

Business Transient – Rate Integrity User Guide

cvent

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Rate Integrity Suite

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Introduction to the Rate Integrity Suite

Welcome to Rate Integrity Suite, this manual was designed to help you work efficiently within the Rate Integrity Suite of products. This manual provides complete coverage from simple techniques to more advanced skills.

The Rate Integrity Suite is a collection of three Rate Verification programs designed and patented to identify the problems inherent in the current hospitality spend management process.

The three products are Rate Audit, Rate Availability and Reverse Audit.

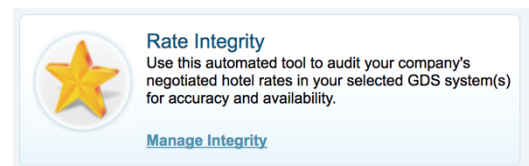
This manual provides a concise step-by-step approach to instructions that show you in detail how to accomplish a given task.

Each set of instructions includes detailed screen shot illustrations to demonstrate and highlight the areas of the application you will be working with in each task.

How to Login to the Rate Integrity Suite

Browser Compatibility – The Rate Integrity tool has been designed to work with current browsers (Chrome, Firefox, Safari, Edge, and IE 11) and operating systems (Mac OSX, Windows 7 and newer).

To access the Rate Integrity Suite, click the Rate Integrity icon from the Business Transient Portal or navigate to this link:
<https://ri5.lanyon.com/>



At the Rate Integrity login, enter a username and password.

If a username or password is needed or not valid, please contact Cvent support for assistance:

lanyon.rate.audit@cvent.com

Login

User Name

Password



Rate Audit Introduction

Rate Audit was designed to take the hassle out of manually verifying if a given negotiated rate was properly loaded after the RFP process was completed.

In a recent set of tests, when compared to negotiated pricing, 25% of the time the BAR was lower than their negotiated counterpart showing a 13% price discrepancy¹. By comparing and showing both the negotiated rate and the available BAR rate on the same detail report, account managers can see how far above or below BAR their negotiated rates are. This information is vital for negotiations and tracking purposes.

Currently the Rate Audit system is compatible with Amadeus, Apollo, Galileo, Sabre and Worldspan. The product can process one or more of these GDS's at the same time. The results for all the selected GDS's will return on the same detail report stacked and compared to each other. The Lanyon Rate Integrity Suite is the only application in the industry capable of providing a comparison on all 5 primary GDS's on a single report.

¹ <https://www.tnooz.com/article/articlearticlecompanies-arent-getting-the-hotel-rates-they-negotiated-study-finds/>

Rate Audit Dashboard

After logging into the system, the user will be presented with the main navigation dashboard. The Dashboard shows a real-time list of running, pending and completed audits.

From the dashboard, the user may manage, monitor and report on all auditing features.

The dashboard also returns real time updates on all audit activities. This allows the user to monitor and respond to events returned by the system.

Rate Audit			
Rate Availability			
Reverse Audit			
	Audit ID		Date Uploaded
	15916		Feb 12, 2018, 11:31:15 AM
	15915		Feb 12, 2018, 11:30:45 AM
	15913		Feb 12, 2018, 10:36:28 AM
	15912		Feb 12, 2018, 8:09:25 AM

Dashboard Icons

The following section will breakdown the icons found on the Rate Audit Dashboard with a description of their functionality.

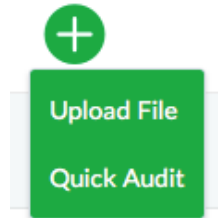
Icon	Name	Description
	Create a New Audit	Creates a new Rate Audit
	Rerun Audit	Reruns a previous Quick Audit
	Audit Processing	Shows a processing audit with current run time
	Audit Completed	Shows that an audit is completed
	Approve Audit	Approves the selected Audit
	View Chart	Opens the Results Summary Graph
	Reports	Data summaries from the selected audit runs.
	Notification	Edit, modify and maintain notification templates

Create a New Audit

Clicking the Create New Audit button will give the user two options:

- **Upload File** – This option allows the user to upload an input file to create an audit.
- **Quick Audit** – This option allows accounts that are enabled to import all Account Accepted properties for an account.

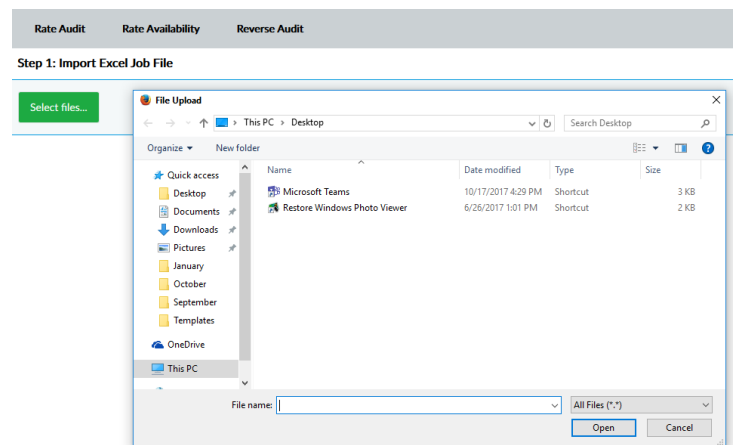
The two options will have a unique Step 1 and identical Steps 2, 3, and 4.



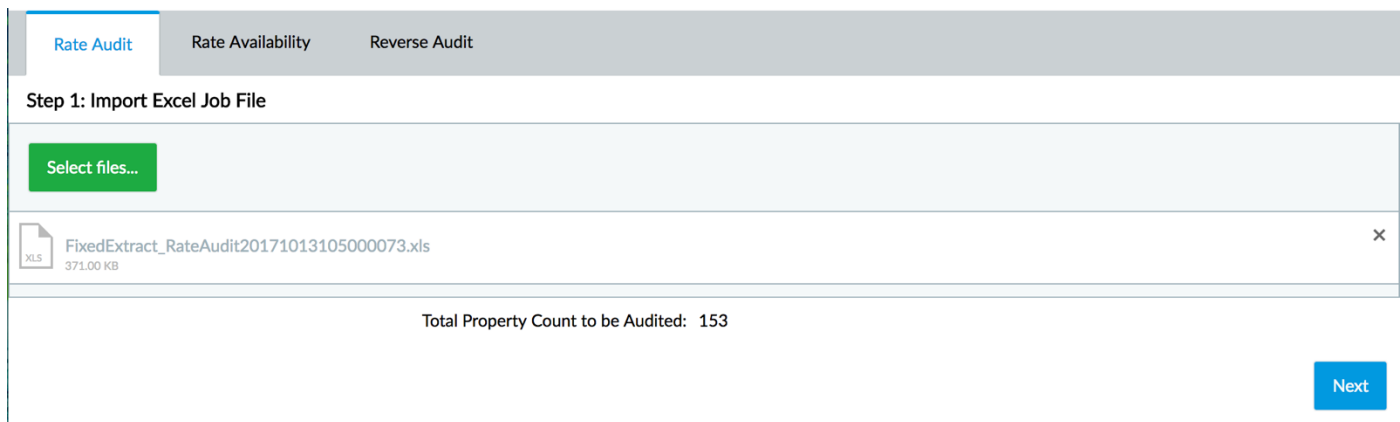
Step 1: Upload File

Click the Select Files button to choose the upload file to begin the process to create a Rate Audit.

Once the file has been selected, click the “Open” button to verify the selection, the file will upload, and the data will be validated. Depending on the size of the file, processing might take several seconds or several minutes. A progress indicator will display to show the file is being uploaded and processed.



After the file is uploaded and the property count is shown, click the “Next” button to continue to Step 2.



Step 1: Quick Audit

Select the contract period and, if a Supply or TMC customer, the account for which you want to run the audit then click the "Next" button.

Rate Audit

Rate Availability

Step 1: Basic Information

Contract Year

2019



Account

ABC Global Services



Next

Step 2: Verify Import File

Step 2 of the upload wizard allows date selection and shows the properties to be run in the audit along with accompanying errors and warnings that may prevent successful completion.

Step 2: Verify Import File

Generate Seasons and Dates to be Audited

Season Range

Start: 2/16/2018 End: 12/31/2018

Day Generation Rules

1: First Thursday
 2: Third Friday
 3: First Friday
 4: First Thursday
 5: First Thursday

Month Generation Rules

January April July October
 February May August November
 March June September December

Generate Seasons/Dates

Generate dates using Season Range

Imported Property Records

Select Property Types to Display: Valid Errors Warnings Messages

Status/Action	Hotel Chain Co...	Parent Hotel	CRS Property Code
EM	Marriott International		643072
EM	Marriott International		658066
SW	Starwood		263936
SW	Starwood		56917
SW	Starwood		642485

Import Status: Errors 0 Warnings 0 Messages 0

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There are two primary sections in this step of the process: Generate Seasons and Dates to be Audited and Imported Property Records.

Generate Seasons and Dates to be Audited

Season Range

This area sets a start and end date for the audit. The dates are limited to the current day as the start date and 330 days after as the end date.

Day Generation Rules

The Day Generation Rules are a selection of days of the week to audit within the selected months (selected in next section, Month Generation Rules).

Here is an example utilizing the following five rules:

First Monday

Second Tuesday

Third Wednesday

Fourth Tuesday

Fourth Thursday

S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

The month displayed is the beginning of this imported season. The system will use the five rules to select the 3rd, the 11th, the 19th, the 25th and the 27th. These are the five days the system will utilize to find loaded negotiated rates.

Month Generation Rules









The Month Generation Rules set the months the audit will process for properties that offered the same rate for the entire program period.

Generate Season Dates

The Generate Season Dates section allows for quick creation of seasons for audit to run. The system will pull dates from the import file and combine with what is in the administrative section and automatically create the seasons for the Standard Rate Audit.

Imported Property Records

This area allows filtering properties in the import file that may be flagged as: Valid, Errors, Warnings and Messages. The properties from the import file are viewed with corresponding errors, warnings or messages and can be deleted from the audit without the need to re-import the file.

