

Hotwire Extranet Guide



The Hotwire Extranet is a feature used by hotel partners to manage rates and inventory at their property. The extranet accounts can only be adjusted by users with proper access and permission.

No Hotwire Employee can make Extranet changes.

Logging In

hotwire™
Hotel Extranet

Sign in to your account

Email address

Password

[Password Assistance](#)

Sign in ▶

If you are not yet enrolled as a Hotwire hotel partner, [click here](#)

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- Enter the email address registered with Hotwire and the corresponding password.
- If the user has any trouble logging in, or forgets his/her password, click on the “Password Assistance” link. Enter email address, and link by email will be sent (which is good for 24 hours).
- If the user gets locked out due to incorrect password, please wait 30 minutes for the system to reset itself.

Hotel Inventory Summary

Upon signing in the user will see the hotel inventory calendar.

- No changes can be made on the calendar but the user can view the date, number of hotel rooms sold, rooms available and lowest net rate available for that date.

Account management

[Hotel overview](#)

Inventory and bookings

[Inventory and rates](#)

[Review bookings](#)

[Review changes](#)

Hotel management

[Room types](#)

[Hotel details](#)

[Users and permissions](#)

Contact information

Hotwire Revenue Manager
whowie@hotwire.com

Hotwire Hotel Helpdesk
1-877-501-2466
hotelhelp@hotwire.com

Inventory and rates

Select dates and rooms

Enter a date range of up to 60 days for each update. You may load and update inventory and rates for up to 15 months in advance.

Start Date: End date:

Room type(s) Ctrl-click to select multiple rooms

–Select all–

STANDARD

STUDIO CV

Go

Hotel inventory summary

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		11 Aug 0 sold 21 available \$45.00*	12 0 sold 21 available \$45.00*	13 0 sold 21 available \$45.00*	14 0 sold 21 available \$45.00*	15 0 sold 21 available \$45.00*
16 0 sold 21 available \$45.00*	17 0 sold 21 available \$45.00*	18 0 sold 21 available \$45.00*	19 0 sold 21 available \$45.00*	20 0 sold 21 available \$45.00*	21 0 sold 21 available \$45.00*	22 0 sold 21 available \$45.00*
23 0 sold 21 available \$45.00*	24 0 sold 21 available \$45.00*	25 0 sold 21 available \$45.00*	26 0 sold 21 available \$45.00*	27 0 sold 21 available \$45.00*	28 0 sold 21 available \$45.00*	29 0 sold 21 available \$45.00*
30 0 sold 21 available \$45.00*	31 0 sold 21 available \$45.00*	1 Sep 0 sold 21 available \$45.00*	2 0 sold 21 available \$45.00*	3 0 sold 21 available \$45.00*	4 0 sold 21 available \$45.00*	5 0 sold 21 available \$45.00*
6 0 sold 21 available \$45.00*	7 0 sold 21 available \$45.00*	8 0 sold 21 available \$45.00*	9 0 sold 21 available \$45.00*	10 0 sold 21 available \$45.00*	11 0 sold 21 available \$45.00*	12 0 sold 21 available \$45.00*

*Lowest price available for this date.

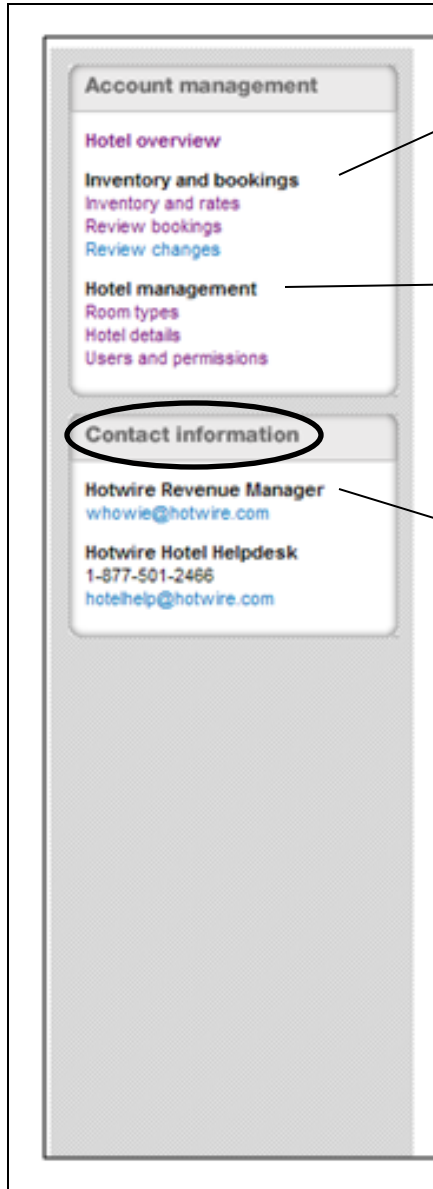
Date

Room nights sold for that specific date.

