



*The **Heart** of Hospitality*



Introduction



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Agenda

- Gueststream Overview
- Gueststream Settings
- Syncing Process
- Website Changes
- Common Use Cases
- Questions

Gueststream Overview

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
 - Search results
 - Sorting
 - And more!

How it works

- Website has a plug-in instead that takes data from Gueststream to build unit pages, book flow, etc.
- Gueststream syncs data from Track on a regular basis
- Track maintains the data required on the website



How to Access Gueststream

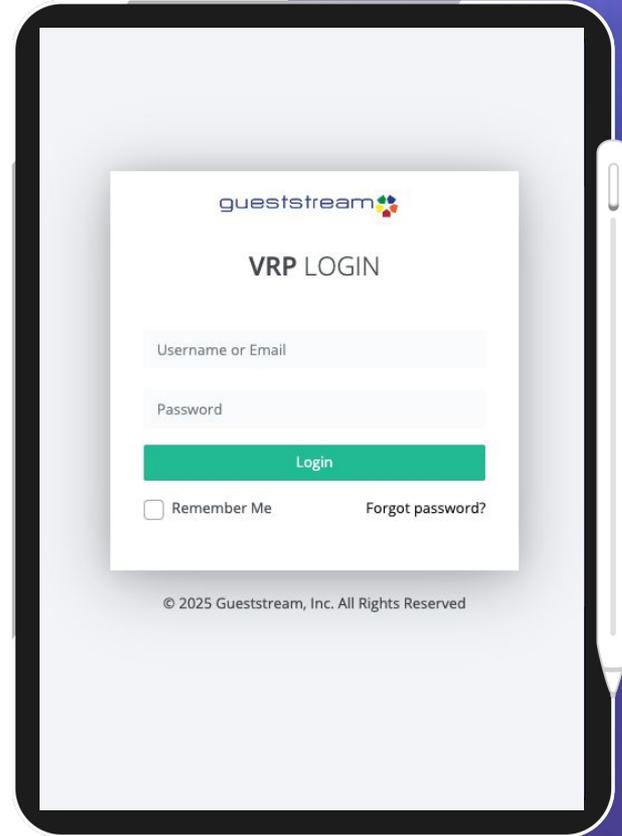
<https://gueststream.net/>

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



Gueststream Settings

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Search Settings

Search Settings impact which units are displayed from a search

- **Use Min / Max LOS value** - Use the values set in your Track Daily Rates
- **Display Rent Estimate** - Display the rent estimate after stay dates are applied
- **Show “NonBookable” Units** - include units that are active but not bookable in Track

Booking Limits

How to configure same day bookings with a cutoff time

Booking Notice and Max Booking Window

- Number of days notice required to allow a booking and how far out a guest can book a stay
- Leaving these blank will pull the settings from the connected distribution channel in Track

Same Day Booking with Cutoff Time

- Feature for allowing same bookings with a cutoff at a specific time of day.
- Once configured the listing won't allow reservations after the specified time.
- The distribution channel in Track will need to be set to allow same day bookings.

Booking Limits

Global Availability Date Block

Select a date range to block availability for all units.

From: To:

Enforce unit maximum guest capacity using 'Sleeps' value.

Guests must book at least days in advance.

Guests can't book further than days out. *(leave blank for no effect)*

Enforce Same Day Cutoff Time

Same Day Booking Timezone

Same Day Booking Check-in Cutoff Time

Same Day Cutoff Message (leave blank to use default)

Enter the absolute minimum and maximum night stay. Leave blank if there is none.

Minimum Nights:

Maximum Nights:

Max Stay Error Message:

B *I* U A *I*_x

Font Family Font Sizes Paragraph

Search Result Sorting

The order the units display after a search is performed

Sorting can be handled in various ways to match your business needs.

Default Sort Options

- **Random** - This will randomly sort the units in the search results. Doing so will cache the random sort order so the guest is presented with the same sort each time.
- **Name** - Sort the units alphanumerically based on the unit name.
- **Bedrooms** - Sort by the number of bedrooms for the unit
- **Bathrooms** - Sort by the number of bathrooms for the unit
- **Rate** - Sort by the rent value. Either based on the quoted amount or by the daily rate stored in Gueststream

Sort Order - When not sorting randomly the option to set an ascending or descending order is available.

Syncing Process

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Sync Schedule

Data is synced from Track on a regular basis

Rates: 15 minutes

- Excludes fees and taxes
- Used to get the rent price for the search results
- Live quotes will call Track directly to get the full pricing breakdown including rent, fees, and taxes

Availability: 15 minutes

- Excludes closed to arrival and departure information

Unit Content: 24 hours

- All unit content: Unit name, address, # beds, # baths, amenities, photos, etc.

Manual Sync

Manually Sync Changes from Track

Once Changes are made to a unit in Track you can manually sync those changes if you need them applied to the website before the next sync cycle.

