



*The **Heart** of Hospitality*

NEXT 2025

GuestStream & Atlas Booking Engine

Optimizing Bookings with the Latest Tools

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Introduction



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Agenda

- Overview of Gueststream
- Overview of the Booking Engine
- Booking Flow Updates
- Enhance and Personalize the Guest Journey
- Questions

What is Gueststream

Website <-> Gueststream <-> Track

What is Gueststream?

- Connection between your website and Track
- Booking Engine to quote and pass reservations to Track
- System to add additional functionality to your website
 - How to display search results
 - Sorting
 - And more!

How to Login

<https://gueststream.net/>

Access to Gueststream

- Access is available at <https://gueststream.net>
- One Login per account

Need assistance accessing Gueststream?

- Stop by the Support Office to connect with Isaac Bimberg or Joran Stubble
- Submit a support ticket to support@tnsinc.com

What is the Booking Engine?

Connection between your website and Track

The Booking Engine is the software that connects your website to Track.

Booking Engine Functions:

- Sync unit content from Track to build listing pages on your website
- Controls the search functionality to find and display available units based on stay dates and filters
- Sends quotes to Track for a unit
- Sends reservations to Track once the guest has completed the booking process

When does the system get the data from Track?

- Rates sync every 15 minutes
- Availability sync every 15 minutes
- Unit Content sync every 24 hours

Booking Flow Updates

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STAY

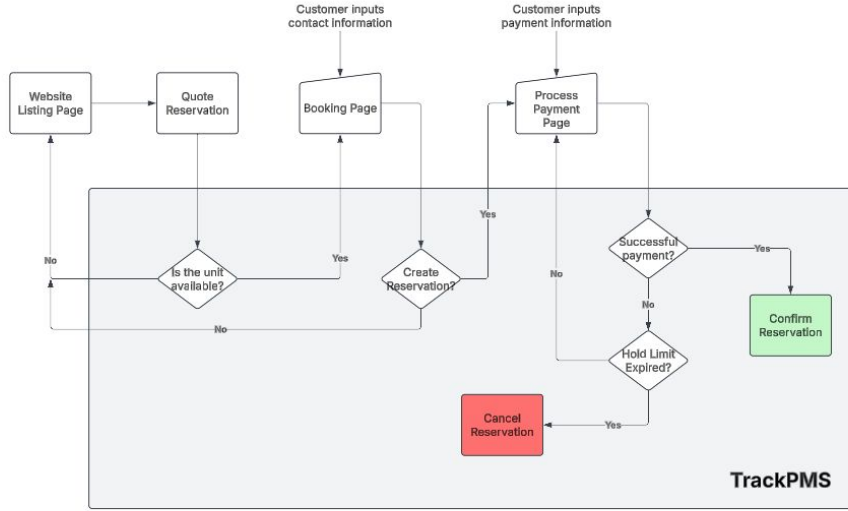
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Booking Flow Updates

Changes to the booking flow for Track customers have been updated to process payment securely using Track's Payment Portal.

This updates the booking flow to be a 3 step booking process

1. Quote
2. Booking Information
3. Process Payment



Frequently Asked Questions

Why are these changes required?



- To ensure all Track customers are processing payments through a PCI Compliance method.

Can these changes be reversed?

- No. The changes are required to securely process payments

How does each step look on the website?

From \$100.00 / night

Check-in: Feb 18, 2025  Check-out: Feb 21, 2025 

Guests

Detailed Quote for 3 nights starting Tuesday, Feb 18, 2025

Rent	\$300.00
Cleaning Fee	\$950.00
Processing Fee	\$6.00
Rental Damage Protection	\$299.00
Tax:	\$163.28
Total Cost :	\$1718.28
Total Due Now:	\$1718.28

Book Now

Quote

Generate a quote on the listing page

Personal Information

First Name Last Name

Email Phone

By providing your phone number, you agree to receive text messages from our company. Message and data rates may apply, and message frequency varies.

Address Additional Address

City Select State

Postal Code United States

Adults Children Pets

Promo Code **Apply Promocode**

Optional Add-ons

Travel insurance is available for your trip.

