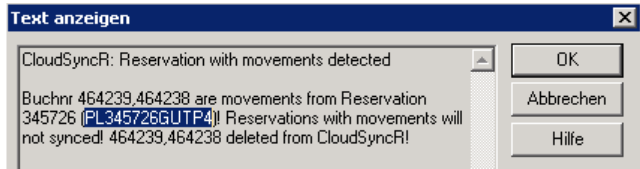




Error message in protel	Status	Explanation	Procedure
BWI: Reservation created despite of no physical availability (leistacc 74837, CRS confno 236229006-01), rt=DD WR3 (katnr 24),rc=RACK (ptgnr 12), continuing...	Warning	A reservation could not be booked properly in protel, because a room type was available for this time period on MW, but not in protel.	Check to see that the reservation has arrived in protel (Ctrl+O opens the CRS number search). Should this not be the case, resynchronize the reservation by means of the add-on module.
BW REWARD NUMBER INVALID RESERVATION SAVED WITHOUT BW REWARD ACCOUNT, FOR PROPERTY 95318, TRANSACTION ID=2070791590, OTA_HotelResNotifRQ	Warning	Reservation could not be linked to the membership number.	Membership number has been saved falsely in protel. The Best Western Rewards® number must always have 16 digits without spaces and special characters. You can check the BWR Number over the Guest Look up function under the Add On's in protel
BWI Socket connection lost for hotel 2756	Connection	The connection between the Cloud and the BW CRS has been disrupted. This can be caused by protel or by BW.	Please check the BW intranet if BW has an outage. Please check your Emails if you received one from BW or from protel BW Team. <ul style="list-style-type: none"> If this is not the case and the message will not change from "Connection LOST" to "Connection SOLVED" within the next hour, please contact the BW team. When the word "SOLVED " appears, the error message can be deleted because the connection is back up again. Please check the error messages which came in during the socket connection error and solve them.
INVALID ROOM TYPE FOR OB INVENTORY ADJUSTMENT, FOR PROPERTY 99999, TRANSACTION ID=2271386224, OTA_HotelInvAdjustRQ [token: 4e7b54387d4d42adb6b]	Error	Overbooking is not saved to the CRS or the wrong room type was used in protel.	Can be registered with your local Best Western representative.
NO GUARANTEE/CANCEL POLICY EXISTS FOR RATE CODE 1R CONTACT HELP DESK FOR PROPERTY 95490, TRANSACTION ID 760054229 OTA_HotelBookingRuleNotifRQ [token: 039006573e164c30be24]	Warning	The rate mentioned in the error message is no longer being offered and is no longer available on the Member Web.	Check in protel to see if there are any active reservations containing the respective rate. Should there not be any reservations containing the rate codes in the future <ul style="list-style-type: none"> you will need to inform Best Western that the rate can be set to "inactive". The rate code detail will now need to be shortened so that it expires. The rate code in protel must be set to "local" and the mapping must be deleted in the Cloud. Finally, the rate codes under the House Rate Plan (HP) will need to be mapped in the Cloud.



