Description of messages occurring in the "Online reservations" tab

You will learn:
- *What types of synchronization error messages can be found in KWHotel,*
- *How to solve such messages.*

This manual includes:

1. Synchronization error messages

The "Online reservations" tab, added in the 0.47 version of KWHotel, allows you to monitor the correctness of your synchronization with OTAs and channel managers.

**Newly downloaded reservations are marked with a green icon.**

Synchronization problems are marked with a red icon. In such case please enter the "Online reservations" module and verify the error message immediately.

Speaking of error messages, there are five basic types of them:

Warning group - these messages are related directly to connection synchronization. If they occur, your OTA synchronization does not work properly, at least to some extent.

Examples of such messages are as follows:

- inability to synchronize because KWHotel is unable to log in to partner`s account ("Channel manager is disabled or deleted").
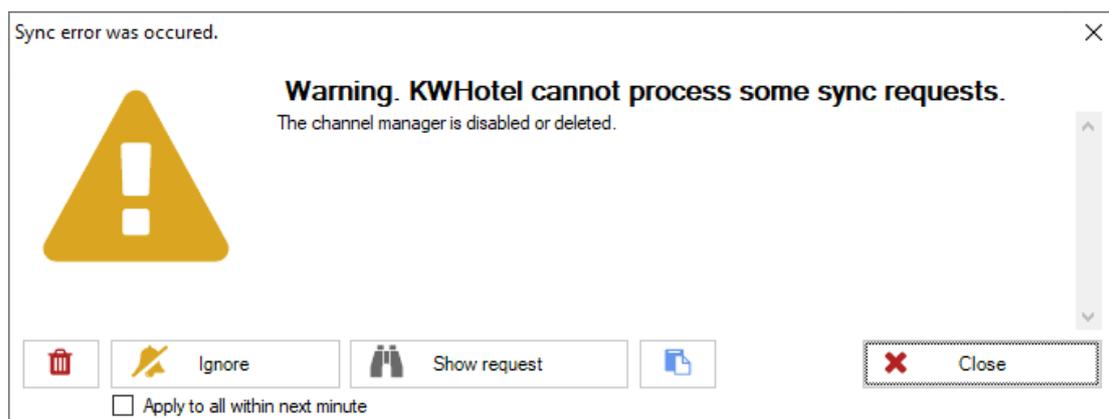
- inability to upload prices because they are not present in KWHotel`s rate plans or in partner`s rate plans (depending on where you manage prices at).
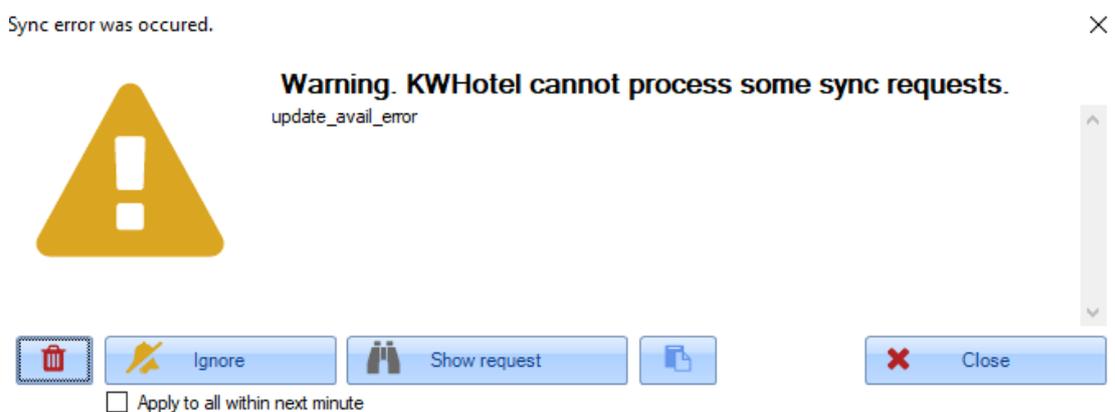
In case such messages appear, the synchronization queue should be cleared (click here) first. Then you may attempt to download reservations once again.

If the problem still persists, please contact the KWHotel Support Team.

Blue group - these messages appear when reservation is downloaded outside of the synchronized term.

It most often happens when sending rates and availabilities for a specific term and shortening rate plan`s validity date afterwards.

As a result, an availability mismatch happens. KWHotel still downloads reservation for such dates and does not update allotment.

In such scenario please verify if periods synchronized between KWHotel and partner are the same (they finish in the same day).

If they are not, please equalize the synchronization period in KWHotel so that it is equal to the price period in the partner`s extranet.

