

# IDEaS G3 RMS | Reservation & Business Practices

## About this Guide

To create the best possible forecasts and decisions, G3 RMS needs good data from your Reservation System. These recommendations ensure that the system performs optimally.

## Business Practices

<b>Changes to Hotel Capacity</b>	If you are planning changes to the hotel capacity, review the <a href="#">Best Practices for changing the Room Class setup</a> . Discuss hotel capacity changes with your IDEaS representative before you apply them in the PMS.
<b>Complimentary Upgrades</b>	Read this <a href="#">Help topic</a> to understand how G3 RMS differentiates between the room a guest booked versus the room in which a guest stayed.
<b>Removing or Changing Market Segments in your Reservation System</b>	<p>Do not delete old or unused market segments. Instead, change them to inactive. Deleting them causes problems with the data that G3 RMS receives.</p> <p>Discuss any market segment changes with your IDEaS representative before you apply them in the Reservation System (typically your PMS or CRS). These changes might require a chargeable system rebuild or re-assigning attributes in G3 RMS.</p>
<b>Removing or Changing Room Types</b>	Making room type changes in your reservation system after you set up G3 RMS might impact the system's ability to produce the best possible forecast and decisions. Before you make any changes, review the <a href="#">Best Practices for changing the Room Class setup</a> .
<b>Periods of Restricted Inventory</b>	Read this <a href="#">Help topic</a> to understand best practices for working with G3 RMS when a large portion your rooms are unavailable.
<b>Placing rooms Out of Order (or equivalent status)</b>	<p>When you physically can't sell a room (for example, because it requires repair), G3 RMS needs to consider the reduced capacity in its optimization. Share this information by placing the room Out of Order in the reservation system that provides data to G3 RMS (typically your PMS or CRS).</p> <p>Do not place rooms Out of Order to temporarily hold rooms. For example, a high-value guest wants you to hold a specific room for some days until they decide. You want to avoid selling the room to someone else in the meantime. In that case, make a reservation and cancel it if the guest doesn't confirm. This way, the system learns the wash pattern for this type of business. If you place the room Out of Order, the forecast and decisions may change due to the capacity fluctuations, and the system doesn't learn any patterns.</p> <p>See <a href="#">Periods of Restricted Inventory</a> for working with G3 RMS when a large number of your rooms are unavailable.</p>

## Reservation Practices

### Cancellations and No-Shows

For the best possible overbooking decisions, G3 RMS needs to know how much of your business cancels before arrival or never arrives and no-shows. That is because cancellations and no-shows (together with group cut-off) directly impact how G3 RMS calculates Wash. Therefore, correctly record cancellations and no-shows in the reservation system that sends data to G3 RMS (typically your PMS or CRS). Reservations should not be checked in or “through” for these situations.

### Component Rooms

If your property uses the Component Rooms module, review [Component Rooms Reservation Practices](#).

### Day Use Rooms

G3 RMS excludes all bookings with a zero-night length of stay in its optimization. If you keep Day Use Rooms checked in overnight, consider using a market segment with the [Forecast](#) Type of None. This way, the system’s forecast is the same as business on books.

Note that your integration determines if G3 RMS displays revenue and occupancy data from Day Use reservations. If you are unsure about your integration, contact your IDeaS representative.

### Market Segment and Rate Integrity

Define clear standards for assigning market segments and rate codes to reservations and regularly check their observance. Good practices here lead to [“clean” Market Segments](#) with clearly defined patterns. Clean market segments mean lower uncertainty, which means better forecasts and decisions.

- Record rates on all reservations. Ensure that the rate code and the market segment are correct. For example, if a BAR reservation is changed to Corporate, the market segment should also be changed. Note that some integrations don’t send market segment changes during the stay to G3 RMS. If you are unsure, contact your IDeaS representative.
- Check that the reservation team doesn’t override the rate code values. For example, if BAR is 200, a team member shouldn’t override that to 100. Instead, they should use a discount rate code if the lower price is needed.
- Help the reservations team avoid shortcuts that might cause incorrect data in G3 RMS. For example, use mandatory reservation fields so that everybody must complete each reservation with the necessary information.

### Group Block Management

Following best practices in this area is a key requirement for G3 RMS to provide the best possible forecasts and decisions. For details on how to set up group blocks in your reservation system, review the [Group Block Business Practices](#). These practices also contain important considerations if you don’t use a block booking method for making group reservations.