Imported Property Records					
Select Property Types to Display <input checked="" type="checkbox"/> Valid <input checked="" type="checkbox"/> Errors <input checked="" type="checkbox"/> Warnings <input checked="" type="checkbox"/> Messages					
Status/Action	Hotel Chain Co...	Parent Hotel	CRS Property Code	Property Name	
	EM	Marriott International	658066	AC Hotel Seattle Bellevue/Downtow	
	SW	Starwood	263936	Aloft Arundel Mills	
	SW	Starwood	56917	Aloft Atlanta Downtown	
	SW	Starwood	642485	Aloft Columbia Downtown	
	SW	Starwood	635467	Aloft Dhahran	
<div style="text-align: center;"> ⏪ ⏩ 1 2 3 4 5 ... ▶ ▶▶ </div>					
Import Status					
	<input checked="" type="checkbox"/> Errors 0		<input checked="" type="checkbox"/> Warnings 0		<input checked="" type="checkbox"/> Messages 0

After seasons have been set and the property/import status has been reviewed, click the next button to proceed to step three.

Step 3: Adjust Processing Settings

Step 3 of the import allows the user to adjust the GDS, keyword and detail settings of the audit.

Step 3: Adjust Processing Settings

GDS Setting	Audit Settings		
<input type="checkbox"/> Amadeus Office ID: DFWLN4101 Organization: NMC-US <input type="checkbox"/> Apollo Profile: DynApolloProd_5KO <input type="checkbox"/> Galileo Profile: DynGalileoProd_633A <input type="checkbox"/> Sabre Login ID: 7971 PCC: 02AC Use AAA: true <input type="checkbox"/> Worldspan Login ID: W1XML PCC: LYQ	Account Name Lanyon Master	Contract Year 2017	Length of Stay Settings <input type="radio"/> 2 Night <input type="radio"/> 3 Night <input type="radio"/> 5 Night <input type="radio"/> 7 Night <input type="radio"/> Custom <input type="text" value=""/> max 99
	Customer Account ID LanyonMaster	Account Type [N] Negotiated	
Comparison Keywords	Audit Processing Details		
<p>Keywords are used for rate identification and verification. They are compared against the Rate Access Codes, Rate Descriptions, and Room Descriptions provided by a GDS. In order to make the provided keywords as efficient as possible, all "noise" characters and words are automatically removed as they reduce the probability of a successful match.</p> <p>For additional details along with a complete list of removed words and characters please refer to the Rate Integrity Manual or Quick Start Guide.</p> <p>Keyword To Add <input type="text"/> Add Keyword <input type="text"/></p> <p>Original Imported Keyword List ""</p>	<p>Schedule Audit</p> <p><input checked="" type="radio"/> Run Audit Now</p> <p><input type="radio"/> Schedule Job to Run At: 12/6/2017 <input type="text"/> 7:00:00 AM <input type="text"/></p> <p><input type="checkbox"/> Audit Requires Approval Before Processing Can Start</p> <p>Select Audit Notification Template</p> <p><input type="text" value="No Assigned Notification Template"/></p> <p><input type="radio"/> Build Notifications Packages</p> <p><input checked="" type="radio"/> Do Not Build Notifications Packages</p>		
Previous	Submit		

There are four sections in this step of the process: GDS Setting, Audit Settings, Comparison Keywords and Audit Processing Details.

GDS Setting

This area allows the user to select which of the GDS's to use in their audit. This will be auto populated based on the information that is listed on the input file.

If the user is running a Quick Audit the Rate Access code will be editable.

GDS Settings

Rate Access Code:

<input checked="" type="checkbox"/> Amadeus	<input type="text" value="ABC"/>
<input checked="" type="checkbox"/> Apollo	<input type="text" value="DEF"/>
<input type="checkbox"/> Galileo	<input type="text"/>
<input type="checkbox"/> Sabre	<input type="text"/> ⓘ
<input type="checkbox"/> Worldspan	<input type="text"/> ⓘ

Audit Settings

In this section, the user can verify or edit the Account Name, Contract Year, Customer Account ID, Account Type and Length of Stay settings.

Audit Settings

Account Name	<input type="text" value="SE CORPORATION"/>	Contract Year	<input type="text" value="2017"/>
Customer Account ID	<input type="text" value="je Corp 2018"/>	Account Type	<input type="text" value="[N] Negotiated"/>
Length of Stay Settings			
<input type="radio"/> 2 Night			
<input type="radio"/> 3 Night			
<input type="radio"/> 5 Night			
<input type="radio"/> 7 Night			
<input type="radio"/> Custom <input type="text" value=""/> max 99			

Comparison Keywords

Allows the addition of keywords for rate ID and verification. Each GDS provides a list of Rate Access Codes, Room Descriptions and Rate Descriptions from which keywords can be queried.

Comparison Keywords

Keywords are used for rate identification and verification. They are compared against the Rate Access Codes, Rate Descriptions, and Room Descriptions provided by a GDS. In order to make the provided keywords as efficient as possible, all "noise" characters and words are automatically removed as they reduce the probability of a successful match.

Keyword To Add

Add Keyword

Original Imported Keyword List

""

Audit Processing Details

This section allows the user to schedule their audit with the desired Notification Template.

Here are the options:

- Run Audit Now
- Schedule Job to Run At
- Audit requires Approval Before Processing Can Start
 - Clicking this box will require approval for the audit to run
- Select Audit Notification Template
 - Build Notification Packages
 - Do Not Build Notification Packages
 - Validate Missing Property Emails
 - Allows the user to enter an email for any properties that are missing one.

Audit Processing Details

Schedule Audit

Run Audit Now

Schedule Job to Run At:

12/20/2019



7:00:00 AM



Audit Requires Approval Before Processing Can Start

Select Audit Notification Template

Do Not Build Notifications Packages

Build Notifications Packages

No Assigned Notification Template

Validate Missing Property Emails

Step 4: Email Verification

Step 4 of the import displays a list of properties that did not have an email associated. The user can enter an email or leave it blank if they do not want to send a notification to that property.

Step 4: Email Verification

The following hotels do not have emails assigned to them. Continue if you do not want an email notification to be sent only to the properties that don't have an email, or enter an email to send selected notification template for the property to be notified.

Hotel Name	Lanyon ID	Address	State	City	Country	E-mail ⓘ
Crowne Plaza Dallas Downtown	277429	1015 Elm St, null	Texas	Dallas	United States	<input type="text"/>
Hampton Inn Roanoke/Salem	13590	1886 Electric Rd, null	Virginia	Salem	United States	<input type="text"/>
Marriott Dallas City Center	46666	650 North Pearl Street, null	Texas	Dallas	United States	<input type="text"/>

1 - 3 of 3 items

To proceed, click the Submit button. A confirmation dialog will be displayed with the Hotel Count, Email Template, GDS's to Audit and Comparison Keywords.

Confirmation
×

Are you ready to submit your Rate Audit?

Hotel count to Audit: 3
 Email Template: Default Notification Template
 GDS's to Audit:
 Apollo
 Comparison Keywords:
 "ABC"

Cancel
OK

If the user clicks "OK" then a confirmation showing either a Failure or a Success with an assigned Audit number will be displayed with an ok button that will return the user to the dashboard.

Success
×

Job successfully loaded for processing, assigned Audit #15619

OK

Rate Audit Rerun or Comparison Logic

Rate Audit rerun, or Comparison Logic, was designed to allow the input file to be used for subsequent audits without the need to remove properties that passed the first/previous Rate Audit. Once a given property passed the Rate Audit it will be shown as loaded and not be checked again during additional audits. Only properties that did not pass the Rate Audit would be reevaluated by subsequent audit.

File Upload Rerun












In order to trigger the Rate Audit rerun, the Customer Account ID and GDS's requested must match. Then the file will be considered a Rate Audit rerun and then import the property's previous Rate Audit information that passed the matched Rate Audit.

Field Name	Complete
Account Name	Lanyon
Customer Account ID	Lanyon 2018
Lanyon Account ID	
Contract Year	2018
Sabre AAA Pseudo City Code	LAN1
Audit Amadeus	Y
Audit Apollo	Y
Audit Galileo	Y
Audit Sabre	Y
Audit Worldspan	N
Rate/Room Descriptions Contain	"LANYON"

If the Rate Audit is considered a rerun the following information will be shown at the end of the Step 1 process: the previous Audit ID that the current import file was matched against, the number of properties to be re-audited and the number of properties that will have previous results duplicated.

Quick Audit Rerun

In order to trigger a rerun for a Quick Audit the user can simply click the rerun button next to the previously run audit. The user can then proceed through the steps as usual. Quick Audit will display "-1", "-2", or "-3" at the end of the audit ID to indicate which audit it is in the series.

	Audit ID		Date Uploaded	Account Name	Properties	Template	GDS Audited				
							Am	Ap	Ga	Sa	Wo
  	18333-2	  	Oct 22, 2019, 10:57:20 AM	Philip Exchangee2019	1	No Assigned Notification Template	✓	✓	✓	✓	
 	18333-1	  	Oct 22, 2019, 10:52:42 AM	Philip Exchangee2019	1	No Assigned Notification Template	✓	✓	✓	✓	

Completed Rate Audit Options

Once a Rate Audit has been completed, there are several post-run Rate Audit Options.