Once you have achieved that, please synchronize data again by pressing the "Synchronize settings" button.
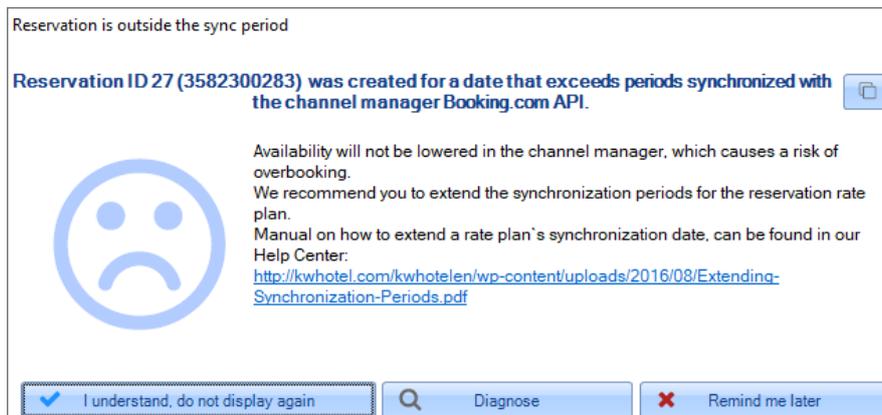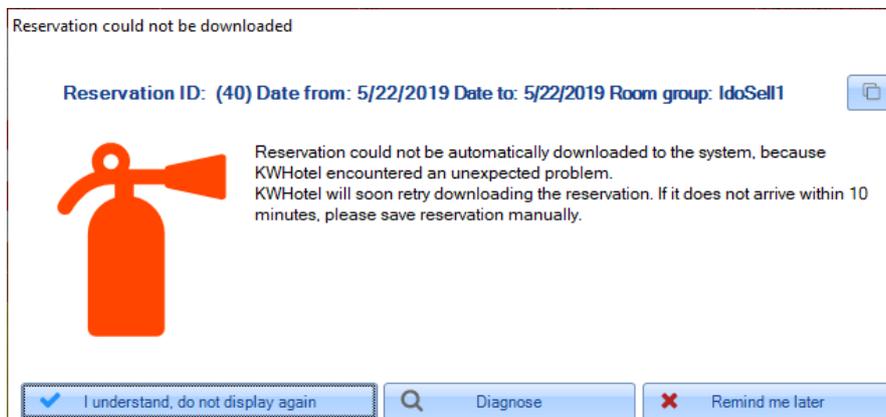
Red group - these messages occur in case of overbookings or incorrectly downloaded reservations.

How to recognize an incorrectly downloaded reservation?

1. Reservation is highlighted red in the "Reservation ID" column.

2. In the "Reservation ID" column you may see an entry: "ERR:xxxxx".

In such situation please redownload reservation again (up to 24 hours since the event occurred) by right-clicking a reservation and choosing the "Redownload this reservation" option.
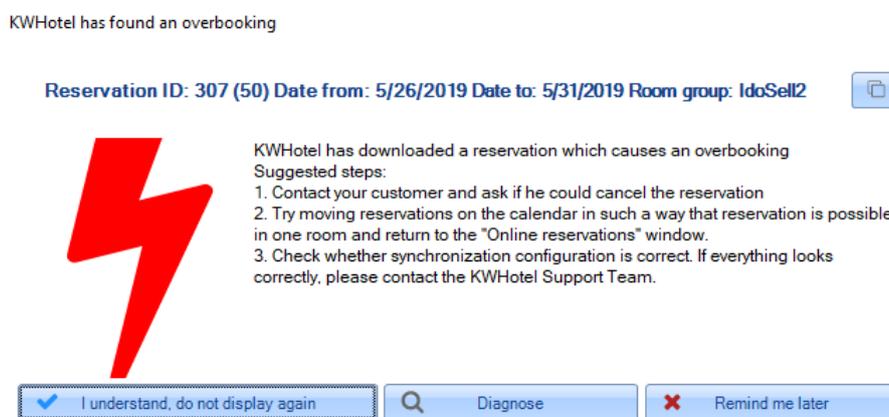
Incorrectly downloaded reservation will be deleted and redownloaded within an hour. The currently downloaded reservation will receive " - " before the ID.

Reservation could not be downloaded

Reservation ID: (40) Date from: 5/22/2019 Date to: 5/22/2019 Room group: IdoSell1

Reservation could not be automatically downloaded to the system, because KWHotel encountered an unexpected problem.
KWHotel will soon retry downloading the reservation. If it does not arrive within 10 minutes, please save reservation manually.

I understand, do not display again   Diagnose   Remind me later

How to manage overbooking error messages?

When overbooking occurs, please use the "Diagnose" button.

