

**RENTALS UNITED**  
MORE BOOKINGS. LESS WORK.

**STEP BY STEP**  
**HOW TO CONNECT TO**  
**OSTROVOK.RU**

# Important information

## Bookings

You have to accept all bookings, RU (Rentals United) can not cancel a reservation on your behalf. Only the guest can and once it's been cancelled in Ostrovok it will automatically be removed in RU or in your PMS

## Synchronization

You will only send your daily rates, calendar and minimum stay to Ostrovok. You need to add taxes and extra fees directly in Ostrovok, as well as content, amenities and photos

## Payments

You need to charge the guest yourself, you can find the credit card details in the booking details in RU for 10 days

## Responsibility

Make sure your prices, calendars and minimum stay are 100% updated in RU. Once you push you will overwrite what you previously had in Ostrovok. It can not be undone

## Currency

The local currency that you have in Ostrovok is what you also have to push from RU. This is regardless of what currency you have in RU. We use a special currency converter for this without exchange rate. See how to use it in point 1

# Step by Step “How to connect to” Ostrovok

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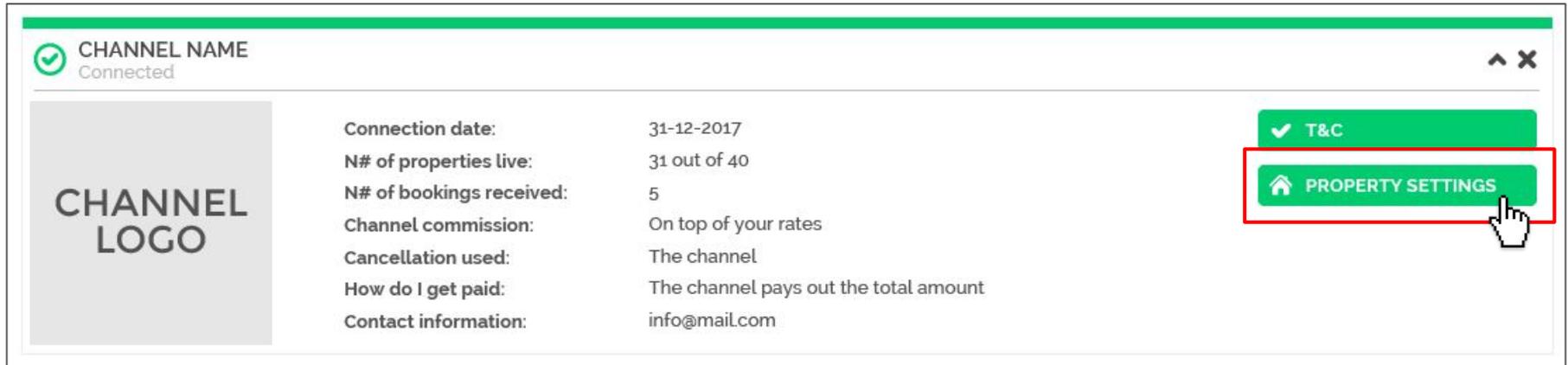
# 1. How to map properties together

## Before you start :

Check what currency you have in Ostrovok

Make a note of your Hotel ID from Ostrovok Extranet- you will need to enter it in RU. Please note, if you see 01, 02, 03 etc in the end of your ID please remove them. For example, Hotel ID 123232701 needs to be entered as 1232327 in RU.

Go to Add channels and select Ostrovok. Click on “Property settings”



CHANNEL NAME  
Connected

Connection date:	31-12-2017
N# of properties live:	31 out of 40
N# of bookings received:	5
Channel commission:	On top of your rates
Cancellation used:	The channel
How do I get paid:	The channel pays out the total amount
Contact information:	info@mail.com

✓ T&C

🏠 PROPERTY SETTINGS

In Property settings enter your Hotel ID, select the currency you have in Ostrovok, not the currency you have in RU. This is very important otherwise you will send wrong prices to Ostrovok. Select a mark up if you wish to cover for the commission Ostrovok charges you.