Rooms still available to be sold for that date.

Lowest price available for that date.

Account Management Fields



Update and load inventory and rates

- Review bookings of confirmed reservations
- View previous changes to inventory and rates

Manage room types

- View details about your hotel
- Manage hotel users and permissions

Your Hotwire Revenue Manager's email address is listed under "Contact Information".

Contact the Hotwire Hotel Helpdesk for general questions.

Manage Room Types

To manage hotel room types, select the name of room type from the pre-selected options. Hotwire sells Run-Of-House (ROH) inventory, we recommend managing only one room type. Select “Save changes” to continue.

Account management

- Hotel overview
- Inventory and bookings
 - Inventory and rates
 - Review bookings
 - Review changes
- Hotel management**
 - Room types**
 - Hotel details
 - Users and permissions

Contact information

Hotwire Revenue Manager
whowie@hotwire.com

Hotwire Hotel Helpdesk
1-877-501-2466
hotelhelp@hotwire.com

Room types

Since Hotwire sells only Run-Of-House (ROH) inventory, we recommend managing only one room type.

Name	Max # Rooms / Booking	Max # Guests / Room	Max # Adults / Room	Base Occupancy	Sell in Hotwire	Active
2br	3	2	1	1	Packages & Room Only	N
STANDARD	4	10	2	2	Packages & Room Only	Y
STUDIO CV	4	2	2	2	Packages & Room Only	Y
Test room	4	2	2	2	Packages & Room Only	Y

[Add new room type](#)

Reset **Save changes**

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Manage Room Types

Explanation of Terminology

Set a maximum number of rooms per booking.

Set a maximum number of guests/ adults for the room type.

Room types can be set to sell in our room only, package products or both.

Name	Max # Rooms / Booking	Max # Guests / Room	Max # Adults / Room	Base Occupancy	Sell in Hotwire	Active
2br	3	2	1	1	Packages & Room Only	N

Select your room type.

The number of people who can book this room type without an extra person charge fee applying. In the example above, any reservation with more than one guest would be charged an extra person fee.

This “Active” field is an indicator of the status of the room type.

Room types cannot be deleted, set active indicator to “N” for room types that are not in use.

Manage Room Types

Add New Room Type

To add a new room type select “Add new room type” and a blank field will appear where the user can create a new room type.

Room types

Since Hotwire sells only Run-Of-House (ROH) inventory, we recommend managing only one room type.

Name	Max # Rooms / Booking	Max # Guests / Room	Max # Adults / Room	Base Occupancy	Sell in Hotwire	Active
2br	3	2	1	1	Packages & Room Only	N
STANDARD	4	10	2	2	Packages & Room Only	Y
STUDIO CV	4	2	2	2	Packages & Room Only	Y
Test room	4	2	2	2	Packages & Room Only	Y
					Packages & Room Only	Y

[Add new room type](#)

Managing Your Inventory and Rates

hotwire™
Hotel Extranet

Welcome - (Sign out)
Change password

Help Center

Inventory and bookings

Change hotel

Account management

Hotel overview

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Inventory and rates

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Contact information

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Inventory and rates

Select dates and rooms

Enter a date range of up to 60 days for each update. You may load and update inventory and rates for up to 15 months in advance.

Start Date: 08/10/09

End date: 10/08/09

Room type(s) Ctrl-click to select multiple rooms

--Select all--

STANDARD

STUDIO CV

Go

- Choose “Inventory and rates” under the “Account management” field.
- Select the date range in which the user would like to manage inventory. He/she can only manage rates for 60 searchable days at once. It is possible to load inventory for up to 15 months in advance but requires multiple submissions.
- Select the room type to manage.
- Select “Go” once you have made your selections.

