iHotelier®'s New Booking Engine

Frequently Asked Questions (FAQs)

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UPGRADE PROCESS QUESTIONS

1. How can I review my New Booking Engine once my upgrade has been completed?

To review your New Booking Engine to ensure you are ready to go live, visit the new Booking Engine Console within Web Solutions using the below link and steps (if you have never signed into Web Solutions before, please click here for instructions):

- Access directly to the Web Solutions console:
    o   https://www.travelclick-websolutions.com/website
- Access through iHotelier's Booking Engine console:
    o   In iHotelier Customer View, navigate to **Maintain Content** > **Booking Engine Console**

1. Visit the "**Local Website**" by navigating to **View** (located on the top bar) > **Local Website**
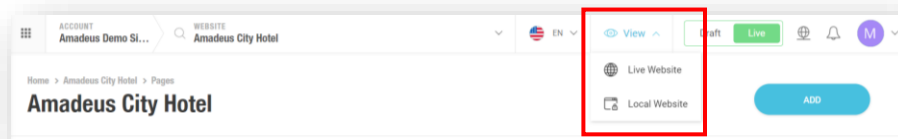
2. Re-enter your Web Solutions username and password and then you can review the look-and-feel of your New Booking Engine
    - To view the calendar page, you may need to add "/book/dates-of-stay" to the end of your Local Website URL.
        o   **Example**: www.travelclick-websolutions.com/HOTELID/book/dates-of-stay
3. Bookmark this URL for easy access to your Local Website when needed

Once you have reviewed your New Booking Engine and everything looks correct, please click here for next steps to go live with the New Booking Engine.

2. How do I log into Web Solutions (Booking Engine Console) for the first time?

If you have never accessed the New Booking Engine Console before (powered through Amadeus Web Solutions), please use the following steps:

- Access directly to the Web Solutions console:
  - https://www.travelclick-websolutions.com/website
- Access through iHotelier's Booking Engine console:
  - In iHotelier Customer View, navigate to **Maintain Content** > **Booking Engine Console**

4. **Enter in your Email Address** (the one attached to your iHotelier user) > **Click Next**
5. Use the **Forgot Password** option on the bottom left
6. An email will be sent with an authentication code that will allow you to create a new password and login
   - **NOTE**: If an email is never received, a new user will need to be created. A new user can be added by someone who already has access using 'Add a User' steps in Online Help or by reaching out to Customer Care (See Customer Care information here)
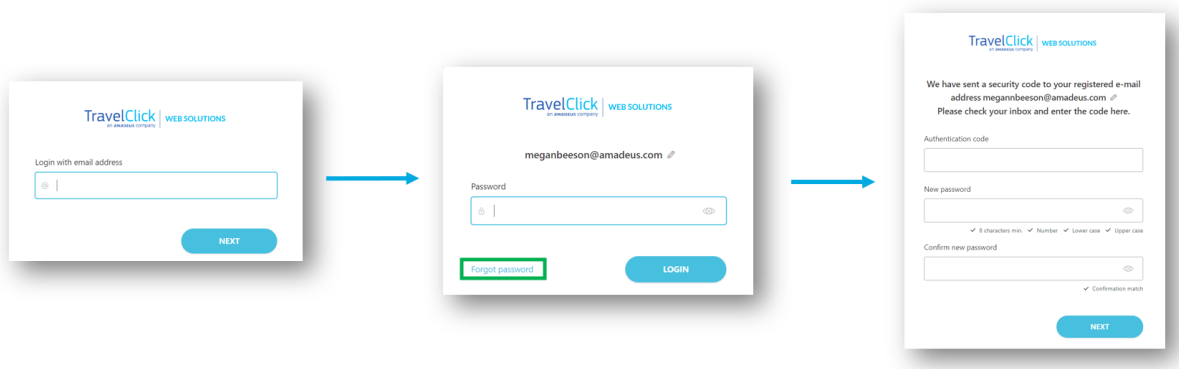
3. What additional steps are required for customers 3rd party website customers using a Vanity URL?

If you are using a 3rd party non-Amadeus website with a vanity URL, there are important steps you or your website provider need to take to activate the domain for the New Booking Engine.

If these steps are not completed **BEFORE** you go live, your booking engine will not be accessible to your customers.

- Click here for DNS Steps in Online Help

4. Will Google Tag Manager (GTM) widgets be migrated over to the New Booking Engine?

Google Tag Manager ID's will automatically migrate over during your upgrade.

If you are using any 3rd party GTM widgets, tracking may need to be updated to work correctly on the New Booking Engine. In this case, the 3rd party GTM provider will need to assist in making these changes. Please reach out to your Amadeus representative for guidelines on Google Tag Manager if needed.