Error message in protel	Status	Explanation	Procedure
RATE CODE HE CANCEL POLICY MAY NOT BE CHANGED HOLD_CXL_ALLOWED = N FOR PROPERTY 89502, TRANSACTION ID 710863295 OTA_HotelBookingRuleNotifRQ [token: 7d4129135a2c46da8b57]	Warning	BW has fixed cancellation conditions for the HE rate codes which cannot be edited via protel. In protel, alterations have been done in the Cloud so that we can send changes made to the guarantee and cancellation conditions.	Please change the settings in the protel Cloud Center: "Online Booking" > "Rates" > "Rate codes". Unselect the "show only for WBE rates" checkbox, to be able to view the rate codes which have been mapped with Best Western. Search the rate codes that appear in the error message, click on the "Channel" tab, and unselect the "Export guarantees" checkbox. This error message should not appear during the next end of day procedure.
RATE CODE TP RATE MAY NOT BE MODIFIED BY THE PROPERTY - 99999 PROPERTY_MODIFY = N TRANSACTION ID 557784083 OTA_HotelRateAmountNotifRQ [token: 47d96d7643084ba8bc86]	Warning	We are not allowed to send any rate amount changes to CRS. The rate code is set up on CRS with "send this rate to CRS" to "no" but in protel and cloud center it is configured with "yes".	In the System Data (SD) the rate is mistakenly set to "send this rate to CRS" → "YES". Please change that setting in the SD > rate codes to → "NO". Do the same in the protel cloud center mapping for the rate code.
RATE INTEGRITY ERROR: Invalid amount, must be: FOR RATE CODE EE FOR PROPERTY 95183 TRANSACTION ID 768535701 OTA_HotelRateAmountNotifRQ [token: 361fa99e0e5742a6921d]	Warning	The EE rate sends rates to the Cloud and Best Western, which Best Western then no longer allows after going live.	For the Best Western going live procedure, you will need to select YES for the following UDFs: protel - "send rate code to CRS", Cloud - "send rate". After the going live procedure, "no" will need to be selected both in protel and in the Cloud.
UNABLE TO ALTER A PUBLISHED RATE CODE OF MY (RATE_CODE.RESORT_UPDATE_FLAG=N) [token: 579ebab0804b4035ab61]	Warning	The rate is protected, protel is not entitled to transmit any changes to Best Western; for this reason they will not be transmitted.	The settings of the rate transmission must be set to "no", see error message above.
CANNOT CHANGE CENTRAL BILL GUEST INFORMATION, FOR PROPERTY 99999, TRANSACTION ID=2070842688, OTA_HotelResNotifRQ [PL551588111430P4]	Warning	Central Bill reservations from BW are not allowed to be changed in protel. The only changes which can be done is, change amount of Pax and the room type. This is fine. But since BW sees everything as a change, this error message will appear.	Compare the reservation in protel with MW – the total rate should not be changed. When the information are the same you can just delete the error message because we have disabled everything you are NOT allowed to change (i.e. arrival date and departure date, price, cancel reservations...)
Reservation with movements detected Buchnr 464239,464238 are movements from Reservation 345726 (PL345726GUTP4)! Reservations with movements will not synced! 464239,464238 deleted from CloudSyncR!	CloudSyncR Error	There is a reservation in protel which does still contain information about a move (even moves in the past).	By double-clicking on the message, the details of the error message will open: 



There you will find the PL-Number in parentheses. Mark the PL number and copy it into the clipboard (Ctrl+V).

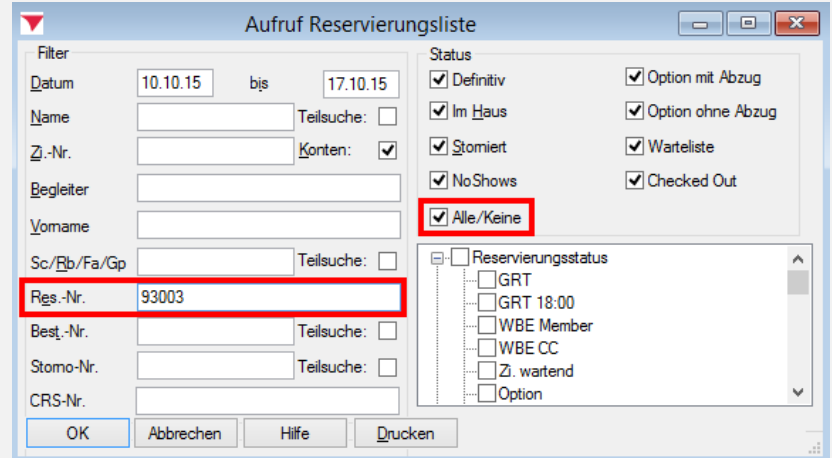
Open the reservation list by using the "Shift F9" shortcut and insert the PL number under "**Cnf.No**"

Select all of the statuses and click on "OK".

In the reservation, you will then be able to see that there had been a move in the past.

In order to avoid having the error message light up - which happens each time you open the voucher account - simply check-out the current account and create a new one.



Error message in protel	Status	Explanation	Procedure
<p>Failed to export reservation 408935 (external ID 93003) after 5 failed attempts</p>	Fail	A change made to a reservation in protel could not be transmitted to BW.	<p>You can use the "external ID 93003" to access the reservation in the reservation list under the "Res. No."</p>  <p>Set a trace to a department written with CAPITAL letters for this reservation. In doing so, the entire reservation with all its changes will once again be sent to Best Western.</p> <p>Faster way is to use the "Resend reservation" button in the navigator of the reservation.</p>
<p>INVALID CANCEL_POLICY 5 - NOT BUILT OR NO LONGER ACTIVE AT CRS. VERIFY POLICY FOR PROPERTY 97428 TRANSACTION ID 798635407 OTA_HotelBookingRuleNotifrQ</p>	Warning	A cancellation condition was generated in protel and mapped in the DCS matching.	Simply remove the mapping for these cancellation conditions (cancellation and empty bed fees).