	15886		Feb 2, 2018, 11:40:20 AM	test2	1	No Assigned Notification Template	
--	-------	--	--------------------------	-------	---	-----------------------------------	--

Icon	Name	Description
	Audit Processing	Shows a processing audit with current run time
	Audit Completed	Shows that an audit is completed
	Approve Audit	Approves the selected Audit
	View Chart	Opens the Results Summary Graph
	Reports	Data summaries from the selected audit runs.
	Notification	Edit, modify and maintain notification templates
	Rerun Audit	Reruns a previous Quick Audit

Audit Status Icons

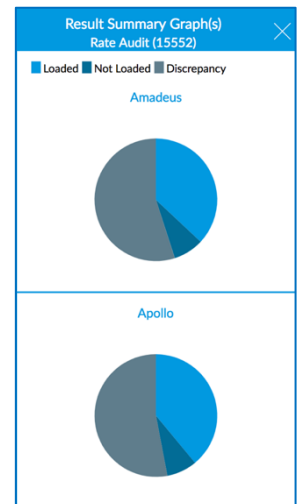
The Audit Processing, Audit Completed and Approve Audit icons all indicate a Rate Audit status. Audit Processing shows that the Rate Audit is still being processed through the system and receiving GDS responses. The Audit Completed icon shows that the Rate Audit is ready for download and any notifications for passed or failed audits are ready to be sent. Approve Audit allows for an extra approval step prior to the Rate Audit being processed through the system and information received from the GDSs.

View Charts / Result Summary Graph(s)


The Rate Integrity tool offers a high-level view of each Rate Audit called the Result Summary Graph(s). They are found by clicking the View Chart icon from the Rate Audit options:

The Result Summary Graph(s) of an audit allows insight into the Rate Audit in a graphical format. Essentially a 30,000-foot overview, the Result Summary Graph provides a breakdown of how the properties paired with each GDS that was run in the Rate Audit.

The graph allows viewing the audit in a quick glance to see which audits may have discrepancies or properties that were not loaded. Each GDS is given its own chart representing the percentage of Loaded, Not Loaded and Discrepancy for the properties processed during the selected audit.



Reports

 To download a Rate Audit report, select an audit from the audit listing and click the Report icon from the Rate Audit options, then click one of the three following report options:

A) **Standard Detail Report**

This report that provides a breakdown of information provided by the GDS and compiles rates, rooms and BAR information. The information can be viewed at different detail levels: the GDS level, season level, and the property level.

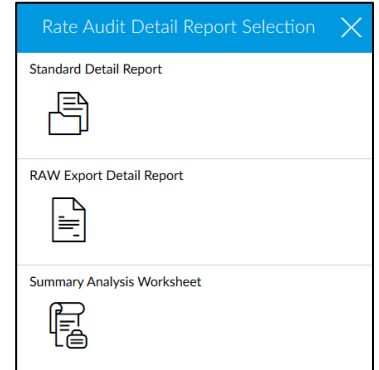
B) **Raw Export Detail Report**

This report provides a line by line detail of each property and each season showing the dates that were checked in the Rate Audit and the results that were shown.

C) **Summary Analysis Worksheet**

Shows an overview of the status of the selected audit expressed using pie charts.

Depending on the size of your audit run, the report can take several minutes to download.



Standard Detail Report

When a Detail Report is generated, the system will provide a detailed breakdown for each property and GDS requested. This section explains the details and sections of the Standard Detail Report.

The header contains information pertaining to the Rate Audit.

- **Audit ID** - the ID assigned to the Rate Audit
- **Contract Year** – assigned in the import file by the audit requestor
- **Customer Account ID** – name of the company initiating the audit taken from the import file
- **Account Name** – the name of the customer requesting the Rate Audit
- **RAC Filters** – (Rate Access Code Filters) provides the system with a list of keywords to identify negotiated rates within the GDS's
- **Total Properties** - total number of properties that were included in the Rate Audit
- **Date Processed** - date the Rate Audit was processed by the system (MM/DD/YYYY format)

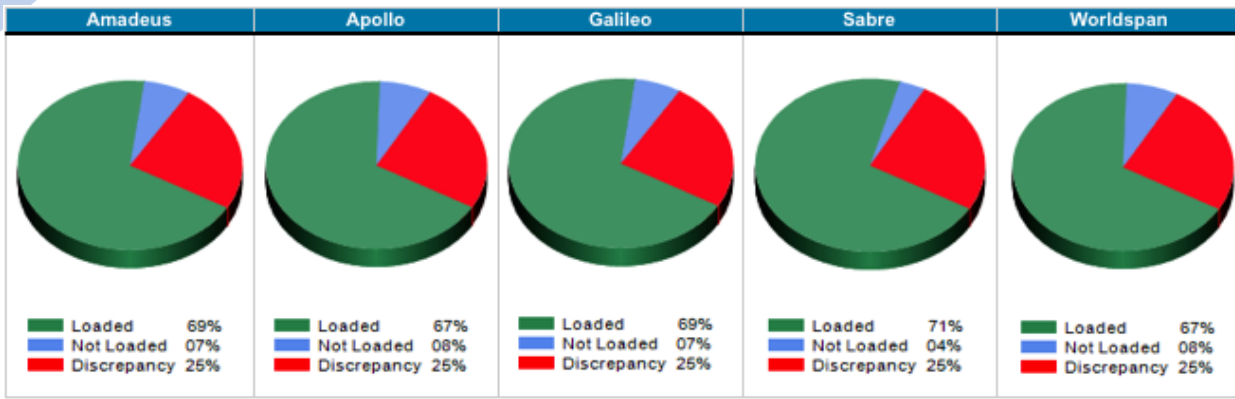
The "GDS's Processed By Audit" box shows which GDS's were processed during the Rate Audit.

GDS's Processed By Audit	
Audit Amadeus	True
Audit Apollo	True
Audit Galileo	True
Audit Sabre	True
Audit Worldspan	True

When an audit is completed, each property is assigned a status: Discrepancy, Loaded, Not Loaded. A count of the properties is placed into the result grid of these statuses. These same numbers are used for determining the summary graphs that are also shown on the Rate Audit Detail Report.

	Discrepancy	Loaded	Not Loaded
Amadeus	114	318	31
Apollo	117	311	35
Galileo	114	318	31
Sabre	118	328	17
Worldspan	117	311	35

All GDS results are displayed in data grids and summary graphs regardless of whether the GDS was run for the selected audit or not. This was done intentionally for customers who import the export files, so the columns and cells will always remain consistent.



The Summary Charts display a percentage-based overview of the Rate Audit by GDS. The totals shown are converted to percentages and shown as a visual representation of the audit's overall status.

By default, each status and each GDS segment are minimized. The Plus and Minus signs on the left side of the spreadsheet allow the expand and contraction of the segments to view detailed information.

Ln	LFPR	Property Status	Hotel Chain Code
17			
18	NO	Loaded	Ln
19		Loaded	Amadeus
20		L	Season 1 [08/01/201
21		L	Season 2 [10/01/201
22		L	Season 3 [01/01/201
23		L	Season 4 [03/01/201
24		Loaded	Apollo
25		L	Season 1 [08/01/201
26		L	Season 2 [10/01/201
27		L	Season 3 [01/01/201
28		L	Season 4 [03/01/201
29		Loaded	Galileo
34		Loaded	Sabre
39		Loaded	Worldspan
44	NO	Loaded	Ln
56	NO	Not Loaded	Ln

LFPR	Property Status	Hotel Chain Code	Parent Hotel Name	Property Name
NO	Loaded	Ln	Lanyon Hotels	Lanyon Grand Hotel - Houston
	Loaded	Amadeus		LN / LAN1234 / LAN
	L	Season 1 [08/01/2012 - 09/30/2012]		08/06/2012, 08/09/2012, 08/10/2012, 08/11/2012, 08/12/2012, 08/13/2012, 08/14/2012, 08/15/2012, 08/16/2012, 08/17/2012, 08/18/2012, 08/19/2012, 08/20/2012, 08/21/2012, 08/22/2012, 08/23/2012, 08/24/2012, 08/25/2012, 08/26/2012, 08/27/2012, 08/28/2012, 08/29/2012, 08/30/2012
	L	Season 2 [10/01/2012 - 12/31/2012]		10/01/2012, 10/11/2012, 10/21/2012, 10/31/2012
	L	Season 3 [01/01/2013 - 02/28/2013]		01/07/2013, 01/10/2013, 01/11/2013, 01/12/2013, 01/13/2013, 01/14/2013, 01/15/2013, 01/16/2013, 01/17/2013, 01/18/2013, 01/19/2013, 01/20/2013, 01/21/2013, 01/22/2013, 01/23/2013, 01/24/2013, 01/25/2013, 01/26/2013, 01/27/2013, 01/28/2013, 01/29/2013, 01/30/2013, 01/31/2013
	L	Season 4 [03/01/2013 - 05/16/2013]		03/04/2013, 03/14/2013, 03/24/2013
	Loaded	Apollo		LN / 123456 / LAN
	L	Season 1 [08/01/2012 - 09/30/2012]		08/06/2012, 08/09/2012, 08/10/2012, 08/11/2012, 08/12/2012, 08/13/2012, 08/14/2012, 08/15/2012, 08/16/2012, 08/17/2012, 08/18/2012, 08/19/2012, 08/20/2012, 08/21/2012, 08/22/2012, 08/23/2012, 08/24/2012, 08/25/2012, 08/26/2012, 08/27/2012, 08/28/2012, 08/29/2012, 08/30/2012
	L	Season 2 [10/01/2012 - 12/31/2012]		10/01/2012, 10/11/2012, 10/21/2012, 10/31/2012
	L	Season 3 [01/01/2013 - 02/28/2013]		10/07/2013, 01/10/2013, 01/11/2013, 01/12/2013, 01/13/2013, 01/14/2013, 01/15/2013, 01/16/2013, 01/17/2013, 01/18/2013, 01/19/2013, 01/20/2013, 01/21/2013, 01/22/2013, 01/23/2013, 01/24/2013, 01/25/2013, 01/26/2013, 01/27/2013, 01/28/2013, 01/29/2013, 01/30/2013, 01/31/2013
	L	Season 4 [03/01/2013 - 05/16/2013]		03/04/2013, 03/14/2013, 03/24/2013
	Loaded	Galileo		LN / 123456 / LAN
	Loaded	Sabre		LN / 99999 / LAN
	Loaded	Worldspan		LN / LAN1234 / LAN
NO	Loaded	Ln	Lanyon Hotels	Lanyon Suites - Houston
NO	Not Loaded	Ln	Lanyon Hotels	Lanyon Grand Hotel - Houston

Rollup logic refers to the process of transitioning status states from the season levels to the property level. This allows an overall status result for a property checked against multiple seasons and/or multiple GDS's.