Managing Room Rates and Inventory

Explanation of Terminology

Date	Room Type	Max # Occ.	Sold	Remaining	Rate (USD)	Extra person fee	Sold out?	Closed to arrival?	Min nights
Tue, Aug 11, 2009	STANDARD	10	0	<input type="text" value="15"/>	<input type="text" value="50.00"/>	<input type="text" value="5.00"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="1"/> ▾

For each date and room class / type, the following information is displayed:

- **Room Type** – Category of room that is being sold
- **Max Number Occupants** – Maximum allowable guests per room
- **Sold** – Cumulative number of rooms sold for this day
- **Remaining** – Number of rooms still available to be sold
- **Rate (USD)** – Your net rate (what Hotwire will pay per room, per night)
- **Extra Person Fee** – Amount to be charged for each additional occupant, after base occupancy is exceeded
 - Base Occupancy is set for room types on the “Room type” screen (see page 5)
- **Sold Out** – Select ‘Sold Out’ to close out inventory for that date
- **Closed to Arrival** – Select ‘Closed to arrival’ if the hotel can no longer accommodate guests to arrive on that date but will allow reservations to stay through that date.

Managing Room Rates and Inventory

By Individual Date

Inventory and rates
Tue, Aug 11, 2009 - Fri, Oct 9, 2009 [Change dates and room types](#) ▼

Update inventory and rates below. Click "Bulk edit" to change all rows or a certain day of every week at one time. ◀ Reset Save changes ▶

Bulk Edit ⊕

Date	Room Type	Max # Occ.	Sold	Remaining	Rate (USD)	Extra person fee	Sold out?	Closed to arrival?	Min nights
Tue, Aug 11, 2009	STANDARD	10	0	<input type="text" value="15"/>	<input type="text" value="50.00"/>	<input type="text" value="5.00"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="1"/> ▼
Wed, Aug 12, 2009	STANDARD	10	0	<input type="text" value="15"/>	<input type="text" value="50.00"/>	<input type="text" value="5.00"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="1"/> ▼
Thu, Aug 13, 2009	STANDARD	10	0	<input type="text" value="15"/>	<input type="text" value="50.00"/>	<input type="text" value="5.00"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="1"/> ▼
Fri, Aug 14, 2009	STANDARD	10	0	<input type="text" value="15"/>	<input type="text" value="50.00"/>	<input type="text" value="5.00"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="1"/> ▼
Sat, Aug 15, 2009	STANDARD	10	0	<input type="text" value="15"/>	<input type="text" value="50.00"/>	<input type="text" value="5.00"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="1"/> ▼

- In the “Inventory and rates” page the user can adjust Hotwire inventory and rates. Update the fields and choose “Save changes” when complete.
- If the user does not want to save changes, select the “Reset” button to revert inventory back to its previous state. This will only work if “Save changes” has not been selected.
- The beige highlighted rows indicate weekend nights (Friday and Saturday).

Managing Room Rates and Inventory

Through Bulk Edit

Bulk Edit allows the following fields to be applied to all rows in the search results. This editing feature can also be used for a specific day. The following categories can be modified via bulk edit.

- Remaining number of rooms
- Rate
- Extra Person Fee
- Sold out
- Closed to Arrival
- Minimum Nights

Inventory and rates
 Tue, Aug 11, 2009 - Fri, Oct 9, 2009 [Change dates and room types](#)

Update inventory and rates below. Click "Bulk edit" to change all rows or a certain day of every week at one time. Reset **Save changes**

Bulk Edit

Apply changes to: Set all rows to: Preview changes

	Room Type	Max # Occ.	Sold	Remaining	Rate (USD)	Extra person fee	Sold out?	Closed to arrival?	Min nights
	STANDARD	10	0	<input type="text" value="15"/>	<input type="text" value="50.00"/>	<input type="text" value="5.00"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="1"/>
Wed, Aug 12, 2009	STANDARD	10	0	<input type="text" value="15"/>	<input type="text" value="50.00"/>	<input type="text" value="5.00"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="1"/>
Thu, Aug 13, 2009	STANDARD	10	0	<input type="text" value="15"/>	<input type="text" value="50.00"/>	<input type="text" value="5.00"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="1"/>

The user can bulk edit all rows to a specific day of week.

- Select **“Save Changes”** when the update is complete.
- Once saved, the bulk edit feature will fill in all additional rows that were selected in the search results.

View Hotel Details

Hotel and Contact Information

Hotel management ?