## CHANNEL CONNECT PROPERTIES

Connect the rates you have created in Channel with rates in Rentals United

▼ Add new properties

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

[cancel](#) **X**

External ID

Currency

EUR ▼

Scale Prices

-

0%

+

**IMPORT PROPERTIES**



activate all deactivated rates ▼

**APPLY**



Filter

View all ▼

Map the corresponding property in RU to your Ostrovok Hotel ID in order to link the 2 properties together. Finish by "Save group"

Q  Filter

<input type="checkbox"/>	Channel property ID	Location	Rate name	Rates (Markup %)	Status	<input type="checkbox"/> Show archived
	Apartment		Standard Rate	(35%)	<a href="#">quick edit</a> <a href="#">activate</a>   <a href="#">Manual options</a>   <a href="#">delete</a>	
	<a href="#">Click to enter the properties that should be in this group</a>				<ul style="list-style-type: none"><li>3 Bedroom House Right On The Lake! (&amp; GO station)</li><li>A Stylish Yorkville Dream! (Yonge &amp; Bloor)</li><li>Experience Yorkville in Luxury (Yonge &amp; Bloor)</li><li>Luxurious &amp; Stylish Condo (Lake &amp; CN Tower View)</li><li>Luxurious 2bdrm Maple Leaf Square (With Parking)</li><li>Luxury Condo with CN Tower View (Right Near Union)</li><li>Luxury Executive In Yorkville (Lake &amp; Bloor)</li></ul>	
Edit Group						
Group name	<input type="text" value="Apartment"/>	<input type="text"/>				
External ID	<input type="text" value="219712801"/>	<input type="text"/>	<input type="text" value="CAD"/>			

**SAVE GROUP** 

## 2. How to activate rates and calendars

Your new group has been created, but you have not yet pushed your rates, calendar and minimum stay. To do this, click on “Activate”

### Price and calendar not activated

<input type="checkbox"/>	<b>Three-Bedroom Townhouse</b>  3 Bedroom House Right On The Lake! (& GO station) <a href="#">edit group</a>   <a href="#">delete</a>	Toronto	Standard Rate	(35%)  <a href="#">quick edit</a>		<a href="#">activate</a>   <a href="#">Manual options</a>   <a href="#">delete</a>
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### Price and calendar activated

<input type="checkbox"/>	<b>Two-Bedroom Apartment</b>  Experience Yorkville in Luxury (Yonge & Bloor) <a href="#">edit group</a>   <a href="#">delete</a>   <a href="#">deactivate</a>	Toronto	Standard Rate	(45%)  <a href="#">quick edit</a>		<a href="#">deactivate</a>   <a href="#">Manual options</a>   <a href="#">delete</a>
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# 3. What rates and calendars am I sending ?

Go to your group, click on Manual Options

The screenshot shows a dashboard with a dark header containing navigation tabs: 'RENTALS UNITED' (highlighted), 'CHANNELS', 'MY BOOKINGS', and 'MY PROPERTIES'. On the right side of the header are icons for a lightbulb, a home, a user profile, and a dropdown arrow.

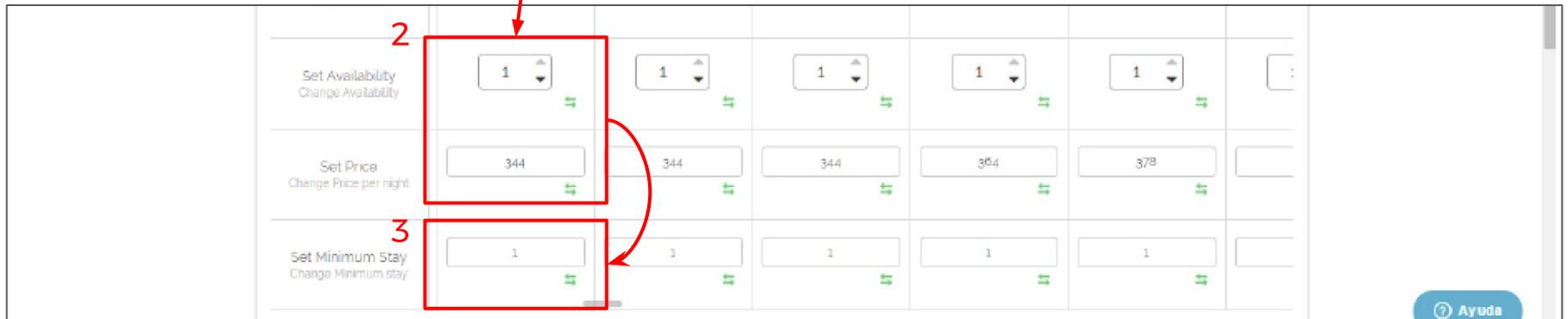
The main content area displays a list of apartment groups. The first group is 'Apartment' with the description 'Luxury In Yorkville - Experience Toronto In Style!'. Below it are links for 'edit group', 'delete', and 'deactivate'.

