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1 Category:API

1.1 Use of the API

The API functions are available at <https://api.beds24.com>

To use the API you need to allow API ACCESS. Go to SETTINGS -> ACCOUNT -> ACCOUNT ACCESS and allow API access. The API is available at <https://api.beds24.com>. The XML functions can be accessed with your Beds24 username and password. The JSON functions can be created with a API and prop key which you set yourself in the Beds24 control panel SETTINGS->ACCOUNT and SETTINGS->PROPERTIES->LINK

The default limit is 60 API calls per 5 minutes for an account

You should design your interface to eliminate unnecessary calls.

If you put a delay of 5 seconds between calls you should have no problems.

1.2 Capabilities

1.2.1 getBookings

- getBookings will return the real time information about the bookings which are in the Beds24 system.
- You can specify a date range. If you do not, the default is to return from now for 1 year.

1.2.2 json/setRoomDates

- sets daily prices and inventory and min stay

The values will be sent to all channels which are activated for these values in the control panel.

1.2.3 getInvoicesCSV

- gets invoice items as a .csv file

1.3 API FAQ

1.3.1 Where can I find the API documentation?

The documentation can be found directly in the API.

1.3.2 What do I need to do to receive credit card details though the API?

Your systems must be PCI DSS compliant to receive credit card data. Please contact via support ticket for further information.

1.3.3 Can I delete bookings though the API?

You can cancel bookings though the API but not delete them.

2 Category:Channel Manager

This page is about the menu **SETTINGS->CHANNEL MANAGER**

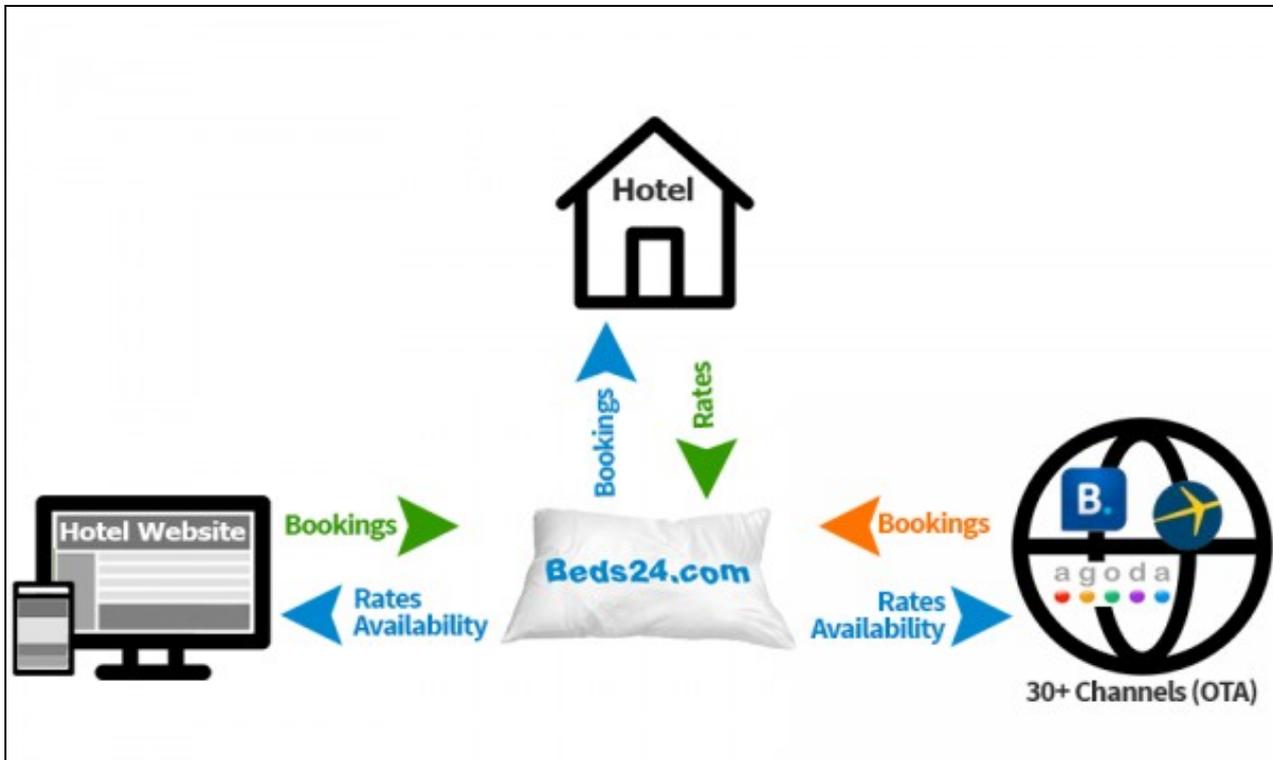
2.1 Contents

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2.2 How the Channel Manager works

The Channel Manager allows individual properties or agencies managing multiple properties to keep inventory up-to-date in real time at our channel partners, allowing hosts to use and get the most out of multiple on-line booking channels without the hassle of constantly signing-in and updating all of them individually each time a booking is made (or cancelled) via one of them.