Your Hotel Name Here Change hotel ▾

Account management

Hotel overview

Inventory and bookings
[Inventory and rates](#)
[Review bookings](#)
[Review changes](#)

Hotel management
[Room types](#)
[Hotel details](#)
[Users and permissions](#)

Contact information

Hotwire Revenue Manager
whowie@hotwire.com

Hotwire Hotel Helpdesk
 1-877-501-2466
hotelhelp@hotwire.com

Hotel details

Hotel information

For questions regarding your hotel details, please contact the Hotel Helpdesk.

Hotel Name	Check-In	Check-Out
Your Hotel Name Here	3:00 PM	4:00 PM
Address	Occupancy Tax Percentage	
Your Hotel Address Here	9.0	
Hotwire Neighborhood	Tax Per Room Per Night	
Central Strip	0.0	
Hotwire star rating	Tax Per Room Per Stay	
5-star	0.0	
Number of Rooms	VAT included in rate?	
1282	No	

Contact information

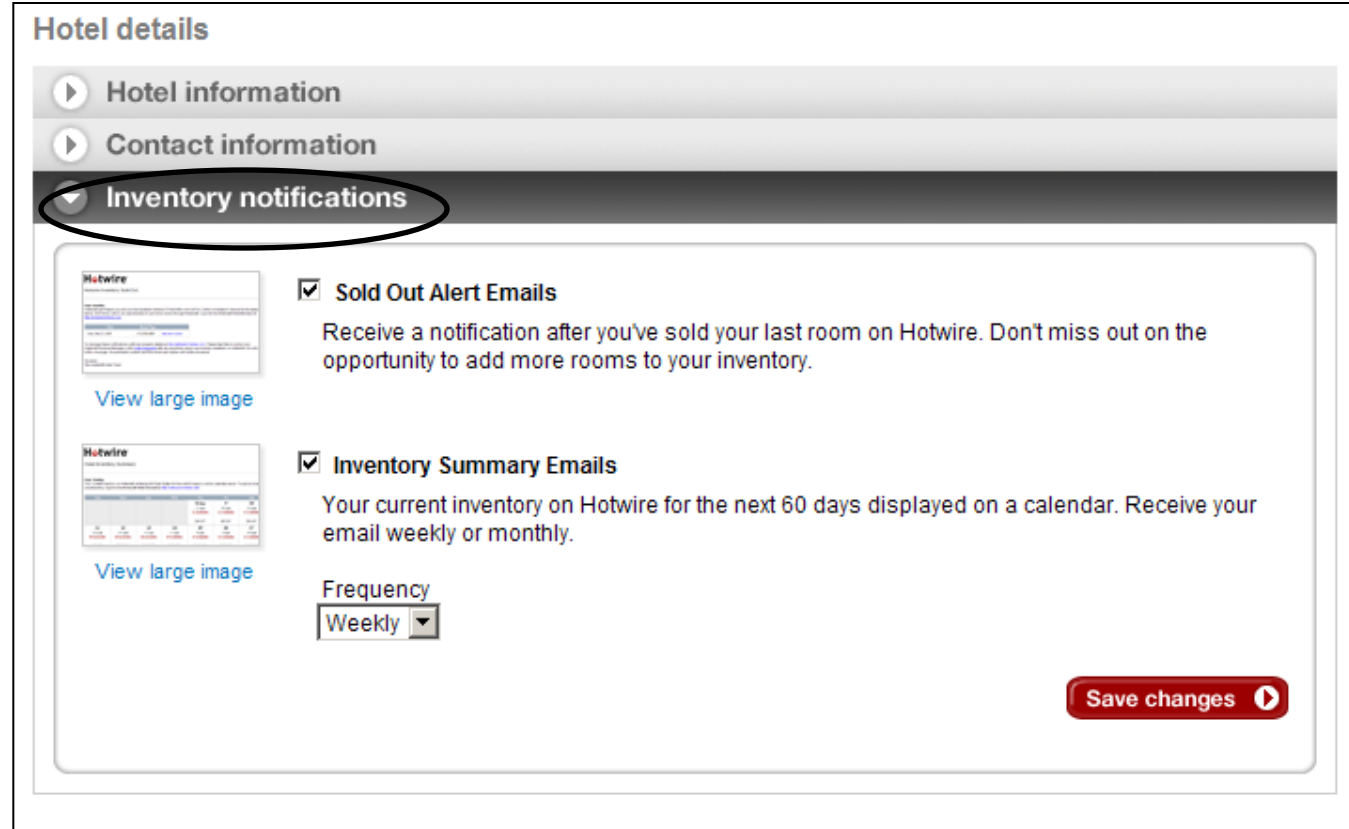
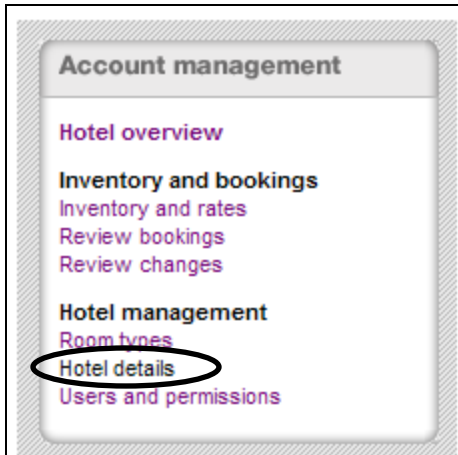
Inventory notifications

