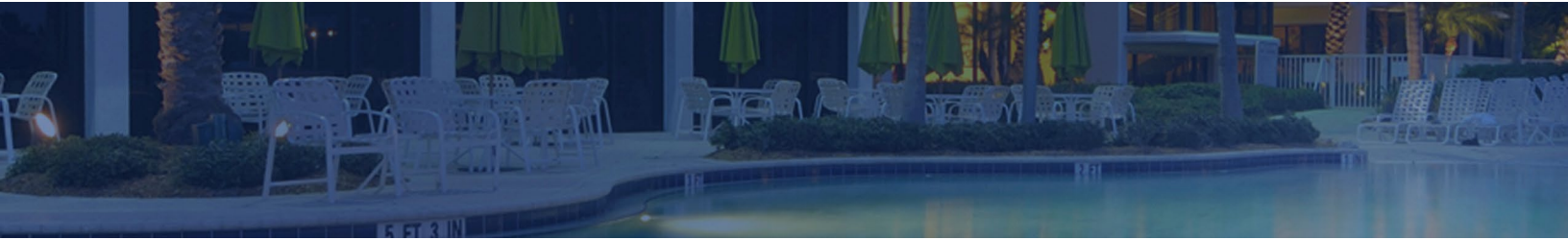


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Best Case Suite Availability Feature Guide

SMS | Host 2021r1

Configure ^{SMS} | Host Suite Availability to reflect inventory correctly
when Suite components are booked separately.

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Best-Case Suite Type Availability

For simple suite configurations, suite availability can be configured to take into account suite component types that have been booked standalone (not booked as part of a suite). This functionality applies to simple suite configurations as described below and does not apply to complex suites.

In all previous versions of SMS|Host, suite 'availability' (unrealized) counts are not affected when suite components are booked standalone.

Note: Best-Case Suite Type functionality must be specifically enabled. Review the information below to determine if you would like it enabled in your SMS|Host system. If you decide you would like this functionality enabled in your SMS|Host system, your SMS Support representative can assist you.

Configuration requirements

To use the Best-Case Suite Availability functionality, the following two configuration rules must be true. If your property has suites that fit these rules, you may consider using this new functionality.

1. The suite component types may not be part of more than one suite type.

For example, if suite type **STE1** is comprised of components **KING + PARLOR**. There cannot be another suite type that uses **KING** or **PARLOR** (component types must be unique to one suite type)

These two suite types do not conform to this rule (AKING is part of two suite types):

SUITE TYPE	Component 1	Component 2	Component 3
ASTE2	AKING	AQUEEN	
ASTE3	AKING	AQUEEN	AQUEEN

2. Suite component room numbers must be part of only one physical suite number.

For example, if suite# 101S (STE1) is composed of 101(KING) and 103 (PARLOR); no other suite number can use 101 or 103.

These two suites do not conform to this rule (A503 is part of two suites):

Suite #	Component 1	Component 2
A501S	A501	A503
A503S	A503	A505

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How it works

With this functionality enabled, ^{SMS} | Host reduces the Suite Potential (*inventory*) when the component room types are booked standalone (not booked as part of a suite). When the Suite Potential is reduced, this also reduces the Unrealized (*available*) suites count. This means that the suite counts will be more accurate.

For example, if there were initially 10 Suites with type STE1 (made up of 10 KINGS and 10 PARLORS) and none of the suites or components were booked, Suite Potential and Unrealized would initially both be 10.

Date	STE1	KING	PARLOR
01/01/2022	10	--	--
01/02/2022	10	--	--
01/03/2022	10	--	--
01/04/2022	10	--	--

Without the new functionality, booking a suite component standalone would not affect the Suite Unrealized count (it would continue to display 10 Unrealized).

With the new functionality enabled, when a reservation is booked for a KING (a standalone suite component), the suite's Potential is reduced by 1 (to 9) and the suite's Unrealized count is also reduced to 9.

Date	STE1	KING	PARLOR
01/01/2022	9	--	--
01/02/2022	10	--	--
01/03/2022	10	--	--
01/04/2022	10	--	--

'Suite spoilage' refers to situations where a physical suite cannot be booked because one of its component room numbers is not available.

Continuing with the above scenario, if a PARLOR is also booked standalone, the Suite Potential would not be reduced again because, best-case, only one suite will have been *spoiled* (1 KING and 1 PARLOR). This presumes that you would assign the standalone KING and PARLOR reservations to adjacent rooms (i.e. 101 and 103; not 101 and 503) in order to spoil as few suites as possible and maximize their potential.

Date	STE1	KING	PARLOR
01/01/2022	9	--	--
01/02/2022	10	--	--
01/03/2022	10	--	--
01/04/2022	10	--	--

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Even with 100% hard-blocking, Suites' Unrealized counts may not be 100% accurate. For example, in the above scenario, if the standalone reservations for KING and PARLOR were blocked into rooms 101 and 503, two physical suites will have been spoiled, but the *Unrealized Suites By Type* will only have been reduced by one.

