Central Reservation System (CRS) FAQ

Starting April 26, ROOST destination sites will be moving to a new reservation software platform through Inntopia. We at ROOST are very excited for this change as it will provide third-party property management systems integration, a better mobile experience, and a much needed upgrade in many other areas.

How much does it cost to have my business or lodging property availability listed?
A flat transaction fee of 5% will be applied. 2.5% will go to Inntopia as the software provider, and 2.5% will go to ROOST to cover call center costs. With the exception of a GDS connection (keep reading), there is no setup cost or monthly fee to use the system.

How does my business collect funds from the traveler?
There are two options for collecting funds from travelers using the Central Reservation System. If you have a compatible property management system, their credit card information can be passed to your system and processed there. Otherwise you can obtain the full credit card and customer information online through your secure (PCI compliant) Inntopia account.

Why Inntopia? Why not use reservation system _____?
After almost a year of research and meetings, ROOST chose Inntopia for its replacement CRS. There are a variety of factors that put Inntopia on top:
* Inntopia provides the best price point for you, the supplier, at a 2.5% commission rate. Other competing systems were as high as 20% or even 30%.
* Inntopia is right in our backyard. Being based out of Vermont, lower implementation costs and onsite training can be provided if necessary.
* They support major PMS integrations. Inntopia supports a wide range of property management systems and has the capabilities to add future integrations to their platform.

How will I use Inntopia? What are my options?
Inntopia has four options to connect: Direct PMS connection, Yield Management System connection, Pegasus/GDS connection, or manual operation through Inntopia RMS. **See attached for connection graphic.**

How do I set it up?
ROOST needs to know **as soon as possible** which of the connection methods your property will utilize. Please contact Glenn Pareira at **glenn@roostadk.com** or 518-874-0255 as soon as possible to discuss your options.

Once we know how you will utilize the system, Inntopia's implementation team will reach out to the properties with more specific training and info on how to implement your chosen connection method.

What is the timeline? What is the launch date?
The Inntopia integration will happen fairly quickly over the next couple months. We plan on the system being ready to go live in late April or early May.

Will the old reservation system be disabled at the Launch Date?
Yes. At the time of launch, the old reservation system will no longer be in operation on lakeplacid.com.

Do I have to participate?
No. But there are some really good reasons to take advantage of this system.
- This is how travelers are booking now; they want an easy to use, online booking engine.
- It is very low cost: normally free to get started.
- In some instances, there will be direct marketing efforts sending travelers directly to the CRS booking engine.

We would like to get as many properties as possible enrolled for our launch, but there is no enrollment restriction. You may choose to start using Inntopia at any time. But, if you DO want to be ready for launch, we will need to know very soon.

INNTOPIA CONNECTION METHODS

Inntopia offers three connection methods plus the option of using their own native RMS system. Below you will see the four methods broken down. The product names in each box are the systems that Inntopia currently supports a connection with. Please review the below boxes. If you use a program listed below and would like to connect through that program, please notify Glenn Pareira at glenn@roostadk.com or 518-874-0255. If you don't see a program you use listed below, please contact Glenn to discuss your options.

Once ROOST knows the method you would like to use, Inntopia's service staff will reach out with more info on implementation.

DIRECT CONNECT	CONNECT THROUGH YIELD MANAGMENT SYSTEM	CONNECT THROUGH GDS CONNECTION	USE INNTOPIA (NO CONNECTION)
Springer-Miller InnQuest/RoomMaster WebRezPro ISI/Homeaway Reztream/GuestTracker NiteVision Agilysis Visual One These systems will directly connect to Inntopia so that availability/rate info, reservations, and credit card info will all be handled through the property's own PMS system.	**TravelClick/EZYield Siteminder YieldPlanet Barefoot Technologies** These systems will directly connect to Inntopia so that availability/rate info and reservations can be done through one of the systems above. Credit card info will have to be manually retrieved off of Inntopia and run through the property's payment system manually.	**DHISCO/Pegasus GDS** This is a GDS connection between a GDS-capable system and Inntopia. Inntopia charges $200 to set up this connection and $50/month to maintain it. There are other restrictions with this type of connection. Properties should contact Inntopia to discuss this type of connection ahead of time.	**Inntopia RMS** This is Inntopia's native RMS system. It will be available for any property to use on lakeplacid.com for FREE. This versatile system offers all the features needed to create dynamic room rates, payment/refund policies, packages and promotions, room add-ons and more. This system is designed primarily to be used independent of any other management systems a property may use.