

Rakuten Travel Extranet Manual for Providers

December, 2020

Sales Quality Management Group

Hotel Consulting Dept., Travel & Mobility Business

Rakuten, Inc.



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① Get Started 【Login】

https://web.travel.rakuten.co.jp/login_e/

STEP 01:
Enter User
ID &
Password

Rakuten
Travel

Welcome to Rakuten Travel

ID

Password

[Did you forget your password?](#)

*Please enable cookies on your web browser in order to use this function.

STEP 02:
Click
“Log In”

[Try the new Rakuten Travel Extranet](#)

System maintenance and other important
notifications will be displayed in this area

※NOTE※
You must change your
password
every 30 days.
Click here if you forgot
your password

① Get Started 【Forgot Password】

STEP 01:
Enter User ID &
E-mail address
for password
reset

Rakuten Travel Welcome to Rakuten Travel

Please enter your login ID and E-mail address to issue a single use passkey.
If you have not registered an E-mail address for password reset please contact us.

Login ID

E-mail

Send Single use passkey

Back to Login page

Copyright © 2013-2020 Rakuten, Inc. All Rights Reserved.
Contact Us: trv-intlhotel@mail.rakuten.com

※NOTE※
The password must be between
6 – 10 letters that contains both
alphabets and **numbers**

This function is not available if
password has been expired.
Please refer to [page 92](#) in this case.

① Get Started 【Forgot Password】

※NOTE※
Please go to “Property Information” and confirm an e-mail address to be used for reset password.
Please contact ITC to change the e-mail address and PIC name if needed

Hotel Information		Room Control	Finance
General		Hotel Property Edit	
▶ Property Information		* Items with asterisk appear on the hotel information page. Please contact us if you need to change the hotel information.	
▶ Facility & Amenity	Star Rate	2	See Details(Star Rating) >> *
▶ Cancellation Policy & Note	Zip/Postal Code		*
▶ Cancellation Policy (For Japanese Website)	Address	TOKYO	*
▶ Date and Time Setting	Phone Number	00000000000000	*
▶ Taxes and Fees	Contact: Phone Number	RT Travel OS:00000000000000	*
Booking Data Analysis	Fax Number	00000000000000	
▶ Monthly	Fax Number for Booking Notification		Please contact us if you need to change the hotel information.
▶ Daily	E-mail address for Booking Notice		
▶ Customer Review	E-mail address for password recovery	E-mail Address <input type="text" value="bella@palace.co.id"/> Name of person in charge(Alphabet only) <input type="text" value="test"/>	
	HomePage		

① Get Started 【Main Menu Display】

The screenshot shows the main menu of the Rakuten Travel Extranet. The interface includes a top navigation bar with the Rakuten Travel logo, a language selection dropdown set to 'English', and a 'Log out' button. Below this is a secondary navigation bar with tabs for 'Hotel Information', 'Room Control', and 'Finance'. The main content area is divided into four sections: 'Allotment Controls', 'Booking Controls', 'Rate Controls', and 'Main Controls'. Each section contains a list of actionable items. A 'Status' window is open in the top left corner, and a 'Manual' section is visible in the left sidebar. A bed icon is located at the bottom right of the main content area.

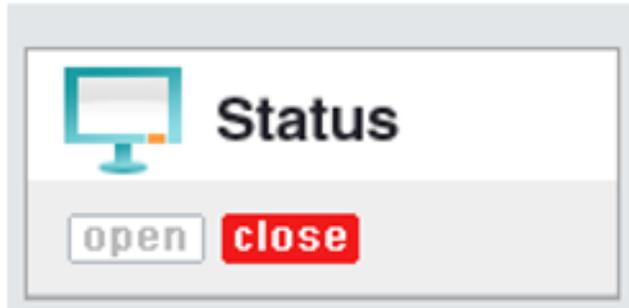
Callouts:

- Change Status (refer to page 8)**: Points to the 'Status' window in the top left.
- Main menu tab**: Points to the 'Hotel Information' tab in the secondary navigation bar.
- Change language**: Points to the 'Change Language' dropdown menu.
- log out**: Points to the 'Log out' button.

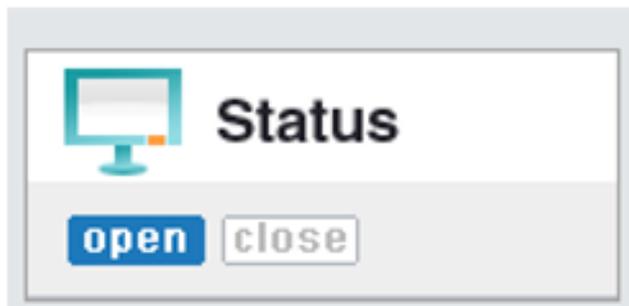
① Get Started 【“For Sale” Status】

CLOSE = STOP SELL

OPEN = FOR SALE



STEP 1:
BEFORE editing any information,
please set to “**CLOSE**”



STEP 2:
AFTER you have finished editing,
please set to “**OPEN**”

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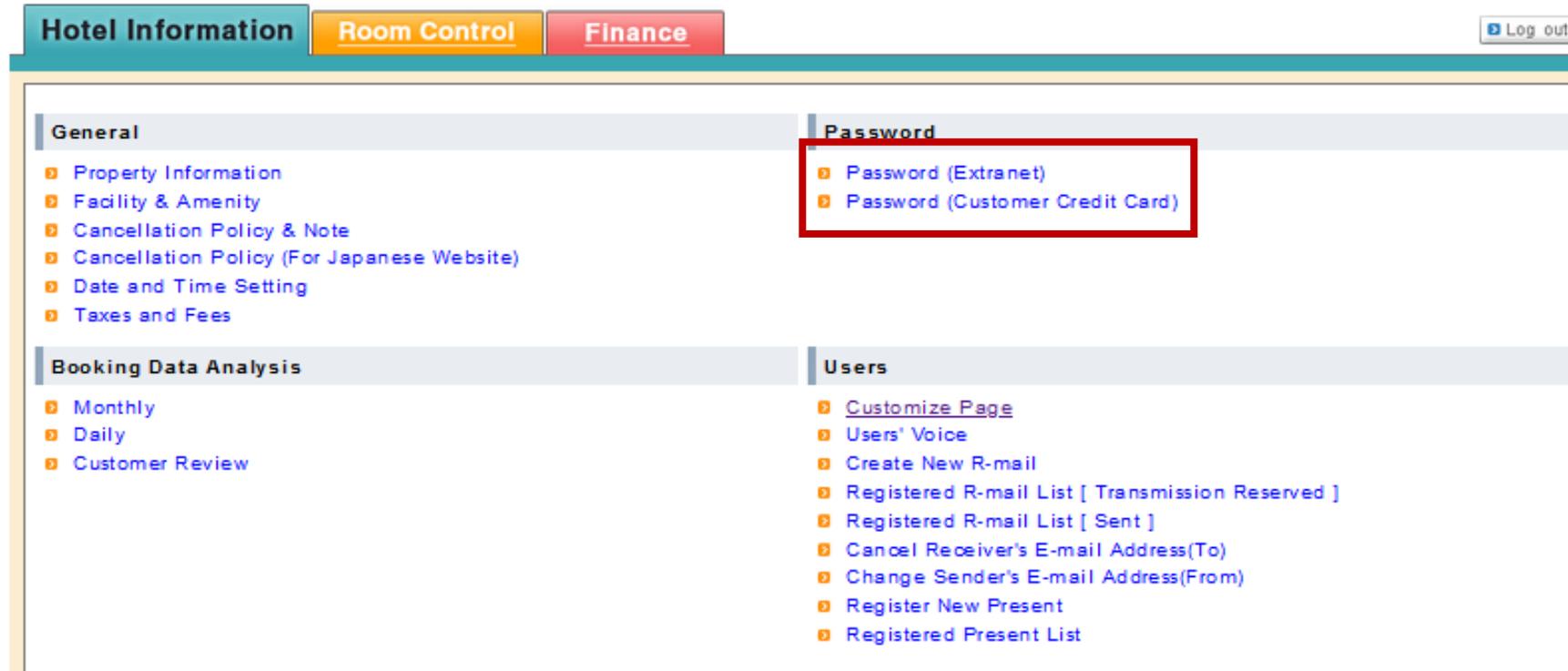
② Property Information Registration 【Hotel Information】

The screenshot shows a web interface with three tabs: 'Hotel Information' (highlighted in red), 'Room Control', and 'Finance'. A 'Log out' button is in the top right. The 'Hotel Information' tab is active, displaying a sidebar with 'General' and 'Booking Data Analysis' sections. The main content area is divided into 'Password' and 'Users' sections, each with a list of links.

General	Password
<ul style="list-style-type: none">Property InformationFacility & AmenityCancellation Policy & NoteCancellation Policy (For Japanese Website)Date and Time SettingTaxes and Fees	<ul style="list-style-type: none">Password (Extranet)Password (Customer Credit Card)
Booking Data Analysis	Users
<ul style="list-style-type: none">MonthlyDailyCustomer Review	<ul style="list-style-type: none">Customize PageUsers' VoiceCreate New R-mailRegistered R-mail List [Transmission Reserved]Registered R-mail List [Sent]Cancel Receiver's E-mail Address(To)Change Sender's E-mail Address(From)Register New PresentRegistered Present List

The functions on the Hotel Information tab are used to set general information about the property and manage some of the unique property functions of Rakuten Travel

② Property Information Registration 【Change Passwords】



Your account has two passwords, one for the Extranet and another one to access customer credit card information (CIT External)

※NOTE※

Extranet passwords expire **every 30 days**,
Account for CIT External deactivates after **90 days of inactivity**

② Property Information Registration 【Change Passwords】

Changing Passwords for 【Extranet】

The screenshot shows a web interface for changing a password. At the top, there are tabs for "Hotel Information" and "Room". Below these is a "Password Change" section with two input fields: "New Password" and "New Password(Re-enter)". A "Change" button is located below the second field. A note states: "Please enter the password more than 6 and less than 10 characters." At the bottom left, there is a "Back To Top" button.

Extranet passwords expire
every 30 days
Please change your password
before it expires

※NOTE※
Do not forget the
passwords!
If you forget them, please
use the password
recovery
(refer to [page 5](#) & [74](#))

Refresh the account for 【CIT External】

The screenshot shows an email titled "Reminder Email for Inactive user". The content includes the sender's email address "@ mail.payvault.global.rakuten.com", the subject "Subject : Reminder Email for Inactive user", and a greeting "Hello Rakuten-123456,". The main body of the email states: "This is an email from PayVault Team, Rakuten, Inc. to remind your CIT External user will expiry in 7 days." It then provides the "Username: Rakuten-123456" and instructs the user to "Please login before the expiration date or click on this [link](#) to automatically refresh the user account." A red box highlights the word "link" and a red arrow points from this box to the text in the bottom right callout. The email concludes with "There will be no other reminders after this email." and a sign-off: "Best Regards, The PayVault Team, Rakuten, Inc."

Account for CIT External deactivates
after **90 days of inactivity**
Please login to CIT External before the
expiration date or
click on the link in the e-mail to
automatically refresh your account

② Property Information Registration 【Facility and Amenities Description】

The screenshot displays a web application interface with a top navigation bar containing three tabs: 'Hotel Information' (selected), 'Room Control', and 'Finance'. A 'Log out' button is located in the top right corner. The main content area is divided into four sections:

- General**
 - Property Information
 - Facility & Amenity** (highlighted with a red box)
 - Cancellation Policy & Note
 - Cancellation Policy (For Japanese Website)
 - Date and Time Setting
 - Taxes and Fees
- Booking Data Analysis**
 - Monthly
 - Daily
 - Customer Review
- Password**
 - Password (Extranet)
 - Password (Customer Credit Card)
- Users**
 - Customize Page
 - Users' Voice
 - Create New R-mail
 - Registered R-mail List [Transmission Reserved]
 - Registered R-mail List [Sent]
 - Cancel Receiver's E-mail Address(To)
 - Change Sender's E-mail Address(From)
 - Register New Present
 - Registered Present List

In order to set a description of the facilities and amenities at your property, use the 'Facility & Amenity' option from the 'Hotel Information' tab

② Property Information Registration [Facility and Amenities Description]

In these fields, your hotel information is required.

Feature Less Than 100 Letters
This appears under your hotel name.

Parking Less Than 100 Letters

Attractions

- Beach
- Marine Sports
- Tennis
- Golf
- Cycling
- Skiing
- Skating
- Trekking
- Amusement Park
- Zoo
- Museum
- Aquarium

Sightseeing /Leisure Less Than 100 Letters

Room Amenities

- TV
- Satellite Channel
- Pay Movies
- CATV
- Telephone
- Modular Jack
- Fax
- LAN
- Wireless Internet
- Refrigerator
- Mini Bar
- Hair Dryer
- Desk Lamp
- Iron (Lending)
- CD Player
- Humidifier
- Transformer (Lending)
- Soap
- Shampoo
- Conditioner
- Toothbrush
- Razor
- Shower Cap

- Comb
- Towel
- Bathrobe
- Slippers
- Safe

Facilities

- Restaurant
- Cafe
- Sky Lounge
- Bar Lounge
- Bar
- Night Club
- Karaoke
- Public Large Bath
- Sauna
- Kids Park
- Bakery
- Shopping Arcade
- Vending Machine
- Coin-Op Laundry
- Shared washing machine (Free of charge)
- Beauty Salon
- Fitness Club
- Swimming Pool (Open during summer)
- Swimming Pool (Open year-round)
- Outdoor Swimming Pool
- Tennis Court
- Barbecue Area
- Business Center

Services

- Pets Allowed
- Laundry Service
- Computers
- Fax
- Internet Access (E-mail)
- Room Service
- Wake-Up Call
- Express Delivery
- Concierge Desk
- Money Exchange
- Babysitter

Other Services

Less Than 100 Letters

Less Than 100 Letters

Less Than 100 Letters

Barrier-Free Facilities

- Barrier-free Room
-
-
-
-
-

Special Services (Up to 3)

- Welcome Drink
- Green Tea
- Newspapers
- Early Check-In
- Late Check-Out
- Coupons

Other Privileges Less Than 100 Letters

Credit Cards*

- VISA
- JCB
- American Express
- Diner's Club
- Master Card

Note: * Credit cards entered here will appear on English hotel information page.