Two-Way XML connections with Booking.com, Expedia, Agoda, Hostelworld and many more leading OTA's export prices and inventory and import bookings instantly.



A basic example for how it works:

Lets say your are a B&B and you have 2 double rooms. The inventory in the system is set to 2. This inventory gets exported to the booking channels and your web site. Both your website and the booking channels can sell 2 rooms. If you get a booking on your web site the system automatically reduces the inventory to 1 room. It sends the new inventory information to the booking channels so so only one more room can be sold.

It works the same the other way around. If you get another booking through a booking channel this information gets sent to the system. The inventory gets reduced to 0 rooms. Now your rooms are fully booked and both your website and the booking channels will show no availability.

To some channels we can also send pictures and descriptions.

The Ical sync updates all calendars which support the widely used Ical format including Google calendar, outlook and many rental portals.

2.2.1 What can be sent

Depending on capabilities of the connection we can send availability, one price or multiple prices. For some channels we can even send content like descriptions or pictures and create listings. This table gives an [overview on the capabilities for each connected channel](#).

2.3 Set up

To use the channel manager you need accounts with the booking channels you want to use and connect them to the channel manager account.

2.3.1 Before you connect channels

- Set up your [rooms](#). If you are selling rooms in different constellations on booking channels you might need [virtual rooms](#).
- Set up [prices](#).
- Read our [User Agreement](#) and in particular the liability section.

2.3.2 Existing bookings

Before you activate a connection make sure your rates and inventory are set up correctly. The channel manager can only import bookings from the time the connection was activated. If you have previous or other bookings outside the Beds24 system you have these options:

- For some channels we import upcoming bookings. If this is possible you will find information about this in the channel specific set up instructions.
- To block booked dates go to the CALENDAR in your control panel and change the inventory for the dates you have bookings for.
- If you need the booking details in Beds24 will need to enter the bookings manually. If you are comfortable working with .csv files you can import data into Beds24 using our API (<https://www.beds24.com/api/>).

Once you activate the channel manager Beds24.com will maintain the live master version of your availability and export this to all the sites, updating them as new bookings are taken.

2.3.3 Connect channels

The process to activate a channel varies, but for most you will need to enter credentials. Some channels, like Booking.com, Agoda and Expedia, require you to initiate the connection yourself in their Extranet and others have an approval process. Go to SETTINGS-> CHANNEL MANAGER. After you have selected the channel you want to set up click on HELP (top right menu) to open specific set up instructions for the channel you want to use.

2.3.4 Mapping

All rooms you have set on an OTA need to be mapped to a room in Beds24. OTA rooms that are not mapped to a room in Beds24 can not be updated will never receive which can cause overbookings.

Map Rooms:

- Click on the "Get Code" link next to the room type id setting.
- Choose the channel room id you want to map to each Beds24 room and click on it.
- When the correct room id has copied to the room type id setting, click Save.

Standard Double (room id 3801)

[View actual data](#)

Room Code ?

Rate Code ?

Synchronise Inventory Prices Book

get codes ▾

- 200778920 : Classic Room, 1 Queen Bed
- 200778922 : Classic Room, 1 Queen and 1 double bed
- 200778923 : Suite (with Spa Bath)

Superior Double (room id 4705)

[view large](#)

Map Rates

- For some channels you can also need to map rates or daily prices. See the channel specific help pages for detailed information.

Tip Click on the "View Actual Data" Button to check which prices and availability will send.

2.3.5 Preferences

You can set bulk settings for your Channel Managers in Preferences.

- Export Data = 1 or 2 years, if you want to send prices up to 2 years to the Channels, then as long as you have Rates/daily prices setup for the Channel, then you can select the appropriate setting here. Please Note :- we can not send 2 years data for all channels, you can see the specifics in the HELP page for each Channel.

- Import Channel Collect Payments - If any of your Channels collect payments on your behalf, if you set this = YES, then the details will be imported with the booking.
- Deduce language from country - when the guest enters their country, then we can deduce the 2 character language code that will be used if you have created language based messages to be sent to your guests.

2.3.6 Activation

Tick all tick boxes and then press SAVE.