The second group is 'Two-Bedroom Apartment' with the description 'Luxury Executive In Yorkville 2bdrm (Yonge&Bloor)'. It is located in 'Toronto' and has a 'Standard Rate' of '(45%)' with an upward arrow. Action links include 'quick edit', a green checkmark, 'deactivate', 'Manual options', and 'delete'. A red box highlights the 'Manual options' link, and a hand cursor is pointing at it.

The third group is 'One-Bedroom Apartment' with the description 'Luxury on Bay Street (Yonge & Bloor)'. It is also in 'Toronto' with a 'Standard Rate' of '(35%)' and an upward arrow. Action links include 'quick edit', a green checkmark, 'deactivate', 'Manual options', and 'delete'.

Current week is shown per default. Select other dates in the calendar and click "calculate" to see more dates

- 1 You will see what calendar is sent, 0 or 1 property to sell
- 2 The price per day is in the currency you have selected in the mapping step. The price includes the mark up if you have added one
- 3 Minimum stay



## **Important !**

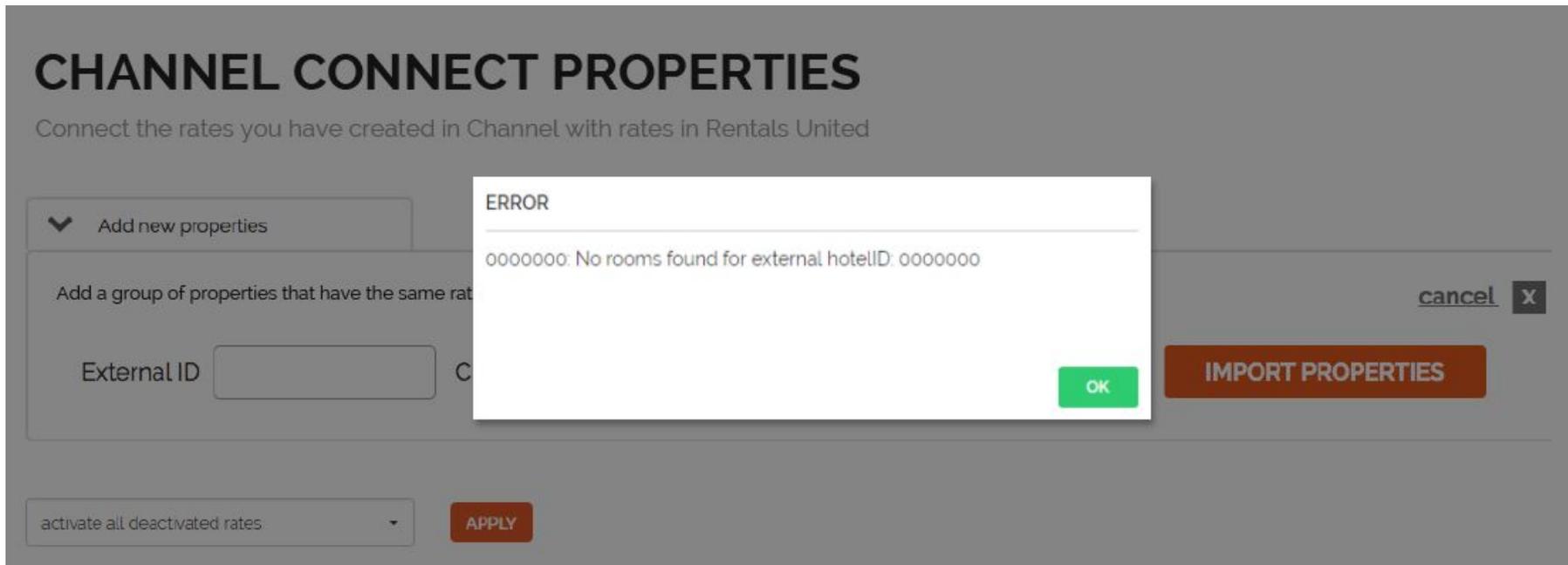
Final Check:

Go into the Ostrovok extranet and check that the rates, calendar and minimum stay that you pushed from RU are showing correctly in Ostrovok. It may take up to 10 minutes for a year to be displayed.

## 4. Common errors

Wrong Hotel ID entered. If you get this error, it means you have inserted an incorrect Hotel ID. Make sure you add correct your Hotel ID.

Please note, For example, *Hotel ID 123232701* needs to be entered as *1232327* in Rentals United.



The screenshot displays the 'CHANNEL CONNECT PROPERTIES' interface. At the top, the title 'CHANNEL CONNECT PROPERTIES' is prominently displayed in large, bold, black letters. Below the title, a subtitle reads 'Connect the rates you have created in Channel with rates in Rentals United'. The main area contains a form for adding new properties. A dropdown menu is set to 'Add new properties'. Below this, there is a text input field for 'External ID' with the value '0000000' entered. To the right of the input field is a 'CANCEL' button with a close icon. A large, dark brown 'IMPORT PROPERTIES' button is positioned to the right of the form. In the bottom left corner, there is a dropdown menu set to 'activate all deactivated rates' and an 'APPLY' button. A white error dialog box is overlaid on the form, titled 'ERROR', with the message '0000000: No rooms found for external hotelID: 0000000'. The dialog box has a green 'OK' button at the bottom right.

# CHANNEL CONNECT PROPERTIES

Connect the rates you have created in Channel with rates in Rentals United

▼ Add new properties

Add a group of properties that have the same rate

External ID  CANCEL

IMPORT PROPERTIES

activate all deactivated rates ▼ APPLY

**ERROR**

0000000: No rooms found for external hotelID: 0000000

OK

# 5.How to force block calendars in RU

In case of emergency you can use advanced options and block certain dates or change prices to Ostrovok only. It will not affect other channels. Go in My Channels > Ostrovok > Property settings

 CHANNEL NAME  
Connected ^ X

	<b>Connection date:</b>	31-12-2017	
	<b>N# of properties live:</b>	31 out of 40	
	<b>N# of bookings received:</b>	5	
	<b>Channel commission:</b>	On top of your rates	
	<b>Cancellation used:</b>	The channel	
	<b>How do I get paid:</b>	The channel pays out the total amount	
<b>Contact information:</b>	info@mail.com		

Go to your group, click on Manual Options



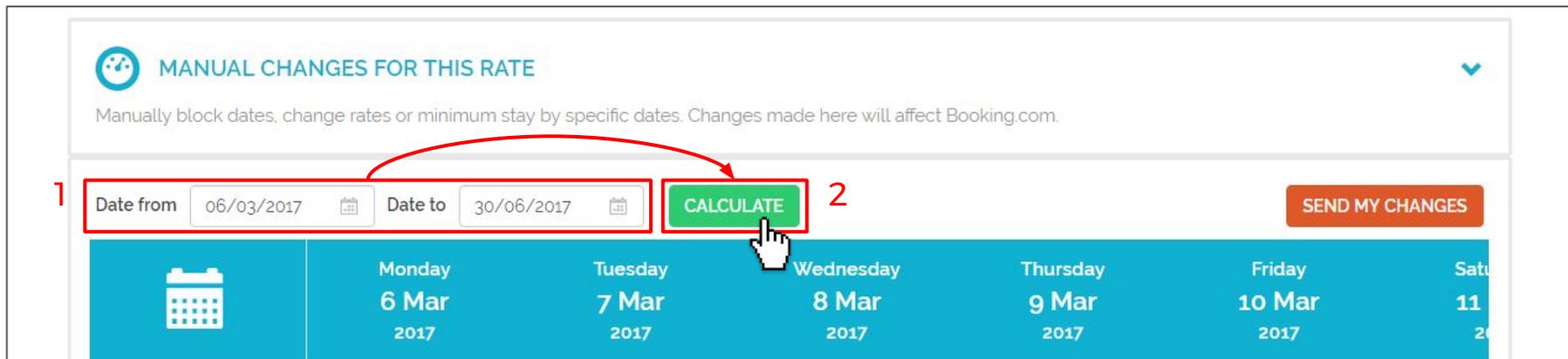
Two-Bedroom Apartment

Toronto Standard Rate (45%)  [quick edit](#)  [deactivate](#) [Manual options](#) [delete](#)

Luxury Executive In Yorkville 2bdrm (Yonge&Bloor)

[edit group](#) | [delete](#) | [deactivate](#)

Select the dates you wish to change. You can only change 6 months at a time



**MANUAL CHANGES FOR THIS RATE**

Manually block dates, change rates or minimum stay by specific dates. Changes made here will affect Booking.com.

**1** Date from 06/03/2017 Date to 30/06/2017 **2** [CALCULATE](#) [SEND MY CHANGES](#)

	Monday 6 Mar 2017	Tuesday 7 Mar 2017	Wednesday 8 Mar 2017	Thursday 9 Mar 2017	Friday 10 Mar 2017	Saturday 11 Mar 2017
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Scroll to the left (horizontally) to see all dates



Set Minimum Stay Change Minimum stay	1	1	1	1	1	
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To force change the availability start by changing from 1 to 0

	Monday 27 Mar 2017	Tuesday 28 Mar 2017	Wednesday 29 Mar 2017	Thursday 30 Mar 2017	Friday 31 Mar 2017	Saturday 1 Apr 2017
						
 - Luxury Executive In Yorkville 2bdm (Yonge&Bloor)						
Summary Total Available	1	1	1	1	1	1
Set Availability Change Availability	1 	1 	1 	1 	1 	1 

Click on the green arrow to copy this change to all the dates you previously selected in the calendar

Set Availability Change Availability	 0 	1 	1 	1 	1 	1 
---	---	---	---	---	---	---

All your availability has now been blocked- only to Ostrovok.

Set Availability Change Availability	0 	0 	0 	0 	0 	0 
---	--	--	--	--	--	--

Don't forget to send changes to Ostrovok after each block. If you need to block a year, you need to do it twice To unblock follow the same steps. If you want to force change prices or minimum stay it's the same process.

Important : Go to the Ostrovok extranet and make sure the dates are blocked.

The screenshot displays the YCS Manage interface for managing a calendar. The main area is a calendar for May 2017, showing dates from Monday to Sunday. The calendar is divided into two sections: a greyed-out section (May 22-23) and an available section (May 24-26). The greyed-out section is labeled "Grey out means close" with a red arrow pointing to it. The available section is labeled "Available" with a green arrow pointing to it. The available section shows prices: USD 95.00 for May 24-25 and USD 239.00 for May 25-26. The greyed-out section shows prices: USD 70.00 for May 22-23 and USD 80.00 for May 23-24. The interface includes a navigation bar at the top with "YCS Manage", "Reports", "Settings", "Content", "360", and "Help". The right sidebar shows the "Available:" section with a toggle switch set to "On" and two input fields for "Net Ex (USD)" with values of 90.00. The bottom of the sidebar has "Save" and "Cancel" buttons. The top right corner shows the user's name "2175696 : Collins Apartments by Design Suites Miami 1409 (YCS5)" and a settings icon.

YCS Manage Reports Settings Content 360 Help 2175696 : Collins Apartments by Design Suites Miami 1409 (YCS5)

Today May 2017 Calendar Settings Calendar Sync

Mon Tue Wed Thu Fri Sat Sun

Grey out means close

Available

From: 23 Tue May 2017 To: 23 Tue May 2017

Set Specific Days

Available:

Price per night for 1-2 persons: Net Ex (USD) 90.00

Price per night for 3-4 persons: Net Ex (USD) 90.00

Export to CSV

Save Cancel

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## 6. How to close a property - 3 steps

If you don't manage a property anymore and want to close it you need to do the following:  
Start by closing the calendar in RU. If you work with a PMS, block the calendar in your PMS instead.

Go to My Channels > Ostrovok > Property settings

Please note: By deactivating you will only stop the push of rates, calendar and minimum stay to Agoda. The property will still be open and bookable in Ostrovok if you don't block your calendar as in step 1.

To close a property in Ostrovok, you need to contact your account manager in Ostrovok

<input type="checkbox"/>	<b>One-Bedroom Apartment</b> 	Toronto	Standard Rate	(35%) ↑ <a href="#">quick edit</a>	✓	<a href="#">deactivate</a>   <a href="#">Manual options</a>   <a href="#">delete</a>
	Luxury on Bay Street (Yonge & College)					
	<a href="#">edit group</a>   <a href="#">delete</a>   <a href="#">deactivate</a>					