Credit Card Information Less Than 100 Letters

Point Collection Less Than 100 Letters

Frequent Flyer Programs Less Than 100 Letters

MISCELLANEOUS

Less Than 100 Letters

Less Than 100 Letters

Less Than 100 Letters

URL

This URL will appear on the English site.

* Less Than 2000 Letters
Please start a new line when sentences get too long.

* Place a check mark when you don't want to release it to the public.
 Closed

Update

Please do not use HTML tags.

**For the first time: check if all the information is accurate
For changing the information: please contact ITC**

② Property Information Registration 【Review Hotel Information】

The screenshot shows a web application interface with a top navigation bar containing three tabs: 'Hotel Information' (highlighted in blue), 'Room Control' (highlighted in orange), and 'Finance' (highlighted in red). A 'Log out' button is located in the top right corner. The main content area is divided into four sections:

- General**:
 - Property Information (highlighted with a red box)
 - Facility & Amenity
 - Cancellation Policy & Note
 - Cancellation Policy (For Japanese Website)
 - Date and Time Setting
 - Taxes and Fees
- Password**:
 - Password (Extranet)
 - Password (Customer Credit Card)
- Booking Data Analysis**:
 - Monthly
 - Daily
 - Customer Review
- Users**:
 - Customize Page
 - Users' Voice
 - Create New R-mail
 - Registered R-mail List [Transmission Reserved]
 - Registered R-mail List [Sent]
 - Cancel Receiver's E-mail Address(To)
 - Change Sender's E-mail Address(From)
 - Register New Present
 - Registered Present List

Use the “Property Information” function
to review the initial information provided at registration

※NOTE※

If you need to change the information, please contact ITC

② Property Information Registration 【Review Booking Data】

The screenshot shows a web application interface with the following structure:

- Top Navigation:** 'Hotel Information' (selected), 'Room Control', 'Finance', and a 'Log out' button.
- General Section:**
 - Property Information
 - Facility & Amenity
 - Cancellation Policy & Note
 - Cancellation Policy (For Japanese Website)
 - Date and Time Setting
 - Taxes and Fees
- Booking Data Analysis Section:**
 - Monthly** (highlighted with a red box)
 - Daily** (highlighted with a red box)
 - Customer Review
- Password Section:**
 - Password (Extranet)
 - Password (Customer Credit Card)
- Users Section:**
 - Customize Page
 - Users' Voice
 - Create New R-mail
 - Registered R-mail List [Transmission Reserved]
 - Registered R-mail List [Sent]
 - Cancel Receiver's E-mail Address(To)
 - Change Sender's E-mail Address(From)
 - Register New Present
 - Registered Present List

To review a historic record of your bookings on a monthly or daily basis, please select either of these options

※NOTE※

This does not confirm the monthly invoice amount.
To check the invoice, please refer to [page 89](#)

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③ Room Category Management 【Creating New Room】

Hotel Information **Room Control** Finance Log out

Allotment Controls

- Set Allocation and Black Out (Individual Room Type)

Booking Controls

- Retrieve Bookings
- Search Bookings

Main Controls

- Create New Room Category**
- Create New Accommodation Plan (HOTEL ONLY)
- Create New Accommodation Plan (PACKAGE/Freeword Description)
- Create New Accommodation Plan (PACKAGE/Multilingual Set Phrase Description)
- Define Cancellation Policy

Base Rates

Auto Calculation Status

On the “Room Control tab,” click “Create New Room Category”

※NOTE※
Room types are not sold to users but are linked to Accommodation Plans.
Room types can be linked to both <PACKAGE> and <HOTEL ONLY> accommodation Plans

③ Room Category Management 【Setting Basic Info】

STEP 1:
Set Room ID
code

Room Category

Room Category

ID (Acceptable characters are 1234567890
abcdefghijklmnopqrstuvwxyz - _)

Building

Category

View

Bed Type

Additional Info

Free Input (Japanese)

Free Input (English)

Free Input (Simplified Chinese)

Free Input (Traditional Chinese)

Free Input (Korean)

Room Description

Bathroom

Smoking

Extra Bed

Free Input (Japanese)

Free Input (English)

Free Input (Simplified Chinese)

Free Input (Traditional Chinese)

Free Input (Korean)

STEP 2:
Add description of the room type in English.
Filling in the English fields is mandatory

③ Room Category Management 【Setting Basic Info】

STEP 5:
Set PAX, extra bed charges, and child settings for <PACKAGE> (TAXI S/C Inclusive)

STEP 6:
Click “Save”

STEP 7:
Click “Extend Allotment”

The screenshot shows the 'Room Category Management' interface. It is divided into three main sections: 'Bed Type', 'Pax', and 'Package'.
 - **Bed Type:** A grid of bed configurations. The 'ROH' (Room Only) option is highlighted in yellow. Other options include 1 Single, 2 Single, 3 Single, 1 Double, 2 Double, 1 King, Others, 1 Queen, and 2 Queen.
 - **Pax:** A section for setting occupancy. It includes a 'Hotel Only' section with a 'Pax/Room' dropdown and a 'Pax ~' range selector. Below this is a 'Package' section with 'Bed' and 'Without Bed' options, each with 'Min.' and 'Max.' Pax fields. There is also an 'Extra Bed Guarantee' checkbox and a 'EUR' field.
 - **Package:** A section for setting package details, including a 'Pax' field and a 'Total' row in a summary table.
 At the bottom, there are buttons for 'Save', 'Extend Selling Period >>', and 'Check NG Words >>'.

STEP 3:
Set bed type for <PACKAGE> plans

※NOTE※
If bed type is not guaranteed, please select ROH

STEP 4:
Set minimum and maximum PAX + child settings for <HOTEL ONLY>
Exclude child (without bed)

③ Room Category Management 【Setting Basic Info】

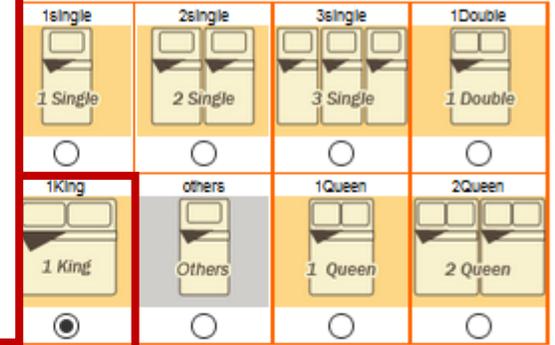
※SAMPLE condition※

- 2 Queen beds
- Minimum 1 adult
- Maximum 4 people with beds
- Maximum 2 children allowed without beds
- No extra bed can be used
- Total PAX 6 people
(TAXI S/C Inclusive)



※SAMPLE condition※

- 1 King bed
- Minimum 1 adult
- Maximum 3 people with bed
- 1 child allowed without bed
- 3rd person must use extra bed
- Price for the extra bed is \$100
- Total PAX 4 people
(TAXI S/C Inclusive)



Pax

Hotel Only

Pax/Room 1 Pax ~ 5 Pax

Package

Bed

Adult Min. 1 Pax Max. 4 Pax

Child (2 - 12 years old) With Bed

Extra Bed Guarantee USD + 0 Pax

Without Bed

Child (2 - 12 years old) Without bed

Infants (0 - 1 years old) + 2 Pax

Maximum Pax / Room	Bed	4 Pax
	+ Without Bed	2 Pax
	Bed	
	Total	6 Pax

Pax

Hotel Only

Pax/Room 1 Pax ~ 4 Pax

Package

Bed

Adult Min. 1 Pax Max. 2 Pax

Child (2 - 12 years old) With Bed

Extra Bed Guarantee 100 USD + 1 Pax

Without Bed

Child (2 - 12 years old) Without bed

Infants (0 - 1 years old) + 1 Pax

Maximum Pax / Room	Bed	3 Pax
	+ Without Bed	1 Pax
	Bed	
	Total	4 Pax

③ Room Category Management 【Setting Initial Allotment】

STEP 1:
Select the room type to set
allotment

STEP 2:
Click “View”

STEP 3:
Select until which month
and year the Room Type will
be sold

STEP 4:
Set number
of rooms
that can be
sold

STEP 5:
Click “Save”

The screenshot shows a web form titled "Extend Selling Period". At the top, there is a yellow header bar with the text "Extend Selling Period". Below this, there is a form with several fields and buttons. A dropdown menu is set to "1: 2", with "1: 2 /" and "Sell Through : - (No Inventory)" displayed below it. To the right of the dropdown is a "View" button. Below this, there is a section labeled "Allotment" with a "Sell Through" field containing "2020" and "7" (representing year and month), followed by "(YYYY/MM)". To the right of this is a field containing "7" and the label "Room(s)". At the bottom of the form, there is a "Save" button and a blue link "Edit Allotment >>". At the very bottom, there is a footer with the text "TOP > Menu". Red arrows point from the five step boxes to the corresponding elements in the form: Step 1 points to the dropdown menu, Step 2 points to the "View" button, Step 3 points to the "Sell Through" field, Step 4 points to the "Room(s)" field, and Step 5 points to the "Save" button.

③ Room Category Management [Edit Allocation & Set Black Outs]



※NOTE※

In order to change the allotment and availability of existing room categories:

Change **Individual Room Type** -> Edit "Allocation & Black Out" ([Page 24](#))

Change **ALL Room Types** -> "Allocation & Black Out (All Room Categories)" ([Page 27](#))

③ Room Category Management [Edit Allocation & Set Black Outs]

For One Room
Category
(Daily)

STEP 1:
Select the room
category to edit

Allocation & Black Out

Allocation & Black Out

Show Now Show Room Category "For Sale" Show All

Room Category :

- dp-ovk : CITY VIEW with KING bed(1-3 Pax including kids)(-2021/12/31)
- supd : Superior 25sqm(-2020/12/31)
- supt : Superior triple 30sqm(-2020/12/31)
- dp-mvk : Mountain View with King Bed(1-3 Pax including kids)(-2021/12/31)
- dxov-queen : SPECIALITY OCEAN VIEW QUEEN(1~5PAX)(-2021/11/30)
- supk : Superior KING 30sqm(-2020/12/31)
- test0002 : West Wing Superior Garden View Double Room D(-2020/12/31)
- ov-king : CITY VIEW with KING bed(1-3 Pax including kids)(-2021/01/31)
- dlx34 : D Light Room King bed (34sqm)(-2020/12/31)
- dxov-king : SPECIALTY CITY VIEW KING(1-4PAX)(-2021/11/30)
- suite : Suite room 50sqm(-2020/12/31)
- test01 : East Wing Executive Park View Double Room D afd(-2020/12/31)
- All Room Categories

Enter Allocation & Black Out

※NOTE※
If you wish to close all
room categories, please
refer to [page 27](#)

STEP 2:
Click
“Enter Allocation & Black Out”

③ Room Category Management [Edit Allocation & Set Black Outs]

For One Room
Category
(Daily)

Allocation & Black Out [Rate & Meal >](#)

Sell for <Way of Sales> For HOTELONLY and PACKAGE [Set Details >>](#)

Room Category supd : Superior 25sqm

Room Information with Bathroom and Toilet/Free Wifi. 1 Double bed. 1CHD(0

Rate Type HOTELONLY : Rate/Pax
PACKAGE : Rate/Room

Sales Period -2020-12

Daily Amendment **Weekly-Bulk Amendment**

2020 01 02 03 04 05 06 **07** 08 09 10 11 12

		2020-07 - 2020-08													
		21	22	23	24	25	26	27	28	29	30	31	1	2	3
		Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon
Allocation	Allocation (A)	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>
	Occupancy (B)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
	Availability (A-B)	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="3"/>
Black Out	Apply	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not Apply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

[← Previous](#) [Next](#)

[↑ PAGE↑](#)

STEP 1:
Select either
“Daily” basis or “Weekly-bulk” basis
※NOTE※
Check the next slide for “Weekly-bulk” basis

STEP 3:
Click
“Update”
to save
changes

STEP 2:
For daily basis, check the dates you want
to change, and edit the inventory level or
set the Black Out to “Apply”/”Not Apply”

③ Room Category Management [Edit Allocation & Set Black Outs]

For One Room
Category
(Weekly-Bulk)

Allocation & Black Out

Sell for <Way of Sales> For HOTELONLY and PACKAGE [Set Details >>](#)

Room Category dp-cvk : CITY VIEW with KING bed(1-3 Pax including kids)

Room Information with Bathroom and Toilet/Non-Smoking/aa

Rate Type HOTELONLY : Rate/Pax
PACKAGE : Rate/Room

Sales Period -2021-12

Conditions

Period : 2020/10/08 - 2020/12/31 (YYYY/MM/DD)

Day of Week : All Mon Tue Wed Thu Fri Sat Sun

Allocation : Not Amend Amend 5 Room

Black Out : Not Amend Apply Not Apply

STEP 2:
Select date range for edits

STEP 1:
Select either “Daily” basis or “Weekly-bulk” basis.
※NOTE※
Check previous slide for “Daily” basis

STEP 5:
Click “Update” to save changes

STEP 4:
Change allocation and/or Black Out Status
※NOTE※
If you wish to close, check “Apply” at Black Out

STEP 5:
Click “Update” to save changes

③ Room Category Management [Edit Allocation & Set Black Outs]

For ALL Room Category

STEP 1:
Select the room you want to edit

Set Allocation and Black Out (All Room Types) [Allocation & Black Out >>](#)

2020	01 02 03 04 05 06 07 08 09 10 11 12
2021	01 02 03 04 05 06 07 08 09 10 11 12
2022	01 02 03 04 05 06 07 08 09 10 11 12
Show Now	<input checked="" type="radio"/> Show Room Category "For Sale" <input type="radio"/> Show All

