

BOOKING.COM - CONNECTION ERRORS

Errors are property specific, which means that every error is associated to a property on Rentals United and its counterpart in the channel.

Find out which property has errors:

- 1) RU -> My Channels -> Booking.com -> Property Settings -> Filter by "Error"

BOOKING.COM CONNECT PROPERTIES

Connect the rates you have created in Booking.com with rates in Rentals United.

▼ Add new properties

Add a group of properties that have the same rate in Booking.com. You will be able to scale individual rates once created. cancel X

External ID

Currency

Scale Prices IMPORT PROPERTIES

activate all deactivated rates APPLY

Filter View all

- View all
- Active
- Inactive
- error

Channel property D name Rates (Markup %) Status Show archived

- 2) Click on "Check errors" - look for errors by group name

| | | | | | |
|--------------------------|--|----------|-----------|---|--|
| <input type="checkbox"/> | Apartment, 2 Bedrooms, Balcony (201942569) | Marbella | Room Only | (18%) ↑ quick edit | ⊗ ⊗ check errors delete |
| | ADM-Front line beach with a nice ocean view | | | | |
| | edit group delete deactivate | | | | |

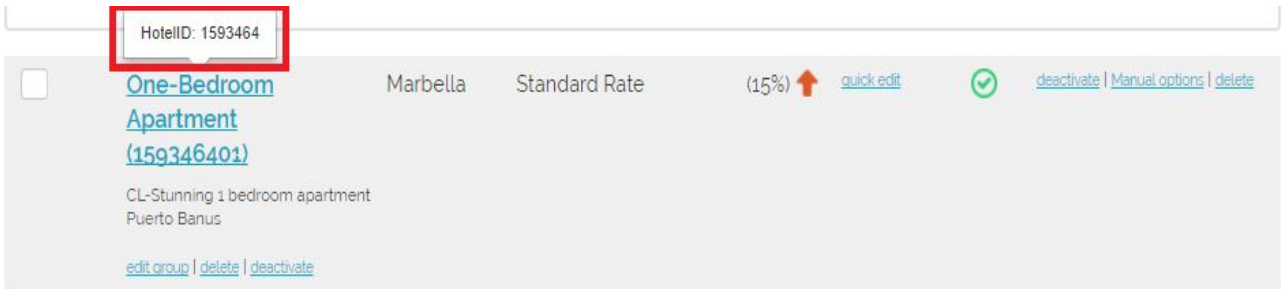
When contacting Booking.com to solve an error, please always provide the following:

- 1) Hotel ID of the property with error/s
- 2) Error message (check errors)

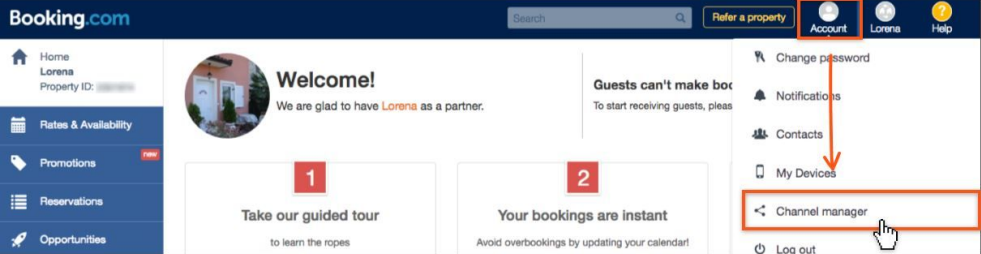
Find out the Hotel ID of the group:

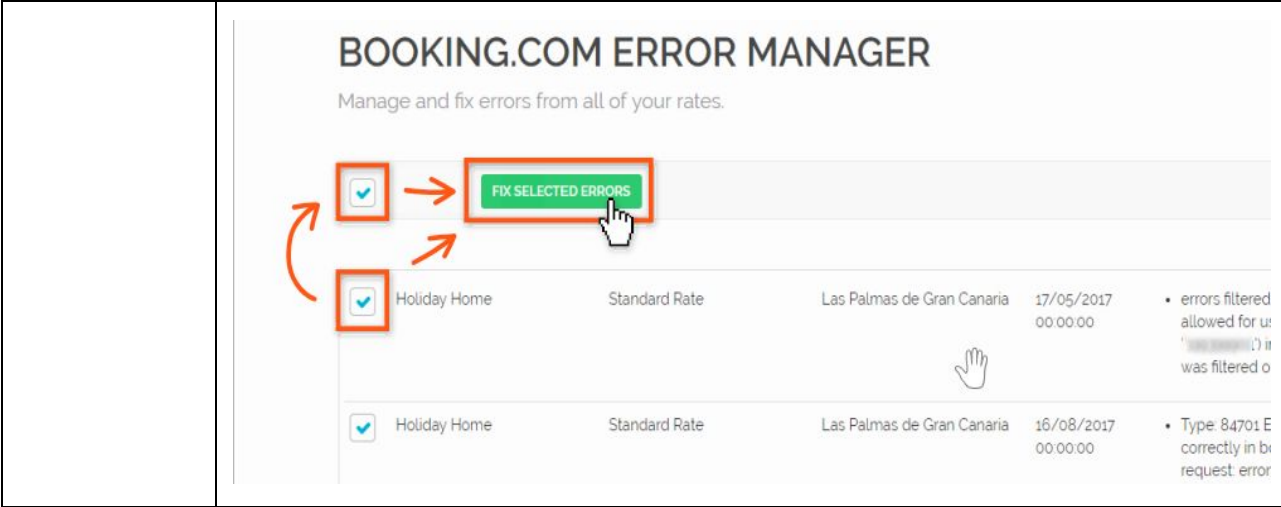
My Channels -> Booking.com -> Property Settings. Move your mouse the group name to show its Hotel ID:

(tip: the numbers in brackets, minus the last 2 numbers which is the room number)



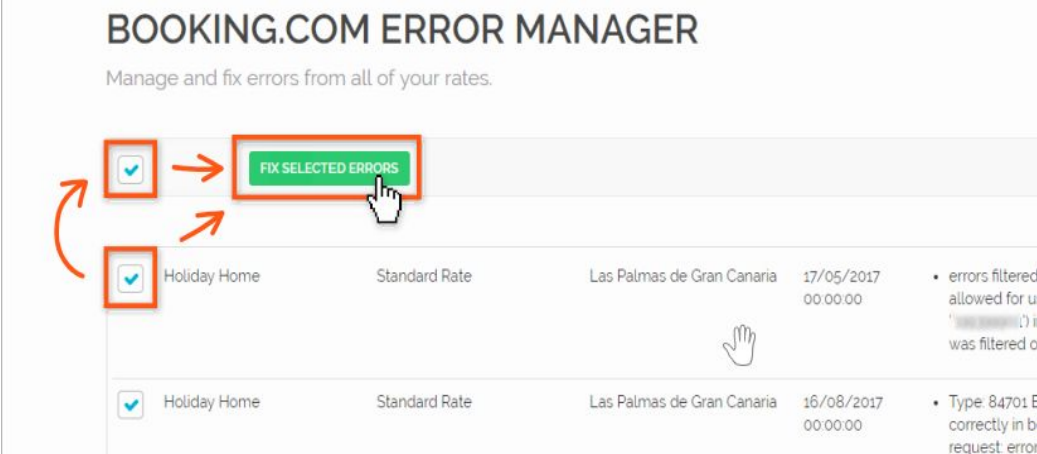
Most common errors

| | |
|--------------------|--|
| Error | Access denied while trying to change hotel '2098648' (room id : '209864801') |
| Description | Hotel ID is not enabled for channel manager connection |
| Solution | <p>1) Booking.com -> Account -> Channel manager</p>  <p>2) Make sure that the Hotel ID is in step 5.</p> <p>3) Click on Check errors -> Select group with error -> Fix selected errors</p> |