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- Select the “Hotel details” tab to review the Hotel name, address, Hotwire neighborhood, star rating, number of rooms etc.
- Select the “Contact Information” tab to review hotel contact names, email, phone and fax numbers.
- To make changes to the Hotel details page, email updates to hotelhelp@hotwire.com.

View Hotel Details

Hotel Inventory Notifications



- If the user chooses to no longer receive inventory / sold out notifications please unselect the checked box and select save changes.
- More information on these alerts are on the next page.

Hotwire Extranet Inventory Notifications

Sold Out Alert Emails

hotwire™
Hotwire Inventory Sold Out

Dear
Hotwire® just helped you sell your last available Hotwire STANDARD room at _____ for the dates below. Don't miss out on any opportunities to sell more rooms through Hotwire®. Log in to the Hotwire® Hotel Extranet at <http://extranet.hotwire.com>

Date	Room Type	
Mon, Jun 23, 2008	STANDARD	add more rooms

To manage these notifications, edit your property details at <http://extranet.hotwire.com>. Please feel free to contact your Hotwire® Revenue Manager or the [Hotel Helpdesk](#) with any questions about your inventory available on Hotwire®. Do not reply to this message. An automated system sent this email and replies will not be answered.

Sincerely,
The Hotwire® Hotel Team

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The Hotwire Inventory Sold Out email is a reminder that your hotel has sold the last available Hotwire room for a given stay date.

Inventory Summary Email

Dear
Your current inventory on Hotwire® _____ for the next 60 days is on the calendar below. To add or change your inventory, log in to the Hotwire® Hotel Extranet at <http://extranet.hotwire.com>.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				8 Jan 12 sold 12 available \$65.00*	9 20 sold 12 available \$65.00*	10 24 sold 13 available \$65.00*
11 12 sold 15 available \$65.00*	12 13 sold 13 available \$105.00*	13 12 sold 12 available \$105.00*	14 11 sold 15 available \$105.00*	15 9 sold 15 available \$105.00*	16 2 sold 15 available \$105.00*	17 10 sold 12 available \$105.00*
18 13 sold 11 available \$65.00*	19 5 sold 14 available \$105.00*	20 3 sold 14 available \$105.00*	21 2 sold 15 available \$105.00*	22 3 sold 15 available \$105.00*	23 7 sold 14 available \$105.00*	24 13 sold 14 available \$105.00*
25 12 sold 13 available \$65.00*	26 9 sold 15 available \$105.00*	27 8 sold 13 available \$105.00*	28 8 sold 13 available \$105.00*	29 8 sold 13 available \$105.00*	30 4 sold 13 available \$105.00*	31 4 sold 14 available \$105.00*

Hotels can select to review Inventory Summary emails weekly or monthly to review loaded rates and inventory for the next 60 days.

Users and Permissions

Adding New Users

hotwire™
Hotel Extranet

Hotel management

Change hotel ▼

Account management

Hotel overview

Inventory and bookings
Inventory and rates
Review bookings
Review changes

Hotel management
Room types
Hotel details
Users and permissions

Contact information

Hotwire Revenue Manager
whowie@hotwire.com

Hotwire Hotel Helpdesk
1-877-501-2466
hotelhelp@hotwire.com

Users and permissions

You may have up to 10 users. **Add a new user**

John Smith
jsmith@fakeemail.com
415-343-8800
All Permissions
Change | Delete

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- To create users please click on the “Add a new user” link in the “Users and permissions” section.
- There is a limit of ten users per hotel. Since there are ten possible users, have backup users available to adjust rates and inventory when the primary manager is unavailable.

