

Help Us, Help You: Identifying Issues and Learn How to Fix Them

NEXT
EPSON

The **Heart** of Hospitality



Introductions



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Agenda

- ✓ Introductions
- ✓ Agenda
- ✓ TrackCore
- ✓ TrackDistribution
- ✓ TrackPayments
- ✓ TrackRevenue
- ✓ TrackEcommerce

TrackPulse

- Call Ids or URLs to the specific call in Call Logs
- Screenshots of errors that are displaying on the screen
- Clear description of what is occurring on the call if the problem is around call quality
- Details about what the agent is seeing on their screen when the issue happens
- Phone number the caller is calling
- Text message inbox name or id

Troubleshooting Steps

Call Routing Issues

- Access the status board and call into the system
- Monitor the routing of your call
- Compare what you're seeing with the configuration
- Confirm that the agent is enabled in the group queue
- Review the failover settings in the call queue

Text Messaging Issues:

- Verify that the phone number is configured to an inbox
- Check the message thread in Track to identify any errors

Accounting

- General
 - Links to your reports
 - Sharing the exact criteria used
 - What you are trying to use the report for
 - Manual Bill sources
 - The ID of the bill or a link to the bill
- Fees
 - The name of the fee and the ID
- Ledger Accounts
 - Name and Account ID
- Posting dates
 - Link to where the charge posted
- Taxes
 - Listing each tax that should be applied or present

Troubleshooting Steps

- Fees
 - Fees not splitting on revenue accounts
 - Verifying fees are taxed correctly
- Tax Configuration/tax changes
- Owner Statements
 - Room Revenue not accurate to reservation
 - Fees not posted to statements

Accounting/Owners

- Statement Reconciliation
 - Link to Bank statement in question
 - Link to Deposit in question
 - Dates of transactions/questions
- Owner Statements
 - Owner in question
 - Owner statement in question (link if generated)
 - Link to report or screenshot (Black out sensitive information)
 - Which contact is in question

Troubleshooting Steps

- Bank Recs
 - Deposits not matching
 - Missing transactions from Track
 - Airbnb Resolutions and processing
- Owner Statement showing incorrect revenue from reservation
- Owner Statement missing reservation
- Transactions missing
- Unclear reporting/questions around statement

TrackDistribution

Items to provide Support when submitting a request

- Unit and listing ids
- Fee ids
- Reservation ids from Track and the channel
- Clear description of what the reservation totals should be.



TrackDistribution FAQ

Troubleshooting Steps

Use the Channel Dashboard to solve several problems:

- Available to identify connection errors for major OTAs
- Manually sync data from Track to OTA
- Compare how the guest will see the reservation on the channel vs how the reservation will look in Track.

Channel Mapping

- Channel mapping is a common issue impacting the data the feeds to various channels.
- If fees, taxes, or unit information isn't syncing to the channel a common issue could be that its not mapped correctly.

TrackPayments

- Links! (reservations, payment portal, etc.)

Troubleshooting Steps

- “Others” present in Track Payments
- “Transaction showing on Payments but not in CC deposit
- Chargeback not posted in Track

TrackRevenue

Items to provide Support when submitting a request

- Unit name and id in Track
- Dates that are impacted
- Clear description of what you need to accomplish with rate adjustments

Troubleshooting Steps

New Unit isn't Syncing

- Syncs occur every 4 hours
- Make sure the following is set in Track:
 - Max Occupancy
 - # Bedrooms
 - # Full Bathrooms
 - # Half Bathrooms
 - Address, City, State, and Zip
 - Latitude and Longitude
 - Daily Rates for at least 365 days
 - Default Min Stay for at least 365 days

TrackEcommerce

Items to provide Support when submitting a request

- Link to the listing page
- Run the search and then provide the full URL where the results aren't accurate
- Screenshots or videos clearly showing styling issues
- Description of how you're expecting the website to function in each scenario

Troubleshooting Steps

Manually Sync Units in Gueststream to ensure content is up to date

Search Results

- Pages designed to apply an automatic filter review the units in Track to verify they are configured to apply to the filter
- Availability issues require reviewing Track to ensure the unit is available and open for arrival/departure

Quote Discrepancies

- Compare the quote on the website with the quote in Track with the same rate type applied

TrackEcommerce

Items to provide Support when submitting a request

- Reservation ids from Track
- Guarantee policy you're expecting to apply
- Errors that the guest receive when attempting to book the property

Booking Flow Updates

The booking flow updates adjust the booking process where the reservation is created on hold initially and then confirmed once the guest processes their payment

Guarantee policy should be updated to auto cancel the reservation ~15 minutes after the reservation is created if there isn't a payment.

Troubleshooting Steps:

- Review the hold limit and auto cancel settings in the guarantee policy
- Confirm that triggers and automations have been updated to trigger based on the reservation status

Resources



- Help Centers
- Track University
- API Documentation
- Status Pages
- Webinars
- And More!



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