



Lodgit Desk and DIRS21 Setting up the Channel Manager Interface

With the Channel Manager Interface of Lodgit Desk you can automatically send your availabilities and prices directly to the Channel Manager and, because this is a two-way interface, import bookings from internet booking engines like booking.com directly into Lodgit Desk.

In this PDF you will find information about:

- ✓ the conditions for using DIRS21 with Lodgit Desk's Channel Manager Interface,
- ✓ how to set up the connections between the units and/or categories and synchronize data with DIRS21.



DIRS21 channelswitch

With their channel manager channelswitch, DIRS21 lets you connect your rentable units to more than 25 (international and regional) internet booking engines, Google Hotel Ads as well as Trivago. You can find the full list of channels on their website: <http://en.touronline.ag/en/dirs21/alschannelmanager.aspx>.

With our hotel software, you can send your availabilities and prices to DIRS21. For incoming bookings, the guest will be added to the Guest Management and extra services that were added to the booking will be listed in your Extras Management as a collective item.

The Requirements

In order to use the channel manager channelswitch with Lodgit Desk, you'll need:

- ✓ **the module "Channel Manager Interface" from Lodgit**, which you can order in our online shop at www.lodgit.com/shop
- ✓ **an agreement with the channel manager channelswitch from DIRS21**. You can find a form listing their prices and terms in your Lodgit account at www.lodgit.com.
- ✓ **contracts and/or agreements with the internet booking channels** that you can get on their respective websites.

Got everything? Then we can get started!



Connecting the Channel Manager to the Hotel Software

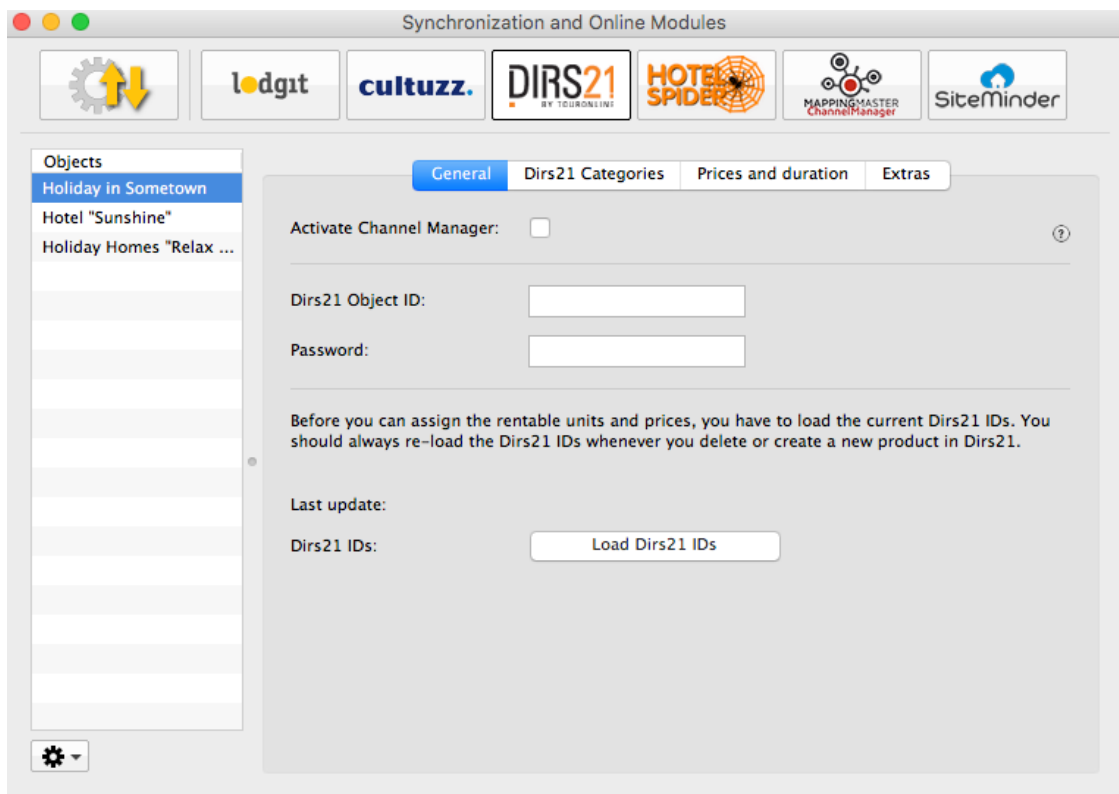
1. Setting up channelswitch

First, you'll have to set up the units or categories you want to offer in the OTAs in channelswitch. For any questions about this process, the DIRS21 team will be happy to help.