Each season checked by the system will result in one of eight status codes: Loaded, Loaded Lower, Loaded Higher, Not Loaded, HNA, Invalid Property Code, Invalid Currency or BRM. The rollup logic condenses Loaded and Loaded Lower as a Loaded state and Loaded Higher or any error code is treated as a Discrepancy.

The system then compares all seasons to establish the overall status of the GDS.

Here is the logic for the season rollup:

- 1) If all seasons audited return Loaded, the overall GDS level result will show as loaded
- 2) If all seasons audited show as Not Loaded, the overall GDS level result will show as Not Loaded
- 3) Any other combination of the seasons will result in an overall status of Discrepancy

Once season statuses are established at the GDS Detail level, the information is then used to roll up to the overall or property level status.

This logic is based on the audited GDS's statuses:

- 1) If audited GDS's show Loaded, then the overall status for the property is Loaded
- 2) If audited GDS's show Not Loaded, then the overall status for the property is shown as Not Loaded
- 3) Any other combination of status codes will be shown as Discrepancy

Once the rollup status is determined, the system has the overall "Status" of the property.

LFPR	Property Status	Hotel Chain Code	Parent Hotel Name	Property Name
NO	Loaded	Ln	Lanyon Hotels	Lanyon Grand Hotel - Dallas
	Loaded	Amadeus		LN / LAN1234 / LAN
	L	Season 1 [08/01/2012 - 09/30/2012]		08/06/2012, 08/09/2012, 08/15/2012, 08/23/2012, 08/28/2012
	L	Season 2 [10/01/2012 - 12/31/2012]		10/01/2012, 10/11/2012, 10/17/2012, 10/23/2012, 10/25/2012
	L	Season 3 [01/01/2013 - 02/28/2013]		01/07/2013, 01/10/2013, 01/16/2013, 01/22/2013, 01/24/2013
	L	Season 4 [03/01/2013 - 05/16/2013]		03/04/2013, 03/14/2013, 03/20/2013, 03/26/2013, 03/28/2013
	Loaded	Apollo		LN / 123456 / LAN
	L	Season 1 [08/01/2012 - 09/30/2012]		08/06/2012, 08/09/2012, 08/15/2012, 08/23/2012, 08/28/2012
	L	Season 2 [10/01/2012 - 12/31/2012]		10/01/2012, 10/11/2012, 10/17/2012, 10/23/2012, 10/25/2012
	L	Season 3 [01/01/2013 - 02/28/2013]		10/07/2013, 01/10/2013, 01/16/2013, 01/22/2013, 01/24/2013
	L	Season 4 [03/01/2013 - 05/16/2013]		03/04/2013, 03/14/2013, 03/20/2013, 03/26/2013, 03/28/2013
	Loaded	Galileo		LN / 123456 / LAN
	Loaded	Sabre		LN / 99999 / LAN
	Loaded	Worldspan		LN / LAN1234 / LAN
NO	Loaded	Ln	Lanyon Hotels	Lanyon Suites - Houston
NO	Not Loaded	Ln	Lanyon Hotels	Lanyon Grand Hotel - San Francisco

The Property level header contains the titles for all property level information as follows:

- **LFPR** – (Loaded from Previous Audit) If rerun features are enabled, this will display yes or no to show if the property was rerun or imported from a previous audit with a Loaded status
- **Property Status** - Indicates if the property is Loaded, Not Loaded or Discrepant
- **Hotel Chain Code** - The property's hotel chain code provided in the original import file
- **Parent Hotel Name** - The property's parent hotel name provided on the original import file
- **Property Name** - The name of the property (hotel) audited
- **Address** - The address of the property audited
- **Country** - The ISO 3-character country code location for the property
- **Hotel Property Code** - The property code for the hotel that was provided on the original import file
- **Phone** - The phone number for the property in Country Code + Area Code + Phone Prefix + Phone Number format
- **Contact Name** - The primary contact name at the property that was provided on the original import. The contact name is used by the notifications system as the name data field

Loaded	Apollo	LN / 123456 / LAN
L	Season 1 [08/01/2012 - 09/30/2012]	08/06/2012, 08/09/2012, 08/15/2012, 08/23/2012, 08/28/2012
L	Season 2 [10/01/2012 - 12/31/2012]	10/01/2012, 10/11/2012, 10/17/2012, 10/23/2012, 10/25/2012
L	Season 3 [01/01/2013 - 02/28/2013]	10/07/2013, 01/10/2013, 01/16/2013, 01/22/2013, 01/24/2013
L	Season 4 [03/01/2013 - 05/16/2013]	03/04/2013, 03/14/2013, 03/20/2013, 03/26/2013, 03/28/2013

The GDS details on the Standard Rate Audit Report contain the rollup status for the GDS's and associated seasons. The GDS details will only contain the GDS's that were processed. The Standard Rate Audit allows up to five seasons to be checked for each property. The details of the seasons information are displayed in the GDS details section of the report.

To verify property rates, the Standard Rate Audit employs date selection rules (created during setup) to choose five days which could be checked within the season.

This logic helps to bypass blackout dates, errors and simple GDS lookup failures. A color-coded guide to the rate audit results show whether the property loaded the negotiated rates that were used to run the audit.

The results file will show all five possible dates within the season. If the system found a negotiated rate, then the date will be shown in green (Loaded). If a negotiated rate is found, the season passes the audit and subsequent dates aren't checked within that season and are shown in light grey. If the first date the system checks is not available, then the system checks the second day, and so on until the five dates have been checked. If the system was not able to find a negotiated rate on a given day, then the date will be shown in red.

Apollo	LN / 123456 / LAN
Season 1 [08/01/2012 - 09/30/2012]	08/06/2012, 08/09/2012, 08/15/2012, 08/23/2012, 08/28/2012
Season 2 [10/01/2012 - 12/31/2012]	10/01/2012, 10/11/2012, 10/17/2012, 10/23/2012, 10/25/2012
Season 3 [01/01/2013 - 02/28/2013]	10/07/2013, 01/10/2013, 01/16/2013, 01/22/2013, 01/24/2013
Season 4 [03/01/2013 - 05/16/2013]	03/04/2013, 03/14/2013, 03/20/2013, 03/26/2013, 03/28/2013

If all the dates are shown in red, then the system was not able to find a negotiated rate and the associated GDS status code will be set to Not Loaded.

The GDS detail level also contains other rate specific information, as follows:

Negotiated Rate Description	Negotiated Room Description - RT1	BAR Rate Description	BAR Room Description	Currency Code	Negotiated Rate - LRA	Negotiated Rate Returned	BAR Rate	% off BAR	Variance
-	-	-	-	-	142.00	0.00	-	0.00%	0.00
-	-	-	-	-	142.00	0.00	-	0.00%	0.00
-	-	-	-	-	142.00	0.00	-	0.00%	0.00
-	-	-	-	-	142.00	0.00	-	0.00%	0.00

- **Negotiated Rate Description** - The code or description the given GDS returns associated with the selected negotiated rate
- **Negotiated Room Description** - The room description associated with the selected negotiated rate
- **BAR Rate Description** - The descriptions to search the best available rates within the selected GDS's during the Rate Audit
- **BAR Room Description** - The room description associated with the selected BAR rate
- **Currency Code** - The currency code returned by the GDS as the loaded currency code format
- **Negotiated Rate** - The expected negotiated amount imported from the original import file
- **Negotiated Rate Returned** - The closest matched negotiated rate returned by the GDS
- **BAR Rate** - The Best Available Rate returned by the GDS for selected date
- **% off BAR** - The percentage difference between your negotiated rate and the returned BAR rate
- **Variance** - The dollar amount above or below the BAR rate your negotiated rate is.

Raw Export Detail Report

The Raw Export Detail Report is an .xls report that shows all the rate related details for the properties that were audited in the Standard Rate Audit. All property information, descriptors and season information along with the rate information returned for the days within the seasons will be contained in this spreadsheet.

Summary Analysis Worksheet

The Summary Analysis Worksheet contains a list of hotels and their status of Loaded, Not Loaded, or discrepancy along with a breakdown of dates within seasons that show details on the hotels and rates that were found.

Notification



The Notification section contains a list of property contacts to send Passed and Failed Audit Packages. The section is broken down into a To, Cc and Bcc menu which functions similarly to an email notification. Details on how to create the notifications will happen in the Administration section of this User Guide.

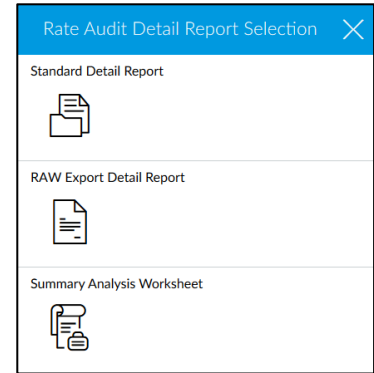
From

To/Cc/Bcc

Subject

Send Selected Notifications


Once the user has reviewed the notifications click the “Send Selected Notifications” button to send the selected notifications out for processing















Rate Availability

Rate Availability is similar to Rate Audit but will return rates for a series of dates.










Rate Audit
Rate Availability
Reverse Audit



	Audit ID	
<input checked="" type="checkbox"/>	1746	  
<input checked="" type="checkbox"/>	1745	  
<input checked="" type="checkbox"/>	1737	  
<input checked="" type="checkbox"/>	1726	  

Dashboard Icons

The following section will breakdown the icons found on the Rate Availability Dashboard with a description of their functionality.

