QUICK NEGOTIATED RATE TROUBLESHOOTING GUIDE – RVNG

There can be many reasons why a rate is not bookable.

Please ensure you have the following information before you troubleshoot;

1) Which rate plan is the TA having an issue with?
2) Which GDS is the TA having issue with?
3) What date is the TA trying to book?
4) Rate loading instructions of company TA is trying to book?
5) What command is the TA using when booking?
6) Screen shot of what returns when TA tries to book?

RVNG:

- Check contract has a valid end date.
- Check rate is set up correctly with rates and availability
  - Rate set up – end date / end active date is valid
  - Rate set up – requires contract is ticked
  - Rate set up – notify is ticked
  - Rate set up – primary rate category is loaded as negotiated / consortia whichever is relevant
  - Contracts – make sure that correct contract is attached
  - Channels (Conversions) - ensure that only the GDS's stated on rate loading instructions are loaded with valid dates (preferably no end date). Ensure EAP also has a code attached (this should be the same as the contract access code).
  - Channels (Filters) – ensure that there are either no filters loaded or that whatever is loaded to this field is "excluded". If loaded as "included", means that no other channel is able to book.
  - Status – highlight room under the rate name. Check that date trying is not closed or has any restrictions loaded.
  - Add Rate – ensure that there are valid rates loaded

Once you have checked all the above and found not issue please contact out client support as further checks are needed. Please provide them with all the relevant information from point 1 to 6.