2.3.7 Check Connection

The connection is working if you are not receiving error messages and the display in the channel is correct. If you are receiving error messages check in the "Common Errors" section on the channel specific help page why you are receiving the error and how to fix it.

2.4 FAQ

2.4.1 Will I receive notifications on new bookings?

After you activate the channel manager the channel will stop sending notifications. You will receive them from Beds24 instead.

2.4.2 Do guests receive a confirmation?

The channel confirms the booking with the guest. Beds24 will not send a confirmation message. If you want to send one as well you can set up an Auto Action Email.

2.4.3 How do I modify or cancel a booking?

The channel manger can not send changes to bookings to the channel. Any changes or cancellations have to be made directly in the channel. Cancelling a booking in Beds24 will not cancel the booking in the channel and can cause a double booking.

If for some reason you need to make a change in Beds24 and do not want the channel to override it, you can set "Allow Channel Modifications" = No or "All except room changes. You can either set this globally in SETTINGS-CHANNEL MANAGER or per booking in the "Details" tab of the booking".

If you change a room for a booking from a channel in Beds24 the channel will still treat the booking as if it is in the room the guest booked at the channel.

2.4.4 How do can I access credit card details?

Some channels send credit card details. This is how you can [view credit card details](#).

2.4.5 How do I receive payments?

Beds24 is not involved in deposit collections for bookings from booking channels. Each booking channels handles them according to their rules/your account settings. If the channel collects payments from the guest you can choose to import the guests payment into the booking.

If you use Stripe as payment gateway you can choose to send credit cards supplied by all channels from channels directly to Stripe where the cards can be charged.

2.4.6 How do I add a promotion or special price?

Special offers do not send from the channel manager. All special offers must be managed manually in the channels extranet.

2.4.7 Can I send different prices for different minimum stays or different numbers of guests?

The capabilities depend on the channel. Please see the help page for the channels you are using for details.

2.4.8 I have multiple properties. How do I set this up?

The system can handle multiple properties in one account. How you set this up depends on the channel. Please see the instructions for the channels you want to us.

2.4.9 What to do when I receive an overbooking?

- Check if you are receiving error messages by email or in the potential issues menu. Error messages need to be addressed immediately because they can mean the channel manger is able to make updates.
- Entering the same room code in multiple rooms in Beds24 can cause overbookings. Check your set up for warnings.

If you can not see a problem in your set up send us a support ticket with the booking numbers and dates.

2.4.10 Why did a booking not import?

- Check if the room for which you received the booking is properly mapped.

If you can not see a problem in your set up send us a support ticket with the booking number and the date the booking was made.

2.4.11 Why is the price for the booking wrong?

- A special offer set up in the channel may have reduced the price the channel manager sent.
- You have linked rates in the channel.
- Your prices are not set up as you expect.
- The channel manger can not import prices from all channels. If you have set up minimum prices in SETTINGS->PROPERTIES->ROOMS->SETUP the system will use these minimum prices.

2.4.12 What is pool allotment?

The idea of pool allotment or pool management is that you put all of your rooms into 1 pool, and that all channels take rooms out of that pool. The pool is empty when rooms are booked. This will automatically close all channels.

2.4.13 Can I send different availability to channels?

You can [set up virtual rooms](#) if you want to send custom availability to one or more channels. For example you may not want to sell via a particular channel at certain times of the year.

2.4.14 What are contracted rooms or base allocation?

This is an agreement between you and the channel where you agree to provide a number of rooms exclusively to that channel. This means you will not be able to sell these rooms directly or on other channels.

2.4.15 What do I do when I have a no show?

To report a no show to Booking.com open the booking and click the button in the "Details" tab. For other channels you will need to contact the channel if required.

2.4.16 Can I send messages to guests in their own language?

Yes, use the setting in Preferences 'Deduce language from country?' this will then enter the value in the Language field in the Mail tab of the booking. If there is no value the 'Default' language set in SETTINGS > BOOKING PAGE > INTERNATIONALIZATION -> BOOKING PAGE LANGUAGE will be used.

2.4.17 I need to show the booking charges on the guest invoice not the payout amount, how can I do this?

In SETTINGS -> CHANNEL MANAGER scroll down to 'Invoice' and select 'Booking Amount'

2.4.18 The Channels collect payments on my behalf at the time of booking, how can I see this?

Go to SETTINGS -> CHANNEL MANAGER and set 'Import Channel Collect Payments' = Yes, then the payments will be shown in the Charges and Payments tab of the booking.