Error message in protel	Status	Explanation	Procedure
INVALID GUARANTEE_CLASS: CENTRAL BILL - MUST BE VALID GUARANTEE CLASS (Ex. DEP, GTD, HOLD, FULLPAY) FOR PROPERTY 97270, TRANSACTION ID 798638657 OTA_HotelBookingRuleNotifRQ [token: 361fa99e0e5742a6921d]	Warning	A guarantee code was saved for a Best Western rate code or rate code detail which is not allowed to be sent to Best Western. Only the following guarantee codes are allowed to be used in protel: DEP, GTD, HOLD, FULLPAY. All other guarantee codes will be used exclusively for Best Western reservations being sent to protel.	Please check the rate codes and rate code details which had been last generated to see if a faulty guarantee code had been saved. If you do find one, replace it with a valid one. If you cannot find the rate code which caused this error message, contact the protel Support Team who will then be able to look for the token in the Cloud.
INVALID RATE PLAN 'XX' FOR ROOM SOLD ADJUST (GROUP BLOCK)	FAIL	Rate code was generated in protel, however there is no mapping with Best Western	Rate code is generated in protel. This must be additionally mapped in the Cloud Center.
INVALID ROOM TYPE FOR OB INVENTORY ADJUSTMENT.	FAIL	An entered overbooking value has not been registered with Best Western International.	Please contact your BW Affiliate office to double check which room types are registered on BW side for the overbooking.
Missing Guarantee Code in Reservation (CRS confno 651146807-01): DEPOSIT. Please add guacode to System Data and match by DCS Dialog.	Warning	A reservation containing a guarantee condition that does not correspond to the rate has been imported.	Enter guarantee code by means of the SD and DCS matching.



Error message in protel	Status	Explanation	Procedure
MPEHotel 1 / Best Western Hotel, Interface 6201 / Best Western Additional Information : Error: Availability Export: Error while sending rates to the protel Cloud	Error	Neither rates nor availabilities could be transferred to the Cloud.	<p>When you have done any changes in rates, rate amounts and overbookings during this time please resend the changes over the Add on's-> Sync Tool.</p> <p>Please double check if the changes have been overloaded in the MW.</p> <p>There is no need to double check if this error message pops up at night (0-3 am) this is caused due to a reboot of the system. With each end of day procedure, all of the rates and availabilities are resent to Best Western. Because most hotels do this at virtually the same time, Cloud congestion can occur. The changes you have made, however, will not be lost. They will be resent to the CRS with the next export.</p>
OtaHotelReservationNotificationRequest returned along with some Warnings: INVALID CREDIT CARD [PMS: PL35499361529P4, CRS: 196672303]	Info	<p>a) Due to registration requirements, Best Western sends a message for each reservation made without using a credit card</p> <p>b) Invalid credit card number</p>	<p>For informational purposes only.</p> <p>This message can be ignored or deleted if you do not save any credit cards to protel reservations.</p>
OtaHotelReservationNotificationRequest returned with an unsuccessful response. [...] = "FAIL"> CANNOT BOOK &gt; 51 WEEKS IN THE FUTURE 21-JUN-16</Error></Errors> </OTA_HotelResNotifRS> [PMS: PL34327061621P4,]	Info	<p>The Member Web synchronizes 51 weeks (350 days) in advance.</p> <p>Reservations in protel which have been generated past this time period will first be transferred when they are within this time period.</p> <p>Until then, they will be "stored" in the add-on module and can be found under "reservation without allocated BWI Confirmation numbers".</p>	No action required, error message can be deleted.
OtaHotelReservationNotificationRequest returned along with some warnings: RATE PLAN CHANGED TO HP, FOR PROPERTY 95372, TRANSACTION id=3468609494, OTA_HotelResNotifRQ [PMS: 1001201703020788-1,]	Warning	This error message appears for reservations from another channel manager, when the reservations rate code has not yet been mapped in protel Cloud.	Please open the protel Cloud and map the newly generated rate codes under HP.