5. How can I publish (i.e., go live with) my New Booking Engine?

When you are ready to go live, please reach out to your closest Amadeus representative (Customer Success Manager or Customer Care) to enable the New Booking Engine in the back end first.

IMPORTANT: If you are using a **3rd party website** (non-Amadeus) **with a vanity URL**, (i.e., reservations.myhotelname.com) you **must** complete additional DNS website steps **BEFORE** publishing.

- Click here for further information on DNS requirements

Once the back-end step has been completed by your Amadeus Representative, you can Publish/Go Live with your New Booking Engine with the below steps:

1. In the Website CMS platform (www.travelclick-websolutions.com), navigate to **Settings > Publication Status**.
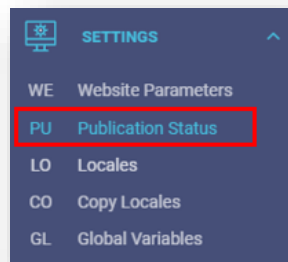
2. **Steps to publish:**
   - Ensure all changes are **reviewed before publishing** (Click here for instructions on how to review your New Booking Engine)
   - In the Publication section, hit **Publish**
     - Publishing can take about 5-10 minutes.
     - You are not able to make any edits while publishing, so please let other colleagues who are working on the website know before you publish.
     - If you close the window while publishing, the site will still publish.
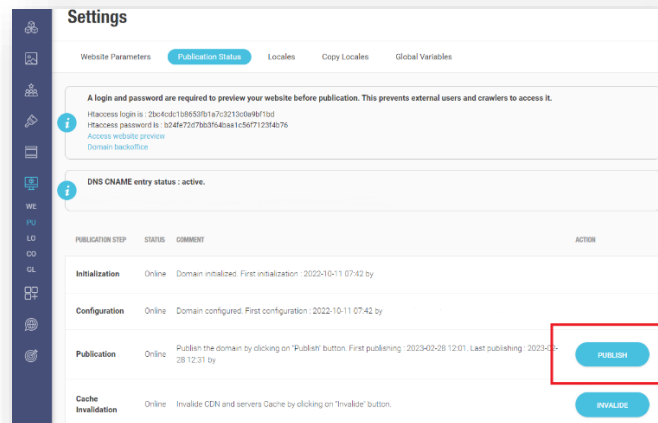
If publishing for the first time:

- If you have a 404 error on the BE after publishing for the first time, it may be necessary to click **Check** at the bottom of the screen to make the Booking Engine live.
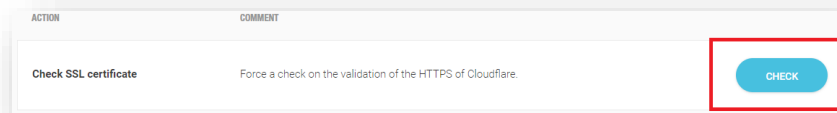
6. **Is the previous Booking Engine Console still available after upgrading to the New Booking Engine?**

Should you need to access the previous iHotelier Booking Engine Console to view and/or check any configurations, please navigate to the below link.

- [Click here for access to the previous Booking Engine Console](#)

7. What resources will be available to me during the upgrades process?

Online Help – Includes high-level help videos and information on features such as navigating the Web console, how to change settings in the Web console, as well as a guided walkthrough of the New Booking Engine experience.

- **Click here** to view Web Solutions Online Help Guide
- **Click here** to view iHotelier Online Help Guide

Amadeus Customer Care – For any technical related questions that are not available in the Online Help section, you can reach our 24/7 Customer Care Support team via phone, email, or online chat.

When opening a Customer Care Support ticket via email, please use the keywords "**BE5 Upgrade**" in the subject line to ensure the case reaches the correct team

- **Email**:
  - hospitality.support@amadeus.com
- **Phone**:
  - EMEA: +34 932 20 16 64
  - Americas: +1 332-230-2595
  - APAC: +65 3163 5471

  Customer Support is available in English, Spanish, Portuguese, German, French, Bahasa, Chinese (Mandarin), Thai, and Italian. Specific language options vary by region.

- **Online Chat:**
  - Amadeus Hospitality Website

HIGH-LEVEL FEATURE FUNCTIONALITY QUESTIONS

8. What are some of the enhancements made to the experience?

- Streamlined booking flow maintains reservation details in one window with no new tab opens in browser and a shopping cart to easily change room details as needed or start over at any point in the booking process
- Expanded merchandising capabilities to prominently upsell rooms and enhancements throughout booking flow and checkout
- Built with Loyalty programs in mind to allow guests the option to pay with points using seamless integrations with Amadeus Reward and Redeem
- Includes advanced sort and filter functionality (such as filtering for specific amenities, rooms, rates, packages, etc.) that enables guests to build the personalized shopping experience that is right for them
- And more!