2. Assign units in Lodgit Desk

After you have added the categories or units in DIRS21, you can now assign them to the appropriate units in Lodgit Desk.

1. Open your Lodgit Desk installation and go to *Administration > Synchronization and Online Modules > DIRS21*. Select the object you want to connect to the channel manager:





Enter your DIRS21 Object ID into the field and then press the button *Load DIRS21 IDs*.

Please note: You may have to click the button twice to load everything correctly.

Then, switch to the tab *DIRS21 Categories*.

The screenshot shows the 'Synchronization and Online Modules' window. The 'DIRS21 Categories' tab is active. On the left, a list of objects includes 'Holiday in Sometown', 'Hotel "Sunshine"', and 'Holiday Homes "Relax ...'. The main area shows a 'Mode' dropdown set to 'Category Mode (Rentable Unit Types)'. Below it, a checkbox 'Show only synchronized rentable units or their types' is checked. A table displays the mapping of Lodgit Desk Unit Types to DIRS21 Categories:

<input checked="" type="checkbox"/>	Lodgit Desk Unit Type	ID	Dirs21 Category
<input checked="" type="checkbox"/>	Single Bedroom	SB	
<input checked="" type="checkbox"/>	Double Bedroom	DB	Double CatA (30)

At the bottom, a summary states: '1 Lodgit Desk categories – with 3 rentable units in total – were assigned to a Dirs21 category'.

- First, select the *Mode*. The *Category Mode* is suited best for accommodations with a lot of similar units, like a hotel. The *Unit Mode* is best suited for accommodations with very individual units, like a vacation home rental.
- In the *left column* you'll find your units or unit categories, depending on which mode you've selected. In the *right column* you can choose which DIRS21 category corresponds to which.



Please note: Categories or units you don't want to synchronize with the channel manager can simply be deselected in the first column.

4. With that, you've already finished the basic setup. Test the connection by going to *File > Synchronize*. This will send your current availabilities of all selected units to the server and you can make sure the availabilities are listed correctly in the back-end of the channel manager.

Please note: Due to server sync schedules, it may take a few minutes before the changes are displayed in DIRS21.

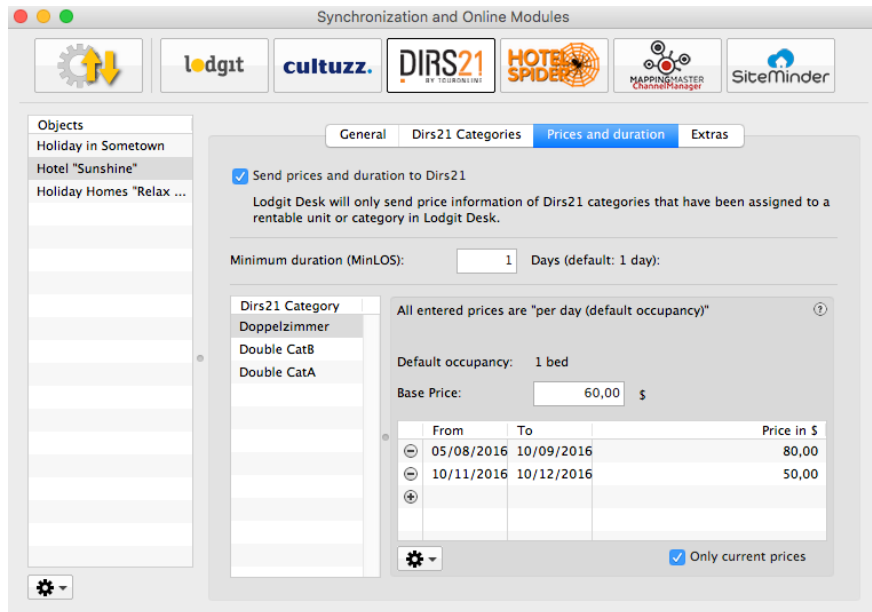
3. Manage prices from within Lodgit (optional)

Lodgit also allows you to manage your prices in the software and then send them to the Channel Manager.

