



PackLate.com Setup Procedures

Offer Summary:

Distribution of Net or Opaque Rates on PackLate.com. PackLate.com is a last minute travel marketplace that deals with this specific issue: a marketplace that focuses on last minute vacation rentals where prices generally fall as the check in date draws closer. Consumers can set watches on properties based on preferences and get email updates to availability and prices changing over time, ability to “make offers” in the marketplace (dip below the pricing curve), and book online at any time.

In general, Hotels can start at 20% off 30 days out, drop to 50%+ off 1 day out. Specific limits are defined by each Hotel. PackLate can dynamically move that price based on several variables that feed their pricing algorithm.

PackLate also has “Mad Rush Deals” that may exceed 50% discount and have limited availability. These promotions will be for arrivals within 48 hours of booking where inventory offered would otherwise go unbooked. Price and discount detail will be displayed, as well as sufficient amenities and neighborhood information when a user searches; however, PackLate will OBSCURE the property details. All the discounting graphs and price drop information would be public to provide a motivation to get more detail and to show the active side of the market as it varies price.

Rate Setting Strategy:

Rate displayed is set by Hotel based on demand forecasted for dates.

Rate Type:

Commissionable Discounted Rates and/or Opaque Rates for standard listings, but promotions can also be offered to PackLate.

How To Participate:

1. Hotel must use the Synxis CRS system to maintain inventory and rates.
2. The Hotel or Hotel Company should contact Steve Caron, Business Development at PackLate to sign an agreement at scaron@packlate.com, phone 850.250.1146.
3. Account Manager gives the Hotel access to the Channel Connect → PackLate channel on the Administration → Hotel Maintenance page.
4. Sabre Account Manager assigns the PackLate user “ONEPACKLATE” to the hotel or chain. Chain access should be granted if most of the hotels in the chain will be participating in the PackLate program. This is a critical step, as it will otherwise render the hotel unavailable.
5. No credit card will be supplied to the hotel; therefore, reservations processed through Synxis CRS will be guaranteed to Customer Name. Account Manager will set up guarantee policy for the Hotel, as needed and ensure this policy is assigned to the PackLate rate(s) in Setup → Property → Policies → Policy Assignment page.

6. Account Manager notifies the hotel to assign rates to PackLate in Synxis CRS (see detailed steps in Rate Loading Procedures below).
 7. Account Manager sends the Hotel's Synxis CRS Hotel ID via email to Steve Caron at scaron@packlate.com to advise the Hotel is ready to go live.
 8. PackLate will respond to Account Manager once Hotel is configured and live on their site.
 9. Account Manager and Hotel should check PackLate.com to verify the Hotel is live and rates appear correctly.
 10. For issue resolution, Account Manager should contact Steve Caron at PackLate at scaron@packlate.com, phone travis@PackLate.com, phone 850.250.1146.
-

Channel:

Channel Connect for rates, availability and reservation delivery. Room and rate descriptive content and images are provided by Channel Connect.

Rate Access/Pseudo Information:

N/A

Commission and/or Margin:

Minimum 20% off the gross rate, based on Hotel's current contract with PackLate. The amount booked will be governed by the discount rules placed in the PackLate contract.

Cancellation Policy:

Bookings require a guest credit card upon booking. PackLate requires the Hotel to allow cancellation up to 30 days prior to arrival without penalty. If cancellation is received 29 days or less from arrival, or if a reservation is a no-show, PackLate agrees to pay the full Net Rent as collected from the guest to the Hotel.

Guarantee Policy:

Bookings require a credit card for guarantee; however, this card will not be passed on to the Hotel. PackLate will charge the guest's card at booking and pay the Hotel the amount of the net rate on the 15th of each month for all reservations that departed in the previous calendar month, unless said payments are in dispute.

Days of Week Available:

Day of week restrictions are set at Hotel's discretion, and are determined by forecasted demand for Hotel. Rates will display as managed by Hotel.

Rate Loading Procedures:

1. Select Add New Rate (on top tool bar)
 2. Enter Rate Type Code "PKL" and Rate Name
 3. Check "Active" and "Suppress Rate" (both boxes need to be checked)
 4. Please ensure that "Confidential" and "Negotiated" remain unchecked.
 5. Under Channel Assignment, select "PackLate*" for each appropriate room (as the only channel)
 6. Add applicable Rate Seasons and/or set formula if rate is set as derived.
-

Promotional Support:

Hotel may choose to offer PackLate promotions such as value-add, percent-off or free night promotions. Promotions may be set up using the Synxis CRS Promotion Functionality and attaching to unique rate codes that are assigned to the Packlate.com channel.

Front Office Procedures:

Rate should be marked as confidential in the Hotel's PMS and should not be revealed to the guest at registration. PackLate will remit payment to the Hotel for the amount owed for room and tax, as well as fees (less their commission) on the 15th day of the month following guest departure. Use guest's credit card for incidentals.

Accounting Procedures:

PackLate will pay the Hotel the amount of the net rent (gross rent less PackLate.com commission plus all appropriate taxes and fees) on the 15th of each month for all reservations that departed in the previous calendar month, unless said payments are in dispute.

Source on Channel Production Report:

Trackable via Channel Production Report on End-of-Month report under rate codes.

- Main Source is Channel Connect; Sub Source is PackLate.
 - Channel ID is 6070 and Channel Code is PCKLT.
-

Restrictions:

Subject to Hotel's availability.

Supported Features:

Restrictions	
Close Out	X
Lead Days	X
Lead Time	X
Lead Book Date	X
No Arrival	X
No Departure	X
Min Stay Arrival	X
Max Stay Arrival	X
Min Stay Thru	X
Max Stay Thru	X
Sell Limit	X
Sell Threshold	X
Pricing	
Derived Rates	X
Day of Week Offsets	X
Length of Stay Offsets	X

Occupancy Offsets	X
Promotional Pricing	X
Rate Overrides	X
Revenue Management	
Absolute BAR	X
IDeaS BAR	X
Rate Hurdles	X
Other	
Product Allocation	X

PackLate Internal Contact Information:

Steve Caron, Business Development
850.250.1146 scaron@packlate.com