9. Is iHotelier's New Booking Engine only available for customers with both Amadeus' iHotelier and Web solution products?

No – The enhanced platform was developed and designed to suit the needs of all our booking engine customers, regardless of if you are an integrated (iHotelier + Web solutions) or non-integrated (only iHotelier) user.

10. Does the navigation flow of the New Booking Engine remain the same for guests as it does today?

The navigation flow of the previous iHotelier Booking Engine in comparison to the New Booking Engine remains the same. However, we have incorporated some new elements to continue streamlining the booking flow by reducing the number of clicks for guests to reach the checkout page, as well as continue guests moving forward without the need to start over.

- **Booking Window** – When clicking through the Book Now option on the booking mask, guests will remain on the same browser tab when directed to the booking engine.
- **In-Line Edit Bar** – Guests are now able to edit their stay dates, number of rooms, number of guests, and special codes all from the top booking flow bar without having to leave the current page they are viewing.
- **Shopping Cart** – Once a room, rate, package, or offer has been selected and a guest moves to the next, the selection will be added to the shopping cart in the top right of the page. Guests can modify or remove their current selections if needed directly within the shopping cart.

11. Have any changes been made to the Accommodations page?

New features have been introduced on the Accommodations page to provide guests with greater viewing flexibility to truly customize their shopping experience:

- **Flexible Views** – Guests can modify their shopping view by rooms, rates, or packages, being able to easily switch between the available tabs.
    - **For Integrated Clients Only:** In addition to the rooms, rates, and packages shopping views, Integrated Clients will also have the ability to add a tab for offers.
- **Sort & Filter** – Incorporates advanced sort and filter options that allows guests to narrow down their search results by applying specific and multiple search criteria to create the personalized shopping experience that is right for them.
- **Grid View/List View** – Guests have the option to view the list of available accommodations by either grid or list order.

12. Are calendar lead rates still available?

Yes – To target price sensitive guests by highlighting the lowest available rates, you will still have the option to display rates based on a specific rate and/or package type. It will be visible for guests shopping on desktop, tablet, or mobile devices, which will also display lead rates up to 18-months in advance.

In addition to lead rates, the new calendar view functionality has been introduced in the New Booking Engine:

- **My Dates are Flexible option** – You can now include a My Dates are Flexible parameter in the URL when a customer clicks through your booking mask to the booking engine. It allows the booking engine to distinguish guests that are not 100% committed to the dates selected, bringing them to the calendar page to see a range of lead rates, instead taking them straight to the Accommodations page.
- **Lowest Available Rate Indicator** – To entice guests to book, this feature functionality provides greater visibility to a properties lowest available rates using a dot as a marker directly on the calendar/date selection page, allowing guests to shop around for rates that best suit their pricing needs.

13. How are guests notified if a rooms and/or services is unavailable for their pre-selected dates?

Similar to the previous iHotelier Booking Engine, the guest will immediately receive a message that the room, service, and/or package selected is unavailable for their desired dates of stay. It will advise the guest to make a new date selection and navigate them back to the Accommodations page.

14. Are there new ways to merchandise upsells for rooms, services, and/or enhancements?

Yes – The enhancements and services are still available on the checkout page, but the New Booking Engine brings greater visibility to your property's offerings with more merchandising opportunities by showing these earlier in the booking process through:

- **Pop-up banners** – Visible once the guest lands on the Accommodations page to promote special deals for maximized return on campaigns.
- **Dedicated Page for Upsells** – Once guests make their room selections, the system will automatically bring them to a separate page to shop services and/or enhancements add-ons, as well as room upgrades.
- **Checkout Page** – An enhancements carousel can be added to the checkout page, allowing guests another opportunity to shop for enhancements available before completing their booking.

15. Does guest information still auto-populate on the checkout page in the New Booking Engine?

Yes – It does have the ability to auto-enter guest details if they are a returning shopper through the use cookies if it is within the same browser session, but this excludes certain information, such as credit card/payment details and is dependent on what the Web browser supports.

16. How are taxes and fees displayed throughout the booking process?

In addition to how taxes and fees are currently displayed on the checkout page, in the New Booking Engine they will also display earlier in the booking process allowing guests to view the full breakdown of a reservation total in multiple areas such as the room and rate information cards, the confirmation selection bar, and the shopping cart once a booking selection has been made.

