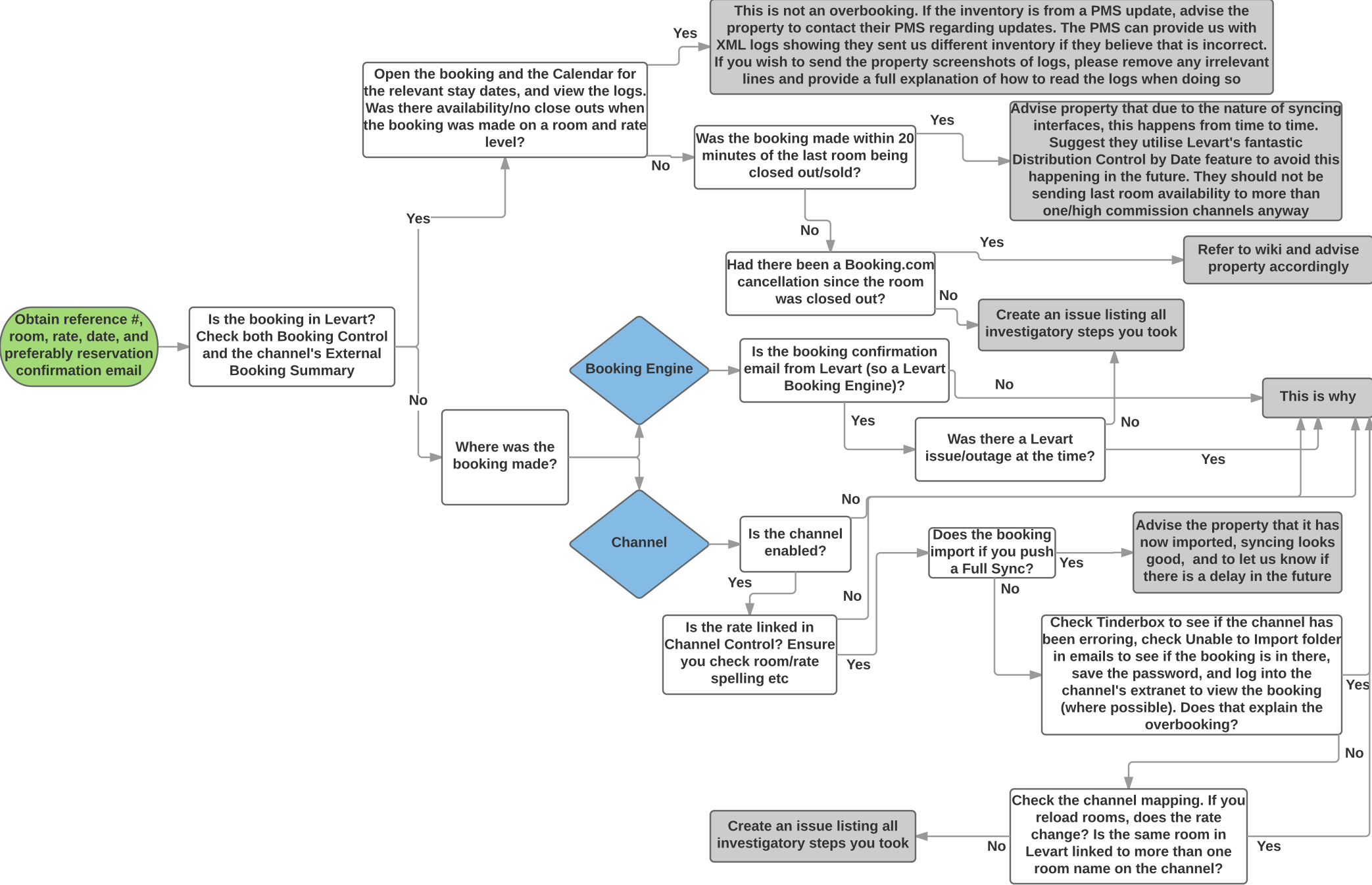


# OVERBOOKING PROCEDURE



Obtain reference #, room, rate, date, and preferably reservation confirmation email

Is the booking in Levart? Check both Booking Control and the channel's External Booking Summary

Open the booking and the Calendar for the relevant stay dates, and view the logs. Was there availability/no close outs when the booking was made on a room and rate level?

This is not an overbooking. If the inventory is from a PMS update, advise the property to contact their PMS regarding updates. The PMS can provide us with XML logs showing they sent us different inventory if they believe that is incorrect. If you wish to send the property screenshots of logs, please remove any irrelevant lines and provide a full explanation of how to read the logs when doing so

Advise property that due to the nature of syncing interfaces, this happens from time to time. Suggest they utilise Levart's fantastic Distribution Control by Date feature to avoid this happening in the future. They should not be sending last room availability to more than one/high commission channels anyway

Was the booking made within 20 minutes of the last room being closed out/sold?

Refer to wiki and advise property accordingly

Had there been a Booking.com cancellation since the room was closed out?

Create an issue listing all investigatory steps you took

Is the booking confirmation email from Levart (so a Levart Booking Engine)?

This is why

Was there a Levart issue/outage at the time?

Where was the booking made?

Booking Engine

Channel

Is the channel enabled?

Does the booking import if you push a Full Sync?

Advise the property that it has now imported, syncing looks good, and to let us know if there is a delay in the future

Is the rate linked in Channel Control? Ensure you check room/rate spelling etc

Check Tinderbox to see if the channel has been erroring, check Unable to Import folder in emails to see if the booking is in there, save the password, and log into the channel's extranet to view the booking (where possible). Does that explain the overbooking?

Create an issue listing all investigatory steps you took

Check the channel mapping. If you reload rooms, does the rate change? Is the same room in Levart linked to more than one room name on the channel?