



Lodgit Desk and Hotel-Spider – Setting up the Channel Manager Interface

With the Channel Manager Interface of Lodgit Desk you can automatically send your availabilities 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 Hotel-Spider with Lodgit Desk's Channel Manager Interface,
- ✓ how to set up the connections between the units and/or categories and synchronize data with Hotel-Spider.



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Hotel-Spider

With their channel manager, Hotel-Spider lets you connect your rentable units to more than 100 (international and regional) internet booking engines. You can find the full list of channels on their website: <http://www.hotel-spider.com>.

With our hotel software, you can send your availabilities to Hotel-Spider. For incoming bookings, the booking will be directly imported into the reservation schedule and the guest will be added to the Guest Management.

The Requirements

In order to use the channel manager Hotel-Spider 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 Hotel-Spider**. 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!

Please note: *It is not recommended to put all your units online if you connect several units to one channel manager category (e.g. single bedrooms in Lodgit to category “Single” in channel manager). Leave at least 1 unit offline, so you'll have some breathing room in the event of overbookings.*



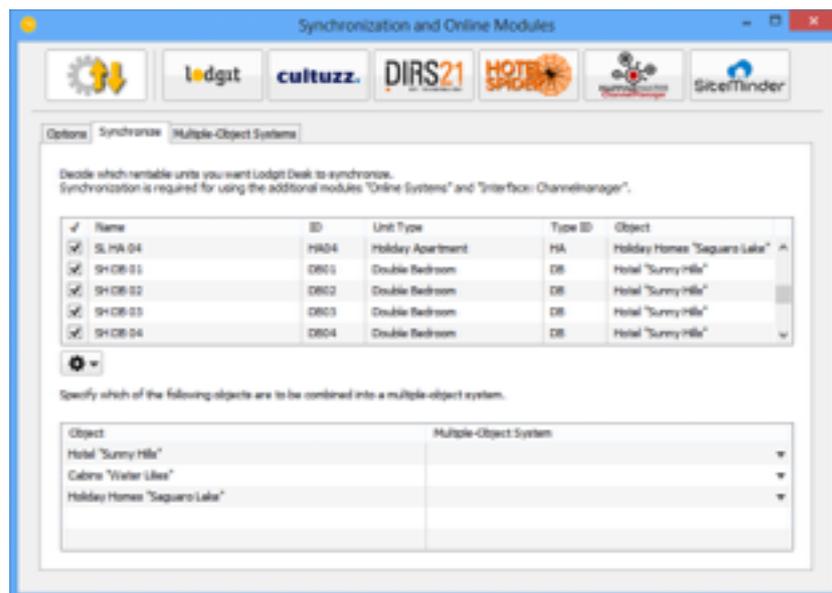
Connecting the Channel Manager to the Hotel Software

1. Setting up Hotel-Spider

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

2. Activating units for synchronization in Lodgit Desk

Open your Lodgit Desk installation and go to *Administration > Synchronization and Online Modules*. A new window will open and show you the general settings for the synchronization. Go to the tab *Synchronize*:



Make sure that all units you want to synchronize have a checkmark in the first column. You don't have to synchronize all units (e.g. you may not want to put parking spaces online). Only the units that are checked will be synchronized.

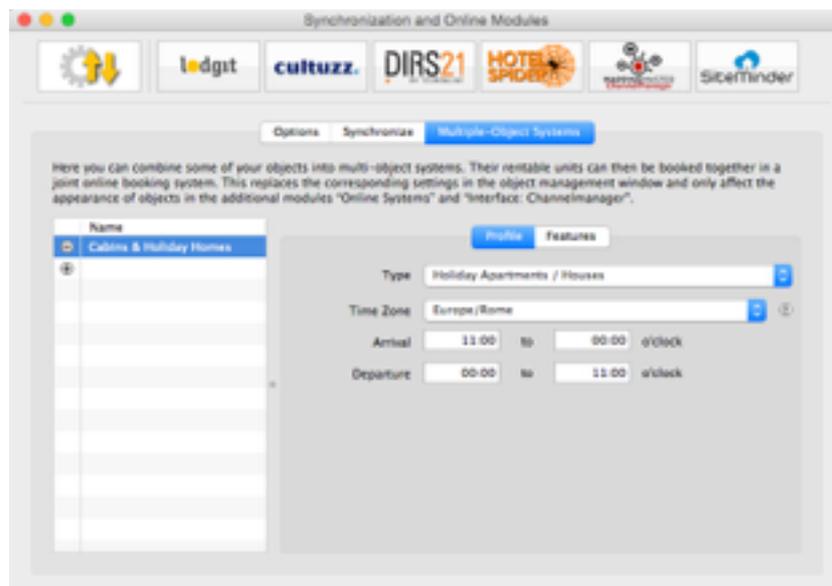
Important: Whenever you add a new unit, synchronization for it is turned OFF by default. This is to ensure that you don't accidentally exceed your allotment whenever you create a new unit later on.



3. Multi-Object Systems (optional)

In Lodgit Desk you can sort your units into several objects. This will keep them separate in the Statistics so that it's easier for you to distinguish between different houses or unit types. The channel manager, however, can only be connected to one object per ID. With the **multi-object system** you'll be able to **connect more than one object in Lodgit Desk to the same channel manager account ID**.

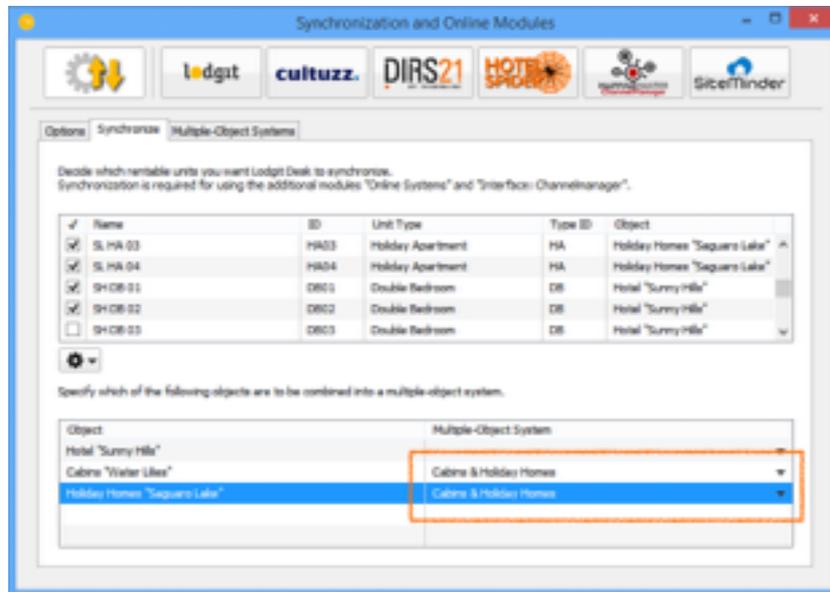
If you want to create one or more multi-object systems, go to *Administration > Synchronization and Online Modules* and click the tab *Multi-Object Systems*:



Use the plus button in the list on the left to create a new multi-object system. You will have to enter some of the profile information: accommodation type, time zone, arrival and departure times as well as the features of the object.

After you have finished setting this up, you can go back to the tab *Synchronize* and take a look at the lower table. In the right column, you can select if an object you created belongs to a multi-object system:

If you don't select anything in the right column here, the object will be treated the same way as you've originally set it up in the Object Management.

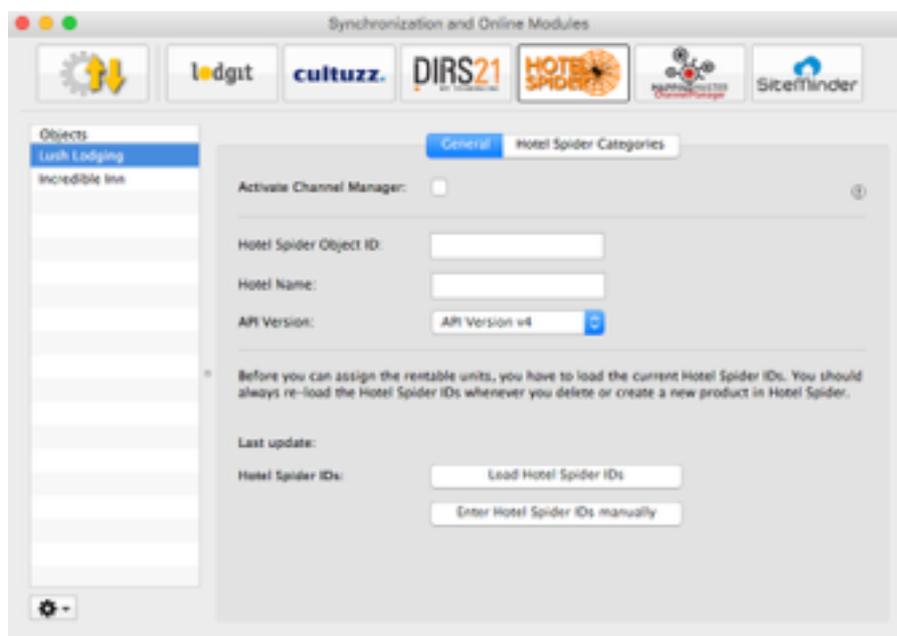


4. Assign units in Lodgit Desk

After you have added the categories or units in Hotel-Spider, 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 > Hotel-Spider*. Select the object you want to connect to the channel manager:
2. Enter your Hotel-Spider ID and Hotel Name into the fields and select the version of the interface you are using (usually the latest version 4). Then press the button *Load Hotel-Spider IDs*. If this should not work properly (if you are unable to select any HotelSpider categories in the next step) you can also enter the HotelSpider IDs manually

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



Then, switch to the tab *Hotel-Spider Categories*.

3. 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
4. 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 Hotel-Spider category corresponds to which rentable unit or category in Lodgit Desk.

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

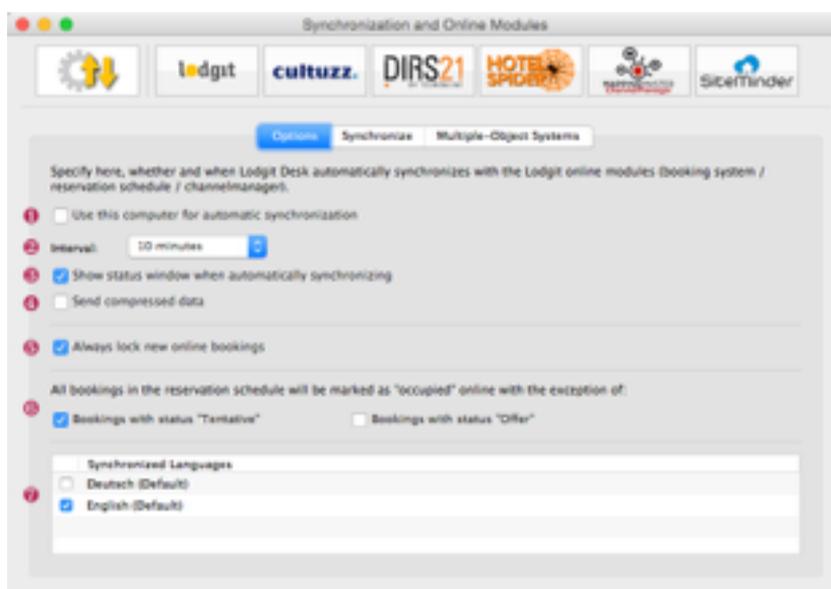
5. With that, you've already finished the setup of the interface to Hotel-Spider.
6. Return to the tab *General*. Check the box that says *Activate Channel Manager*.
7. Test the connection by going to *File > Synchronize*. This will send your current availabilities of all selected units to the server and you can make sure the availabilities are listed correctly in the backend of the channel manager.

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



5. Settings for the synchronization

After you have successfully assigned all units, go back to the *General* tab of the *Synchronization and Online Modules* window. There, you'll find the settings for the synchronization:



Here you can decide:

1. ... whether the computer should **synchronize automatically**. If you're using the database server you can do this separately for each computer so you may select the computer with the best internet connection for the synchronization process.
2. ... in which **interval you want to synchronize**. You can choose between every 10 minutes up until once per day.
Important: A small interval will keep the risk of overbookings low. However, when using a very slow internet connection, the small interval can cause performance issues for the system. It may then be better to use a higher synchronization interval.
3. ... whether during the synchronization **a status window is displayed**. If you synchronize often, this window may annoy you and can be disabled here.
4. ... whether the **data should be sent compressed**.



5. ... whether **new online bookings are automatically locked**. This is a safety measure to prevent you from accidentally moving the booking around. You can always unlock a booking in the upper left corner of the respective booking window (double-click on the booking). If you don't want the bookings to be automatically locked, you can turn that feature off here.
6. ... whether some **booking statuses are shown online as 'vacant'**. Units with bookings 'Tentative' and/or 'Offer' can still be booked online if you check the boxes in this area.
7. ... what **languages** you want to synchronize. You always have to synchronize at least one language; but you may synchronize all of the ones you added as well. This is important mainly for the Lodgit Online Booking System.



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.

1. Cancellations

Information about cancellations are only sent from Hotel-Spider 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 Hotel-Spider. There is no direct cancellation information regarding that specific booking.

2. Overbookings

The risk for overbookings is very low because of the frequent synchronisations between Hotel-Spider and Lodgit Desk. Still, in the event that a booking comes in from Hotel-Spider 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.

3. 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.

4. Which mapping has been transferred?

If you want to check which rentable units in Lodgit Desk have been assigned to the corresponding categories in your HotelSpider account and make sure this has been properly transferred to our server you can have a look in your user account on www.lodgit.com by



navigating to Lodgit Online Systems > Settings and selecting „Channelmanager“ from the „Display:“ drop down menu.

5. Automatically locked bookings

New online bookings are ‘locked’ automatically by default as soon as they’re imported into the reservation schedule. That is a feature meant to keep you from accidentally moving, shortening or extending the booking before you’ve created a confirmation for it. You can always unlock a booking through its booking window:

A screenshot of a booking window interface. The window is divided into two main sections: 'Stay' on the left and 'Main Contact' on the right. In the 'Stay' section, there are fields for 'Arrival' (05/05/2015, 12:00 o'clock), 'Departure' (05/05/2015, 11:00 o'clock), 'Nights' (4), and 'Guests' (2, max. 2). At the bottom of the 'Stay' section, there is a 'Lock' checkbox which is currently checked. A green arrow points to this checkbox. In the 'Main Contact' section, there is a search bar with 'Anders, Tim' and 'US-98034 Kirkland, 3876 Main Street'. Below that, there are checkboxes for 'Is a Guest' (checked) and 'Group Reservation' (unchecked). There are also dropdown menus for 'Language' (English (Default)), 'Agent Commission' (None), and 'Booking Status' (New Online Booking).

Uncheck the box that says *Lock* and then you can move, shorten and lengthen the booking as usual. You can also decide that online bookings shouldn’t be automatically locked, see the [Settings for the Synchronization](#).

6. Important: Blocked timeframes

If you want to block certain timeframes in order to not receive bookings for those dates you will have to enter „Disabled“ bookings into the Lodgit Desk reservation schedule. **Only entering those timeframes as blocked on the HotelSpider website will not work as those settings will be regularly overwritten with the vacancies sent by Lodgit Desk.**



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 and prices within Hotel-Spider, please contact the Hotel-Spider service team first.