IDeaS G3 RMS: Reopening Checklist

Follow these G3 RMS steps when you reopen or when your property comes back from a significant disruption to your demand. These steps relate to the information provided in Managing G3 RMS During Demand Disruptions.

As always, reach out to IDeaS support if you need help with any of these steps.

1) Housekeeping Items

Confirm with your IDeaS Contact

☐ When does your property plan to re-open?

☐ Do you need to change the times of Intraday or Business Day End processing?

Adjust Out of Order Rooms

☐ Adjust the number of Out of Order rooms in the Reservation System, if needed.

☐ If you used Out of Order Overrides, ensure that your entries are accurate.

Manage Limited Capacity

☐ **If your inventory is restricted, but not due to low demand:**
Place rooms Out of Order that you can't sell. For example, you might have restricted capacity due to health guidelines. Or you can't use rooms for a few days after guests check out.

☐ **If you can sell the rooms in case demand increases:**
If the reservation system has the functionality, use a status that doesn't reduce the available inventory.

If the reservation system doesn't have such a status, use Out of Order Overrides to tell G3 RMS what the correct inventory is. That ensures the best possible forecasts.

☐ **If more than 20% of your inventory is Out of Order:**
After seven days, you get an Out of Order Rooms Present in Hotel Data Alert. Select **Constraint Not Intended - Do Not Ignore** to action this Alert.

For more information, see During Recovery, My Property Opens with Limited Capacity.

Adjust Special Events

☐ Follow the guidance on Special Events. That applies to events in the impacted period, those in the future, and how to handle recurring events.

Adjust to Changes in your Competitive Landscape

As business returns, review your Rate Shopping Configuration regularly. The list of open competitors and their pricing might change.

☐ Exclude competitors that are closed or no longer relevant. Use Ignore Competitor Data.

☐ Adjust your Competitive Market Position Constraints if competitors re-open or make big price changes.

For more information, see Pricing and Rate Shopping Questions.

Review Projections (for Limited Data Builds)

☐ If your property uses a Limited Data Build, do you need to update your Projected Rooms Sold and Revenue?

2) Let's Focus on Maximizing Revenues

Capture Available Demand

For best results, review your setup. See examples below.

☐ Do you need to adjust your price range to be competitive and maximize revenue from the available demand? Or do you need to revert changes made during the disruption? If so, adjust:
  o [Floor and Ceiling](#) (for Continuous Pricing) or [Rate Plan](#) configuration
  o [Linked Products](#) configuration, if used.
  o [Cancel/Re-Book or Price Drop](#) restrictions, if used.

☐ Demand might return at different speeds for lower value versus more luxurious room types.
  o Review [Minimum Price Differentials](#)
  o [Offsets](#) and [Supplements](#) (for Continuous Pricing)

☐ If your mix of available inventory changed, does it align with the new demand? Ensure you aren't too restrictive:
  o Can you allow [overbooking](#) for more room types?
  o Does your [Upgrade Path](#) allow you to capture the new demand?

Review Other Opportunities

Review other constraints that can prevent you from capturing the available demand:

☐ If you renegotiated contracts or adjusted discount percentages, do you need to change your [Restriction](#) Configuration? Any changes to your [Channel Costs](#)?

☐ Review Group Pricing:

  o Do you need to adjust your [group price range](#) to be competitive?
  o Should you make changes to which [room types](#) are available for Group Evaluations.
  o If used, is your required [Minimum Profit](#) Percentage still appropriate?
  o If you use IDeaS SmartSpace or [Function Space](#), review their setup.

Review Forecasts and Decisions

We don't always know what recovery will look like. That means forecasts have higher uncertainty than normal, especially long term.

☐ Focus on reviewing the near future, where you are likely more confident in what you know.

☐ If forecasts appear too high or too low, it might be because G3 RMS has very little data to learn from. See [Why Might G3 RMS Not React Aggressively to Changes in the Recent Past?](#)

☐ Normally, you use G3 RMS to manage by exception. Until you understand the new business patterns, you might have to review data in the system more regularly.

☐ Review the forecast and decisions for:

  o Existing overrides. Are they still relevant?
  o Next year, compared to the disrupted period.
  o Special Event dates.

☐ Use overrides to share what you know. For broader concerns, open a case.

  For specific guidance, see [How Do I Review My Forecast During the Disruption](#).

Leverage G3 RMS

☐ What you want to know has probably changed. Review the setup of your [Notifications](#):
- o Are the thresholds still correct? During recovery, you might want to know about smaller changes.
- o Does that vary between the near and the far booking window? Note that these values likely change as business picks up.
- o Review Notifications that compare to last year. They might not be meaningful anymore.
- o To help you with future strategic or contracting decisions, monitor changes in business mix at the Forecast Group Level. For example, from pre-paid to more flexible offers. Or from room-only to packaged offers.
- o Use Last Room Value Notifications to learn when demand starts to exceed available capacity.

☐ Measure your recovery by reviewing On Books data compared to a normal year in the past (such as Same Time Last Year or Two Years ago) in the [Data Extraction report](#) and the [At a Glance](#) and [Business Analysis](#) dashboards.

☐ Review your [Scheduled](#) Reports and make changes, if needed.

☐ Learn the "new normal" for pace and pick up by using:

- o Business Analysis dashboard – [Data Details](#).
- o [Pick-up/Change](#) report.
- o [Performance Comparison](#) report: for a bigger picture view, to compare one period to another or specific Special Events.