	2020-07						
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Date			21	22	23	24	25
ov-king:CITY VIEW with KING bed(1-3 Pax including kids)			5 - 0=5 <input type="radio"/> Not Apply <input checked="" type="radio"/> Apply	5 - 0=5 <input type="radio"/> Not Apply <input checked="" type="radio"/> Apply	5 - 0=5 <input type="radio"/> Not Apply <input checked="" type="radio"/> Apply	5 - 0=5 <input checked="" type="radio"/> Not Apply <input type="radio"/> Apply	5 - 0=5 <input checked="" type="radio"/> Not Apply <input type="radio"/> Apply
dlx34:D Light Room King bed (34sqm)			1 - 0=1 <input type="radio"/> Not Apply <input checked="" type="radio"/> Apply	1 - 0=1 <input type="radio"/> Not Apply <input checked="" type="radio"/> Apply	1 - 0=1 <input type="radio"/> Not Apply <input checked="" type="radio"/> Apply	1 - 0=1 <input checked="" type="radio"/> Not Apply <input type="radio"/> Apply	1 - 0=1 <input checked="" type="radio"/> Not Apply <input type="radio"/> Apply
Total	Allocation	91-0=91	91-0=91	91-0=91	91-0=91	91-0=91	91-0=91
Update		UPDATE	UPDATE	UPDATE	UPDATE	UPDATE	UPDATE

STEP 2:
Make allocation and/or Black Out status changes
If you wish to close, check "Apply" for Block Out

※NOTE※
If you wish to close specific room category, please refer to [page 24](#)

STEP 3:
Click "UPDATE" to save changes

※NOTE※
White/blue/pink box = "For Sale" Grey box = "Stop Sell"



③ Room Category Management 【Extend Allotment】

The screenshot displays a web application interface for hotel management. At the top, there are three main navigation tabs: 'Hotel Information' (blue), 'Room Control' (orange), and 'Finance' (red). A 'Log out' button is located in the top right corner. The main content area is divided into four sections:

- Allotment Controls:**
 - Set Allocation and Black Out (Individual Room Type)
 - Set Allocation and Black Out (All Room Types)
 - Set Plan Availability (HOTELONLY)
 - Extend Allotment** (highlighted with a red box)
- Booking Controls:**
 - Retrieve Bookings
 - Search Bookings
- Rate Controls:**
 - MENU (Plan / Room List)
 - Plan Rates
 - Base Rates
 - Auto Calculation Status
- Main Controls:**
 - Create New Room Category
 - Create New Accommodation Plan (HOTELONLY)
 - Create New Accommodation Plan (PACKAGE/Freeword Description)
 - Create New Accommodation Plan (PACKAGE/Multilingual Set Phrase Description)
 - Define Cancellation Policy
 - Change Order
 - Upload Photos & Videos
 - URL Links

**In order to extend the allotment of an existing room category,
please go to “Extend Allotment”**

③ Room Category Management 【Extend Allotment】

STEP 1:
Select the room category to extend, and click “View”

Extend Selling Period

Select Room

[TOP](#) - [Menu](#)

STEP 2:
Select the date of sell through, and number of rooms for sale

Extend Selling Period

supd: Superior 25sqm

supd: Superior 25sqm / with Bathroom and Toilet/Free Wifi. 1 Double bed. 1CHD(0-4yrs) can stay in sharing existing bed with adults for free.
Sell Through : 2020/12/31

Allotment
Sell Through <input type="text" value="2020"/> <input type="text" value="7"/> (YYYY/MM) <input type="text" value=""/> Room(s)

STEP 3:
Click “Save”

[Edit Allotment >>](#)

③ Room Category Management 【Base Rates】

The screenshot shows a web application interface with three main navigation tabs: "Hotel Information" (teal), "Room Control" (orange), and "Finance" (red). A "Log out" button is located in the top right corner. The main content area is divided into four sections:

- Allotment Controls**
 - Set Allocation and Black Out (Individual Room Type)
 - Set Allocation and Black Out (All Room Types)
 - Set Plan Availability (HOTELONLY)
 - Extend Allotment
- Booking Controls**
 - Retrieve Bookings
 - Search Bookings
- Rate Controls**
 - MENU (Plan / Room List)
 - Plan Rates
 - Base Rates** (highlighted with a red box)
 - Auto Calculation Status
- Main Controls**
 - Create New Room Category
 - Create New Accommodation Plan (HOTELONLY)
 - Create New Accommodation Plan (PACKAGE/Freeword Description)
 - Create New Accommodation Plan (PACKAGE/Multilingual Set Phrase Description)
 - Define Cancellation Policy
 - Change Order
 - Upload Photos & Videos

※NOTE※

Room categories are not sold independently but are linked to accommodation plans. By setting the “Base Rates” for room categories, you can use the auto calculation function to control the rates of the accommodation plans

③ Room Category Management 【Base Rates】

For Room
Category
(Daily)

STEP 1:
Select the Room Category you want to set rates for

Base Rates

Select Room



View

STEP 2:
Click “View”

③ Room Category Management 【Base Rates】

For Room
Category
(Daily)

STEP 3:
Select
“Daily Amendment”
※NOTE※
Refer to [page 35](#) for
“Weekly-bulk
Amendment”

Base Rates

deluxe123: DELUXE DOUBLE ROOM

deluxe123: DELUXE DOUBLE ROOM / with Bathroom and Toilet/room all
Sell Through 2020/10/31

2020 01 02 03 04 05 06 07 08 09 10 11 12

		2020-10													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14
		Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Rakuten Rate (Gross)	1 Pax / Room	0	0	0	0	0	0	0	0	0	0	300	300	300	300
	2 Pax / Room	0	0	0	0	0	0	0	0	0	0	350	350	350	350
	3 Pax / Room	0	0	0	0	0	0	0	0	0	0	400	400	400	400
Package Rate(NET)	1-2 Pax / Room	0	0	0	0	0	0	0	0	0	0	435	435	435	435

[Edit Allotment >>](#)

STEP 5:
Click “Save”

STEP 4:
Select the
date & PAX, and input rate into the box

③ Room Category Management 【Base Rates】

For Room
Category
(Daily)

※SAMPLE※
<HOTEL ONLY>
It allows you to
input each PAX rate.
(1 – 3 PAX Rate in
this case)

Price below the decimal point
might be changed depending on
the currencies

Base Rates

deluxe123: DELUXE DOUBLE ROOM

deluxe123: DELUXE DOUBLE ROOM / with Bathroom and Toilet/room all
Sell Through 2020/10/31

2020 01 02 03 04 05 06 07 08 09 10 11 12

		2020-10													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14
		Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Rakuten Rate (Gross)	1 Pax / Room	0	0	0	0	0	0	0	200	200	250	250	200	200	200
	2 Pax / Room	0	0	0	0	0	0	0	200	200	250	250	200	200	200
	3 Pax / Room	0	0	0	0	0	0	0	300	300	350	0	300	300	300
Package Rate(NET)	1-2 Pax / Room	0	0	0	0	0	0	0	400	400	450	450	400	400	400

[Edit Allotment >>](#)

③ Room Category Management [Base Rates]

For Room Category
(Daily)

※SAMPLE※
<PACKAGE>
It only allows you to
input total price,
including all TAX

※NOTE※
If your property requires
Resort Fee/Service Charge
It must include in <PACKAGE> rate as well

Base Rates

deluxe123: DELUXE DOUBLE ROOM

deluxe123: DELUXE DOUBLE ROOM / with Bathroom and Toilet/room all
Sell Through 2020/10/31

2020 01 02 03 04 05 06 07 08 09 10 11 12

		2020-10													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14
		Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Rakuten Rate (Gross)	1 Pax / Room	0	0	0	0	0	0	0	200	200	250	250	200	200	200
	2 Pax / Room	0	0	0	0	0	0	0	200	200	250	250	200	200	200
	3 Pax / Room	0	0	0	0	0	0	0	300	300	350	0	300	300	300
Package Rate(NET)	1-2 Pax / Room	0	0	0	0	0	0	0	400	400	450	450	400	400	400

[Edit Allotment >>](#)

③ Room Category Management 【Base Rates】

For Room
Category
(Weekly-Bulk)

Base Rates

deluxe123: DELUXE DOUBLE ROOM

deluxe123: DELUXE DOUBLE ROOM / with Bathroom and Toilet/room all
Sell Through 2020/10/31

Daily Amendment

Period From: 2020/10/08 To: 2020/12/31 Fri. Mon. Tue. Wed. Thu. Fri. Sat. Sun.

Hotel Only

Tax & Service Charge, Currency [After Tax] Inclusive Tax, Inclusive Service Charge, EUR

Rakuten Rate(Gross) Do Not Amend Amend 1 Pax / Room 2 Pax / Room 3 Pax / Room
200 200 300

Package

Tax & Service Charge, Currency [After Tax] Inclusive Tax, Inclusive Service Charge, EUR

Package Rate(NET) Do Not Amend Amend 1-2 Pax / Room
200

[Edit Allotment >>](#)

STEP 1:
Select the Room
Category you want
to edit for, and
click “View”

STEP 2:
Select
“Weekly-bulk
Amendment”
※NOTE※
Refer to [page 32](#) for
“Daily Amendment”

③ Room Category Management [Base Rates]

For Room
Category
(Weekly-Bulk)

Base Rates

deluxe123: DELUXE DOUBLE ROOM View

deluxe123: DELUXE DOUBLE ROOM / with Bathroom and Toilet/room all
Sell Through 2020/10/31

Daily Amendment **Weekly-Bulk Amendment**

Period From: 2020/10/08 To: 2020/12/31 All Mon. Tue. Wed. Thu. Fri.

Hotel Only

Tax & Service Charge, Currency [After Tax] Inclusive Tax, Inclusive Service Charge, EUR

Rakuten Rate(Gross) Do Not Amend Amend

1 Pax / Room	2 Pax / Room	3 Pax / Room
<input type="text" value="200"/>	<input type="text" value="200"/>	<input type="text" value="300"/>

Package

Tax & Service Charge, Currency [After Tax] Inclusive Tax, Inclusive Service Charge, EUR

Package Rate(NET) Do Not Amend Amend

1-2 Pax / Room
<input type="text" value="200"/>

Save [Edit Allotment >>](#)

STEP 3:
Select
“Amend,” and
input rates for
both/or
<Hotel Only>
< PACKAGE >

STEP 4:
Click “Save”

※NOTE※
<HOTEL ONLY>
It allows you to input
each PAX rate

<PACKAGE>
It only allows you to
input total price,
including all TAX

If you wish to create
room category with
different PAX for
<PACKAGE>
please contact ITC

③ Room Category Management [Quick Review]

The screenshot shows a web application interface with three main navigation tabs at the top: "Hotel Information" (blue), "Room Control" (orange), and "Finance" (red). A "Log out" button is located in the top right corner. Below the tabs, the interface is divided into four sections:

- Allotment Controls**
 - Set Allocation and Black Out (Individual Room Type)
 - Set Allocation and Black Out (All Room Types)
 - Set Plan Availability (HOTELONLY)
 - Extend Allotment
- Booking Controls**
 - Retrieve Bookings
 - Search Bookings
- Rate Controls**
 - MENU (Plan / Room List)** (highlighted with a red box)
 - Plan Rates
 - Base Rates
 - Auto Calculation Status
- Main Controls**
 - Create New Room Category
 - Create New Accommodation Plan (HOTELONLY)
 - Create New Accommodation Plan (PACKAGE/Freeword Description)
 - Create New Accommodation Plan (PACKAGE/Multilingual Set Phrase Description)
 - Define Cancellation Policy
 - Change Order

To quickly review and edit the allocation & rate information for Room Categories, go to “MENU (Plan/Room List)”

③ Room Category Management [Quick Review]

STEP 1:
Click
“Room Category”
tab

Allotment Controls
Select

Rate Controls
Select

Main Controls
Select

Room Category | Accommodation Plan

Status	Period	Category	Sort
All	All	All	ID (Z to A)

[TOP](#) > [Menu](#)

STEP 2:
Select a
registered room
category and
click “Search”

STEP 3:

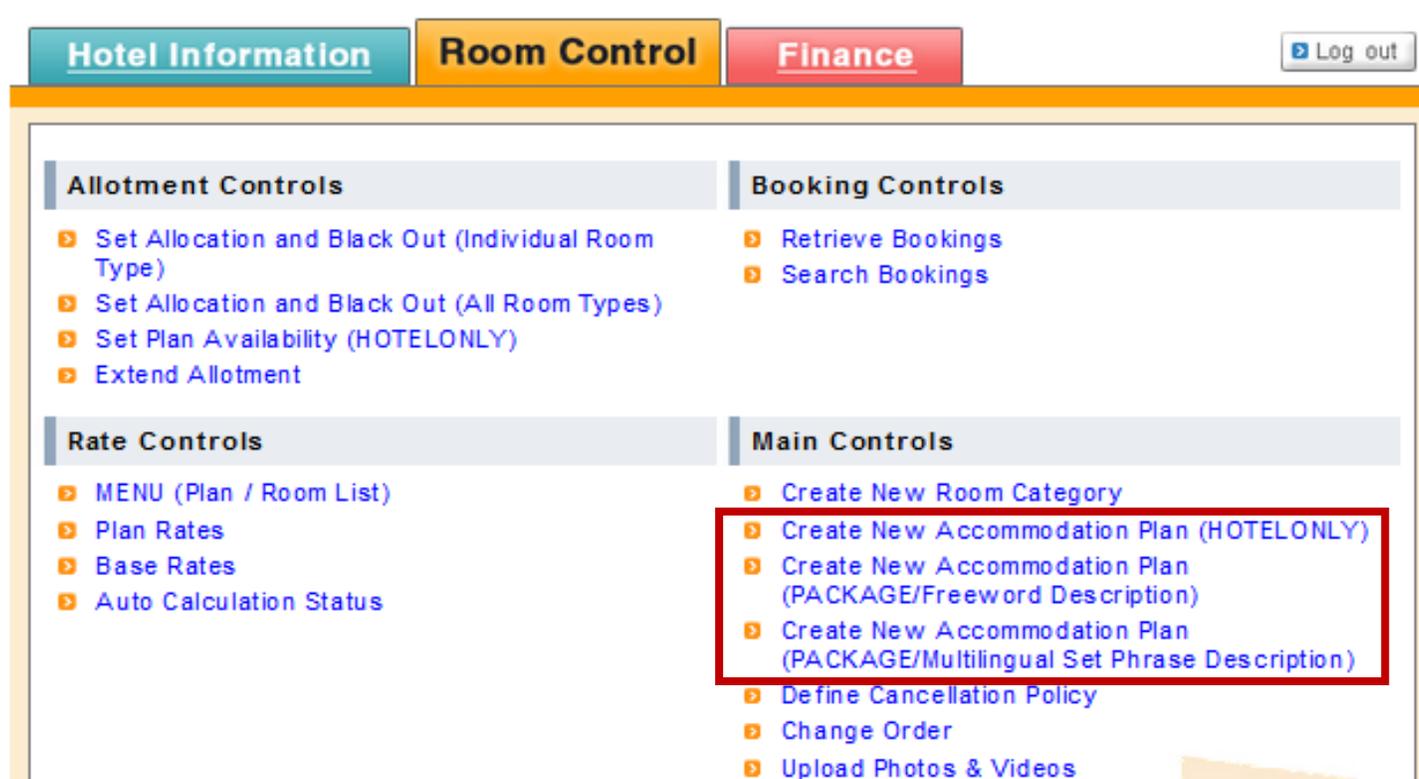
From here, you can change
“For Sale/Stop Sell” status and go editing “Base Rates” & “Allotment”