Again, continuing with the above scenario, if a second KING or PARLOR is booked standalone, then the suite's Potential and Unrealized would be reduced from 9 down to 8.

7 F7 - General Room-Type Availability 16:50:58				
POTENTIAL				
Date	STE1	KING	PARLOR	
01/01/2022	8	--	--	
01/02/2022	10	--	--	
01/03/2022	10	--	--	
01/04/2022	10	--	--	

7 F7 - General Room-Type Availability 16:51:25				
UNREALIZED				
Date	STE1	KING	PARLOR	
01/01/2022	8	--	--	
01/02/2022	10	--	--	
01/03/2022	10	--	--	
01/04/2022	10	--	--	

Component Type availability (2 KING and 1 PARLOR are booked)

7 F7 - General Room-Type Availability 16:52:24				
AVAILABLE				
Date	STE1	KING	PARLOR	
01/01/2022	--	8	9	
01/02/2022	--	10	10	
01/03/2022	--	10	10	
01/04/2022	--	10	10	

Building on the above scenario, when an **STE1** is booked, the Suite's Unrealized count (*availability*) would be reduced (from 8 to 7). The suite's potential (*inventory*), however, is not reduced (remains at 8). Suite Potential is only reduced when suite components are booked standalone with reservations or out-of-order blocking.

8 F7 - General Room-Type Availability 16:55:19				
POTENTIAL				
Date	STE1	KING	PARLOR	
01/01/2022	8	--	--	
01/02/2022	10	--	--	
01/03/2022	10	--	--	
01/04/2022	10	--	--	

8 F7 - General Room-Type Availability 16:56:46				
UNREALIZED				
Date	STE1	KING	PARLOR	
01/01/2022	7	--	--	
01/02/2022	10	--	--	
01/03/2022	10	--	--	
01/04/2022	10	--	--	

Component type availability would, of course, be affected when a suite is booked.

8 F7 - General Room-Type Availability 16:57:56				
AVAILABLE				
Date	STE1	KING	PARLOR	
01/01/2022	--	7	8	
01/02/2022	--	10	10	
01/03/2022	--	10	10	
01/04/2022	--	10	10	

With this new functionality, placing a suite component out-of-order would reduce the Suite Potential and Unrealized counts in the same manner as described above.

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Suites with 'excess' Components

If your room and suite type configuration is such that there are some room numbers that are not part of any suites, booking a component type standalone will not affect the Suite Potential until all the excess rooms have been booked. For example, consider the following configuration.

Type	Inventory / Potential
AKING	5
A1BR	5
ASTE2 (AKING + A1BR)	2

The 2 suites use 2 AKINGs and 2 A1BRs; leaving an excess of 3 AKINGs and 3 A1BRs that are not part of any suites.

Availability after 1 AKING is booked standalone.

Type	Booked	Inventory / Potential	Available / Unrealized
AKING	1	5	4
A1BR	0	5	5
ASTE2 (AKING + A1BR)	0	2	2

Note that the suite Potential was not affected because there are 3 'excess' AKINGs (not part of any suites) and it is presumed that the standalone reservation will be assigned to one of the AKINGs that are not part of a suite.

With this configuration example, suite Potential will be decremented when the 4th AKING is booked standalone.

Type	Booked	Inventory / Potential	Available / Unrealized
AKING	4	5	1
A1BR	0	5	5
ASTE2 (AKING + A1BR)	0	1	1



Suite Configuration Validation Report

As mentioned above, the above new functionality only applies to simple suite configurations. There are some configuration requirements that must be satisfied to use this functionality. We have provided a report that will check your suite configurations and let you know which suites conform and which do not conform to the above rules.

The Suite Configuration Validation Report is available from reports path **R-R-5-Z**

The report checks for the two rules mentioned above and lists conforming and non-conforming suites.

Conforming Suites

Suite Configuration Validation Report		Springer Lodge	782 Mountain Rd	02/12/21 02:23:12 PM	SY	Page 1
Rule # 1 - Suite component types may not be part of more than one Suite Type						
Rule # 2 - Any rooms assigned to a Suite component Room Type must be part of only one Suite						
Conforming Suite Types						
D2SM - Compliant 2BR Suite						
STE1 - 1 Bedroom Suite						
SSUITE - Silver Springs Suite						

Non-Conforming Suites

Note: "Non-Conforming" only means that the suite types are ineligible for the new functionality described here. It does not mean that there is a problem with these suites. The standard suites functionality will continue to work in the same manner as it has in prior releases.

For each non-conforming Suite Type, the report identifies which of the two configuration rules have failed.

