you are using the option of Manual Credit Card then you have chosen for RMS not to process payments and in this case only the credit card details will be provided on the client record, not on the confirmation email.
2. If you wish to change this setting log a service request stating that you wish RMS to process the payment of the online bookings.

**My RMS Online Client is throwing errors;**

1. Ensure that you have internet access
2. Ensure that the RMS Online client is running on one machine only. The icon for RMS Online sits in the bottom right hand corner of your screen; the icon is of a blue satellite dish. You may also choose to use the task manager.
3. Run a Full property synchronize watch it run through, if successful the issue has been rectified. Open the online client, choose synchronize then Full Property.
4. If the error occurs again, shut down the online client, uninstall the software, download the latest online client from the RMS web page, install the software, re-start the online client. Run full property sync.

**My online client cannot upgrade itself;**

1. Shut down the online client, download the latest version from the RMS web page then install and run. This may be due to a firewall on your system.

**I keep receiving warnings that the RMS Online Client isn't running;**

1. Ensure the online client is running.
2. Ensure the online client is on the correct version. The correct version can be obtained from the RMS web page, and shows on the online client screen in the bottom right hand corner.
3. Run a full property sync to ensure it completes without error. Open the online client, choose synchronize then Full Property.
4. Ensure the system time of the computer which runs the online client is no more than 5 mins different to the machines which run RMS.
5. If the problem persists please contact RMS support.