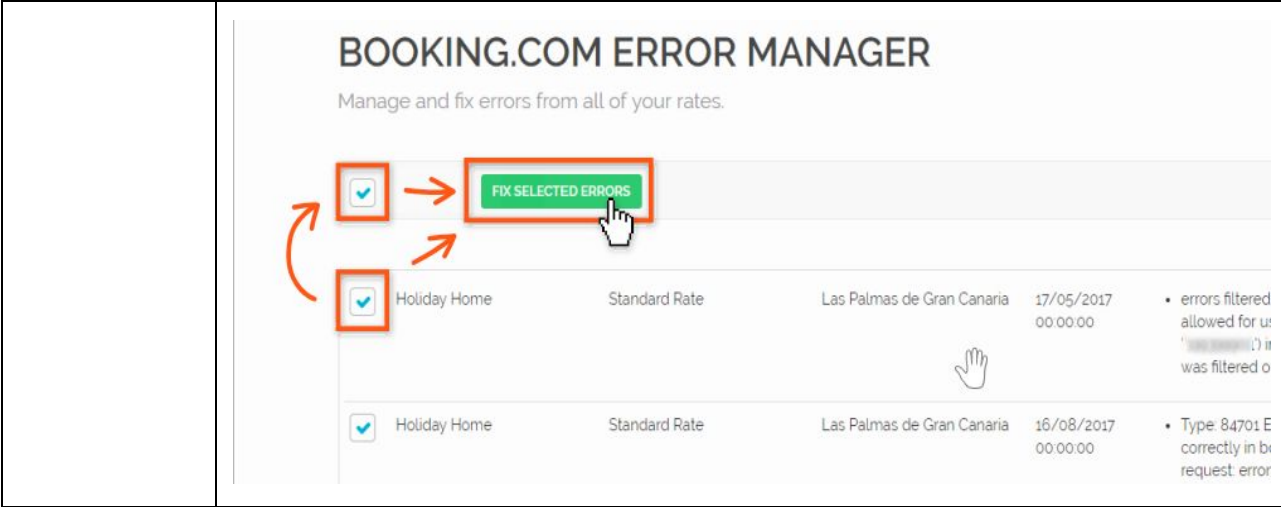


| | |
|--------------------|--|
| Error | Wrong checkin/checkout |
| Description | <p>RU/PMS check-in/out ranges do not meet B.com requirements.</p> <p>-Check out time must be minimum 30 min after last check in time -The check in time cannot be later than 23.30</p> |
| Solution | <p>1) RU -> My Properties -> Edit property -> Step 6: check-in/out 2) Edit check-in/out ranges and save! 3) Click on Check errors -> Select group with error -> Fix selected errors</p> |

| | |
|--------------|---|
| Error | Could not activate apartment, because some data (availability) is not fully uploaded yet, retry later |
|--------------|---|

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|-------------------------------------|---|-------------------------------------|----------------------------|------------------------|--|--|--|--|-------------------------------------|--------------|---------------|----------------------------|------------------------|--|--|-------------------------------------|--------------|---------------|----------------------------|------------------------|---|--|
| Description | <p>Case 1) Property does not have availability on RU</p> <p>Case 2) Synchronization of availability is ongoing</p> | | | | | | | | | | | | | | | | | | | | | |
| Solution | <p><u>Case 1</u></p> <ol style="list-style-type: none"> 1) RU -> My Properties -> Edit property -> Step 5: Price & Availability 2) Add prices & availability and save! 3) Click on Check errors -> Select group with error -> Fix selected errors  <p>BOOKING.COM ERROR MANAGER Manage and fix errors from all of your rates.</p> <table border="1"> <tr> <td><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Holiday Home</td> <td>Standard Rate</td> <td>Las Palmas de Gran Canaria</td> <td>17/05/2017 00:00:00</td> <td>• errors filtered allowed for u: '...' it was filtered o</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Holiday Home</td> <td>Standard Rate</td> <td>Las Palmas de Gran Canaria</td> <td>16/08/2017 00:00:00</td> <td>• Type: 84701 E correctly in bi request error</td> <td></td> </tr> </table> | <input checked="" type="checkbox"/> | | | | | | | <input checked="" type="checkbox"/> | Holiday Home | Standard Rate | Las Palmas de Gran Canaria | 17/05/2017 00:00:00 | • errors filtered allowed for u: '...' it was filtered o | | <input checked="" type="checkbox"/> | Holiday Home | Standard Rate | Las Palmas de Gran Canaria | 16/08/2017 00:00:00 | • Type: 84701 E correctly in bi request error | |
| <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> | Holiday Home | Standard Rate | Las Palmas de Gran Canaria | 17/05/2017 00:00:00 | • errors filtered allowed for u: '...' it was filtered o | | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> | Holiday Home | Standard Rate | Las Palmas de Gran Canaria | 16/08/2017 00:00:00 | • Type: 84701 E correctly in bi request error | | | | | | | | | | | | | | | | | |