- Log into Gueststream
- Select Units in the sidebar
- In the Tools option select **Update All Track API Units**
- Begin Update
 - Do not refresh or exit this page until the sync has been completed for all units.
- Review the unit content in Gueststream or in the unit page on your website

Website Updates

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How to Access Wordpress

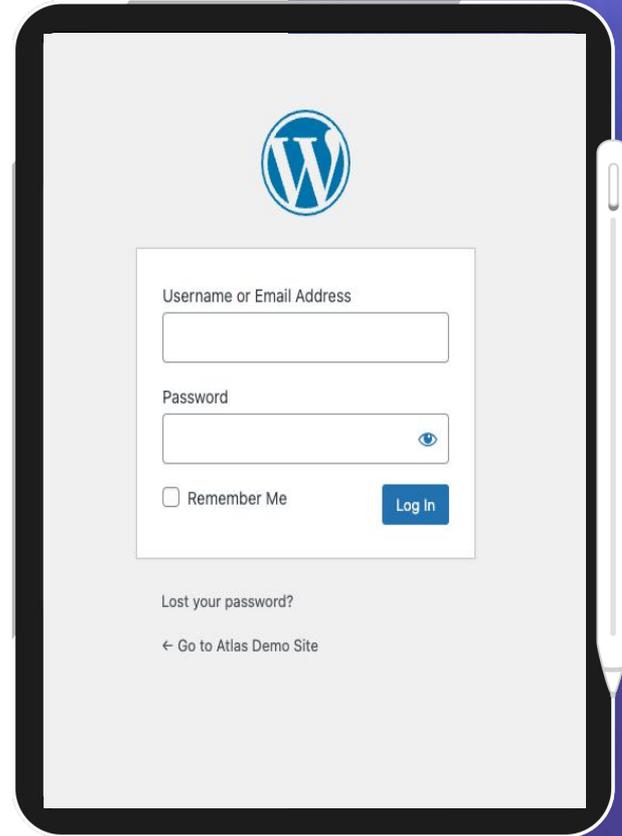
<https://YOUR-DOMAIN.com/wp-login.php>

Access to your WordPress site

- Access is available at <https://YOUR-DOMAIN.com/wp-login.php>
- Can have any number of users able to access your site
- TNS will have access to your site

Need assistance accessing to your website?

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

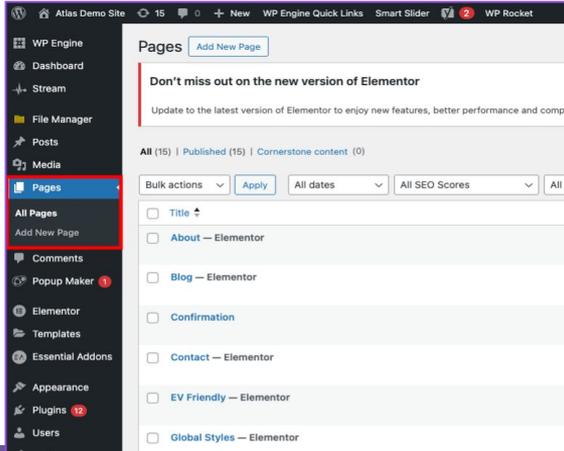


Common Website Changes

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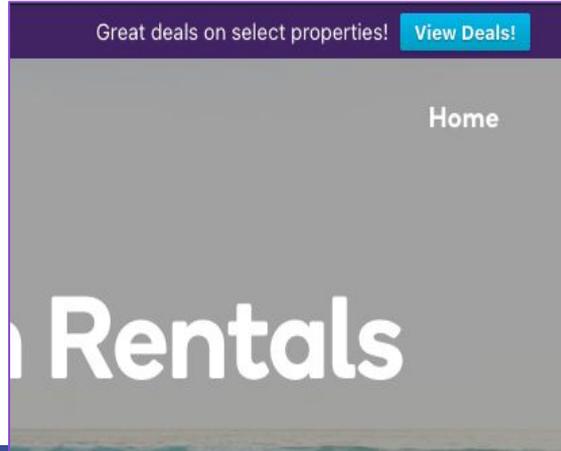
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Common Website Changes



Updating Web page content or Images

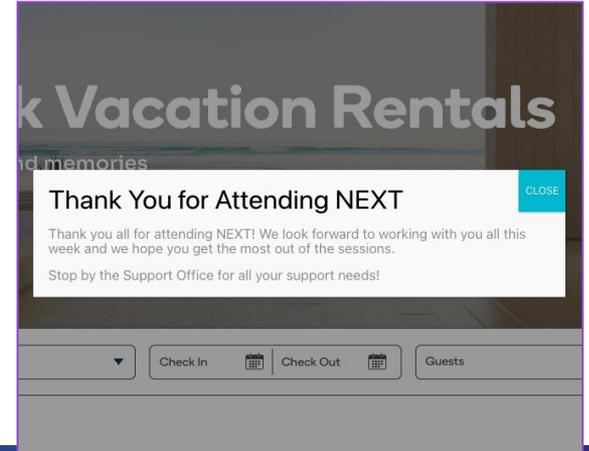
1. Navigate to Pages
2. Find the page to edit
3. Update the content or update the featured image
4. Save and Publish changes



Setup or Update a Notification Bar

Supported Plugin: [WPFront Notification Bar](#)

1. Navigate to Notification Bar Settings
2. Edit the text you want displayed and add a button
3. Enable and Save changes



Manage Pop-ups

Supported Plugin: [WP Popup Maker](#)

1. In the plugin settings create or update an existing popup
2. Set where and when it should display
3. Configure a close action

Website Changes in Action

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Common Use Cases

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Common Use Cases



Specials

Using Amenities to indicate specials that you're running is a great way to drive bookings on your website.



Pet Friendly Units

Having a pet friendly amenity filter or page is a convenient way for guests traveling with their companion to see available options.



Featured Units

Managing featured units is another way to feature specific units. This can be managed directly in Gueststream or with an amenity.



Properties by Location

A common filter option is based on the unit's location (country, state, or city). Another great option is to filter by unit types if they're built by the unit structure.

Questions?

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