Icon	Name	Description
	Create New Audit	Creates a new Rate Availability Audit
	Audit Processing	Shows a processing audit
	Scheduled	Shows an audit scheduled to run at a specific time
	Audit Completed	Shows that an audit is completed
	Chart Audit	Opens the Results Summary Graph
	Reports	Data summaries from the selected audit runs.
	Notification	Edit, modify and maintain notification templates
	Rate Audit Reports	Rate Audit Summary and GDS Usage Reports
	Edit Audit	Allows modification of an audit

Creating a Rate Availability Audit

Step 1: Create Rate Availability Audit

To create a Rate Availability Audit, click the Create New Audit button. Currently, Rate Availability uses a previous Standard Rate Audit as a template for the Rate Availability audit. Once you click the Create New Audit button, select one from the list of available Standard Rate Audits and then click the Next button.



Step 1: Create Rate Availability Audit From Rate Audit

Audit ID	Date Processed	Customer Account	Contract Year	RAC Filters
15933	Feb 14, 2018, 4:47:44 PM	3555	2018	TYYUHETRY
15932	Feb 14, 2018, 4:26:49 PM	dcdc	2018	
15931	Feb 14, 2018, 4:26:03 PM	v	2018	
15930	Feb 14, 2018, 4:20:15 PM	677	2018	
15929	Feb 14, 2018, 4:18:43 PM	ryuty	2018	
15928	Feb 14, 2018, 4:11:25 PM	rty	2018	

Step 2: Rate Availability Job Manager

Step 2: Rate Availability Job Manager

Audit Name * Sabre PCC Sabre RAC Type Rate Access Code Filters *

Hotels Selected For Processing					GDS/Rate Code Selection	
Property Name	Property ...	Address	City	State/Pro...	Postal Co...	Rate Access Code
						Amadeus B1M

Step 2 contains four areas:

Hotels Selected for Processing

This section on Step 2 shows the properties in the audit.

Hotels Selected For Processing							
	Property Name	Property ...	Address	City	State/Pro...	Postal Co...	Amadeus ...
✓	The Athenaeum	197	116 Piccadilly	London		W1J 7BJ	YX LON
✓	Gran Estanplaza Berrini	10032	1517, Arizona Street, Brooklin Novo	Sao Paulo		04567-003	WV SAOI
✓	Trident Bandra Kurla	37320	C-56 G Block Bandra Kurla Complex	Mumbai		400051	TH BOM

Processing Date Selection

Calendar selection for the Rate Availability

Processing Date Selection														0 Date(s) Selected	30 Date(s) Available					
December						January						February								
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
26	27	28	29	30	1	2	31	1	2	3	4	5	6	28	29	30	31	1	2	3
3	4	5	6	7	8	9	7	8	9	10	11	12	13	4	5	6	7	8	9	10
10	11	12	13	14	15	16	14	15	16	17	18	19	20	11	12	13	14	15	16	17
17	18	19	20	21	22	23	21	22	23	24	25	26	27	18	19	20	21	22	23	24
24	25	26	27	28	29	30	28	29	30	31	1	2	3	25	26	27	28	1	2	3

Date Selection Shortcuts

A shortcut that allows a date range to be selected for the Rate Availability Report.

Date Selection Shortcuts

Audit Date Range

12/5/2017 - 3/4/2018

Monday(s) Tuesday(s)

Wednesday(s) Thursday(s)

Friday(s)

Saturday(s) Sunday(s)

Schedule Event

Ability to schedule date, time and notification templates for the Rate Availability Report.

Schedule Event

Run Now Run Later

Date To Schedule Audit:

Time To Schedule Audit:

Notification Template To Apply:

Build Notification Packages Do Not Build Notification Packages

After selecting the options in the Schedule Event section, click the Submit button to process the Rate Availability audit.

If options were selected correctly a confirmation box will appear and the user will then be returned to the dashboard.

Audit Created Successfully
✕

Created Audit saved audit

OK

Rate Availability Results Summary Graph

To view Summary Graphs for Rate Availability, click the Chart Audit button.

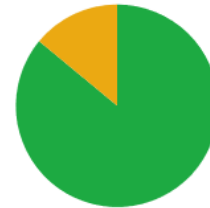
Graph colors are broken down as follows:

- Light Blue** Available
- Dark Blue** Available Higher
- Gray** Available Lower
- Green** Rate Not Available
- Orange** Hotel Not Available

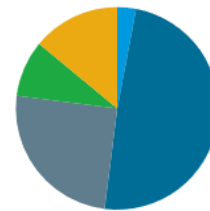
Result Summary Graph(s) Rate Availability (1479)

- Available
- Available Higher
- Available Lower
- Rate Not Available
- Hotel Not Available

Amadeus



Sabre



Rate Availability Reports

The Rate Availability Reports are broken down into five sections.

Export Report to Microsoft Excel downloads an excel file showing the **Rate Availability Detail Report**.

Load On Screen Interactive Report loads an interactive report viewer on the screen.

Export RAW Row Based Report to Microsoft Excel displays a typical excel spreadsheet with headers and columns.

Export RAW Column Based Report to Microsoft Excel displays a typical excel spreadsheet with headers and columns.

Export Negotiated/Retail/BAR RAW Report displays an excess spreadsheet with details on comparing the negotiated rate to BAR rates.

Rate Availability Reports	Custom Rate
Export Report to Microsoft Excel	
Load On-Screen Interactive Report	
Export RAW Row Based Report to Microsoft Excel	
Export RAW Column Based Report to Microsoft Excel	
Export Negotiated/Retail/BAR RAW Report	

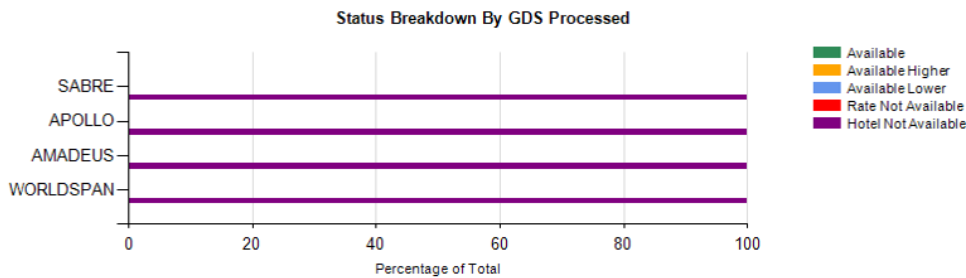
Rate Availability Detail Report

After clicking the **Export Report to Microsoft Excel**, the Rate Availability Detail report downloads. This report contains the following information:

- **A breakdown by GDS** Shows how many of each GDS was processed
- **A Status Overview** shows the percentage of rates loaded by property
- **Currency Code** shows the currency code used
- **Season** Shows the season dates and related loaded currency amount

Rate Availability Detail Report - LanyonMaster - (TF6)

Report Generated On : 12/4/2017 10:56:20 AM



	Status Overview					Currency Code	Season 1	Friday 9/15/2017
	A	AH	AL	RNA	HNA			
H+ Hotel Darmstadt Eschollbrucker Strasse 16, null, Darmstadt , 64295	0%	0%	0%	0%	100%	EUR	89.00 9/1/2017 - 9/30/2017	HNA Season 1
Hawthorn Suites by Wyndham Overland Park KS 11400 College Blvd, null, Overland Park Kansas, 66210	0%	0%	0%	0%	100%	USD	70.00 9/1/2017 - 10/31/2017	HNA Season 1
Hawthorn Suites Franklin 835 Upper Union St, null, Franklin Massachusetts, Massachusetts	0%	0%	0%	0%	100%	USD	119.00 7/25/2017 - 10/31/2017	HNA Season 1
Ramada Dongtan 90-3, Bansong-Dong, null, Hwasung , 445-160	0%	0%	0%	0%	100%	KRW	110,000.00 9/1/2017 - 9/30/2017	HNA Season 1
Ramada Inn Conference Center 542 Route 9, null, Fishkill New York, 12524	0%	0%	0%	0%	100%	USD	69.00 9/1/2017 - 9/30/2017	HNA Season 1
Ramada Plaza Suwon 940 Inque-Dong, Paldal-Gu, Suwon City , 442-832	0%	0%	0%	0%	100%	KRW	170,000.00 9/1/2017 - 9/30/2017	HNA Season 1
Ramada Santa Barbara 4770 Calle Real, null, Santa Barbara California, 93110	0%	0%	0%	0%	100%	USD	113.00 9/1/2017 - 9/30/2017	HNA Season 1
Tryp by Wyndham Bremen Airport Neuenlander Strasse 55, null, Bremen , 28199	0%	0%	0%	0%	100%	EUR	71.50 9/1/2017 - 9/30/2017	HNA Season 1
Wyndham Garden Hennigsdorf Berlin Fontanestrasse 110, null, Hennigsdorf ,	0%	0%	0%	0%	100%	EUR	97.00 10/1/2017 - 10/31/2017	HNA Season 1
Wyndham Garden Madison Fitchburg 2969 Cahill Main, null, Madison Wisconsin, Wisconsin	0%	0%	0%	0%	100%	USD	89.00 10/1/2017 - 10/31/2017	HNA Season 1
Wyndham Garden Williamsville / Buffalo 5195 Main Street, null, Williamsville New York, New York	0%	0%	0%	0%	100%	USD	119.00 10/1/2017 - 10/31/2017	HNA Season 1
Wyndham The George Washington A Historic Hotel 103 East Piccadilly St, null, Winchester Virginia, Virginia	0%	0%	0%	0%	100%	USD	95.00 10/1/2017 - 10/31/2017	HNA Season 1

Onscreen Interactive Report

Clicking the Load On Screen Interactive Report, an interactive report viewer loads on the screen.