Error message in protel	Status	Explanation	Procedure
OtaHotelReservationNotificationRequest returned with an unsuccessful response. [...] "FAIL">RATE PLAN DOES NOT EXIST AT CRS: FOR PROPERTY 95429, TRANSACTION ID=2381556616, OTA_HotelResNotifRQ</Error></Errors></OTA_HotelResNotifRS> [PMS: PL4305871524P,]	Fail	A new local rate code has been created in protel. It has not been mapped in the Cloud and interface cannot recognize it.	As soon as the rate code has been mapped in the Cloud with "HP", a CRS number will be allotted for the reservation and can then be taken into consideration in the availability. If this will not work automatically please use the "resend" button in the navigator.
OtaHotelReservationNotificationRequest returned along with some Warnings: RATE PLAN/ROOM TYPE COMBINATION NOT BUILT AT CRS, FOR PROPERTY 92923, TRANSACTION id=2396684050, OTA_HotelResNotifRQ [PMS: PL187699154P4, CRS: 102504070]	Warning	<ul style="list-style-type: none"> a) The number of children or adult count are higher than the bookable value, according to the interface. b) The combination of rate code and room type is not bookable, according to the interface 	For informational purposes only. This error message can be deleted when the number of adults are fine from your side.
RATE CODE TH HAS AN INACTIVE DATE OF 29-SEP-14 AT CRS. CONTACT HELP DESK OR TRANSLATE TO HP FOR PROPERTY ##### TRANSACTION ID 512577163 OTA_HotelRateAmountNotifRQ	Warning	The TH rate code is inactive in the Member Web.	The TH rate code must also be deactivated in protel (set to local). In the Cloud Center. When you do not want to use the rate code for local reservation in the future, please let the rate code detail expire. Additionally the mapping for the TH will also need to be removed and the rate code will need to be mapped for the HP rate codes as well as for all other local rate codes.
Rate with code 'FIAN' does not exist. Fallback to 'RACK'. CRS: 473381692-01 Anschließend erscheint folgende FM: Reservation could not be created (CRS confno 473381692-01), roomtype/ratecode combination is invalid (rt=Comfort (katnr 6), rc=<unknown> (ptgnr -1), no valid detail found), skipping res.	Warning	A reservation was created over the MW with a rate code, which does not exist in protel. The rate code is not created or has only been partially created and/or not yet been mapped in the Cloud Center.	Please create the rate code in protel with the information from the Member Web and the information from the Conversion Tool (from protel). Please also create the rate code details. After that please create the new BW rate code in the cloud center and map it.



Error message in protel	Status	Explanation	Procedure
res 74837, mandatory paymenttypeid is missing for new ccard entry (number xxxxxxxxxxxx1476), skipping	Warning	A payment method has not been properly generated in the system data. This can occur with a space after the name.	Inform support, please.
RESERVATION ALREADY CANCELLED BOOK_NO =779272465, transaction_id =2074873314, HOTEL_RES_ID=468626641 [PL536971111424P5]	Warning	Changes have been made to a cancelled reservation. This also occurs when a reservation is moved from a room type to an account and then changes are made to it.	Check cancellation in Member Web and protel. When the reservation is cancelled on both sides, this error message can be deleted. Example: Reservations which have been cancelled in protel, had already been cancelled in the Member Web.
Reservation update towards the PMS failed (import ID..., CRS:.....)	Exeption	A change has been made to a reservation in the Member Web. This change has not been received by protel.	Please resend the reservation from CRS to PMS with the help of our BWI Reservation Sync, which you find under the add ons. <ul style="list-style-type: none"> Under CRS number fill in the BW CRS number + -01 (i.e.: 123456789-01). Choose the option „Resend Reservation from CRS to PMS“. Click on send. Please double check if the reservation or reservation change came into protel.
ROOM TYPE K RXN 2 DOES NOT EXIST AT CRS FOR THIS PROPERTY UNDER LEVEL H CHECK ROOM TYPE TRANSLATION IN PMS FOR PROPERTY 89502 TRANSACTION ID 711094927 OTA_HotelInvCountNotifRQ [token: e25a0dc4f4e140198011]	Warning	There was a rate code which was no longer active on the Best Western side. This was the only rate code located in Level H. Because the rate code is no longer active on the Best Western side, level H also does not exist in the Member Web.	Make sure that the level mentioned in the error message no longer exists in the Member Web. Check in protel to see which rate code was located in the level. In the protel rate codes, set it to "local" and let the rate code detail expire. Make the same changes in the protel Cloud Center. Please delete the no longer required level from the Cloud and also from the rate codes in protel. Then, select the HP rate codes in the Cloud and map the no longer valid rate codes below. The error message should no longer appear during the next end of day procedure.
START_DATE OF 16-OCT-2014 IS INVALID FOR INVENTORY FOR PROPERTY ##### TRANSACTION ID 512628475 OTA_HotelInvCountNotifRQ	Warning	protel has sent a rate change to Best Western.	For informational purposes only therefore this error message can be deleted.



Error message in protel	Status	Explanation	Procedure
THE ABSOLUTE VALUE FOR OB ADJUSTMENT MUST NOT BE > CAP.	Fail	Value sent for OB is greater than allowed.	Overbooking value are set in protel with a higher amount then it is allowed for the hotel for the CRS. Please adjust the overbooking value in protel to the correct one. If you are not sure how many rooms you are allowed to set as a maximum, please contact your BW Affiliate.

contact	If you have any questions or need further assistance, please feel free to contact the protel Support Team at +49 231 915 930 or send an email to: support@protel.net .
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