Users and Permissions

Entering New User Information

The screenshot shows the Hotwire Hotel Extranet interface. At the top left is the Hotwire logo and 'Hotel Extranet'. Below it is a 'Hotel management' section with a 'Change hotel' dropdown. A sidebar on the left contains 'Account management' (with links for Hotel overview, Inventory and bookings, Review bookings, Review changes) and 'Contact information' (with contact details for Hotwire Revenue Manager and Hotwire Hotel Helpdesk). The main content area is titled 'Users and permissions' and includes the instruction 'All fields are required'. The form fields are: First Name (John), Last Name (Smith), Email address (jsmith@fakeemail.com, with a note 'Email address they will use to sign in into Extranet'), Confirm email address (jsmith@fakeemail.com), Phone (415-343-8800), and Permission (All Permissions). At the bottom are 'Cancel' and 'Save changes' buttons. The footer contains 'Copyright © 2009 Hotwire, Inc | Hotwire.com'.

- Enter the requested information: first name, last name, email address, and contact phone number.
- Click the “Save changes” button below to continue.
- The message “Your new user has been added to the Hotwire extranet” will display, and the user will receive an email with a link to set up a password.

Three levels of Users:

- All Permissions can make all changes and updates, and add other users.
- View Only can view, but are unable to make any changes or updates.
- Deny Access permissions have been turned off.

Review Bookings

Search Dates

Review Bookings is the section of the Extranet where users can search reservations for information regarding guest stays.

The screenshot displays the Hotwire Hotel Extranet interface. At the top left is the Hotwire logo and 'Hotel Extranet'. Below this is the 'Inventory and bookings' section with a 'Change hotel' dropdown. The main content area is titled 'Review bookings' and features a 'Select dates' section. This section includes the instruction 'Enter a date range of up to 30 days per search.' and three input fields: 'Start Date' (08/06/09), 'End date' (09/04/09), and 'Search by' (Arrival Date). A red 'Go' button with a right-pointing arrow is located to the right of the search fields. The sidebar on the left contains 'Account management' and 'Contact information' sections. Under 'Account management', 'Review bookings' is highlighted with a red circle. The footer contains the copyright notice 'Copyright © 2009 Hotwire, Inc | Hotwire.com'.

- Click on “Review bookings” under “Inventory and bookings”.
- Enter date range either by arrival or booked date.
- Click “Go” to continue.

Review Bookings

Search Results

A list of bookings for the date range selected will display with all the information the user will need to process each reservation. The following categories are displayed for each reservation:

- Cancelled
- Arrival Date
- Guest Name
- Rooms/Nights/Adults/Child
- Room Type Sold
- Rate details
- Hotwire Credit Card
- Taxes
- Charge to Hotwire Card
- Hotwire Conf. Number
- Booked Date

Review bookings

Fri, Jun 1, 2009 - Tue, Jun 30, 2009 [Change dates](#) ▼

Cxld?	Arrival date ▼	Guest name	Rms / Nts Ad / Ch	Rm Type Sold	Rate details	HW credit card Exp. Date / CPV	Taxes	Charge to HW card	Hotwire Conf. #	Booked date
Yes	Mon, Jun 2, 2008	Schwarzenegger, Arnold	1 / 7 2 / 1	A2K	\$40.00 (07/09) \$45.00 (07/10) \$50.00 (07/11) \$70.00 (07/12) \$80.00 (07/14) \$90.00 (07/15) \$195.00 (07/21)	2364-3457-9875-3455 Exp. 10/10 (8342)	\$24.00	\$7,490.00	6427038805	Wed, May 7, 2008 18:39:21 PST

Review Changes

Review Changes is the section where changes to the “Inventory and rates” in the Extranet can be searched and tracked.

Review changes

Select dates

Enter a date range of up to 30 days for each search to see previous changes to inventory and rates.

Start Date End date

- Select start and end dates, using the date fields or calendar buttons.
- Max number of searchable days is 60 days
- Select “Go” to continue

Review changes

Thu, Aug 6, 2009 - Fri, Sep 4, 2009 [Change dates](#) ▼

To see more information for a specific change, click “View details.”

