

FAIR CLOUD

ROLLOUT PLAN & QUOTE





QUOTE

\$5000 Initial Sign Up Fee

\$1000 per month includes GDS

\$12 per GDS Reservation



STEP INTO OUR CONSTANTLY EVOLVING AND A COLLABORATIVE PLATFORM.



ROLLOUT PLAN



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PREDEPLOYMENT ACTIVITIES

HARDWARE REQUIREMENTS

- Most recent computers are suitable for the FairCloud platform. The only strict requirement is to have high speed internet connection and 8GB RAM.
- USB Credit Card swipe reader (example IDTECH) Ingenico ISC Touch 250 is recommended because it has signature capture. You can choose other devices that don't have sign capability.
- SignPad is optional, used to capture digital signature.

SOFTWARE REQUIREMENTS

- Adobe PDF Reader version 8 or recent.
- Google Chrome.
- Local firewalls will need to be tuned.
Firewall can make FairCloud slower, and certain port exceptions are needed to be implemented in the firewall.

GM/FC TRAINER RESPONSIBILITY

- Hotel GM should provide inventory and rates information to the Account Manager.
- GM should let support know if BBE should display the Best Available Rates or all rates in the booking screen.
- Hotel GM to sign the Shift4/Fortis contract.

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- If using Shift4, please pay attention to Token Storage Duration and Token Usage. On the main Shift4 page, click on the settings button. You would need to access Settings -> General Settings -> Token Storage Settings. In DOTN please set Do Not Decline transactions if the CVV/ZIP fail. If this flag is not correctly set, then FairCloud will show that a transaction has failed when in reality it was approved.
 - Zeamster: It is not possible to place an AuthOnly on a debit card, since debit cards will remove the funds right away. We suggest to request Zeamster to change the setting on the terminals so that they will automatically run debit transactions as credit as long as the card has the ability to do so.
 - Please confirm the debit card is working. Modifications might be needed by the gateway to get the debit cards to work.
 - Hotel GM to sign contracts with OTA's. FairCloud team will assist with the contracts.

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- Hotel GM to help in scheduling training. All employees must be certified before they are allowed to use FairCloud PMS and Channel Manager. GM to grant reports visibility and IP filtering as needed.
 - Make sure that there is no UNMAPPED promotion in Expedia Partner Central. GM must sign-off on this. GM must close out all channels on the previous system.
 - Expedia should have no base inventory. GM should initiate this with their Expedia Market Manager and keep FairCloud Account Manager in loop. FC uses SELL rate.
 - GM to confirm with the Booking.com that there is no read only promotion/plan. All promotions/plans must be derived from the Rack Rate and linked to FairCloud.
 - GM to provide a list of recipients for night audit.
 - GM must read all blogs published on FairCloudPMS.com.

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- Please create Migration Debit and Migration Credit line items. These can be used for transferring balance from the old system. Alternatively you can give us the opening balance for City Ledger and Guest Ledger.

THIRD PARTY CONTRACTS

- Please sign up with Zeamster/FortisPay. Minimum 4 business days to onboard.
- If switching from a different brand then please provide the termination letter as soon you get it.
- FairCloud team will help with onboarding with all OTAs.
- GDS takes 11 business days to start the onboarding process. GDS maintains a strict onboarding freeze between Dec/18th thru Jan 3rd each year. This freeze is as per the HEDNA guidelines.
- GM to provide digital assets to the trainer for the property and all room types.

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ACTIVITIES

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- GM verify Room Types and Room Counts in FairCloud before training.
 - GM to provide commission dates and all necessary restrictions for the next 2 years.
 - GM verifies taxes in FairCloud PMS, BBE, and all OTAs. GM to make reservations in FairCloud and BBE and make sure all taxes are correct.
 - Verify Emergency Room Type Setting and make sure it's set to the desired value. GM must understand what this parameter is used for.
 - Setup Rate Plans. Please note that FairCloud supports Rack Based and Fixed Price Plans.
 - Setup Rates & restrictions using the channel manager.
 - Request Pet friendly indicator if needed on BBE.
 - Check cancellation policy on OTAs, BBE, Reg Card, Invoice, Email Confirmation.

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- With the recent changes, there is no need to upload a new logo in the middle tier -> customizations tab. If customization.logo is missing, then the bookingengine will read the logo as per the hotel category.
 - Housekeeping employees must be added for room assignment. This step is needed only on day 1, if the house keeping owners are missing then the rooms won't show in the list.
 - Out of Order rooms must be marked in the FairCloud platform.
 - Direct bill accounts must be created in FairCloud platform.
 - Import all InHouse and Arrivals from the transitioning system to FairCloud Platform.
 - Setup introduction call with support team.
 - For derived plans, please put those plan id in Opaque Plan Mapping.

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- For the housekeeping reports to work, each room must be assigned a house keeping owner. Please make sure all rooms have an owner assigned.
 - If you are creating a new server, then please make sure to click on Create Permissions From File. This button is visible under Configs -> Role Settings -> Permission List. You will also need to select necessary permissions under each roles.

CERTIFICATION

- Sample front desk certification is included in the next page for your review.

Front Desk Certification (use your credentials)

Confirmation #	Change Rate to \$100 from CheckIn/Stay Information	Change Rate to \$200 from EDIT Res.	Assign Room and CI	Change Room	Mark Room as per E as clean	Edit Reservation and make 4 nights	Change Alternate Day rate to \$50	Change all rates to .01	Reverse CI	Mark Room as per F as clean
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Instructor Remarks

TO DO

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POST DEPLOYMENT ACTIVITIES

IMPORTANT REPORTS

- Audits -> Monthly Audits List. You should know how to access the Hotel Stats and
- Comprehensive Reports. You should also know Audits -> Reports. Monthly Posted Line Items Group By Items.
- Audits -> Monthly Shift List. You should know how to access money received per shift.

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- Audits -> Reports. For Housekeeping you need to know Between Dates Arrival/Departure Report, Room Available|Room Sold Report and Between Dates Room Sold|Room Available Report Group By Room Type.
 - Audits -> Reports. Production Reports. Between Dates Auto Pulled Reservation Report and Between Dates Auto Pulled Arrival Reservation Report. You should know the difference between these reports.
 - Audits -> Reports. Monthly Posted Line Items Group By Items.

ROOM TYPE CHANGES

- Remap OTAs if room type changes affect any mapped room types.
- Resend all future inventory and restrictions to all channels.
- This is a very important step and if missed, you can have an overbooking situation.

FAIRCLOUD TEAM RESPONSIBILITIES

- Digital assets collection is Andrew's responsibility. Assets refresh should be done every 5 month.
- Mr. Chandi, Mr. Gupta, Chox are responsible for Product enhancements and maintenance releases.

ESCALATIONS

- Please forward escalations to your primary POC at FairCloud.



Sales: 800.934.0499

Support: 310.362.1764



5976 W Los Positas Blvd, Suite 230,

Pleasanton, CA 94588