Interactive Report Viewer - 12 Properties Shown Download To Excel

Displayed GDS: Sabre
 Loaded
 Loaded Higher
 Loaded Lower

Hotel Name	Chain Code	Property Code	Rate Access Code	Season 1	Season 2	Season 3	Season 4	9/15/2017
TEE				89.00 9/1/2017 - 9/30/2017	89.00 10/1/2017 - 10/31/2017	89.00 11/1/2017 - 11/30/2017	89.00 12/1/2017 - 12/31/2017	HNA Season 1
TEE				119.00 7/25/2017 - 10/31/2017	99.00 11/1/2017 - 12/31/2017	-	-	HNA Season 1
TEE				70.00 9/1/2017 - 10/31/2017	65.00 11/1/2017 - 12/31/2017	-	-	HNA Season 1
TEE				110,000.00 9/1/2017 - 9/30/2017	110,000.00 10/1/2017 - 10/31/2017	110,000.00 11/1/2017 - 11/30/2017	110,000.00 12/1/2017 - 12/31/2017	HNA Season 1
TEE				69.00 9/1/2017 - 9/30/2017	69.00 10/1/2017 - 10/31/2017	69.00 11/1/2017 - 11/30/2017	69.00 12/1/2017 - 12/31/2017	HNA Season 1
TEE				170,000.00 9/1/2017 - 9/30/2017	170,000.00 10/1/2017 - 10/31/2017	170,000.00 11/1/2017 - 11/30/2017	170,000.00 12/1/2017 - 12/31/2017	HNA Season 1
TEE				113.00 9/1/2017 - 9/30/2017	-	-	-	HNA Season 1
TEE				71.50 9/1/2017 - 9/30/2017	71.50 10/1/2017 - 12/31/2017	-	-	HNA Season 1
TEE				97.00 10/1/2017 - 10/31/2017	97.00 11/1/2017 - 11/30/2017	97.00 12/1/2017 - 12/31/2017	-	HNA Season 1
TEE				89.00 10/1/2017 - 10/31/2017	89.00 11/1/2017 - 11/30/2017	89.00 12/1/2017 - 12/31/2017	-	HNA Season 1
TEE				119.00 10/1/2017 - 10/31/2017	119.00 11/1/2017 - 11/30/2017	119.00 12/1/2017 - 12/31/2017	-	HNA Season 1
TEE				95.00 10/1/2017 - 10/31/2017	95.00 11/1/2017 - 11/30/2017	95.00 12/1/2017 - 12/31/2017	-	HNA Season 1

This report shows a list of properties and the rates loaded for each season (or HNA-Hotel Not Available or RNA-Room Not Available). Clicking on each rate will show if the rate is loaded higher or lower than negotiated rates.

Raw Excel Reports

There are three different ways to view raw data extracts showing different formats of the Rate Availability Audit. This user guide does not go into the details of these reports.

Custom Rate Availability Reports

The custom report allows a user to create/ save their own custom report. The user can save data for GDS, Property Name, Address, City, Rates and GDS. This data can then be exported to excel to display in a spreadsheet format.

Rate Availability Reports Custom Rate Availability Reports

Report Title * GDS Amadeus Report Description *

Output Field Customization		Report Title Settings		
Field Name	Report Wording Override	Status	Display Text	Abr.
<input checked="" type="checkbox"/> GDS	<input type="text" value="GDS"/>	Available	<input type="text" value="Available"/>	<input type="text" value="AVL"/>
<input checked="" type="checkbox"/> Hotel Name	<input type="text" value="Hotel Name"/>	Available Higher	<input type="text" value="Available Hi"/>	<input type="text" value="AH"/>
<input checked="" type="checkbox"/> Address	<input type="text" value="Address"/>	Available Lower	<input type="text" value="Available Lo"/>	<input type="text" value="AL"/>
<input checked="" type="checkbox"/> City	<input type="text" value="City"/>	Rate Not Available	<input type="text" value="Rate Not Av"/>	<input type="text" value="RNA"/>
<input checked="" type="checkbox"/> State / Province	<input type="text" value="State / Province"/>	Hotel Not Available	<input type="text" value="Hotel Not A"/>	<input type="text" value="HNA"/>

GDS
Hotel Name
Address
City
State / Province
Postal Code

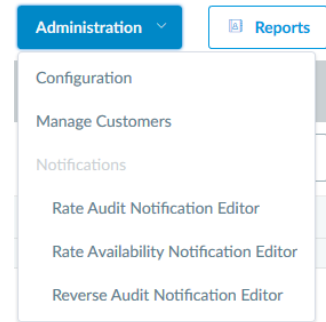
Administration

The Administration section has three administrative functionalities:

1. **Configuration**
2. **Manage Users** (depending on access level)
3. **Notification Editor for either Rate Audit, Rate Availability or Reverse Audit.**

Configuration

The configuration section allows BAR (Best Available Rate) Keywords, which allows the user to either enter new keywords or to load from a default list.



BAR Keywords Rate Audit Settings

BEST AVAILABLE, BEST RATE, "BEST UNRESTRICTED", FLEX, FLEXIBLE

Enter comma separated keywords and phrases (max 1024 characters) ex. BEST AVAILABLE, FLEXIBLE

[Load Default](#) [Save Changes](#)

Rate Audit Settings which allow the user to set Date Range Selection Rules, Single Season Processing Date Selection – up to four months, and Comparison Keywords.

BAR Keywords Rate Audit Settings

Date Range Selection Rule

1) First	Monday
2) First	Monday
3) First	Monday
4) First	Monday
5) First	Monday

Single Season Processing Date Selection

If a given hotel contains only one date range to audit, you must specify the months on which the audits will be performed. Audits will be performed on these months by utilizing the Date Range Selection Rules.

<input type="checkbox"/> January	<input type="checkbox"/> April	<input type="checkbox"/> July	<input type="checkbox"/> October
<input type="checkbox"/> February	<input type="checkbox"/> May	<input type="checkbox"/> August	<input type="checkbox"/> November
<input type="checkbox"/> March	<input type="checkbox"/> June	<input type="checkbox"/> September	<input type="checkbox"/> December

Comparison Keywords

Keywords are used for rate identification and verification. They are compared against the Rate Access Codes, Rate Descriptions, and Room Descriptions provided by a GDS. In order to make the provided keywords as efficient as possible, all "noise" characters and words are automatically removed as they reduce the probability of a successful match.

For additional details along with a complete list of removed words and characters please refer to the Rate Integrity Manual or Quick Start Guide.

Keyword To Add

[Add Keyword](#)

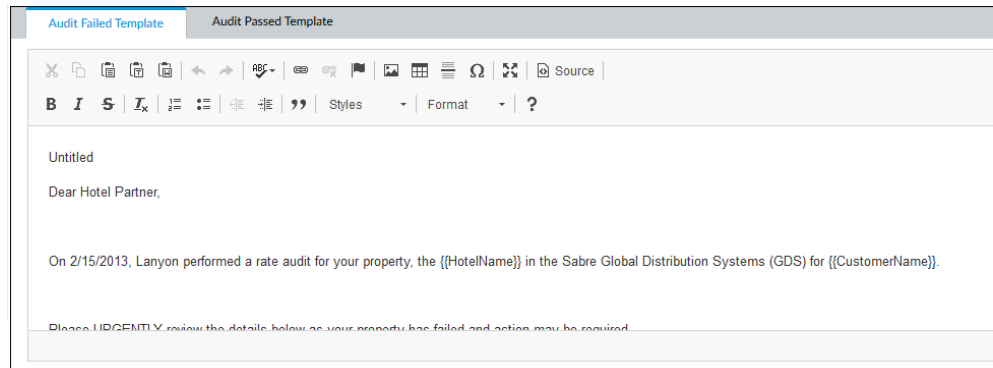
Original Imported Keyword List

[Save Changes](#)

Rate Audit Notification Editor

The Rate Audit Notification Editor allows creation of email templates to send audit results to properties/users, categorized by either passed audits or failed audits.

There are also parameters where a Passed or Failed email notification will be sent to the property or user.



Passed Audit		Failed Audit	
<input checked="" type="checkbox"/>	<input checked="" type="radio"/> Loaded	<input type="checkbox"/>	<input type="radio"/> Loaded
<input checked="" type="checkbox"/>	<input type="radio"/> Not Loaded	<input checked="" type="radio"/> Not Loaded	<input type="radio"/> Not Loaded
<input checked="" type="checkbox"/>	<input checked="" type="radio"/> Discrepancy	<input type="radio"/> Discrepancy	<input type="radio"/> Discrepancy

The content of the notification can be enhanced by Data Elements and Settings section.

Fields can be added anywhere in the email template by double clicking on the element title; the element will be added to the last active location in the email template.

Data grid elements build out from a table of information. The grid colors and design can be customized. As the options are selected, a small example will update at the top of Audit Result Data Grid area. Click the "Add Grid To Template" button to insert the selected options into the email template.

Rate Availability Notification Editor

The Rate Availability Notification Editor allows creation of email templates to send audit results to properties/users, categorized by either passed audits or failed audits. This functionality is very similar to the Rate Audit Notification Editor.

A section which allows the user to fill in the details of their template, including name CC and subject lines, as well as the body of the template.

The content of the notification can be enhanced by Data Elements and Settings section.

Fields can be added anywhere in the email template by double clicking on the element title; the element will be added to the last active location in the email template.

Data grid elements build out from a table of information. The grid colors and design can be customized. As the options are selected, a small example will update at the top of Audit Result Data Grid area. Click the "Add Grid To Template" button to insert the selected options into the email template.

Reports

The Rate Integrity tool currently offers two administrative reports to review customer usage. These reports are accessed by clicking the Reports button. The reports provide summary and usage data of the corporation.



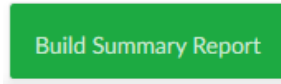
Rate Audit Summary Report

The Rate Audit Summary Report provides, a summary of up to 200 comparable audits. This report is a way to compare first, second and third runs against a set of properties' contract compliancy.

Unlike the detail report, all data on the Summary Report is high level and broken down only by GDS. Property specific information is not provided. The Summary Report selection window presents a list of audits which are still on file that can be selected (up to 200) to include in the report. Clicking anywhere on the Row will select or deselect the audit to be included.