Date of Change	Stay Date	Change ID	Submitted by	View details
Thu, Aug 6, 2009, 11:01:01 AM	Thu, Aug 6, 2009 to Thu, Aug 6, 2009	JHSFMIFCX	Allen Han	View details
Thu, Aug 6, 2009, 11:00:11 AM	Thu, Aug 6, 2009 to Thu, Aug 6, 2009	MKQAFSYXRD	Allen Han	View details
Thu, Aug 6, 2009, 10:59:32 AM	Thu, Aug 6, 2009 to Thu, Aug 6, 2009	PYXCW8UCDW	Allen Han	View details
Thu, Aug 6, 2009, 11:01:01 AM	Thu, Aug 6, 2009 to Thu, Aug 6, 2009	JHSFMIFCX	Allen Han	View details

To see details of an editing session, click on “View details” on the far right of the request.

Review Changes

Before and After

Details for change request ID: IRBGM2XWMR								
Date of Change: Mon, Aug 10, 2009, 3:03:59 PM							Submitted by: Allen Han	
Stay Date	Room Type		Remaining Inventory	Rate (USD)	Extra Person fee	Sold out	Close to arrival	Min. nights
Mon, Aug 10, 2009	STANDARD	Before	0	0.00	5.00	N	N	1
		After	15	50.00	5.00	N	N	1

In the details page, there are before and after rows for each date. The **“Before”** signifies what the extranet was before changes were made, and **“After”** is what was changed.

Help Center

Additional Resources

Help Center

Change hotel ▼

Account management

- [Hotel overview](#)
- Inventory and bookings**
 - [Inventory and rates](#)
 - [Review bookings](#)
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- Hotel management**
 - [Room types](#)
 - [Hotel details](#)
 - [Users and permissions](#)

Contact information

Hotwire Revenue Manager
whowie@hotwire.com

Hotwire Hotel Helpdesk
1-877-501-2466
hotelhelp@hotwire.com

Top Questions

1. [What is the maximum number of days I can search on the "Inventory and rates" page and how far in advance can I load my inventory?](#)
2. [How do I close out my hotels?](#)
3. [How can I make changes to my "Hotel information"?](#)
4. [Who should have access to my hotel's Extranet account?](#)
5. [What do I do if I forgot my password?](#)

Frequently asked questions

▼ [Inventory and bookings](#)

- [What is the maximum number of days I can search on the "Inventory and rates" page and how far in advance can I load my inventory?](#)
- [How do I close out my hotels?](#)
- [In what currency should I enter my rates?](#)
- [How can I quickly enter the same rate for multiple dates?](#)
- [How do I set up an extra person charge?](#)
- [What should I do if nobody has all permissions access and my hotel is sold out but reservations continue to be booked?](#)
- [On the "Inventory and rates" page, what does the "Suggested rate" header mean?](#)
- [Can I review old bookings?](#)
- [How do I view the changes I've made on the Extranet?](#)

▶ [Hotel management](#)

▶ [Set-up and account maintenance](#)

Additional resources


- [Extranet Welcome Kit](#)
- [Extranet User's Guide](#)

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Help Center

Lists “Top Questions” and “Frequently asked questions” as well as other resources that can assist with any user issues. A link to the “Welcome kit” is also provide which provides additional informational Hotwire support.

Help Topics

Inventory and bookings [Change hotel](#) 

Account management

[Hotel overview](#)

Inventory and bookings

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Hotel management

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Review changes

Details for change request ID: IR
Date of Change: Mon, Aug 10, 2009

Stay Date	Room Type	After	Before	Closed to Arrival	Currency	Date of Change (Sort by option)	Extra Person Fee	Min. Nights	Rate (Currency)	Remaining Inventory	Request ID	Room Type (Sort by option)	Sold Out	Stay Date (Sort by option)	Submitted By (Sort by option)	View Details
Mon, Aug 10, 2009	STANDARD															
Tue, Aug 11, 2009	STANDARD															
Wed, Aug 12, 2009	STANDARD															
Thu, Aug 13, 2009	STANDARD															
Fri, Aug 14, 2009	STANDARD															
Sat, Aug 15, 2009	STANDARD	After	Before													
		15	0	50.00	5.00	N	N	1								
		After	Before													
		15	9	50.00	64.00	5.00	N	N	1							
Sun, Aug 16, 2009	STANDARD	After	Before													
		15	9	50.00	64.00	5.00	N	N	1							

Help Topics

- When the  link is clicked on the right side, a window opens with a list of Help topics that can assist you on any page.
- Navigate through the help topics to find the information you seek.



How to Reach Us:

If you should require assistance, please
contact us at:

hotelhelp@hotwire.com

(877) 501-2466 x3