<p>HOTELONLY <input type="button" value="For Sale"/> <input type="button" value="Stop Sell"/></p> <p>PACKAGE <input type="button" value="For Sale"/> <input type="button" value="Stop Sell"/></p>	<p>supd: Superior 25sgm with Bathroom and Toilet/Free Wifi. 1 Double bed. 1CHD(0-4yrs) can stay in sharing existing bed with adults for free.</p> <p>Sell Through: 2020/12/31</p>	<p><input type="button" value="\$ Base Rates"/> <input type="button" value="Allotment"/> <input type="button" value="x Delete"/></p>
---	---	--

Agenda

① Get Started	Page 03 - 08
② Property Information Registration	Page 09 - 16
③ Room Category Management	Page 17 - 38
④ Accommodation Plan Management	Page 39 - 68
⑤ Confirming Your Bookings	Page 69 - 76
⑥ Edit Bookings and Viewing Customer Review	Page 77 - 84
⑦ Finance Controls	Page 85 - 90
⑧ Contacts	Page 91 - 92

④ Accommodation Plan Management 【Creating Accommodation Plans】



※NOTE※

There are two types of Accommodation Plans:

<HOTEL ONLY> – Selling room only

<PACKAGE> – Selling room plus air ticket

④ Accommodation Plan Management 【<HOTEL ONLY> Accommodation Plans】

STEP 1:
Set the dates the plan is available to book

STEP 2:
Set the dates the guest can stay

STEP 3:
Set cut off date for check-in

STEP 4:
Set minimum or maximum length of stay

Accommodation Plan Basic Information

Sales Type	Hotel Only
Booking Period	From <input type="text" value="2020/10/08"/> <input type="text" value="AM 12"/> :00 JST To <input type="text" value="2021/01/31"/> <input type="text" value="PM 11"/> :59 JST
Staying Period	From <input type="text" value="2020/10/10"/> <input type="text" value=""/> To <input type="text" value="2021/02/28"/> <input type="text" value=""/>
Closed to Arrival Cutoff	<input type="radio"/> Do Not Apply <input checked="" type="radio"/> Apply At <input type="text" value="1"/> Day(s) Before Arrival
Length of Stay Restrictions	<input type="radio"/> Do Not Apply <input checked="" type="radio"/> Apply Min. <input type="text" value="2"/> Night(s) Max. <input type="text" value=""/> Night(s)
Plan Rate Auto Calculation (Based on Base Rate)	<input type="radio"/> Do Not Apply <input checked="" type="radio"/> Apply <input type="text" value="Discount %"/> <input type="text" value="15"/> <small>* If you choose "Do Not Apply" you can update the Plan Rate directly.</small>
Rakuten Super Points	<input checked="" type="radio"/> Do Not Apply <input type="radio"/> Apply <input type="text" value="---"/> <small>* The cost of Rakuten Super Points is the responsibility of the property * Applies only to Japanese Site</small>

④ Accommodation Plan Management 【<HOTEL ONLY> Accommodation Plans】

STEP 5:
To set the
Accommodation
Plan rate based on
the Room Category
“Base Rate”, use
this function

※EXAMPLE※
To create 15% off plan,
set
“Apply”
“Discount %”
“15”
As shown on the picture

Accommodation Plan Basic Information	
Sales Type	Hotel Only
Booking Period	From 2020/10/08 AM 12 :00 JST To 2021/01/31 PM 11 :59 JST
Staying Period	From 2020/10/10 To 2021/02/28
Closed to Arrival Cutoff	<input type="radio"/> Do Not Apply <input checked="" type="radio"/> Apply At 1 Day(s) Before Arrival
Length of Stay Restrictions	<input type="radio"/> Do Not Apply <input checked="" type="radio"/> Apply Min. 2 Night(s) Max. Night(s)
Plan Rate Auto Calculation (Based on Base Rate)	<input type="radio"/> Do Not Apply <input checked="" type="radio"/> Apply Discount % 15 <small>* If you choose "Do Not Apply" you can update the Plan Rate directly.</small>
Rakuten Super Points	<input checked="" type="radio"/> Do Not Apply <input type="radio"/> Apply --- <small>* The cost of Rakuten Super Points is the responsibility of the property * Applies only to Japanese Site</small>

※NOTE※
Applying Rakuten
Super Point is subject
to override commission

If you would like to
offer, please contact
ITC about additional
Super Points

④ Accommodation Plan Management [<HOTEL ONLY> Accommodation Plans]

STEP 6:
Please contact ITC about creating a “Secret Plan”

Websties to Sell Through	“Websites to Sell Through” is currently not functioning
Secret Plan	<input checked="" type="radio"/> Do Not Apply <input type="radio"/> Apply Password (Optional) <input type="text"/> <small>* Applies only to HOTELONLY (Japanese Site)</small>
Payment Options	<p>[Payment by Customer]</p> <input type="radio"/> No Prepayment <input type="checkbox"/> If a Customers Credit Card is NOT required to guarantee the booking, please check this box. <small>* No Deposit or Advance Payment can be charged to the Customers Credit Card.</small>
Cancellation Policy	<p>[Payment by Rakuten Travel]</p> <input type="radio"/> Online Card Payment <small>* Payment will be made to your property from Rakuten Travel.</small>
	<p>[Cancellation Policy Setting List] <small>*Cancellation policy setting will not be update until the plan is saved.</small></p> <p>[Regular] Check seasonality with setting period <input type="button" value="Restore Current Setting"/></p> <p>[5: 7 days first night noshow full night : Regular(P43)] <input type="text"/></p> <small>*You must set one Regular cancellation policy</small>
	<p>[Seasonal] <input type="button" value="Add more seasonal cancellation policy +"/></p> <small>* Plans Base Policy will be automatically applied after extending the lodging period of the accommodation plan.</small>

STEP 7:
Select the payment conditions for the plan

STEP 8:
Check and apply the desired Cancellation Policy. To create cancellation policy, please refer to [page 57](#)

STEP 9:
Click “Save and select contents (input method)”

Free input = ITC translates plan for you
Multilingual Set Phrases = description database

④ Accommodation Plan Management 【<HOTEL ONLY> Accommodation Plans】

Free input
Plan
Description

STEP 1:
Enter the Plan Title
and Plan Description
in English

Filling in the English
fields is mandatory

STEP 2:
Click “Save” and
move to “Link Room
types to Plan”

Accommodation Plan Description

4869898: Successfully created

Plan Title	* 50 Character Maximum. Acceptable characters are alphabet, numbers, % () \$ ~ ! ? *
	* Contents in the English field will be copied to any other language left blank
	Japanese
	2020/08/31 10:27:56
	English
	2020/08/31 10:27:56
	Simplified Chinese
	2020/08/31 10:27:56
	Traditional Chinese
	2020/08/31 10:27:56
	Korean
	2020/08/31 10:27:56
Plan Description	* 1000 Character Maximum. Acceptable characters are alphabet, numbers, % () \$ ~ ! ? *
	* Contents in the English field will be copied to any other language left blank
	Japanese
	2020/08/31 10:27:56
	English
	2020/08/31 10:27:56
	Simplified Chinese
	2020/08/31 10:27:56

Save [Link Room Type to Plan >>](#)

※NOTE※
Plan Title & Description
in English will be
reflected to Booking
Confirmation Voucher

Plan Title & Description
in Japanese will be
reflected to User
Interface

④ Accommodation Plan Management 【<HOTEL ONLY> Accommodation Plans】

Link Room
to
Accommod
ation Plan

STEP 1:
Select the Room
type and
accommodation
plan,
then press “View”

Link Room Type to Plan

3810770: Best Available Rate

supk: Superior KING 30sqm

View

3810770: (HOTELONLY) Best Available Rate

Booking Period: 2016/08/04 - 2016/08/04, Staying Period: 2016/08/04 - 2016/09/30

supk: Superior KING 30sqm / with Bathroom and Toilet/Free Wifi. 1 KING bed. 1CHD(0-4yrs) can stay in sharing existing bed with adults for free.

Sell Through : 2020/12/31

Breakfast

Include Exclude

Dinner

Include Exclude

Child (With Bed)

Acceptable (Count as 1 Adult Pax) Not Accepted (Exclude from Pax)

Child (Without Bed)

Acceptable (Exclude from Pax) Not Accepted (Exclude from Pax)

Save

[Accommodation Plan Rate >>](#)

STEP 2:
Set the meal and
children conditions
for the
combination of
room and plan
then click “Save”
and move to
“Accommodation
Plan Rate”

④ Accommodation Plan Management [<HOTEL ONLY> Accommodation Plans]

Accommodation Plan Rates (Daily)

STEP 1:
Confirm the Room type and accommodation plan, then press "View"

Accommodation Plan Rate

4582060: Best available plan suite: Suite room 50sqm View

4582060: (HOTELONLY) Best available plan
Booking Period 2019/10/04 - 2020/12/31, Staying Period 2019/10/04 - 2020/12/31
suite: Suite room 50sqm / with Bathroom and Toilet/Free Wifi. 2 Queen beds. 2CHD(0-4yrs) can stay in sharing existing bed with adults for free.
Period 2020/12/31

STEP 2:
Update Rakuten Rate per PAX for the dates to change

Daily Amendment Weekly-Bulk Amendment

2020 01 02 03 04 05 06 07 08 09 10 11 12

2020 Oct Next >>

[After Tax] Inclusive Tax, Inclusive Service Charge, EUR	01	02	03	04	05	06	07	08	09	10	11	12	13	14
	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Rakuten Rate (Gross Rate)														
1 Pax / Room	0	0	0	0	0	0	0	0	200	200	200	200	200	200
2 Pax / Room	0	0	0	0	0	0	0	0	250	250	250	250	250	250
3 Pax / Room	0	0	0	0	0	0	0	0	300	300	300	300	300	300
4 Pax / Room	0	0	0	0	0	0	0	0	0	0	0	0	0	0

STEP 3:
Click "Update" to save changes and move to "Accommodation Plan Availability Control"

Rack Rate (Gross Rate)

Unnecessary to update (Rack Rate function is not in used)

Meal		01	02	03	04	05	06	07	08	09	10	11	12	13	14
Breakfast	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dinner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Update Accommodation Plan Availability Control >>

※NOTE※
To update a range of dates please press "Weekly-Bulk Amendments"(Next Page)

④ Accommodation Plan Management [<HOTEL ONLY> Accommodation Plans]

Accommodation Plan Rates (Bulk)

STEP 1:
Confirm the Room type and accommodation plan, then press "View"

STEP 2:
Select date range to edit and which days within that range to change (i.e. only Saturday&Sunday)

STEP 4:
Edit meals setting

Accommodation Plan Rate

4582060: Best available plan suite: Suite room 50sqm View

4582060: (HOTELONLY) Best available plan
Booking Period 2019/10/04 - 2020/12/31, Staying Period 2019/10/04 - 2020/12/31
suite: Suite room 50sqm / with Bathroom and Toilet/Free Wifi. 2 Queen beds. 2CHD(0-4yrs) can stay in sharing existing bed with adults for free.
Period 2020/12/31

Daily Amendment **Weekly-Bulk Amendment**

Period From: 2020/10/09 To: 2020/10/09 All Mon. Tue. Wed. Thu. Fri. Sat. Sun.

Tax & Service Charge, Currency [After Tax] Inclusive Tax, Inclusive Service Charge, EUR

Rakuten Rate(Gross) Do Not Amend Amend 1 Pax / Room 2 Pax / Room 3 Pax / Room 4 Pax / Room
300 350 400 450

Rack Rate(Gross Rate) Unnecessary to update (Rack Rate function is not in used)

Breakfast Do Not Amend Incl. Excl.

Dinner Do Not Amend Incl. Excl.

