

You will learn:

- *What are the most frequently asked questions, regarding the availability sync between the KWHotel Booking Engine and external channel manager systems,*
- *What are the most frequently asked questions, regarding the availability sync between multiple channel manager accounts (in case of apartments) or with other booking systems.*

The manual includes:

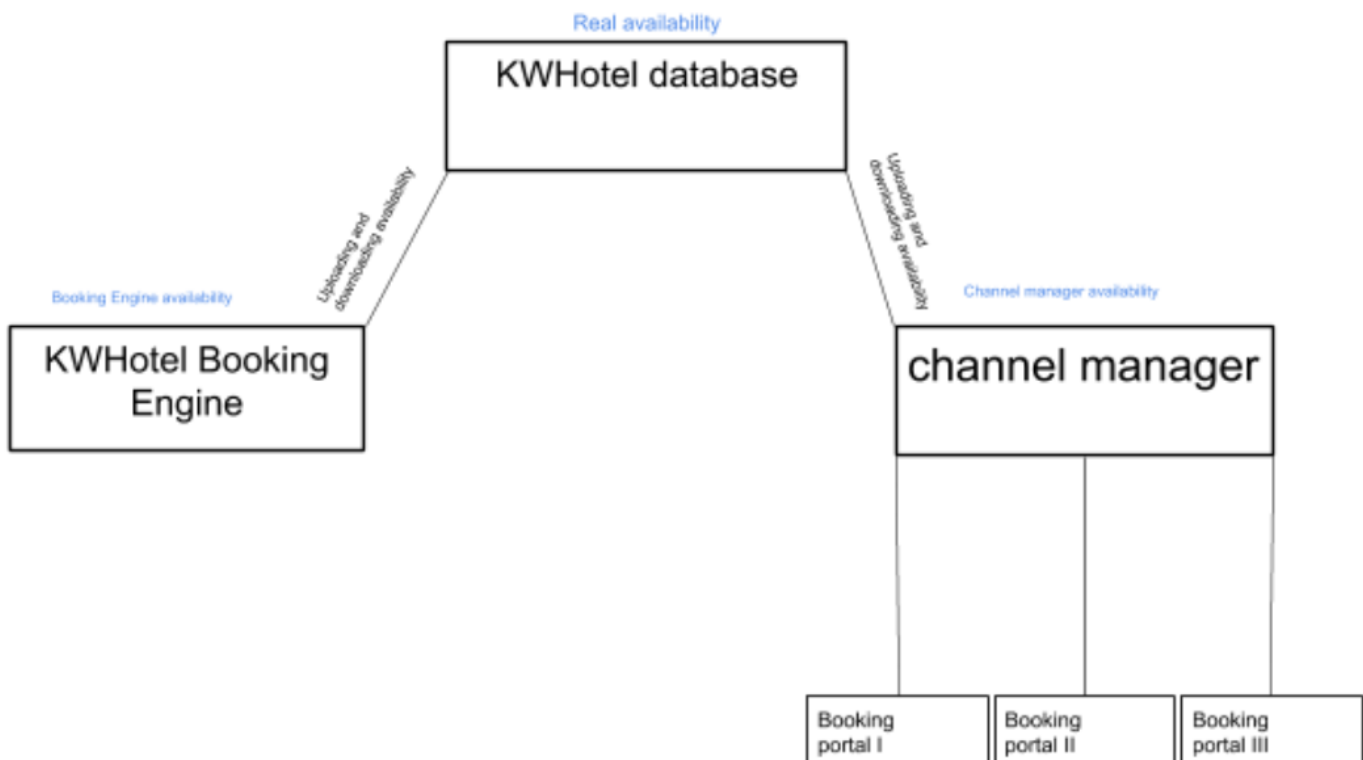
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1. Synchronization between the KWHotel Booking Engine and external channel manager systems

Question: How does the availability synchronization work in case of KWHotel Booking Engine and ProfitRoom or WuBook channel manager?

Answer:

In case of such synchronization, it is required to have at least one KWHotel workstation running at all times. This is due to fact that KWHotel database is the responsible for synchronizing availability between the KWHotel Booking Engine and external channel manager. Please take a look at the scheme below:

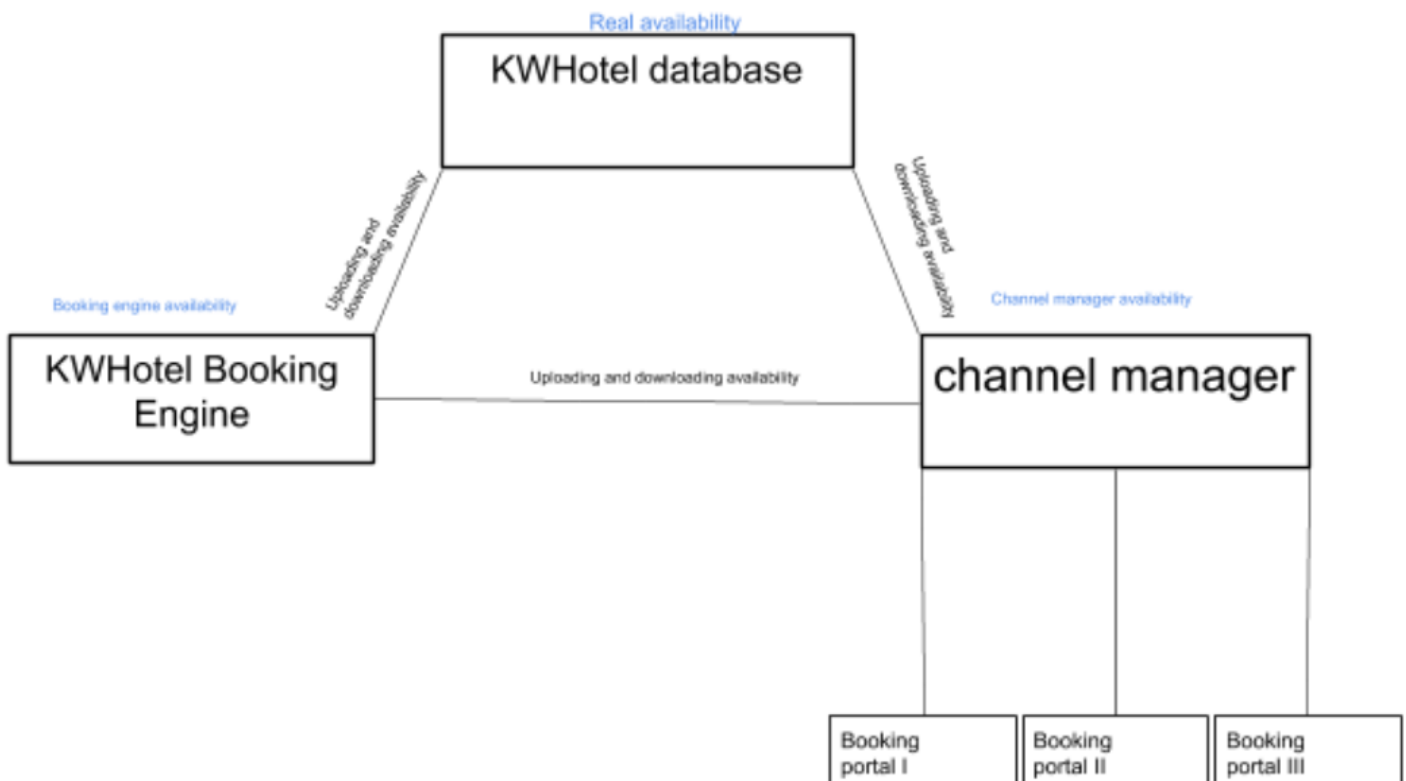


2. Synchronization between KWHotel Booking Engine and KWHotel Channel Manager

Question: How does availability synchronization work when using KWHotel Booking Engine and KWHotel Booking Engine?

Answer: **Starting from the KWHotel 0.47 version**, in case of such connection it is not required to have KWHotel Pro running at all times. KWHotel Booking Engine automatically sends availability block to channel manager. Having started the KWHotel Pro desktop version, reservations are synchronized with the program.

This logic is visualized by the following scheme:

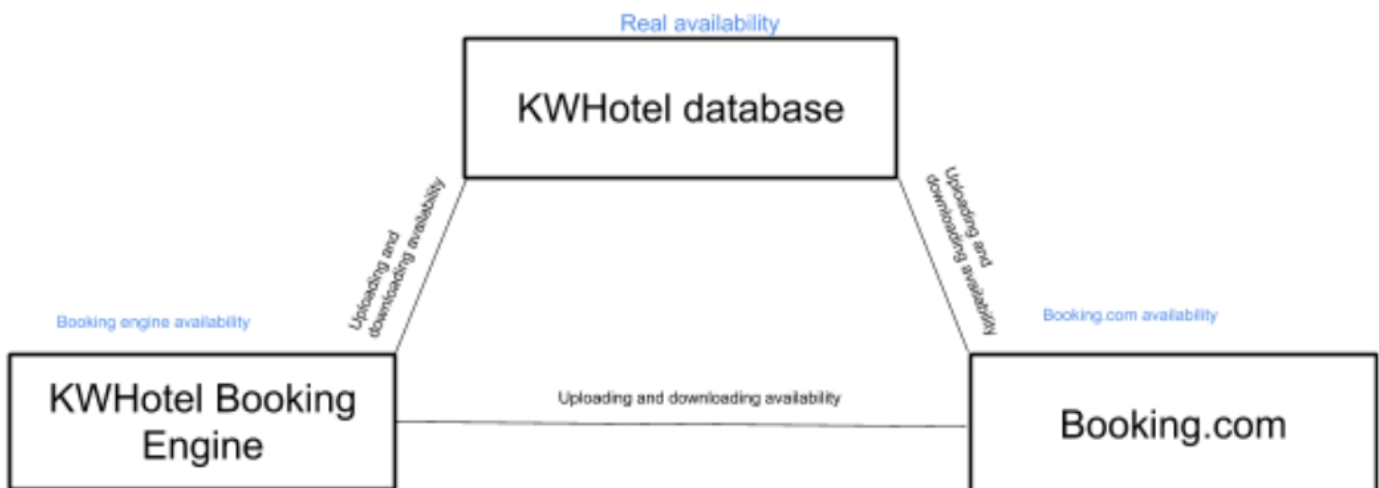


3. Synchronization between the KWHotel Booking Engine and Booking.com

Question: How does availability synchronization work when using the KWHotel Booking Engine and direct synchronization with Booking.com?

Answer: **Starting from the KWHotel 0.47 version**, in case of such connection it is not required to have KWHotel Pro running at all times. KWHotel Booking Engine automatically sends availability block to the Booking.com. Having started the KWHotel Pro, reservations are synchronized with the program.

This logic is visualized by the following scheme:



4. Synchronization with multiple channel manager accounts (apartments) or with other reservation systems

Question: How does synchronization work with multiple channel manager accounts (in case of apartments) or with other reservation systems?

Answer: When connecting KWHotel with multiple channel manager accounts, Booking.com and additional online booking systems, it is required to have at least one KWHotel workstation running at all times.

Such complex synchronization scheme is explained below:

