Lanyon Passkey Release Notes July 28, 2016

Maintenance Window

10 PM to 11:59 PM US Eastern Daylight Time (GMT minus 4 hours).

This is a site-down release. Users will not have access to the Passkey web application during the upgrade; however, the APIs and CRS/PMS integration (formerly GroupLink) will not be impacted.

Modules Impacted

The changes in this release affect these products and features:

Lanyon Passkey
- o   Passkey for Hotels
- o   Passkey for CVBs
- o   Passkey for Meeting & Event Planners
- o   Attendee Website

Hotel Connector
- o   CRS/PMS integration (formerly GroupLink)
- o   Revenue Management System integration

Event Connector (formerly RegLink)

Summary

On July 28, 2016, Lanyon will release several enhancements to Lanyon Passkey, the travel industry's leading group reservation technology provider.

The ability to associate special request codes to add-ons will be provided, and those codes will transfer to the hotel PMS/CRS system as part of the reservation data for customers that support special request codes.

Improved customization of the website will allow adjusting the layout of elements on the website splash page to enhance the attendee booking experience.

The ability to hide the upsell page on the attendee website will offer attendees a faster and more streamlined booking experience.

To make Lanyon Passkey videos easier to find for Lanyon customers, we have consolidated the videos to the customer portal and will deactivate the Passkey YouTube channel at the end of July.

For details, see the New Features and Improvements section.

New Features and Improvements

Linking Special Request Codes To Add-Ons

In this release, we provide a way for customers, using Lanyon Passkey Add-Ons, to associate 1 or more special request codes with an Add-On item.

This feature will serve as an additional way for integrated hotels to identify reservations which have selected Add-Ons. It will work with any integration that currently supports special request codes.

The special request codes are configurable at both the Hotel library and Event levels, but are not visible to guests on the attendee website. Any request codes assigned to a reservation via an add-on will become part of the general special request codes already on the reservation.


Note that this feature is optional and will not affect the guest booking experience or existing add-ons implementations. If you would like to take advantage of the feature in your integration, please contact Lanyon Support.

## Improved Splash Page Layout Customization

A new way to customize the splash page will be introduced in the website setup pages under the new Placement tab. You will now be able to adjust the position of the welcome message, promo cubes, and attendee dropdown independently, in order to improve the appearance and impact of the splash page. In addition, the height and width of the welcome message can be varied to work with your splash image.

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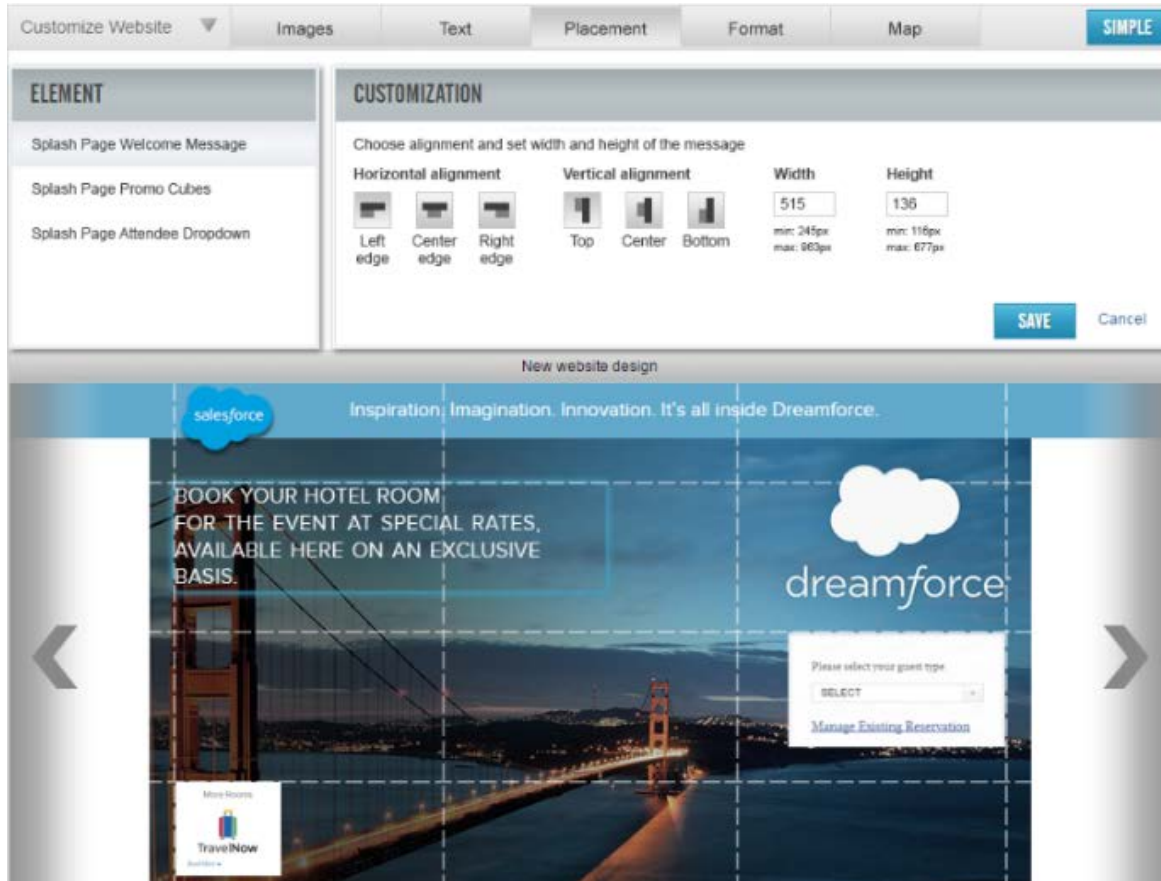
Hiding The Upsell Page On The Website

We are providing a new option in the Manage Settings section of the website setup in the library and event levels that will allow you to hide the Enhance Your Stay Page of the attendee website. This means that upsell rooms will not be presented to attendees during the booking on this page, but they will remain searchable and will be shown as potential upgrades after the booking is complete. This can help speed the booking process by suppressing this page when there are more expensive rooms that are not truly upsell rooms.

Note that this setting will not impact any existing events unless it is turned on manually.

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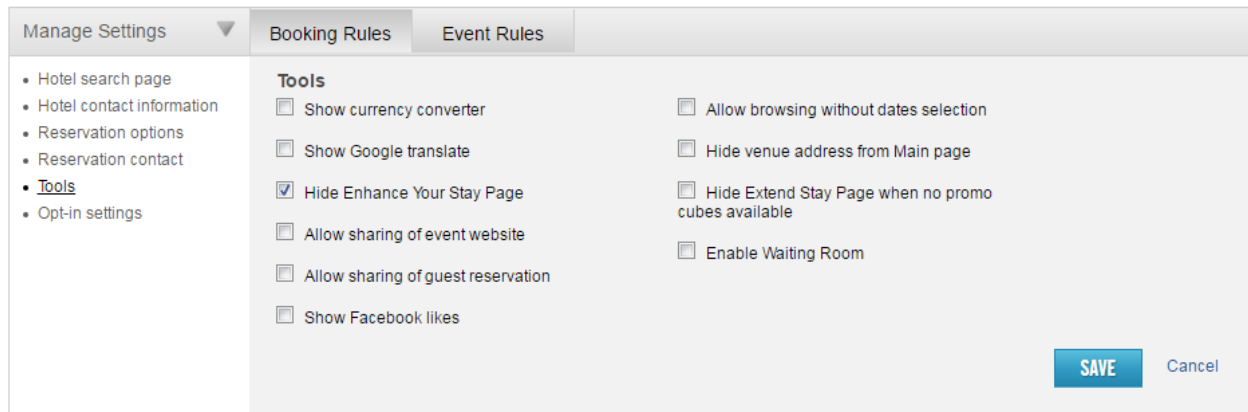
Passkey YouTube Channel Migration

To make Lanyon Passkey videos easier to find for Lanyon customers, we have consolidated the videos to the customer portal and will deactivate the Passkey YouTube channel at the end of July.

Videos can be accessed by logging in to Passkey as you normally do, then clicking on the 'Help' link to launch the Customer Portal. You'll find some of our best videos on the 'Training' page, and you can search for all of our available videos on the 'Articles' page.

If your organization or hotel is referencing YouTube video links, please update them.

Other Issues

- **Campaigns** – Fixed an issue where inventory nights with suppressed rates showed the rate within the AddRoomRateInfo, FirstNightRate, and TotalCharge tags
- **Website** – Removed the wording "Make a Selection" from the attendee type dropdown on the full and mobile sites to increase clarity
- **Website** – Removed an unused hyperlink from the event logo
- **Website** -- Fixed an issue where the Splash Page Welcome Message did not respect the upper or lower case of the message