Update [Accommodation Plan Availability Control >>](#)

STEP 3:
Update Rakuten Rate per PAX for the dates selected previously

STEP 5:
Click "update" to save and move to "Availability controls"

④ Accommodation Plan Management [<HOTEL ONLY> Accommodation Plans]

Accommodation Plan Availability

STEP 1:
Confirm the Room type and accommodation plan, then press "View"

STEP 2:
Decide whether to control availability by "Daily Amendment" or by "Weekly Bulk Amendment"

Accommodation Plan Availability Control

4721305: BAR

4721305: (HOTELONLY) BAR
 Booking Period 2020/04/01 - 2020/11/30, Staying Period 2020/04/01 - 2020/11/30
 cv-king: CITY VIEW with KING bed(1-3 Pax including kids) / Shower Room and Toilet/Non-Smoking/a
 Sell Through 2021/01/31

2020 01 02 03 04 05 06 07 08 09 10 11 12

	2020-10																	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Room type Total	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
Allocate Plan Inventory	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="3"/>	<input type="text" value="5"/>	<input type="text" value="2"/>	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Room Status	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Open	Open	Open	Open	Open	Open	Open
Stop Sell	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Closed to Arrivals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closed to Departures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* NOTE: Setting the "Booking Limit" to zero (0) will mean that there is no inventory for this plan and it will NOT be sold on the website. If no value is set for the "Booking Limit", the plan will be sold until there is no room inventory available.

[Accommodation Plan Rate >>](#)

④ Accommodation Plan Management [<HOTEL ONLY> Accommodation Plans]

Accommodation Plan Availability (Daily)

STEP 2:

“Allocate Plan Inventory”

– Input available numbers of inventory

“Stop Sell”

– if you wish to stop selling, check here

“Closed to Arrivals”

– To check here, no check-ins on this day is allowed

“Closed to Departures”

– To check here, no check-outs on this day is allowed

Accommodation Plan Availability Control

4721305: BAR View

4721305: (HOTELONLY) BAR
 Booking Period 2020/04/01 - 2020/11/30, Staying Period 2020/04/01 - 2020/11/30
 cv-king: CITY VIEW with KING bed(1-3 Pax including kids) / Shower Room and Toilet/Non-Smoking/a
 Sell Through 2021/01/31

Daily Amendment Weekly-Bulk Amendment

2020 01 02 03 04 05 06 07 08 09 10 11 12

	1	2	3	4	5	6	7	8	9	10	11	12	13				
	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue				
Room type Total	5	5	5	5	5	5	5	5	5	5	5	5	5				
Allocate Plan Inventory											3	5	2	2	1	0	0
Room Status	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Open	Open	Open	Open	Open	Open
Stop Sell	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Closed to Arrivals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closed to Departures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* NOTE: Setting the "Booking Limit" to zero (0) will mean that there is no inventory for this plan and it will NOT be sold on the website. If no value is set for the "Booking Limit", the plan will be sold until there is no room inventory available.

Update [Accommodation Plan Rate >](#)

STEP 1:

Confirm the Room type and accommodation plan, then press “View”

STEP 3:
Click “update” to save changes

④ Accommodation Plan Management [<HOTEL ONLY> Accommodation Plans]

Accommodation Plan Availability (Bulk)

STEP 3:

“Allocate Plan Inventory”

– Input available numbers of inventory

“Stop Sell”

– if you wish to stop selling, check here

“Closed to Arrivals”

– To check here, no check-ins on this day is allowed

“Closed to Departures”

– To check here, no check-outs on this day is allowed

Accommodation Plan Availability Control

4721305: BAR

4721305: (HOTELONLY) BAR
Booking Period 2020/04/01 - 2020/11/30, Staying Period 2020/04/01 - 2020/11/30
cv-king: CITY VIEW with KING bed(1-3 Pax including kids) / Shower Room and Toilet/Non-Smoking/a
Sell Through 2021/01/31

Period	From: <input type="text" value="2020/10/09"/> <input type="text" value="2020/10/09"/> <input type="checkbox"/> All <input checked="" type="checkbox"/> Mon. <input type="checkbox"/> Tue. <input type="checkbox"/> Wed. <input type="checkbox"/> Thu. <input type="checkbox"/> Fri.
Allocate Plan Inventory	<input type="radio"/> Do Not Amend <input checked="" type="radio"/> Amend <input type="text" value="0"/> Room(s)
Stop Sell	<input type="radio"/> Do Not Amend <input checked="" type="radio"/> Apply <input type="radio"/> Do Not Apply
Closed to Arrivals	<input checked="" type="radio"/> Do Not Amend <input type="radio"/> Apply <input type="radio"/> Do Not Apply
Closed to Departures	<input checked="" type="radio"/> Do Not Amend <input type="radio"/> Apply <input type="radio"/> Do Not Apply

* NOTE: Setting the "Booking Limit" to zero (0) will mean that there is no inventory for this plan and it will NOT be sold on the website. If no value is set for the "Booking Limit", the plan will be sold until there is no more inventory.

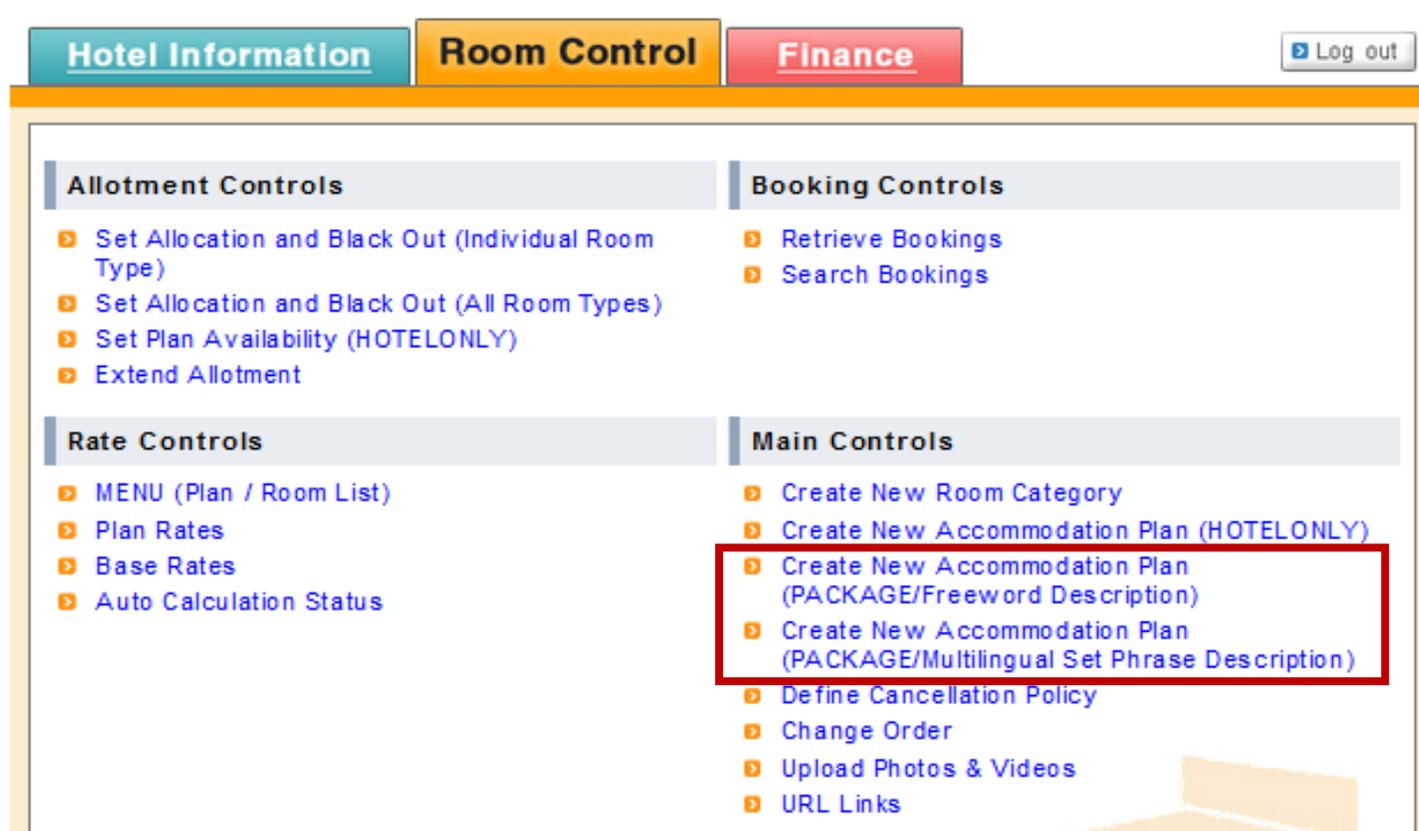
[Accommodation Plan Rate >>](#)

STEP 1:
Confirm the Room type and accommodation plan, then press “View”

STEP 2:
Set date range and dates in that range you want to edit (i.e. Monday only)

STEP 4:
Click “Update” to save changes

④ Accommodation Plan Management [<PACKAGE> Accommodation Plans]



※NOTE※

For creating a PACKAGE (AIR + Hotel) Accommodation Plan, select either:

- **Free word Description** – enter plan details in English
- **Multilingual Set Phrase** – use a database of phrases that can be automatically translated

④ Accommodation Plan Management [<PACKAGE> Accommodation Plans]

STEP 1:

Select Room Category to be sold with airfare

STEP 2:

Set the dates the guest can book

STEP 3:

Set the dates the guest can stay

STEP 4:

Set minimum or maximum Length of Stay and limit to number of Package plans to be sold

STEP 5:

Set days before check-in to stop sale

The screenshot shows the 'New Accommodation Plan' form with the following fields and annotations:

- Conditions**
 - Sell for <Way of Sales>**: For PACKAGE
 - Show Room Category "For Sale"**: Show Room Category "For Sale"
 - Room Category**: A list of room categories with checkboxes. The 'suite : Suite room 50sqm' option is selected.
- Booking Period**: 2020/10/09 - 2020/12/31 (YYYY/MM/DD)
- Staying Period**: 2020/12/23 - 2020/12/31 (YYYY/MM/DD)
- Consecutive Nights**: Not Apply Apply Min. 2 Max. []
- Max. Allocation(For Accommodation Plan)**: Not Apply Apply [] Room/Nights
- Cut-Off(For Accommodation Plan)**: Not Apply Apply 3 Days Prior to Lodging Date
- Plan Rate Auto Calculation (Based on Room Rate)**: Not Apply Apply Discount % [10]

Annotations from the steps:

- Step 1 points to the 'Room Category' list.
- Step 2 points to the 'Booking Period' field.
- Step 3 points to the 'Staying Period' field.
- Step 4 points to the 'Consecutive Nights' and 'Max. Allocation' fields.
- Step 5 points to the 'Cut-Off' field.
- Step 6 points to the 'Plan Rate Auto Calculation' field.
- Step 7 points to the 'Enter Rate' button at the bottom left.

STEP 6:

To set the Accommodation Plan rate based on the Room Category "Base Rate", use this function (i.e. 10% discount from base rate)

STEP 7:

Click "Enter Rate" to save and move on

④ Accommodation Plan Management 【<PACKAGE> Accommodation Plans】

STEP 1:
Enter the Plan Title and Plan Description in both Japanese and English

STEP 2:
Click “Enter Rate” to save and move forward

[Check NG words>>](#)

Plan Name	
PACKAGE	Japanese 年末限定プラン！
	English Year-End Plan

Plan Details	
PACKAGE	Japanese 年末限定プラン詳細
	English Sell through 2020/12/31

[Check NG words>>](#)

④ Accommodation Plan Management [<PACKAGE> Accommodation Plans]

[You are NOW editing.]
Plans will not be for sale until you click on "Edit Then Start For Sale".

Sell for <Way of Sales>	4904072 : For PACKAGE
Plan Name	HOTELONLY: -- PACKAGE: Year-End Plan
Room Category	dxov-king : SPECIALTY CITY VIEW KING(1-4PAX)
Room Description	with Bathroom and Toilet/a
Rate Type	HOTELONLY: Rate/Pax PACKAGE: Rate/Room
Booking Period	2020/10/09 - 2020/12/31
Staying Period	2020/12/23 - 2020/12/31

PACKAGE	
Website	Japanese
Rate	NET Rate <small>Plan Rate will be "0" first and automatically updated by the calculation based on Room Rate after a while.</small>
Tax & Service Charge	[NETT] Incl.Tax & S/c
Meal	Breakfast <input checked="" type="radio"/> Incl. <input type="radio"/> Excl.
	Lunch <input type="radio"/> Incl. <input checked="" type="radio"/> Excl.
	Dinner <input type="radio"/> Incl. <input checked="" type="radio"/> Excl.
Child	Child(2-12 years old) <input checked="" type="radio"/> Applicable <input type="radio"/> Not Applicable
	Infants(0-1 years old) <input checked="" type="radio"/> Applicable <input type="radio"/> Not Applicable

STEP 1:
Set Meal Conditions
and Child Policy for
room

STEP 2:
Click "Start for Sale"
to enter rates

④ Accommodation Plan Management [<PACKAGE> Accommodation Plans]

Accommodation Plan Rates (Daily)

STEP 1:
Select “Daily Amendment” or “Weekly-Bulk Amendment”

STEP 2:
If Daily, set the NET rate for each day and the meal settings “Weekly-Bulk” for the next page

STEP 3:
Click “Start For Sale”

New Accommodation Plan

Enter Plan Info Enter Plan Details Enter Rate & Meal **Start For Sale (Edit)**

① >> ② >> ③ >> ④

Sell for <Way of Sales> 4878781 : For PACKAGE [Check details of the Plan Name and Details>>>](#)

Plan Name HOTELONLY: --
PACKAGE: a

Room Category dp-ovk : CITY VIEW with KING bed(1-3 Pax including kids)

Room Description with Bathroom and Toilet/Non-Smoking/aa
HOTELONLY: Rate/Pax
PACKAGE: Rate/Room

Booking Period 2020-09-04 - 2020-09-30

Staying Period 2020-09-04 - 2020-09-30

Daily Amendment Weekly-Bulk Amendment

2020 01 02 03 04 05 06 07 08 09 10 11 12

Newly made as follows.