Suite Configuration Validation Report		Springer Lodge	782 Mountain Rd	02/12/21 02:23:12 PM	SY	Page 3	
Suite Problem Summary							
		Rule 1	Rule 2				
A2SM	- Aspens 2 Bdrm Suite	Fail	Fail				
A3SM	- Aspens 3 Bdrm Suite	Fail	Fail				
A4SM	- Aspens 4 Bdrm Suite	Fail	Fail				
E2SM	- Big Bear 2 Room Ste.	Fail	Fail				
E3SM	- Big Bear 3 Room Ste.	Fail	Fail				
Suite Problem Detail							
A2SM	- Aspens 2 Bdrm Suite	A1RMC	A1RMC	A1RMC	- Rule # 1 - Suite component types may not be part of more than one Suite Type	A1RMC	- Rule # 2 - Any rooms assigned to a Suite component Room Type must be part of only one Suite
A3SM	- Aspens 3 Bdrm Suite	A1RMC	A1RMC	A1RMC	A1RMC	A1RMC	- Rule # 1 - Suite component types may not be part of more than one Suite Type
A4SM	- Aspens 4 Bdrm Suite	A1RMC	A1RMC	A1RMC	A1RMC	A1RMC	- Rule # 2 - Any rooms assigned to a Suite component Room Type must be part of only one Suite
E2SM	- Big Bear 2 Room Ste.	B1RMC	B1QM	B1RMC	B1RMC	B1RMC	- Rule # 1 - Suite component types may not be part of more than one Suite Type
E3SM	- Big Bear 3 Room Ste.	B1RMC	B1QM	B1RMC	B1RMC	B1RMC	- Rule # 2 - Any rooms assigned to a Suite component Room Type must be part of only one Suite

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The report provides additional details about which suites did not pass the rules and why.

Rule # 1 - Suite component types may not be part of more than one Suite Type				
A1KMC	used in	A2SM	- Aspens 2 Bdrm Suite	
		A3SM	- Aspens 3 Bdrm Suite	
		A4SM	- Aspens 4 Bdrm Suite	
B1KM	used in	B2SM	- Big Bear 2 Room Ste.	
		B3SM	- Big Bear 3 Room Ste.	
B1QM	used in	B2SM	- Big Bear 2 Room Ste.	
		B3SM	- Big Bear 3 Room Ste.	

Rule # 2 - Any rooms assigned to a Suite component Room Type must be part of only one Suite					
		Component Type	Suite Inv	Components In 1 Suite	Components In Multiple Suites
A2SM	- Aspens 2 Bdrm Suite	A1KMC	4	0	Y
A3SM	- Aspens 3 Bdrm Suite	A1KMC	4	0	Y
A4SM	- Aspens 4 Bdrm Suite	A1KMC	2	0	Y
B2SM	- Big Bear 2 Room Ste.	B1KM	4	0	Y
		B1QM	4	4	Y
B3SM	- Big Bear 3 Room Ste.	B1KM	4	0	Y
		B1QM	4	4	Y

The report's Unit Participation Problems section lists room numbers that participate in multiple suites (Rule# 2)

Unit Participation Problems	
Unit #	Suite #
A101	A101S2 A101S3 A101S4
A103	A101S2 A101S3 A101S4 A103S3
A105	A101S3 A101S4 A103S3 A1052S
A107	A101S4 A103S3 A1052S
A201	A201S2 A201S3 A201S4
A203	A201S2 A201S3 A201S4 A203S3
A205	A201S3 A201S4 A203S3 A205S2
A207	A201S4 A203S3 A205S2
B101	B101S2 B101S3
B102	B102S2 B102S3
B103	B101S2 B101S3
B104	B102S2 B102S3
B107	B107S2 B107S3
B108	B108S2 B108S3
B109	B107S2 B107S3
B110	B108S2 B108S3

Based on the physical configuration of your property and the results of the above report, you can decide whether your property can use this new functionality.

In some cases, depending on the physical layout of your lock-off suites and how you sell your inventory, a unit reconfiguration in SMS|Host may potentially be used to convert non-conforming suites into conforming suites. This would require consultation with SMS Support and SMS Professional Services.



Distribution interfaces and suites

Because SMS|Host's Suite Unrealized count has traditionally not been considered to be true availability, Suites are traditionally not bookable via distribution systems. With the introduction of this new functionality, 'conforming suites' may now be booked by distribution interfaces.

Furthermore, distribution interfaces can be configured to automatically hard-block inbound reservations for components and/or suites.

Because the Unrealized Suites count may not always reflect the actual number of physical suites that are available, you may want to consider holding back some suites from distribution systems.

General recommendations

The practice of hard-blocking your suite reservations is highly recommended. With this new functionality, it is also recommended that reservations for standalone suite components also be hard-blocked to minimize physical suite spoilage.

SMS does not recommend enabling this functionality if you have a mixture of conforming and non-conforming suites. You will have some suites whose availability reduces when standalone components are booked and others that do not, which could be confusing.

Activating the new suite availability functionality

If your suite types conform to the above rules and you would like this new functionality enabled for your system, please contact an SMS Support Representative and they will assist you in enabling it.