

RezNEWS HOT TIP

How to avoid reservation conflicts with the RezStream Online Booking Engine!

This month's **HOT TIP** will illustrate how to avoid reservation conflicts when using the RezStream Booking Engine coupled with RezStream Professional desktop software. There are many reasons why reservation conflicts may occur when using an online booking engine. By following the steps below, you can minimize failures with the communication process between RezStream Professional and the RezStream Booking Engine.

1. If your Internet connection fails, call your Internet Service Provider immediately to get your connection reinstated.
2. Verify that your anti-virus software is not blocking the Internet connection to the RezStream Booking Engine.
3. Confirm that your firewall is not blocking the communication process between your booking engine and the RezStream Professional desktop software.
4. Always check that Auto Update is on throughout the business day.
5. Be sure that Auto Update is running on only one computer.
6. If you have to close RezStream Professional, re-open it and check that you turn Auto Update on before entering reservations into the software.
7. Enter phone reservations and walk-in reservations into the desktop software system in a timely fashion.
8. Always make sure that you are running the most current version of the desktop software. To confirm this, go to the top toolbar in RezStream Professional and click on Help > About. This will display what software version you are using. If it is necessary to update your software, go to the toolbar and click on Help > Download Update.

There can be many reasons why an issue might occur; therefore, by following the aforementioned steps, you can keep RezStream Professional and RezStream Booking Engine functionality problems to a minimum. You can also cross check your availability by logging on to rezstream.net to substantiate that the correct availability for your property is being displayed. If conflicts do arise, providing specific incident information to our support team is beneficial in helping RezStream promptly resolve the issue.

Additional Resources:

For more information about the RezStream Booking Engine or other functionality of RezStream Professional, view our user manual accessed from the following web page:

http://www.rezstream.com/documentation_rezstream_booking_engine.htm

As always, RezStream support can be reached at 303-872-0220. Normal support hours are Monday through Friday, 8AM to 5PM, MST.