		2020-09														Next
		4	5	6	7	8	9	10	11	12	13	14	15	16	17	
		Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	
PACKAGE:Japanese																
NET Rate	1Room	300	0	0	300	300	300	300	300	0	0	300	300	300	300	
Breakfast	Incl.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	Excl.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
Lunch	Incl.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	Excl.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
Dinner	Incl.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	Excl.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
Tax & Service Charge	[NETT] Incl.Tax & S/c	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	

④ Accommodation Plan Management [<PACKAGE> Accommodation Plans]

Accommodation Plan Rates (Bulk)

STEP 1:

Set date range and dates in that range you want to edit (i.e. weekday only)

STEP 2:

Set NET rate and meal availability

STEP 3:

Click "Update" and start sale

Rate & Meal for Accommodation Plan

Select Plan Select Room Type Enter Rate & Meal

1 >>> 2 >>> 3

Sell for <Way of Sales>	4876781 : For PACKAGE Check details of the Plan Name and Details>>>
Plan Name	HOTELONLY: -- PACKAGE: a
Room Category	dp-cvk : CITY VIEW with KING bed(1-3 Pax including kids)
Room Description	with Bathroom and Toilet/Non-Smoking/aa HOTELONLY: Rate/Pax PACKAGE: Rate/Room
Booking Period	2020-09-04 - 2020-09-30
Staying Period	2020-09-04 - 2020-09-30

Daily Amendment Weekly-Bulk Amendment

Conditions	
Staying Period	2020/10/09 2020/10/09 (YYYY/MM/DD)
Day of Week	<input type="checkbox"/> All <input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun

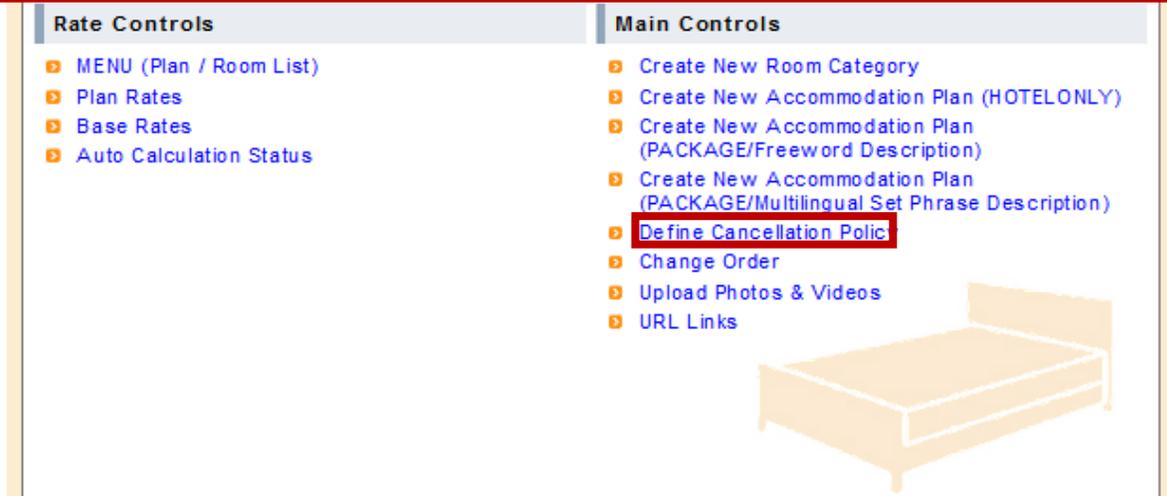
PACKAGE	
Website	Japanese
Rate	<input checked="" type="radio"/> Do Not Amend <input type="radio"/> Amend 1 Pax / Room
Tax & Service Charge	[NETT] Incl.Tax & S/c
Meal	Breakfast : <input type="radio"/> Not Amend <input checked="" type="radio"/> Incl. <input type="radio"/> Excl. Lunch : <input type="radio"/> Not Amend <input type="radio"/> Incl. <input checked="" type="radio"/> Excl. Dinner : <input type="radio"/> Not Amend <input type="radio"/> Incl. <input checked="" type="radio"/> Excl.

Update

④ Accommodation Plan Management 【Creating Cancellation Policy】



To create/add cancellation policy, go “Room Control” and click “Define cancellation Policy”



④ Accommodation Plan Management 【Creating Cancellation Policy】

Define Cancellation Policy

Registered Cancellation Policy List Available only All (Including disabled)

(Seasonality Calendar) **Register Cancellation Policy**

ID	Name	Penalty Definition			Seasonality	Status	Registered Date	
0001	Cancellation policy for BAR plan	Cancellation	after 00:00 on 6 days before check-in date	100 % of full nights	Peak	Available	2016/04/05	--
		No-show	---	not set (same penalty with cancellation will be used)				
0002	FI special	Cancellation	anytime	100 % of full nights	F1 singapore grand prix(from 2016-09-11 to 2016-09-18)	Available	2016/03/11	--
		No-show	---	not set (same penalty with cancellation will be used)				

STEP 1:
Click
“Register Cancellation Policy”

④ Accommodation Plan Management 【Creating Cancellation Policy】

STEP 2:
Create the name
of cancel policy

STEP 3:
Define the
penalty

STEP 4:
Select the
seasonality

STEP 5:
Click “Register”

RT Travel OS
[TOP](#) > [Room Control Top](#)

Define Cancellation Policy

Register Cancellation Policy

Cancellation Policy ID	*ID will be assigned after cancellation policy was registered
Cancellation Policy Name	Regular Cancellation Policy 2020 <small>*This name will be used only in Extranet to manage cancellation policy effectively</small>
Penalty Definition	[Cancellation Deadline and Penalty] [Deadline] After <input type="text" value="**;***"/> on <input type="text" value="**"/> days before check-in date / <input checked="" type="checkbox"/> penalty is applied anytime [Penalty] <input type="text" value="100"/> % of <input type="text" value="Full night"/> [No-Show Penalty] <small>*optional</small> [Penalty] <input type="text" value="***"/> % of <input type="text" value="(same as cancellation)"/> <small>*same penalty with cancellation will be applied if not set</small>
Seasonality	<input type="text" value="Regular"/>
Registered Date	****/**/** **.:**.

※NOTE※

Repeat this for creating peak or other policies

④ Accommodation Plan Management [Setting Cancellation Policy]

Define Cancellation Policy

Registered Cancellation Policy List Available only All (Including disabled)

[\[Seasonality Calendar\]](#) [\[Register Cancellation Policy\]](#)

ID	Name	Penalty Definition			Seasonality	Status	Registered Date	
0001	3 days before check-in and noshow 100% of total night	Cancellation	after 00:00 on 3 days before check-in date	100 % of full nights	Regular	Available	2020/02/07	--
		No-show	---	not set (same penalty with cancellation will be used)				
0002	100%deposit at the time of booking (Non refundable and Non cancellation)	Cancellation	anytime	100 % of full nights	Regular	Available	2020/02/07	--
		No-show	---	not set (same penalty with cancellation will be used)				

Seasonality Setting

Seasonality List (Application basis: Stay Night Base)

Priority	Color	Seasonality Name	
P1	■	Peak	📅 ✎
P2	□	Regular	

* Grab and release where you want to place and change priority.

Add Seasonality

STEP 1:
Click "Seasonality Calendar"

STEP 2:
Click "Add Seasonality"

④ Accommodation Plan Management 【Setting Cancellation Policy】

STEP 3:
Create name of the policy

STEP 4:
Define period of the
policy

STEP 5:
Click “Add”

The screenshot shows a form titled "Add Seasonality" with the following fields and controls:

- Name *Required** (Max 100 characters): A text input field containing "Year End Policy 2020".
- Color**: A color selection box with a light red swatch.
- Period**: A date range selector with "From" and "To" labels. The "From" date is "2020/12/25" and the "To" date is "2020/12/31".
- Buttons**: An orange "Add" button and a blue "Cancel" button.

Red arrows from the steps on the left point to the corresponding fields in the form: Step 3 points to the Name field, Step 4 points to the Period date range, and Step 5 points to the Add button.

④ Accommodation Plan Management 【Setting Cancellation Policy】

STEP 6:

Drag and move up/down
the policy for changing
priorities

※NOTE※

The most strict cancel policy should
be the first priority

STEP 7:

Click “Back to Registered
Cancellation Policy”

Seasonality Setting

Seasonality List (Application basis: Stay Night Base)

Priority	Color	Seasonality Name	
P1	Light Blue	ChristmasCancel11-10to11-12	Calendar, Edit
P3	Light Blue	Year End Policy 2020	Calendar, Edit, Delete
P2	Red	Peak	Calendar, Edit
P4	Red	Peak	Calendar, Edit
P5	Brown	Cancellation Policy12231007	Calendar, Edit
P6	Brown	Cancellation Policy11101112	Calendar, Edit
P7	Red	2016-12-30 to 2017-01-03 Akari	Calendar, Edit
P8	Light Blue	2016-11-10 to 2016-11-12 Akari (Chirstmas)	Calendar, Edit
P9	Light Blue	2016-12-23 to 2017-1-7 Akari (Chirstmas)	Calendar, Edit

View Seasonality in Calen

Sun	Mon	Tu
1	2	
8	9	
Year End I		
15	16	
22	23	
29	30	
6	7	

Add Seasonality

Back to Registered Cancellation Policy

④ Accommodation Plan Management [Connecting Cancel Policy & Accommodation Plan]

Hotel Information **Room Control** Finance Log out

Allotment Controls

- ▶ Set Allocation and Black Out (Individual Room Type)
- ▶ Set Allocation and Black Out (All Room Types)
- ▶ Set Plan Availability (HOTELONLY)
- ▶ Extend Allotment

Booking Controls

- ▶ Retrieve Bookings
- ▶ Search Bookings

Rate Controls

- ▶ **MENU (Plan / Room List)**
- ▶ Plan Rates
- ▶ Base Rates
- ▶ Auto Calculation Status

Main Controls

- ▶ Create New Room Category
- ▶ Create New Accommodation Plan (HOTELONLY)
- ▶ Create New Accommodation Plan (PACKAGE/Freeword Description)
- ▶ Create New Accommodation Plan (PACKAGE/Multilingual Set Phrase Description)
- ▶ Define Cancellation Policy
- ▶ Change Order
- ▶ Upload Photos & Videos
- ▶ URL Links

Illustration of a bed

STEP 1:
From Room Control, select
“MENU(Plan/Room List)”

④ Accommodation Plan Management [Connecting Cancel Policy & Accommodation Plan]

Allotment Controls Rate Controls Main Controls
Select Go Select Go Select Go

Room Category **Accommodation Plan**

Period: All Category: All Plan List: All Sort: ID (Z to A) Search

- All
- 3310068: 2014/09/03 16:47:48
- 3795918: BAR with Breakfast
- 3797829: 21 Days AP-15%OFF
- 3797833: 3LOS 20%OFF
- 3810402: 2016/08/04 10:08:30
- 3810404: 2016/08/04 10:09:52
- 3810405: 2016/08/04 10:11:05
- 3810427: 2016/08/04 10:52:35
- 3810725: 2016/08/04 16:19:49

STEP 3:
Click "Search"

STEP 2:
Select the plan you wish to connect

Hotel 3795918: [BAR with Breakfast](#)
Booking Period: **2016/07/13 - 2018/04/30** Staying Period: [2016/07/13 - 2018/04/30](#) Expired + Link Room Type x Delete

STEP 4:
Click the "Booking Period"

④ Accommodation Plan Management 【Connecting Cancel Policy & Accommodation Plan】

STEP 5:
At the bottom of
the page,
you can select
cancel policies for
both Regular and
seasonal ones

Secret Plan	<input checked="" type="radio"/> Do Not Apply <input type="radio"/> Apply Password (Optional) <input type="text"/> <small>* Applies only to HOTELONLY (Japanese Site)</small>
Payment Options	[Payment by Customer] <input type="radio"/> No Prepayment <input type="checkbox"/> If a Customers Credit Card is NOT required to guarantee the booking, please check this box. <small>* No Deposit or Advance Payment can be charged to the Customers Credit Card.</small> <input checked="" type="radio"/> Prepayment (partial or total) by Customer <small>* Your property can charge a Deposit or Advance Payment to the Credit Card at the time of booking.</small>
Cancellation Policy	[Cancellation Policy Setting List] <small>*Cancellation policy setting will not be update until the plan is saved.</small> [Regular] Check seasonality with setting period <input type="button" value="Restore Current Setting"/> <input type="text" value="5: 7 days first night no show full night : Regular(P43)"/> <small>*You must set one Regular cancellation policy</small> [Seasonal] <input type="text" value="56: no refundable: 2016-12-23 to 2017-01-03(P36)"/> <input type="button" value="Add more seasonal cancellation policy +"/> <small>* Plans Base Policy will be automatically applied after extending the lodging period of the accommodation plan.</small>

STEP 6:
Click “Save”

[Edit Contents >>](#)

④ Accommodation Plan Management [Setting Cancellation Policy]

STEP 9:
Click the policy ID

STEP 10:
Click "Edit"

STEP 11:
Select Seasonality

STEP 12:
Click "Save"

Registered Cancellation Policy List Available only All (Including disabled)

ID	Name	Penalty Definition			Seasonality
0001	3 days before check-in and noshow 100% of total night	Cancellation	after 00:00 on 3 days before check-in date	100 % of full nights	Regular
		No-show	---	not set (same penalty with cancellation will be used)	
0002	100% deposit at the time of booking (Non refundable and Non cancellation)	Cancellation	anytime	100 % of full nights	Regular
		No-show	---	not set (same penalty with cancellation will be used)	

Refer Cancellation Policy

[<<Previous](#) version 2 (latest)

[Edit](#)