\$185.57
☐ Yes ☒ No

As Mattress Kit Extra Travel Set

Mid-Stay Clean

Quantity

Quantity

Quantity

Reservation Details for B5364 Celebrity Estate

8 Bedrooms | 7.5 Bathrooms | 16 Sleeps | La Jolla | Pet Friendly

Arrival: 02/18/2025 | Departure: 02/21/2025 | Reservation for 3 nights | 2 Adults | 0 Children

Description	Amount
Rent	\$300.00
Cleaning Fee	\$950.00

Booking Information

Enter contact information, select travel insurance and other add-on charges, and agree to terms and conditions

☒ Credit Card ☐ E-Check

Accepted Card Types

VISA MasterCard DISCOVER AMERICAN EXPRESS

Name on Card

Isaac Bimberg

Card Number

Expiration (MM/YY) **CVV/CVC** **Postal Code**

55016

Book this Property

Process Payment

Enter payment information

Website Updates

Website and Gueststream updates are completed by the TrackEcommerce team with communication provided about the changes and when they will apply to your site.

Track Updates

To account for the changes with the hold reservation being created in Track the following updates are made in Track.

Guarantee Policy

- **Hold Limit** is updated to 15 minutes
- The **Automatically Cancel** setting is enabled

Triggers & Automations

- Conditions are updated to send communication about the reservation once the reservation is **confirmed** instead of when it's created

Booking Flow in Action

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Enhance and Personalize the Guest Journey

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Improve Searching

Filters

Clear Dates

Reset Filters

Note: Amenity and Type checkboxes are excluded from reset.

Bedrooms

Bathrooms

Guests

Location

Price Range: \$0 - \$10000

Amenities

☒ Pet Friendly

☐ Baking Sheet

☐ Balcony

☐ Bayfront

☐ Bayview

☐ Coffee

☐ Electric Vehicle Charger

☐ Luxury

☐ Ocean Front

☐ Pet Friendly

☐ Pool

☐ Rooftop Deck

☐ Spa

☐ Water Front

Type

☐ Condo

☐ Single Family Home

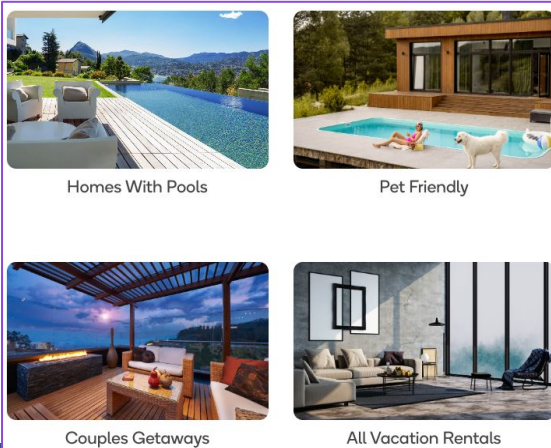
☐ Townhome

Apply Filters

Filters

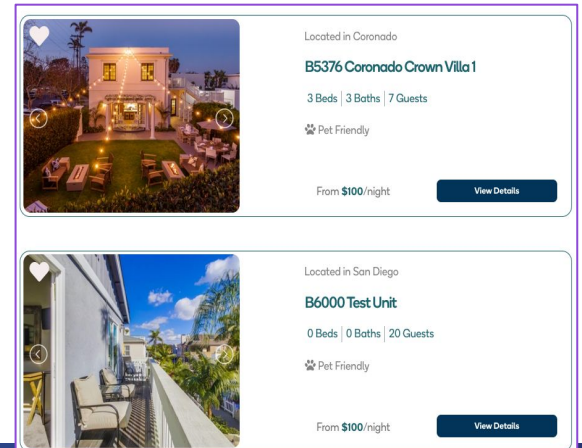
Critically review all the available filters guests have to filter units on your website

- Location filters
 - City, State, or Area options
- Unit Amenities
 - Don't overwhelm the guest with too many options.



Category Pages

Take important features or characteristics of your market to build web pages focusing results on those features. This will refine the search process to get appropriate properties in front of the guest quicker.



Results Unit Tile

Add important information about the unit that you want guests to see right away. The unit tile doesn't have much space but common adding icons can relay more information. This will prevent the guest from needing to open each listing to speed up the search process.

Specials and Featured Units

Highlighting specials and featured units improves the speed to bookings



Specials should be made readily available and can be managed in several ways

- Amenities
- Track Custom Fields

Include the promo code information in the unit description for the guest to set when quoting



Featured Units allow you to feature key properties across your website

- Featured setting in Gueststream
- Track Custom Fields

Questions?

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