17. Can I configure the way taxes and fees are displayed on the New Booking Engine?

No – All taxes and fees set up in the iHotelier that are applicable to a guests' reservation must be shown. We do not allow any hidden taxes and fees on the New Booking Engine.

18. What new enhancements are available on during the guest checkout experience?

As we did for other sections of the booking flow, the checkout page is no different than the previous iHotelier Booking Engine but does include a few updates:

- **Default Countries** – For properties with a vast majority of guests booking from one country, users now have the option to configure one country as the default priority.
- **More Terms and Conditions Display** – Property terms and conditions can be displayed either as a mandatory checkbox that includes a link to the terms and conditions webpage, or as a pop-up that appears when the guest clicks book now.

19. **What new enhancements are available on the confirmation page?**

As we did for other sections of the booking flow, the confirmation page is no different than the previous iHotelier Booking Engine but does include a few updates:
- **Maps and Directions** – Distance from the airport and driving directions can be displayed via an embedded Google maps widget.

20. **Will Room Holds and Cart Abandonment still exist for guests who are not ready book?**

Yes – The ability to use the iHotelier Room Hold and Cart Abandonment features will still exist in the New Booking Engine by allowing guests to return to the booking process to complete their reservations when ready.

21. **Does the New Booking Engine continue to integrate with GMS Loyalty functionality?**

Yes – The New Booking Engine is will fully integrated with your GMS Loyalty program as it does today. To bring even more attention to your loyalty program, a new Sign Up/Sign In option has been added on the checkout page below the guest information fields. As is today, when guests sign up on the booking engine for the first time, they will still be required verify their account status before they use any Welcome Loyalty Points.

22. **Is the functionality for Booker on Behalf still available in the New Booking Engine?**

Yes – Booker on Behalf is still available on the checkout page using the 'I am booking on behalf of someone else' checkbox. Booker details can be customized to add and remove fields, such as name and email address based on the information you as the hotel require.

23. **Are Booking Engine configurations still located within the current Booking Engine Console?**

Moving forward, Booking Engine configurations will be managed out of the same platform used to manage the Website configurations. This will be accessible through iHotelier and located under the Maintain Content tab, but has been renamed to Web Console. Similar to accessing the Booking Engine Console today, you will not be required to re-enter login information when navigating to the Web Console through iHotelier as it will utilize your Single Sign-On information.

24. How will the Booking Engine console be for Standalone versus Integrated customers?

The experience (i.e., look and feel) of the Booking Engine console will be the same for integrated (iHotelier and Web Solutions) and non-Integrated (iHotelier only) customers with a few integrated customers will have a more options to manage and set up their websites in the Galaxy Website CSM, whereas non-Integrated customers will only see options needed to configure their booking engines.

25. Are configurations for Rooms and Rates managed in iHotelier or the Galaxy Website console?

Configurations for Rooms and Rates will remain in iHotelier.

26. Do all their existing logos and images need to be reloaded in the New Booking Engine?

No – Existing images and logos from the previous iHotelier Booking Engine will be migrated over to the New Booking Engine with no additional work required. Moreover, for an optimal experience, our New Booking Engine console supports higher resolution images and customers can reupload content to improve the viewing experience on the booking engine UI, but it is not required. Note that vertical logos as still supported as well as the ability to automatically resize images just as you can today.

27. Are there still options to add imagery for group bookings?

Yes – Please note that any room images available for that specific room type at the group-level are going to be display as intended, but this can be done through the Media Manager tool.

28. How is media content going to be managed in the iHotelier's New Booking Engine?

The New Booking Engine platform comes with a handful of enhancements to help streamline the media management experience for you and your teams in a few ways:

- **Media Manager**
    - Integrated directly within iHotelier, this new tool enables hotels to manage imagery for room types, packages, services, groups, and iconography for amenities for a centralized and immersive content management experience.
        - **Please note**: The new Media Manager tool is only available at the property level of iHotelier and not on the Enterprise-level.
- **Updated Web Console Experience**
    - This is integrated within our Website CMS. It provides hotels using Amadeus Web Solutions and the iHotelier Booking Engine greater ease-of-use to when making configurations in one centralized location.
        - For example, media can be uploaded once and used in both the website and the booking engine.

- **Please note**: Packages, Groups, and Services images will continue to come from iHotelier Media Manager

29. Do images need to be uploaded and managed in both the Web CMS and the Media Manager tool?

Properties have the option to either maintain this media content in different areas of the system, meaning a hotel can manage their media content in separate locations from other configurations, or in one source location so that they do not have to go back and forth between modules and easily manage all configurations and media in one place.

- **For non-integrated (iHotelier only) customers, we suggest using Media Manager to manage your media content**