

OVERSOLD POLICIES AND PROCEDURES

1.Reservation Client Blocking Rules:

To begin, you must first place a stop on the reservation client on the property's computer. To do this:

- a. Click on the 'little house' icon in the bottom right hand corner of the computer that our Check-in system is working on. Another window will open.
- b. In the open window click 'GDS/CM'
- c. Click 'Room Blocking'
- d. Click 'Add Blocking Rule'
- e. Use the calendar to select the days you want to block.
- f. Be sure the bottom row says "0" – do not enter any other number here!
- g. Click done
- h. NOW – THIS IS CRITICAL...IF THERE IS/ARE MORE THAN ONE ROOM BLOCKING RULE, BE SURE THAT YOU USE THE 'MOVE RULE' FEATURE , THEN USING THE UP/DOWN ARROWS BE SURE YOUR CLOSURE IS AT THE TOP OF THE LIST OR IT WILL NOT WORK!
- i. **Do the above for each Room Type. Select each room from the Room Type Drop Down Menu and follow all of the above steps for EACH and EVERY ROOM TYPE**
- j. Click done
- k. Click done again
- l. Click 'Update Web' AGAIN IF THIS IS NOT DONE – IT WILL NOT BLOCK ROOMS ONLINE!
- m. Click done

There is also an online manual that outlines this procedure. You may review it at:

http://www.innsoft.com/wp-content/uploads/IRC_FAQ.pdf

If you have difficulty with any of these steps during their working hours, call them directly at:

(503) 643-8162, option 2.

Service hours are Monday – Friday, 8:00AM – 5:00PM, our time (MST).

After hours: call your Manager on Duty, or Lucinda directly.

AFTER COMPLETING THESE STEPS YOU MUST follow the next steps for closing out the OTA's online.