| | |
|--------------------|--|
| Error | <p>321 PostalCode SW3 is incorrect for country GB</p> <p><i>Values and country may vary</i></p> |
| Description | <p>Postal code on RU/PMS is incorrect</p> |
| Solution | <ol style="list-style-type: none"> 1) RU -> My Properties -> Edit property -> Step 1: Basic Info 2) Add correct postal code and save! 3) Click on Check errors -> Select group with error -> Fix selected errors |



| | |
|--------------------|---|
| Error | Room 219138703 ("Villa") does not have kitchen or kitchenette |
| Description | RU/PMS property does not have "separate kitchen" |
| Solution | <p>1) RU -> My Properties -> Edit property -> Step 2: Amenities 2) Tick "separate kitchen", add its amenities and save! 3) Click on Check errors -> Select group with error -> Fix selected errors</p> |

| | |
|--------------------|---|
| Error | Bedding didn't match total occupancy, so not sent |
| Description | RU/PMS bedding amenities do not match the total occupancy set for the property (check Step 1 of edit properties). |

Solution

- 1) RU -> My Properties -> Edit property -> Step 2: Amenities
- 2) Add correct number of bedrooms

EDIT PROPERTY

Create and edit your property information.

Please check if there are errors in each tab. You can control what we sync from your PMS in the PMS Settings Page
If your PMS does not support translation you can add translations in the "Description" tab.

Composition

Number of bedrooms (keep 0 if it's a studio)

Number of bathrooms (or shower rooms)

Number of toilets (that are separate from bathrooms)

- 3) Scroll down on the same page
- 4) Add enough bedding amenities to match total occupancy and save!

Room-Specific Amenities

+ Add Room

| Room | Amenities |
|-----------|---|
| General | 4 x double bed, Cable TV, Hair Dryer, TV, Washing Machine |
| Bathroom | |
| Bedroom 1 | |
| Bedroom 2 | |
| Kitchen | Cookware & Kitchen Utensils |

- 5) Click on [Check errors](#) -> Select group with error -> [Fix selected errors](#)

BOOKING.COM ERROR MANAGER

Manage and fix errors from all of your rates.

| Rate | Location | Date | Description |
|-------------------------------------|--------------|---------------|----------------------------|
| <input checked="" type="checkbox"/> | Holiday Home | Standard Rate | Las Palmas de Gran Canaria |
| <input checked="" type="checkbox"/> | Holiday Home | Standard Rate | Las Palmas de Gran Canaria |

17/05/2017 00:00:00

16/08/2017 00:00:00

- errors filtered allowed for us: '...' it was filtered o
- Type: 84701 E correctly in bi request error

If you have an error that is not mentioned in this article, please fill in our [Fast Support Form](#) as follows:

- You need help with an issue or you have a question --> I need help with an issue
- Is your question regarding... --> Channel connect/disconnect
- Your question is about: --> Why do I have errors?

- Select channel with errors
- Copy and paste the error message
- Provide the RU property name/s and Hotel ID with error