2.4.19 How can I stop a Channel moving a booking back to the original room, when I have manually made a change?

If this is for all bookings, then go to Go to SETTINGS -> CHANNEL MANAGER and set 'Allow Channel Modifications' = All except room change' or you can set this per booking in the "Details" tab of the booking".

3 Join Association

This page is about the menu SETTINGS->PROPERTIES->LINK

3.1 Contents

- 1 Api Access
- 2 Linked Property
 - ◆ 2.1 Set up

3.2 Api Access

These settings will be used if you want to allow external systems to access your property. For more information use the context help (? icons).

3.3 Linked Property

Properties can be made available to external accounts which are not sub accounts.

3.3.1 Set up

In the association account

- Get your "Your Association Code" from SETTINGS->ACCOUNT.
- Give your association code and your username to the owner of the property which you want to add to the association account.

In the account which owns the property

- Go to SETTINGS->PROPERTIES->LINK
 - ◆ Enter the username of the account in which you want to make the property available and their "Association Code" in the "Make property available in another account" section.

4 Jomres

This page explains how to use the channel manager with Jomres

The Jomres plugin gives you an interface to the channel manager which you can use to synchronise your booking channels. Jomres creates the properties in Beds24. You set up the channel manager in Beds24 to connect to the channels.



4.1 Capabilities

The capabilities of the connection depend on the channel. With booking.com and many others we have a two way XML connection so Beds24.com can export inventory and prices and import bookings and modifications to bookings. [Check the capabilities of the channels you want to use](#)

- Jomres can send multiple prices and one minimum stay for each room for each date.
- If you need more complex pricing (e.g multiple channels with different prices for each) you have the option to create them in Beds24.
- Beds24 sends bookings back to Jomres.

4.2 What you will need

- Accounts with the booking channels you want to use
- A Beds24 account. You can sign up [here](#).
- The Jomres [plugin](#)

4.3 Where to get help

For issues regarding the interchange of data between Jomres and Beds24 please refer to your Jomres plugin support.

For issues regarding the setup and data interchange between Beds24 and Channels please contact Beds24 support.

4.4 Set up

By default Jomres is designed to be a multi-vendor booking platform. Managers who have their own beds24 accounts can import their properties to and from beds24 securely.

There are two-ways you can make the connection,

1. Single Connection

- Jomres is connected to one master account in Beds24, every manager in Jomres that has access to a connected property can send updated to

2. Multiple connections

- Each manager will have to connect using the api key, in this connection please leave the "above" setting "Blank"

- The connection is initiated from Jomres. Please follow the instructions for the Jomres plugin.

Test the connection is working by:

- 1) Checking the prices/availability have been sent to Beds24 correctly.
- 2) Making a test booking in Beds24 and check it imports to Jomres

Enable the prices for Channel Management

- You can enable the Jomres price rows for channel management at the menu Settings > Properties > Rooms > Daily Prices .

Connect to the Channels

- Go to SETTINGS->CHANNEL MANAGER in the Beds24 control panel and connect the channels you want to use. You will find specific set up instructions for each channel when you click on HELP or have a look [here](#).

Set up in Beds24 is free and you can do it yourself. Beds24 is designed as a self service system with context sensitive help, extensive documentation and a free-of-charge ticket support system.

4.5 Bookings

Bookings can only import into Jomres if there is a price in the price field. If the channel did not send a price Beds24 will use the the min price for the room. Make sure your setting for SETTINGS->ROOMS->SETUP "Minimum Price" is greater than 0 so these bookings can import

4.5.1 Why did a booking not import?

- When checking why bookings fail to go from Jomres to Beds24 it is best to start with the Jomres log, please log-into your Jomres (administrator back-end) > Jomres > Tools > Log Files > Beds24v2.application.log

You should be able to see the exact reason why a booking did not import or export.

4.6 Redirect to Jomres Booking page

You can use the Booking Redirect URL setting to redirect traffic from the Beds24 booking page to your Jomres booking page. This can be used with tripconnect, the facebook app etc. so the guest does not see the Beds24 page.

To pass collected dates to Jomres add the following to the end of your Jomres booking page URL

```
&start=[FIRSTNIGHTDD/MM/YYYY]&end=[LEAVINGDAYDD/MM/YYYY]
```

To show your Jomres booking page within the facebook app it will need to be hosted with a secure certificate and the URL must start with **https://**

4.7 Managing Bookings

Do not delete bookings from Beds24. Deleted bookings can not be updated. Instead set the status to "Cancelled". Beds24 will then send the "Cancelled" status to Jomres.

Bookings which have been manually added in Beds24 will also be sent to Jomres. If not open the booking go to the "Logs" tab and click on "Resend Notify".