Cancellation Policy ID 0002

Seasonality

Peak

Regular

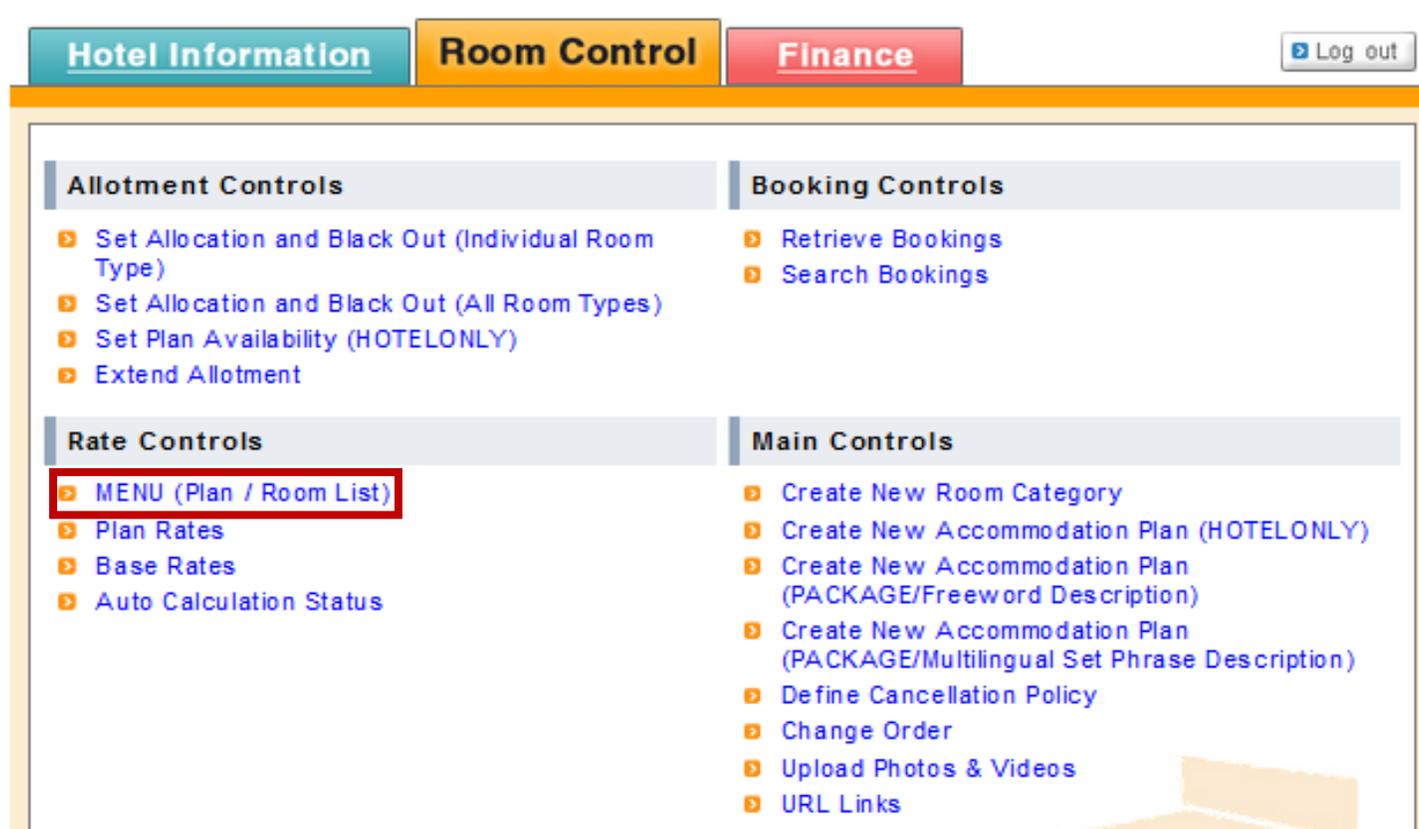
Peak

Registered Date

00:26:03

[Cancel](#) [Save](#)

④ Accommodation Plan Management [Accommodation Plan Quick Review]



To quickly review and edit the allocation and rate information for Accommodation Plans, go to “MENU (Plan/Room List)”

④ Accommodation Plan Management [Accommodation Plan Quick Review]

STEP 1:
Search for a registered Accommodation Plan by using the functions below or viewing all from "Plan List" and click search

Allotment Controls: Rate Controls: Main Controls:

Room Category | **Accommodation Plan**

Period: Category: Plan List: sort:

TOP > Menu

<input type="button" value="For Sale"/> <input type="button" value="Stop Sell"/>	4721305: BAR Booking Period: 2020/04/01 - 2020/11/30 Staying Period: 2020/04/01 - 2020/11/30 On Sale	<input type="button" value="+ Link Room Type"/> <input type="button" value="x Delete"/>
	cv-king: CITY VIEW with KING bed(1-3 Pax including kids) Shower Room and Toilet/Non-Smoking/a Sell Through: 2021/01/31	<input type="button" value="\$ Plan Rate"/> <input type="button" value="Plan Allotment"/> <input type="button" value="Child Policy"/> <input type="button" value="x Delete"/>

For Sale/Stop Sell Change

Linked Room Types

Selling condition and cancelation policy

Change Rates, Allocation, Child Policy

Link additional Room Types

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⑤ Confirming Your Bookings [Retrieve Bookings]

The screenshot shows a web-based interface for hotel management. At the top, there are three tabs: "Hotel Information" (blue), "Room Control" (orange), and "Finance" (red). Below the tabs, there are four main sections: "Allotment Controls", "Rate Controls", "Booking Controls", and "Main Controls".

- Allotment Controls:**
 - Set Allocation and Black Out (Individual Room Type)
 - Set Allocation and Black Out (All Room Types)
 - Set Plan Availability (HOTELONLY)
 - Extend Allotment
- Rate Controls:**
 - MENU (Plan / Room List)
 - Plan Rates
 - Base Rates
 - Auto Calculation Status
- Booking Controls:**
 - Retrieve Bookings (highlighted with a red box and a red arrow pointing to a callout box)
 - Search Bookings
- Main Controls:**
 - Create New Room Category
 - Create New Accommodation Plan (HOTELONLY)
 - Create New Accommodation Plan (PACKAGE/Freeword Description)
 - Create New Accommodation Plan (PACKAGE/Multilingual Set Phrase Description)
 - Define Cancellation Policy
 - Change Order
 - Upload Photos & Videos
 - URL Links

At the top right, there is a notification area with a red exclamation mark icon and the text "New Booking & Cancellation :13" and "Check New or Cancel Booking!". A red arrow points from this notification to the "Retrieve Bookings" button.

STEP 1:
Click here or
"Retrieve Bookings"

⑤ Confirming Your Bookings [Retrieve Bookings]

Print out the list of new bookings.
Then, click the "Verify Entry" button.
Other bookings cannot be confirmed and remain as new bookings.

STEP 1:
Check credit card information
Refer to [page 71](#) for the details

STEP 2:
Click "Verify Entry"

※NOTE※
Credit card Information will be deleted
7 days after the guest's check out date
(*JST 0:00 hours)

Processing Confirmation
Payment by Customer, No Prepayment

Hotel Name

Booking Number [Apply Accommodation Plan]

Check In 2017-03-07 [20:00]

Check Out 2017-03-09

Room Type Deluxe Queen Room with breakfast

Number of Guests Adult 2 Person(s)

Guest Name [Last/First] (Male)

Contact

Address

Cancellation Policy [Cancellation deadline] after 00:00
[Cancellation penalty] 100 % of the total amount
[No-show penalty] not set (same as cancellation penalty)

Rakuten Super Point -

Member Name

Member Information [Credit Card Information](#)

Date	Price Detail	Rate Change(Selling Rate)	Cancellation	No-Show
2017-03-07 [Breakfast Included] 115.26MYR	[Rate: 115.26MYR]	Transferring booking information		
2017-03-08 [Breakfast Included] 115.26MYR	[Rate: 115.26MYR]	Transferring booking information		
Total Rate	MYR 230.52 Not included: 10 % service charge, 6 % VAT			

Plan Name

Description

⑤ Confirming Your Bookings [Check Credit Card Information]

STEP 2:

After Login page for CIT External is shown, input your Username and Password.

※NOTE※

Please input your Username and temporary password which is provided via Email for the first time log in

The screenshot shows the Rakuten Travel Extranet interface. At the top, it says 'Rakuten Travel Extranet' and 'TEST KAIGAI LOCAL DP3 BNK (E0)'. Below this is a 'Retrieve Bookings' section with a yellow header. A message reads: 'Print out the list of new bookings. Then, click the "Verify Entry" button. Otherwise, the bookings cannot be confirmed and remain as new bookings.' Below this is a 'Processing Confirmation' section with the text 'Payment by Customer, No Prepayment'. It displays booking details: 'Hotel Name: TEST KAIGAI LOCAL DP3 BNK (E0)', 'Booking Number: RYa061b2ab [Apply Accommodation Plan]', and 'Member Name: 遠藤 敬子'. There are links for 'Member Information' and 'Send E-mail'. A 'Card Information Tool External' login window is overlaid on the page, with a 'Card Holder Name: ENDO TESKO' and a link to 'Credit Card Information'. The login form has fields for 'Username:' and 'Password:' and a 'LOGIN' button. A security notice at the bottom states: 'For security reasons, please log out and exit your web browser when you are done accessing service that require authentication!' and 'Copyright(c) Rakuten, Inc. All Rights Reserved.'

STEP 1:

Click "Credit Card Information" in Extranet "Retrieve Bookings" page

⑤ Confirming Your Bookings 【Check Credit Card Information】

※NOTE※

- 1. Deadline for checking credit card information**
You can check credit card information from the date you receive booking until ***7 days after the guest's check out date (*JST 0:00 hours)**
-Please check the credit card information before the deadline.
- 2. User accounts will be deactivated after 90 days of inactivity.**
-Reminder e-mail will be sent to your registered e-mail address in 7 days before the expiration date.
Please login to CIT External before the expiration date or click on the link in the e-mail to automatically refresh your account.
- 3. Forget Password**
If you forget the password or in case the account is locked, please contact Hotel Support Desk ([Page 92](#))
-Notification E-mail will be sent to you after account reset.

⑤ Confirming Your Bookings 【Check Credit Card Information】

※NOTE※

We are not allowed to check your ID password due to security reasons.

Please Remember your own ID and password.

In case, if you forget your ID and password, the account must be reset, so please contact Hotel Support Desk ([page 92](#))

Rakuten

You must change your password.

Your account password has expired and must be changed.

Enter Current Password:

Enter New Password:

Confirm New Password:

SUBMIT CANCEL

Rules of Password :

1. Minimum of 12 characters in length.
2. Must have any character from: A-Z3.
3. Must have any character from: a-z4.
4. Must have any digits from: 0-95.
5. Must have special character from: ! @ # \$ % & [{ () }] > < ? ; + - _ =

⑤ Confirming Your Bookings [Check The Booking Detail]

Confirmed
Payment by Rakuten Travel, Online Card Payment

Hotel Name	
Booking Number	
Check In	
Check Out	
Room Type	POOLSIDE GARDEN VIEW (7C)(pgv)
Number of Guests	
Guest Name [Last/First]	
Contact	
Address	
Cancellation Policy	[Cancellation deadline] after 00:00 on 7 days before check-in date [Cancellation penalty] 100 % of the first 1 night [No-show penalty] not set (same penalty with cancellation will be used)
Rakuten Super Point	2%

Date	Price Detail	Rate Change(Selling Rate)	Cancellation	No-Show
2020-12-05 [No Meals] 467.13USD	[Rate:467.13USD]	467.13USD	-	-
2020-12-06 [No Meals] 467.13USD	[Rate:467.13USD]	467.13USD	-	-
2020-12-07 [No Meals] 467.13USD	[Rate:467.13USD]	467.13USD	-	-
Total Rate	USD 1401.39 Included : 14.962 % TAX			

Plan Name	RCBB(B1G6V) Special Rate with 3NTS AUG-DEC 2020(4750039)
Description	RCBB(B1G6V) Special Rate with 3NTS AUG-DEC 2020

[Member Information](#)
[Credit Card Information](#)
FLIGHT NO: JL759

Send E-mail:
Send E-mail directly to the guest

Credit Card information:
Check guests' credit card number

FLIGHT NO:
Guests' arrival flight number.

⑤ Confirming Your Bookings 【Send E-mail】

To:	
Message	
Sender	<input type="text"/>
E-mail Address of the Sender	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> other <input type="text"/>

Confirm Message

STEP 1:
Fill out message either
in English or Japanese
※NOTE※
It does not allow to send URL

STEP 2:
Select/fill in your e-mail
address

STEP 3:
Click
“Confirm Message”

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⑥ Edit Bookings and Viewing Customer Review [Search Bookings]

The screenshot displays the Rakuten Travel Extranet interface. At the top right, it says "Rakuten Travel Extranet" and "Change Language : English". Below this, there's a notification bar for "RT Travel OS" with a warning icon and "New Booking & Cancellation :0". A navigation bar contains three tabs: "Hotel Information", "Room Control", and "Finance". The "Room Control" tab is highlighted with a red box. Below the navigation bar, there are four main sections: "Allotment Controls", "Booking Controls", "Rate Controls", and "Main Controls". In the "Booking Controls" section, the "Search Bookings" link is highlighted with a red box. A red arrow points from a callout box to this link. Another red arrow points from a second callout box to the "Room Control" tab. At the bottom right of the interface, there is a small illustration of a bed.

STEP 1:
Click "Room Control"

STEP 2:
Click "Search Bookings"

⑥ Edit Bookings and Viewing Customer Review [Search Bookings]

Search Bookings

Search by Date	Conditions	<input checked="" type="radio"/> Staying Date <input type="radio"/> Booking Date <input type="radio"/> Cancellation Date <input type="radio"/> Check Out Date	<input type="button" value="Search"/>
	Date	2020 09 07 - 2020 09 07	
	Narrow Search	<input checked="" type="checkbox"/> HOTELONLY(Room Only) <input checked="" type="checkbox"/> HOTELONLY(Plan) <input checked="" type="checkbox"/> PACKAGE(Room Only) <input checked="" type="checkbox"/> PACKAGE(Plan)	
Search by Number	Booking Number	<input type="text"/>	<input type="button" value="Search"/>
Search by Name		<input type="text"/> (Place a check mark in the box when searching by the guest name and lodging date.) <input type="checkbox"/> Date 2020 09 07 - 2020 09 07	<input type="button" value="Search"/>

STEP 3:
Select Staying Date or Enter Rakuten's
booking number, and click "Search"

⑥ Edit Bookings and Viewing Customer Review 【Search Bookings】

[Apply Accommodation Plan] Detail/Edit Confirmed	2020-12-15 (16:00) 2020-12-18 2020-06-28 09:37:35 AM	RCBB(B1G6V) Special Rate with 3NTS	1458.42USD		
---	--	--	------------	--	--

STEP 4:
Click “Detail/Edit” for targeted booking.
※NOTE※
In case of No-SHOW or/and changing booking details,
please use this function to edit the bookings.
(The price is used for commission calculations.)
Edit function is only available for <HOTEL ONLY> bookings.