## Reservation Practices

### Manually entered reservations

Avoid a backlog of reservations that you need to enter manually, for example reservations received via fax or email from an OTA. A large backlog means that G3 RMS does not get accurate information about cancellations and new reservations, and the system will have incorrect On Books data. Backlogs also mean that the system does not receive accurate information about when business materializes, and its booking pace expectations may be off.

### Multi-Unit or Multi-Room Reservations

Don't create reservations for multiple rooms in the same reservation record (except for Group Blocks). Split reservations that use multiple rooms into individual reservations.

If you are using the Opera API, there is no field for the number of rooms in the data sent to G3 RMS. If you don't split the reservation, G3 RMS doesn't know that multiple rooms exist. Regardless, the Opera PMS requires multiple rooms to be split into individual reservations when checking the rooms into the hotel. For this reason, Opera provides better data to G3 RMS because it requires that rooms be split when assigned, avoiding reservation records being created on or very near to the day of arrival.

### Pre-registered guests

How do you handle guests that book and agree to pay for the night before their arrival date, because they are arriving very early that day and want a guaranteed room? As a best practice, we recommend that you do not let them run as no-shows. Instead, check them in the night before their arrival date with zero guests, then update the number of guests when they arrive at the hotel.

### Rate Query

To pick a rate and rate value, your reservations team may use the rate query or similar functionality in the reservation system, or an availability and rate spreadsheet. In either case, we recommend that you review override rights and look for opportunities to avoid reservations errors. The objective is to ensure that the rates sold by your reservations team match G3 RMS' expectations of what will be sold based on its optimization and its controls.

G3 RMS is a decision system, which means that it expects its controls will be deployed and lead to the forecasted results. And G3 RMS is self-learning, meaning it constantly measures its expectations against the actual results in the next extract from the reservation system that provides data to G3 RMS. G3 RMS applies what it learns and any changes in business conditions in the next cycle. Simplified, if G3 RMS prices BAR at \$200 and expects to sell 10 rooms and then none are sold, it can learn from that and adjust forecasts and pricing if necessary. But if instead 10 rooms are sold at a BAR of \$150 because the reservations team does not follow the rate query, those reservations inconsistencies eventually impact the quality of the system's forecast and decisions.

## Reservation Practices

**Reservation Types** With the daily data extracts, G3 RMS receives reservations and blocks with reservation types or statuses that reduce the available capacity. Review and follow the [Group Block Business Practices](#) to ensure G3 RMS knows the truth about the available capacity.

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**Room changes or reservation extensions**

Move or extend the original reservation rather than making a new reservation.

For example, a guest booked an LOS4 reservation. They check in and do not like the room but cannot be moved to a preferred room until the next day. If you make a new reservation for the move on day 2, then G3 RMS sees demand for one LOS1 and one LOS3 reservation, instead of the correct demand for one LOS4 reservation. It also incorrectly sees the LOS3 reservation as same-day demand. Keep in mind that G3 RMS does not collect any personal information from reservations, so it cannot know that the two reservations are for the same guest.

To hold the new room in your PMS for the move on the next day, place it Out of Service or use a similar status that doesn't deduct from available inventory.

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**Room Types**

Correctly record the room type that a guest booked versus the room type that you allocated to the guest (the "stayed" room type). Knowing the difference between the booked and the stayed room type helps G3 RMS understand demand by Room Class. For example, when a guest books a Standard room type and, at check-in, gets a free upgrade to a Suite, then G3 RMS understands that this demand represents Standard and not Suite demand. See Complimentary Upgrades for more information.

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**Same day release reservations**

Some properties offer the option to reserve a room without a payment guarantee and then release such reservations on the day of arrival. If this applies to your property, cancel the reservations on the arrival date and don't record them as no-shows.

If you record released reservations as no-shows without payment, be consistent. That way, G3 RMS learns to expect more no-shows. But if you cancel such reservations on some days and let them run as no-shows on other days, it creates uncertainty. That keeps G3 RMS from producing the best possible forecast of last-minute wash.

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**Share or Share-With Reservations**

Some reservation systems allow you to assign multiple reservations to one room. This is useful when guests need more than one name on a reservation, for example for billing purposes. Note that G3 RMS sees share reservations as only one booking. Depending on your integration, your reservation system sends it as one or G3 RMS combines it into one.