Rate Audit Summary		GDS Usage	
	Audit ID	Account	Contract Year
<input checked="" type="checkbox"/>	15574	BOSE CORPORATION	2018
<input checked="" type="checkbox"/>	15568	BENEVIS INC	2017
<input type="checkbox"/>	15564	Microsoft	2017
<input type="checkbox"/>	15561	test	2017

Once the audits have been selected to include, click the Build Summary Report button then choose where to save the report.

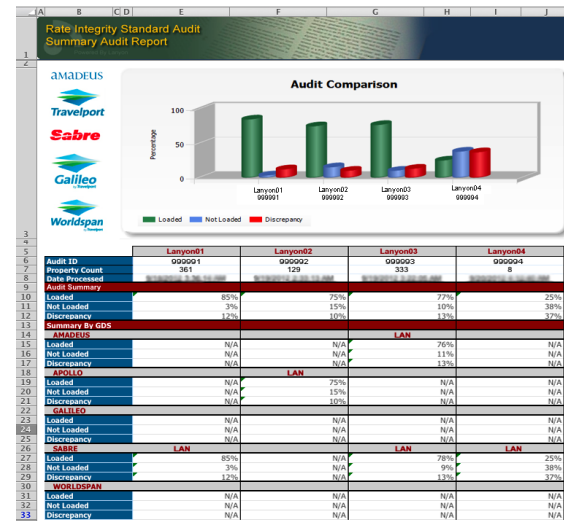


A popup window will confirm the report has been generated.

The system will provide an .xls file containing summary totals for each Audit and GDS for the requested audits. (Note: all Five GDS titles will show regardless if all five GDS's were run on the selected audits.)

The report contains the following information:

- Summary Graph** - displays a set of three bars for each Audit that was selected to process. The graphs are displayed on a scale of 0 to 100 percent.
 - Green** = Loaded, **Blue** = Not Loaded, **Red** = Discrepancy.
- Account Name** - shows the account name associated with the audit. If Multiple audits being summarized are from the same account name this header will merge and center over the group.
- Audit ID** - ID for the selected audit
- Property Count** - the number of properties processed
- Date Processed** - the date the audit was run



- **Audit Summary** - the overall percentages based on all the GDS's processed within the individual audit.
- **Summary by GDS** - shows the Loaded, Not Loaded and Discrepant percentages for a given GDS within the individual audit.

GDS Usage Reports

The GDS Usage report provides a breakdown of the GDS requests made by Rate Audit, Rate Integrity and Reverse Audit by account. The report can be run by selecting a date range, account and which GDS's to include along with which type of audit. After the options are selected, clicking the build report button will process the report.

The report contains the following information:

- **Report Range** - the date range of the usage report
- **Include (GDS Name)** – the GDS included
- **Audit ID** - ID for the audits included
- **Customer Account ID** – customer/report name
- **Individual Uploaded Property Counts** - number of properties processed
- **Audit Was Performed on this GDS** - Yes/ No for each GDS inclusion on the audit
- **Number of GDS's Queried** - GDS requests per audit
- **Number of GDS's x Property Count** - calculates GDS's multiplied by properties
- **Number of Seasons Checked** – number of seasons per audit
- **Actual Number of Properties Audited** - how many properties contained data
- **Total Audit(s) Performed** - number of properties audited per audit
- **{GDS} Requests** – numbers requested for selected GDS
- **Total GDS Request(s)** - total requests for all GDS's

Rate Audit Summary
GDS Usage

GDS Usage Reports

Type of Report to Build

Rate Audit

Rate Availability

Reverse Audit

Start Date : End Date :

GDSs To Include

Amadeus Apollo Galileo

Sabre Worldspan

LanyonMaster GDS Usage Report
12/4/2017 9:48:40 AM

Report Range	10/5/2017 - 12/4/2017 (60 Days)	
Include Amadeus	Yes	
Include Apollo	No	
Include Galileo	No	
Include Sabre	No	
Include Worldspan	No	

Audit ID	Customer Account ID	Individual Uploaded Property Count(s)	Audit Was Performed On This GDS	Number Of GDS's Queried	Number of GDS's x Property Count	Number of Seasons Checked	Actual Number of Properties Audited	Total Audit(s) Performed	Amadeus Requests	Total GDS Request(s)
15574	Bose Corp 2018	1	No	0	0	8	1	0	0	0
15619	Bose Corp 2018	1	No	0	0	8	1	0	0	0
Totals		2		0	0	16	2	0	0	0

NOTE
Total Audit Count is calculated by taking the total GDS count and multiplying by the total number of seasons. Even though a single season can check up to 5 dates (based on the corporate rules you have established) a complete season is counted as One date check.
Therefore you end up the following formula:
(Number of GDS's Queried) x (Number of Seasons Checked) = Total Audits Performed

GDS Transaction Totals
0 (zero) - Selected GDS has no transactions performed for one or more reasons (Please review original input file for errors).
Blank(s) - GDS not selected for auditing.


An "Audit" is a single property checked on a single GDS for a single date.

Reverse Audit

Reverse audit allows customers to run an audit of properties near their selected list of hotels to determine if any nearby hotels have loaded program or consortia rates for unaccepted companies. In the industry, this is referred to as a “squatter audit”.

Some of the features Reverse Audit contains are following:































- **Detect unauthorized hotels** - Quickly identify hotels that are outside of the preferred program who are offering negotiated rates. Eliminates non-preferred or “squating” hotel, reduces traveler confusion and prevents dilution of room nights at preferred hotels, ensuring better negotiation power.
- **Detail reporting** - Based on accepted hotels in the program, Lanyon filters audit results and provides a report identifying offending properties, errors (invalid Rate Access Code), and hotel contact information.
- **Integrated email notifications** - Customize and generate email notifications to offending hotels.


Greater Solutions for Meetings, Events & Travel
Corporate Admin LanyonMaster Help & Support [Change Account](#) Home Log Out

Rate Integrity
Administration
Reports

Rate Audit
Rate Availability
Reverse Audit

+












Audit ID		Scheduled Run Time	Processing Started	Processing Completed	Customer Account ID						Notifications	Status
						Ama	Apollo	Galileo	Sabre	Worlds		
1000	  	Jul 8, 2015, 9:04:48 AM	2015-07-08T09:04:57.227	2015-07-08T09:05:31.703	Merk		✓	✓	✓	✓		Complete
1001	  	Jul 14, 2015, 12:15:27 PM	2015-07-14T12:15:33.037	2015-07-14T12:15:48.217	Email notification					✓		Complete
1002	  	Jul 14, 2015, 12:35:38 PM	2015-07-14T12:35:39.150	2015-07-14T12:35:45.453	Travel Leaders Select 15							Complete
1003	  	Sep 24, 2015, 12:02:55 PM	2015-09-24T12:02:13.130	2015-09-24T12:02:33.270	Microsoft 2016		✓		✓	✓		Complete
1004	  	Sep 24, 2015, 12:35:29 PM	2015-09-24T12:34:42.623	2015-09-24T12:34:53.107	Reverse Audit Test			✓		✓		Complete
1005	  	Sep 24, 2015, 12:51:37 PM	2015-09-24T12:50:47.777	2015-09-24T12:51:08.650	Microsoft 2016		✓		✓			Complete
1006	  	Sep 24, 2015, 1:09:20 PM	2015-09-24T13:08:30.690	2015-09-24T13:08:46.117	MSD CQ NYC Test				✓			Complete
1007	  	Sep 24, 2015, 3:27:14 PM	2015-09-24T15:26:24.663	2015-09-24T15:27:01.760	Lanyon Reverse Test		✓		✓			Complete
1011	  	Sep 25, 2015, 9:33:52 AM	2015-09-25T09:33:00.797	2015-09-25T09:33:11.607	MSD CQ NYC Test				✓		Reverse Audit Template 2	Complete
1015	  	Sep 25, 2015, 10:54:08 AM	2015-09-25T10:53:17.097	2015-09-25T10:53:38.017	adidas				✓	✓	Reverse Audit Email Template	Complete

1 2 3 4 5 ... ▶

1 - 10 of 92 items

Dashboard Icons

The following section will breakdown the icons found on the Reverse Audit Dashboard with a description of their functionality.

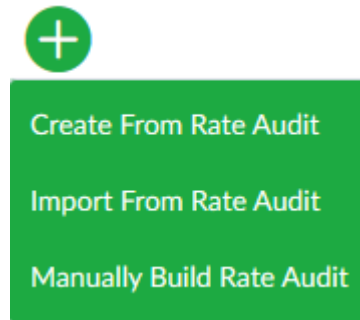
Icon	Name	Description	
	Create New Audit	Create, import or build a new Reverse Audit	
	Audit Processing	Shows a processing audit	
	Scheduled	Shows an audit scheduled to run at a specific time	
	Audit Completed	Shows that an audit is completed	
	Download	Downloads the selected audit	
	Chart Audit	Opens the Results Summary Graph	
	Reports	Data summaries from the selected audit runs.	
	Notification	Edit, modify and maintain notification templates	
	Rate Audit Reports	Rate Audit Summary and GDS Usage Reports	
	Edit Audit	Allows modification of an audit	

Creating a Reverse Audit

Clicking the Create New Audit button will give the user three options:

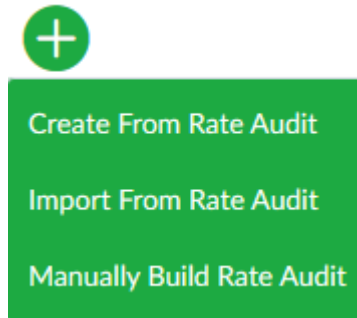
- **Create From Rate Audit** - This option allows a previous Rate Audit to serve as the foundation for Reverse Audit creation.
- **Import Rate Audit File** - This option allows a Rate Audit input file to be used to create a Reverse Audit.
- **Manually Build Reverse Audit** - This option uses a form to create a Reverse Audit manually.