Important: You can manage the prices EITHER in Lodgit Desk OR in DIRS21 directly. Changes made to the prices in DIRS21 cannot be imported into Lodgit Desk.

1. Select your object in the window *Synchronization and Online Modules > DIRS21* and go to the *Prices* area. Check the field *Send prices to DIRS21*:
2. Select a DIRS21 category in the list and enter the base price. The base price is listed "per night" and default occupancy. It will always be used unless you've defined special prices for a time frame.
3. In the list underneath the base price, you can define time frames with different prices (e.g. seasonal prices). With the Actions menu you can import those price settings from your Price Management in Lodgit Desk.
4. You must add at least a base price for all categories! Test the connection by going to *File > Synchronize* and you can make sure the availabilities are listed correctly in the backend of the channel manager.

Please note: Due to server sync schedules, it may take a few minutes before the changes are displayed in DIRS21.

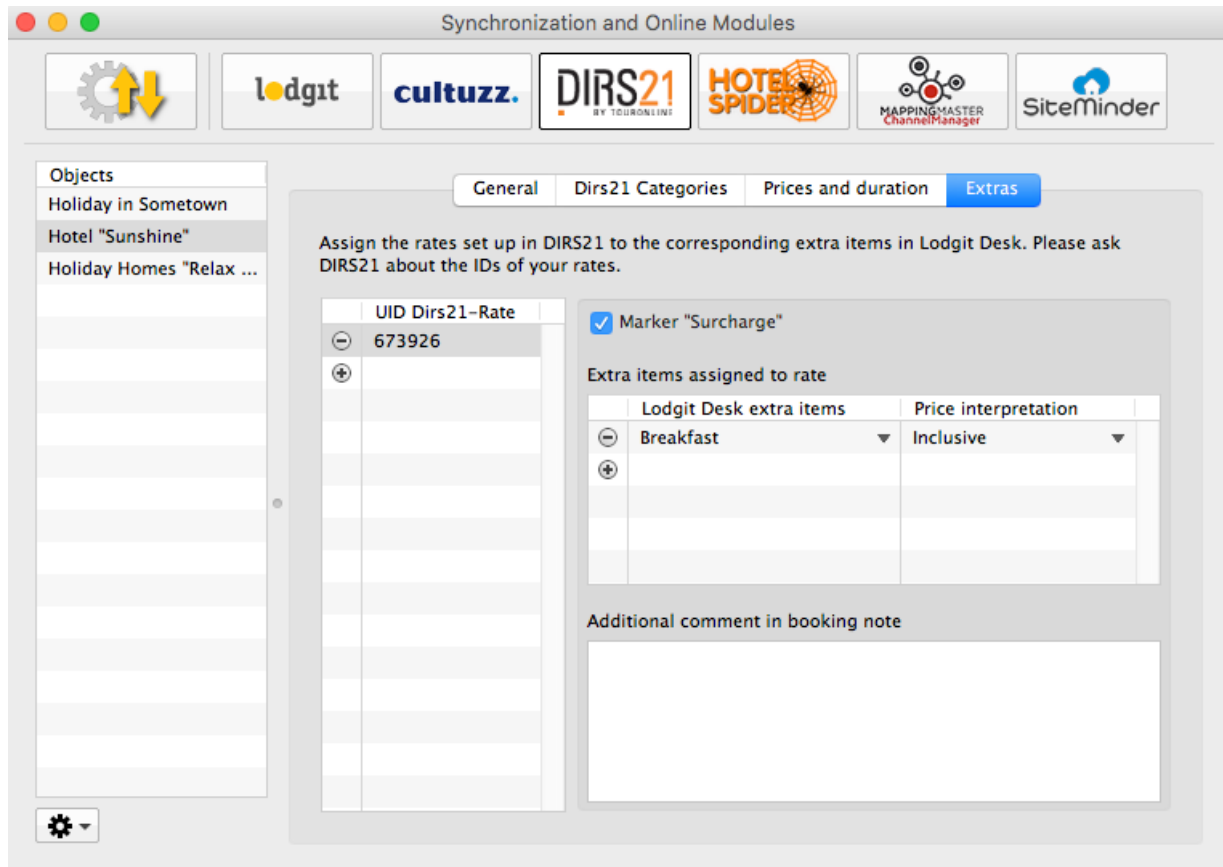


4. Assign extra items and booking notes to Rate IDs

Please note: You need to know the IDs of your rates which you can enquire with DIRS21

Select your object in the window *Synchronization and Online Modules* > *DIRS21* and go to the *Extras* area. Enter a rate ID in the table at the left and then select the corresponding extra item(s) in the table at the right. You can also specify...