⑥ Edit Bookings and Viewing Customer Review [Edit Bookings]

Hotel Information Room Control Finance

Allotment Controls

- Set Allocation and Black Out (Individual Room Type)
- Set Allocation and Black Out (All Room Types)
- Set Plan Availability (HOTELONLY) **NEW**
- Extend Allotment **NEW**

Booking Controls

- Retrieve Bookings
- Search Bookings**

STEP 5:
Click either
"Update"
"Cancel"
"No-Show"
for each staying day
or Select either one
and click "Action"

A: If the Rate is incorrect:
Enter the correct rate and
click "Update"

B: If there is a cancellation:
Click "Cancel"

C: If there is a no-show
Click "No-Show"

**D: If customer wishes to
shorten the staying
period, click cancel for
the shorten date**
Click "Cancel"

※NOTE※
Edit booking is
available until **15th** of
the following month
of the checkout dates

<Package> bookings
cannot be edited

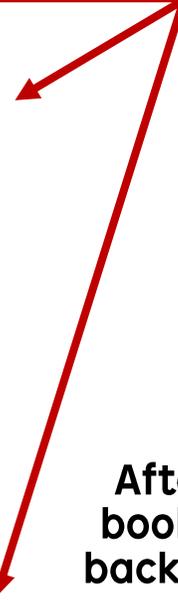
Confirmed
Payment To Hotel

Hotel Name: Member 1
Booking Number: RY9088d
Check In: 2014-02-14 [15:00]
Check Out: 2014-02-17
Room Type: GARDEN VIEW TRIPLE(gv-triple)
Number of Guests: Adult 3 Person(s) /Child 0 Person(s)
Guest Name [Last/First]:
Contact:
Rakuten Super Point: 10%

Date	Price Detail	A Rate Change(Selling Rate)	B Cancellation	D No-Show	C
2014-02-14 [Breakfast Included] 125USD	[Room Rate 125USD= 125USD]	125 Update	Cancel	No-Show	
2014-02-15 [Breakfast Included] 125USD	[Room Rate 125USD= 125USD]	125 Update	Cancel	No-Show	
2014-02-16 [Breakfast Included] 125USD	[Room Rate 125USD= 125USD]	125 Update	Cancel	No-Show	
Total Rate		USD 375 (Incl. service charge but not taxes)			
Plan Name	X10 EF Plan(2243085)				
Description	X10 EF Plan				
					Memo

To cancel all nights of this booking, click on the "Cancel This Booking" button.

... Cancellation Action



※NOTE※
After editing, the
booking cannot be
back to original one.

⑥ Edit Bookings and Viewing Customer Review [Viewing Customer Review Statistics]

STEP 1:
Click
“Hotel Information”

STEP 2:
Click
“Customer Review”

STEP 3:
Select Time period

STEP 4:
Click “Display”

Hotel Information Room Control Finance

Sample

Log out

General

- Property Information
- Facility & Amenity
- Cancellation Policy & Note
- Cancellation Policy (For Japanese Website)
- Date and Time Setting
- Taxes and Fees

Booking Data Analysis

- Monthly
- Daily
- Customer Review

Customer Review

Period: Please select the time period.

Past one years Display

Back To Top

Period: Please select the time period.

201111 Display

The number of the total answers

The number of replies	Location	Room	Service	Equipment/Amenity	Over-all judgement
5 points very satisfied	8	8	5	7	7
4 points satisfied	5	4	6	5	6
3 points normal	0	1	0	1	0
2 points dissatisfied	0	0	0	0	0
1 point very dissatisfied	0	0	0	0	0
Appraisal failure	0	0	0	0	0
Average mark	4.6	4.5	3.8	4.5	4.5
Area average mark	3.9	4.1	3.7	4	3.9

Calculation of the average mark has excluded "appraisal failure".

⑥ Edit Bookings and Viewing Customer Review [Respond to Customer Reviews]

STEP 1:
Click
“Hotel Information”

STEP 2:
Click
“Users’ Voice”

STEP 3:
Select Time period

STEP 4:
Click
“Comment Display”

The screenshot displays a web application interface with a top navigation bar containing three tabs: "Hotel Information" (highlighted in red), "Room Control", and "Finance". A "Log out" button is located in the top right corner. The main content area is divided into several sections:

- General:** A list of menu items including Property Information, Facility & Amenity, Cancellation Policy & Note, Cancellation Policy (For Japanese Website), Date and Time Setting, and Taxes and Fees.
- Booking Data Analysis:** A list of menu items including Monthly, Daily, and Customer Review.
- Comment Display:** A section with a "Reviews Count: 0" and a "Period: Please select the time period." dropdown menu. The selected period is "2020 - 9 - 2020 - 9". A "Comment Display" button is highlighted in red.
- Users:** A list of menu items including Customize Page, Users' Voice (highlighted in red), Create New R-mail, Registered R-mail List [Transmission Reserved], and Registered R-mail List [Sent].

Red arrows from the step boxes point to the corresponding elements in the interface: "Hotel Information" tab, "Users' Voice" menu item, the "Comment Display" button, and the "Comment Display" section header.

⑥ Edit Bookings and Viewing Customer Review 【Respond to Customer Reviews】

STEP 5:
Write response in
Japanese

STEP 6:
Click
“Enter Message”

※NOTE※
For private
response, please
click “Send E-mail”

Date	Member's Comments	Hotel's Comments
2020-03-23 Japanese Site	家族旅行で宿泊しました。 子供が喜ぶサービスが目白押し。 また宿泊したいです。	この度は、当ホテルにご宿泊いただきまして誠にありがとうございます。ご宿泊に関しまして、ご満足頂けたようで安心いたしました。
	<input type="button" value="Send E-mail"/>	<input type="button" value="Enter Message"/>

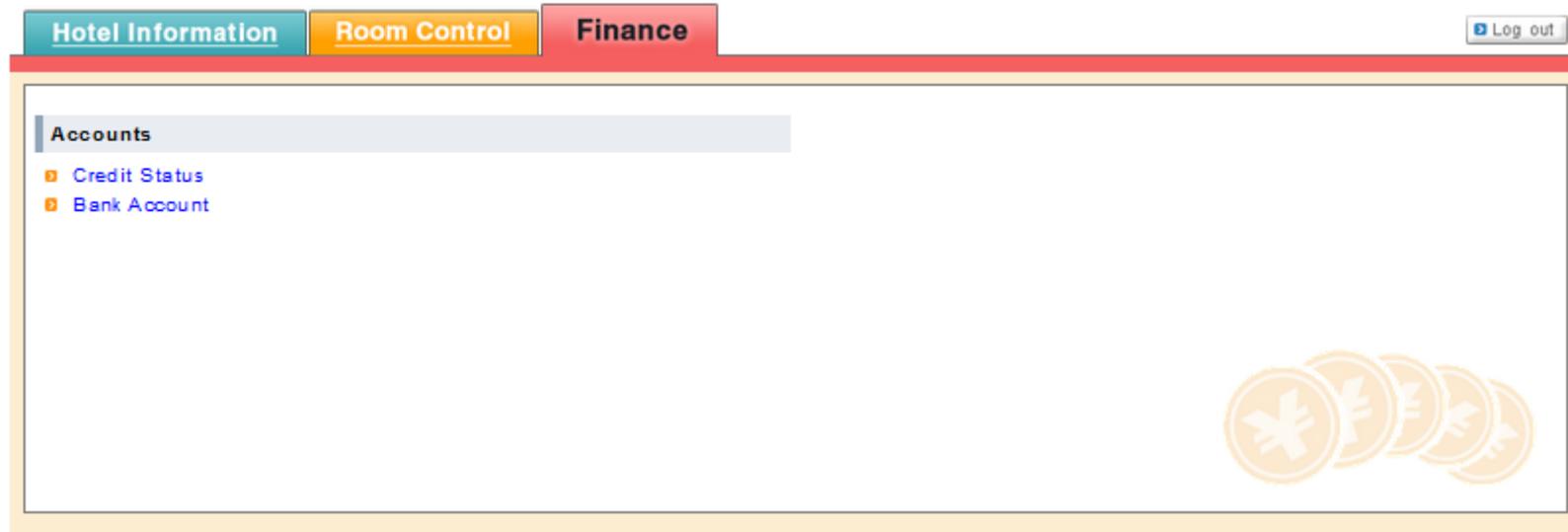
※NOTE※
For privacy and security reasons, do not use guests' names in response comment.

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⑦ Finance Controls 【Finance Tab】

<PACKAGE>
ONLY



From the Finance tab, you can monitor credit status and update the bank account information for <PACKAGE>

⑦ Finance Controls 【Credit Status】

<PACKAGE>
ONLY

Hotel Information Room Control Finance

Accounts

- Credit Status
- Bank Account

Bookings made through the sites registered as "Payment To Hotel" are not shown here. Rakuten Travel will remit the amount at the end of next month after fixed records. "Date of Remittance" in "Not Remit" is a date on schedule.

Date	<input checked="" type="radio"/> Date of Remittance <input type="radio"/> Check In Day <input type="radio"/> Check Out Day	
	2020 / 09 / 07 / ~ 2020 / 09 / 07 /	
Remitting Status	<input checked="" type="radio"/> Not Remit <input type="radio"/> Remitted <input type="radio"/> Not Remit & Remitted	Search
Classifications	<input checked="" type="radio"/> DP	
Booking Number	<input type="text"/>	Search

Main Menu

STEP 1:
Click "Credit Status"
<Dynamic Package>

If you wish to check **Account Statement** for
<Hotel Only>, please refer to [page 89](#)

STEP 2:
Select the months,
and click "Search"

⑦ Finance Controls [Setting Bank Account Information]

<PACKAGE>
ONLY

Hotel Information Room Control **Finance**

Accounts

- Credit Status
- Bank Account**

Bank Account Information

* Rakuten Travel will remit the amount based on the sales record to your bank account shown below. So please complete your bank account and necessary information below.

* We will remit money to your bank account shown below. Please make sure your account information below is correct.(We are not responsible for any failed or delayed remittances due to incorrect information. Please be sure to double check your completed information. Thank you.)

* Once you complete information, you won't be able to change through your extranet. If alternations and corrections needed, please contact us immediately. We will update them as per your request.

Account Information	Location of your Bank Account	<input type="radio"/> Japan <input checked="" type="radio"/> Overseas(Out of Japan)	
	Beneficiary	<input type="text"/>	Enter within 70 characters and numbers
	Beneficiary Address (Country Required)	<input type="text"/>	Enter within 100 characters and numbers
	Beneficiary Account Number	<input type="text"/>	Enter within 34 characters and numbers
	Bank Name	<input type="text"/>	Enter within 200 characters and numbers
	Bank Address (Country Required)	<input type="text"/>	Enter within 200 characters and numbers
	Branch Name	<input type="text"/>	Enter within 200 characters and numbers
Accounting Manager	Accounting Manager	<input type="text"/>	Enter within 70 characters and numbers
	Department/Position	<input type="text"/>	Enter within 100 characters and numbers
	TEL	<input type="text" value="000000000000"/>	Enter within 32 numbers
	FAX	<input type="text" value="000000000000"/>	Enter within 40 numbers
	E-MAIL	<input type="text"/>	Enter within 150 characters and numbers

• ATTENTION
 • The below is example of valid letters, numbers and signs
 • ABCDEFGHIJKLMNOPQRSTUVWXYZ
 • 1234567890
 • () + , - . / : ?
 • Please note that all small letters, Roman numerals(I,II,etc.), signs(like '&') are invalid.

Next
Main Menu

※NOTE※
 ←Account information is not editable.
 Please contact ITC, if you would like to change the bank account information

⑦ Finance Controls 【Check Account Report】

<HOTEL ONLY>

URL : <https://manage.travel.rakuten.com/providers-login>

Rakuten Travel Extranet

Log in to Rakuten Travel Management System

Provider ID *

Login ID *

Password *

Log in

Forgot your Provider ID, Login ID, or Password?

※NOTE※

If you have a problem logging in the page, please try the link or refer to contacts slide ([page 92](#))

STEP 1:
Access the link

STEP 2:
Input:
• Provider ID
• Login ID
• Password

STEP 3:
Click “Log in”

⑦ Finance Controls [Check Account Report]

<HOTEL ONLY>

Rakuten Travel Extranet

Home
Inventory / Rate >
Promotion >
Booking management
Photos/Videos
Reviews >
Accounting report
Account
General settings >
Master data >

Accounting report

Target month
2020-05

Report type	Report number	Amount	Due date	Summary:PDF Detail:CSV
Invoice	SL100KED-202005-83-01	\$450.00	6/29/2020	↓ CSV ↓ PDF

※NOTE※
Editing booking is available until **15th** of the following month of the checkout dates.
16th of each month, Invoice for previous month will be available

STEP 4:
Click
“Accounting Report”

STEP 5:
Select the target
month

STEP 6:
Click either file type



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⑧ Contacts

Please contact ITC for

- Sales strategy & Promotions
- Plans, Rooms, Rate, and Rakuten Point
- Property Information Updates
- Monthly Sales Report

Please contact Hotel Support Desk (trv-intlhotel@mail.rakuten.com) for

- Technical Questions
- Login Problem
- Account Statement
- Guests' Credit Card Issue

Rakuten