The three options for creating a Reverse Audit have a unique Step 1 and identical Steps 2 and 3. The User Guide will detail Step 1 for each of the three above options then detail a single Step 2 and Step 3.



Step 1: Create from Rate Audit

To create a Reverse Audit From Rate Audit, click the Create New Audit button and select the Create From Rate Audit option. Reverse Audit uses a previous Standard Rate Audit as a template. After Create From Rate Audit has been clicked, select from the list of available Standard Rate Audits and then click the Next button to go to Step 2.



Rate Audit	Rate Availability	Reverse Audit
Step 1: Import From Existing Rate Audit (Select audit to import)		
Audit ID	Name	
15824	Bose Corp 2018	
15822	Bose Corp 2018	
15810	TEST Starbucks 2018	
15809	TEST Starbucks 2018	
15808	TEST Starbucks 2018	
15785	Thermo Fisher AC	
15784	Thermo Fisher AC	
15783	Thermo Fisher AC	
15782	Thermo Fisher AC	
15781	Thermo Fisher AC	
15778	AT&T 2017	
15777	AT&T 2017	
15773	AT&T 2017	
15767	AT&T 2017	
15764	AT&T 2017	

[Next](#)

Step 1: Import From Rate Audit - File

To create a Reverse Audit by importing a Rate Audit File, click the Create New Audit button and select the Import Rate Audit File option. Once the Import Rate Audit File option has been clicked, click the Select Files button to select the Rate Audit file from the dialog box. After the file has been uploaded click the Next button to proceed to Step 2.



Create From Rate Audit

Import From Rate Audit

Manually Build Rate Audit

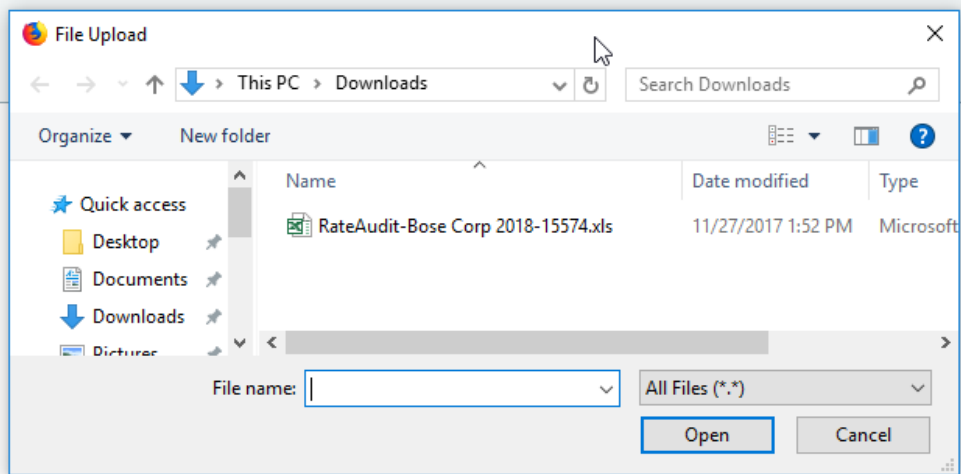
Rate Audit

Rate Availability

Reverse Audit

Import From Rate Audit

Select files...



Rate Audit

Rate Availability

Reverse Audit

Import From Rate Audit

Select files...

RateAudit-Bose Corp 2018-15574.xls

Total Property Count to be Audited: 1

Next

Step 1: Manually Build Reverse Audit

To manually create a Reverse Audit, click the Create New Audit button and select the Manually Build Reverse Audit option. On the Manually Build Reverse Audit page, information such as Account ID, Account Name and Contract Period can be used to create the criteria for Reverse Audit. Once all fields and properties have been added, the Next button will appear, click to proceed to Step 2.



Create From Rate Audit

Import From Rate Audit

Manually Build Rate Audit

Rate Audit Rate Availability Reverse Audit

Manually Build Rate Audit

Build Rate audit for Reverse audit

Account ID: Account Name: RFP Contract Period:

GDS Selection: Audit Amadeus Audit Apollo Audit Galileo Audit Sabre Audit Worldspan

Sabre PCC:

Corporate
 Negotiated
 Consortia

Rate Access Code Filters:

Properties in Program

[+ Add New Record](#)

Delete	Property	Address	City	State/Province	Postal Code	Country	Hotel Chain Code	Amadeus Chain Code	Amadeus Prop Code	A
	HotelA									

1 - 1 of 1 Items

[Next](#)

Step 2: Chain Codes / In Program

Step 2 contains two areas:

Chain Codes

This section manages the chain codes to include or exclude in the Reverse Audit. Chain codes are added by typing the code in the search bar and clicking the plus button. They will show under the search bar.

Step 2: Chain Codes / In Program

Chain Codes

Include
 Exclude

YX X

The chain codes search has four options:

- **Include** – Properties belonging to displayed chain code are designated as approved in the program and will not return in the Reverse Audit results.
- **Exclude** – The Exclude option will return properties with the displayed chain codes that have unauthorized program rates.
- **All** – Clicking the All button will populate every chain code available from the rate audit input.
- **Clear** – The clear button will remove all displayed chain codes from the search.

Rate Audit Rate Availability Reverse Audit

Step 2: Chain Codes / In Program

Chain Codes

Include
 Exclude

Properties in Program

The available properties are search points that the user may select to include in the audit by adding a check mark in the selection box. During the Reverse Audit, Cvent searches within the selected radius around these search points, for unauthorized rates offered by other hotels.

Properties In Program									
<input checked="" type="checkbox"/>	Property	Amadeus Chain Code	Apollo Chain Code	Galileo Chain Code	Sabre Chain Code	Worldspan Chain Code	Address	City	State/Province
<input checked="" type="checkbox"/>	Engimatt City-Gardenhotel	YX	YX	YX	YX	YX	Engimattstr. 14	Zurich	
<input type="checkbox"/>	HOTEL ERWIN VENICE BEACH	WV	WV	WV	WV	WV	1697 PACIFIC AVE	Los Angeles	
<input checked="" type="checkbox"/>	Westminster	WK	WK	WK	WK	WK	13, rue de la Paix	Paris	
<input type="checkbox"/>	W Chicago - Lakeshore	WH	WH	WH	WH	WH	644 N LAKE SHORE DRIVE	Chicago	
<input checked="" type="checkbox"/>	Maldron Hotel Pearse Street (Formerly Pearse Hotel)	UI	UI	UI	UI	UI	Pearse Street 98-107	Dublin	

After selecting chain codes and properties, click the Next button to move to Step 3.

Step 3: Audit Details and Search Points

Details

The details section contains the following input and selections:

- Account ID, Account Name, Search Radius, Date of Stay, GDS and Rate Access Code filters are available for input or modification if prepopulated.
- **Date to Schedule Audit** – Ability to run a Reverse Audit in the future.
- **Notification templates** – Select a preconfigured email template to send Reverse Audit results to properties.

Step 3: Audit Details and Search Points

Details

Account ID * TEST Starbucks 2018 Account Name * TEST Starbucks Search Radius (mi.) 20 Max 20 Date of stay * 3/28/2018

GDS Amadeus Apollo Galileo Sabre Worldspan

Rate Access Code Filters

Keyword To Add **Add Keyword**

Original Imported Keyword List
"STARBUCKS";"STARBUCK"

STARBUCKS
STARBUCK

Processing Details

Schedule Audit

Run Audit Now

Schedule Job to Run At: 2/27/2018 7:00:00 AM

EnableNotifications Notification Template: No Assigned Notification Template

Search Points

The Search Points section allows the user to specify an area to identify “squatter” properties. Clicking the Add button will begin the search point process.

Search Points

+ Add

Action	Name	Radius	Latitude	Longitude	Address
No records available.					

On the Select a Search Point Screen, the user will select a search point by “Lookup Airport Code” or “Lookup Address” and click the Lookup Address button.

Select a Search Point

Address / Airport Code Search

Lookup Airport Code
 Lookup Address
 Search Radius (mi.) Max 20

Search Address/Airport Code Lookup Address

Search Area

Search Point

Name* Type:

Address*

Geocode*

Cancel Ok

The location details will display in the Search Point section, click the Ok button to return to Step 3.

After returning to Step 3, and additional search points or click the Submit button to process the Reverse Audit.

Search Points

+ Add

Action	Name	Radius	Latitude	Longitude	Address
	W Paris Opera Hotel	5	48.872224	2.333382	4 Rue Meyerbeer, 75009 Paris, France

0 - 0 of 0 Items

Previous Submit

Rate Audit Rollup Logic

Rollup logic refers to the process of transitioning status states from the lower season levels up through the overall property level. The rollup logic utilized by Rate Audit, allows the system to present an overall status result for a property even though that property may be checked against multiple seasons and/or multiple GDS's. Rollup logic is very straightforward to follow once you understand the basics of how it works.

Each Season that is checked by the system will result in one of four base status codes. These are Loaded, Loaded Lower, Loaded Higher, and Not Loaded. For the sake of rollup, we condense this set into Loaded, Not Loaded and Discrepancy. Loaded and Loaded Lower are both treated as a Loaded state and Loaded Higher or any error code is treated as a Discrepancy.

The system then compares all four seasons to establish the overall status of the GDS. The logic for this rollup is performed as follows:

- 1) If all four Seasons show Loaded, the overall GDS level result will show as loaded.
- 2) If all four Seasons show as Not Loaded, the overall GDS level result will show as Not Loaded
- 3) Any other combination of the four seasons will result in an overall status of Discrepancy.

Once a set of overall status states has been established at the GDS Detail level, the information is then used to roll up to the overall status or property level.

This logic is based on the five GDS's combined overall result states and runs as follows:

- 1) If all five GDS's show Loaded, then the overall status for the property is Loaded.
- 2) If all five GDS's show Not Loaded, then the overall status for the property is shown as Not Loaded.
- 3) Any other combination of status codes will be shown as Discrepancy.

Once this status set is determined, the system has the overall "Status" of a property.