An overbooking report will be generated which points out the source of the problem.

KWHotel has found an overbooking

Reservation ID: 307 (50) Date from: 5/26/2019 Date to: 5/31/2019 Room group: IdoSell2

KWHotel has downloaded a reservation which causes an overbooking
Suggested steps:
1. Contact your customer and ask if he could cancel the reservation
2. Try moving reservations on the calendar in such a way that reservation is possible in one room and return to the "Online reservations" window.
3. Check whether synchronization configuration is correct. If everything looks correctly, please contact the KWHotel Support Team.

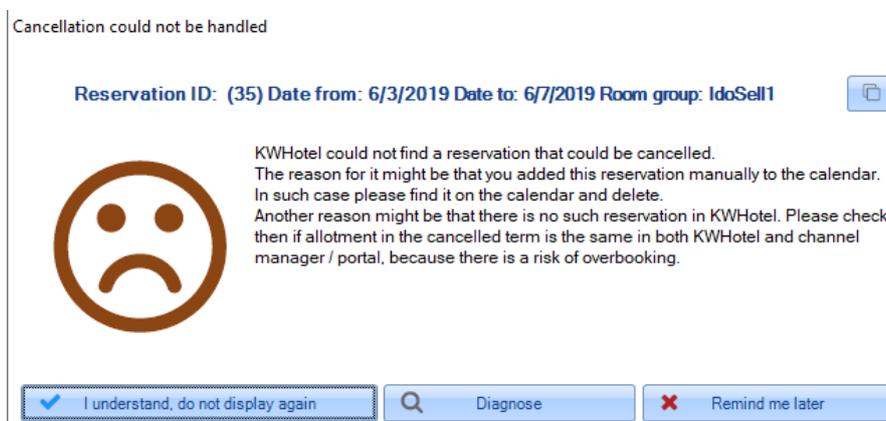I understand, do not display again   Diagnose   Remind me later

Bronze group - these errors refer to cancellations which were not matched with reservations automatically.

They most often occur when a reservation was not downloaded from channel manager to KWHotel instantly and thus User has inserted it manually to the calendar.

After that, when reservation is downloaded from the channel manager, User deletes it to prevent a duplication.

If you guest modifies or deletes such reservation in the OTA, KWHotel will be unable to find it, hence such error message.

Cancellation could not be handled

Reservation ID: (35) Date from: 6/3/2019 Date to: 6/7/2019 Room group: IdoSell1

KWHotel could not find a reservation that could be cancelled.
The reason for it might be that you added this reservation manually to the calendar.
In such case please find it on the calendar and delete.
Another reason might be that there is no such reservation in KWHotel. Please check then if allotment in the cancelled term is the same in both KWHotel and channel manager / portal, because there is a risk of overbooking.

✔ I understand, do not display again   🔍 Diagnose   ✖ Remind me later

Yellow group - these messages inform you that KWHotel was unable to save reservation in the calendar, despite correct availability.

It happens because the current placement of reservations in the calendar makes it impossible to save the whole reservation in the single room.

With resource reservations enabled, KWHotel automatically attempts to optimize reservation placement.

Please note KWHotel works on room groups` availability - it lets you create a reservation for 1.05 - 5.05.2019 where guest may stay

in room A from 1.05 - 3.05 and in room B from 4.05 to 5.05. Such scenario may look like an overbooking.

To solve this issue, please relocate reservations in the calendar, freeing some space for the newly arrived reservation.
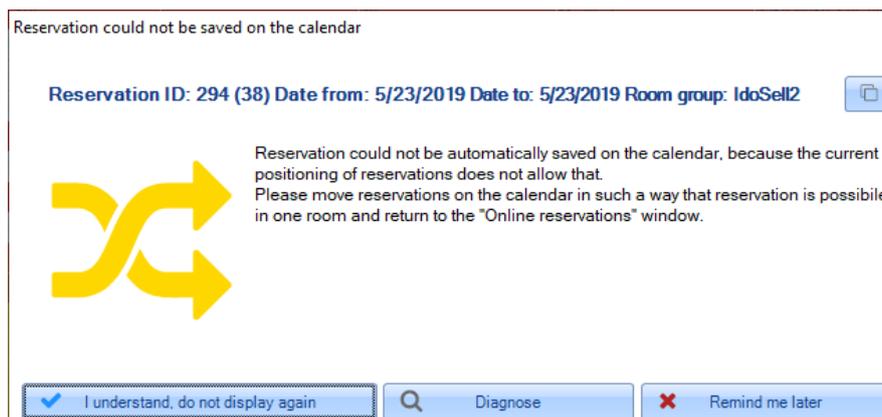
Do you have any questions?
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