- if the price of the extra item is already included in the price transmitted by DIRS21 or if it is a surcharge that needs to be added on top of it (Price interpretation: Inclusive / Additional charge)
- if the extra item is supposed to be cleared with the accommodation (Marker Surcharge) or if the extra item is supposed to be a separate item on the invoice.
- if a note should be added to bookings with this rate ID



7. Rates dependent on occupancy (optional)

To use rates dependent on occupancy with DIRS21, you have to create special room type (Zimmertyp) in your DIRS21 Account and then link it to one of your existing room types. This link is enabled on the DIRS21 website.

- Log into your account on <http://office.dirs21.de> and navigate to your existing room types (Stammdaten > Zimmertypen).
- Create a new room type (Button „Neu“ on the right hand side above the list).
- Enter the occupancy (Belegung) for which the new rate shall apply in the tab „Allgemein“.
- In the tab „Vererbung“ you have to select the room type which will be occupied by the new rate.



- In the tab „Hotelsoftware“ you have to enter the ID of your linked room type so Lodgit Desk knows which rooms to assign bookings created with the new rate.

The screenshot shows a web browser window with the URL <https://office.dirs21.de>. The page header includes the DIRS21 office logo, a hotline number (+49 (0)7153 - 9250 51), and a navigation menu with options: Kontingente & Raten, Buchungen, Vertrieb, Stammdaten, Einstellungen, and Hilfe. The main content area is titled 'Stammdaten - Zimmertypen' and contains a table with room type data.

ID	Name	Vererbung	Zimmertypen	Externer Code	Belegung (min.)	Belegung (max.)	Standardbelegung
20	Doppelzimmer	—	Doppelzimmer		2	2	2
22	Doppelzimmer zur Einzelnutzung	erbt von Doppelzimmer (20)	Doppelzimmer	20	1	1	1
31	Mehrbettzimmer zur Einzelnutzung	erbt von Mehrbettzimmer (30)	Mehrbettzimmer	30	1	1	1
32	Mehrbettzimmer mit 2 Gästen	erbt von Mehrbettzimmer (30)	Mehrbettzimmer	30	2	2	2
10	Einzelzimmer	—	Einzelzimmer		1	1	1
60	Ferienwohnung	—	Ferienwohnung		1	4	2
30	Mehrbettzimmer	—	Mehrbettzimmer		3	4	3

In this example the room type 22 is the rate for a double room (room type ID 20) when occupied by a single guest.





What you should also know...

Even with the easy linking process and the 2-way interface, there are still some things you should be aware of to avoid problems.

Cancellations

Information about cancellations are only sent from DIRS21 to Lodgit Desk. The bookings will not be deleted automatically, but you will receive a notification about it in the *Error Log*. If you cancel bookings within Lodgit Desk (i.e. delete them from the reservation schedule), only the changed capacity will be sent to DIRS21. There is no direct cancellation information regarding that specific booking.

Overbookings

The risk for overbookings is very low because of the frequent synchronisations between DIRS21 and Lodgit Desk. Still, in the event that a booking comes in from DIRS21 and Lodgit Desk does not have any free capacities, the booking information will be listed in the *Error Log*. You can then add the booking manually in a different category or handle it otherwise.

Incorrect Assignments

In the event that incoming bookings cannot be assigned to a certain unit, the booking information will be listed in the *Error Log*. You can then add the booking manually. Also make sure to check the assignments of the units or categories to see if the system is set up correctly.



Still got questions?

- ✓ You couldn't find all the information you were looking for?
- ✓ You still have lingering questions about setting up the channel manager in Lodgit?
- ✓ You have a problem using the channel manager that you couldn't find a solution for?

We're happy to answer your questions through our [email ticket system](#), through Skype via *lodgit* or on the phone under +49 341 4206944!

Your Lodgit Team

PS: If you have questions about adding units, prices (if you don't want to manage them from within Lodgit Desk) and/or extra services within DIRS21, please contact the DIRS21 service team first.