RAPID!
BP Utilizing the RAPID! Application and Template
V6.7
# Document Information

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### Amendments

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## Overview

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<th><strong>PURPOSE</strong></th>
<th>This Best Practice describes how property users + Meeting Planners can most effectively utilize the RAPID! template and Application</th>
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| **TARGET AUDIENCE** | • Sales  
• Reservations  
• Conference & Events  
• Revenue Management |
| **QUESTION AFTER READING THIS DOCUMENT** | If you have un-answered questions after reading this document, please reference Support Resources in Section 8 of this document. |
| **OTHER RELATED DOCUMENTS** | Hilton University – Find Learning – Enter Course #  
• #339 – OnQ Sales-RAPID Online Course  
• #2786 – RAPID-New Process for Credit Card Data |
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1 **Introduction**

RAPID! = **R**eservations **A**utomated **P**rocessing **I**nput & **D**elivery.

OnQ RAPID! is a Web-based application that automates the creation of reservations from meeting planner rooming lists.

By utilizing the Customer Upload Website at **RAPID.hilton.com**, meeting professionals can quickly create and upload their rooming list to a secure, protected webpage. This process safeguards sensitive attendee data such as credit card numbers. It increases the accuracy of the data entered and saves or even eliminates manual entry time, allowing prompt and confidential communication from meeting planner to property.

This user guide outlines the required steps for creating, importing and uploading group reservations. It also details the process of adding, modifying and deleting reservations that have not been uploaded to CRS.

2 **Access**

If you are a new user or if you have not yet requested your access to OnQ RAPID!, Go to The Lobby, choose **My Applications** and locate **ID Management**

- Under My Account, choose Login to ID Management and enter your OnQ Login and password
• Once logged in, choose **Lobby Application Change**
From Lobby Application Change, scroll to the **Sales** section and select the **OnQ Sales – RAPID!** Application then choose Submit Request:
• Review your selections and choose Submit Request

An authorization email will be sent to your manager or director and after they have completed the necessary steps, OnQ Sales – RAPID! Will appear in your applications list under My Applications:

IMPORTANT INFORMATION
In order to access the RAPID! Application from The Lobby, you must be on the Hilton Network and be able to access OnQ PMS from your workstation
3 Group Rooming Lists

Group Rooming Lists can be processed using one of two different methods. The required method for all rooming lists containing credit cards is the Customer Upload Website. Properties can also create their own rooming lists using the RAPID! Template.

3.1 Customer Upload Website

Payment Card Industry (PCI) Compliance requires maintaining a high level of security to protect the credit card and personal information of our customers. In order for our properties to be within the requirement guidelines, rooming lists containing credit card information MUST be imported using the Customer Upload Website at RAPID.hilton.com.

The location of the website and instructions for its use should be provided to the client or meeting planner along with the hotel Property Code (7 letter CTYHOCN), the Group Code (SRP), the Event Name and the Event Start and End Dates.

Guests and Meeting Planners will download the RAPID! Template from the website and create their rooming list, then save it in the required CSV format to be uploaded to the RAPID! application.

Details for using this template are provided later in this document. Also for your convenience, we have included step-by-step instructions at the end of this document that can easily be included in an email to your client.

Upon completing the necessary steps to create the CSV file, Meeting Planners will enter into the appropriate fields

- Hotel Property Code (CTYHOCN)
- Group Code (SRP)
- Group Name
- Event Start date
- Event End date
Once entered, click **continue** and an Upload File page is displayed.

Meeting planners will **browse** out to the location of the CSV file and enter their personal contact information in the designated fields then click Submit.

An email notification will be sent to the designated property distribution (see Section 4.1 of this document) indicating the receipt of a rooming list. The email will detail the upload time and contact information provided by the planner. The Meeting Planner’s contact information can be used when the rooming list is completed to provide confirmation numbers for the group.
At this point, the rooming list **HAS NOT** been uploaded to the OnQ R&I/CRS system. We recommend that you access RAPID! within 48 hours to review and upload this information into the reservation system.

Instructions for completing the reservation process are covered beginning in **Section 4.4 – List Manager**. Note that if the process is not completed within a two-week period, the rooming list will automatically be removed from the system per PCI Requirements. You will need to contact your meeting planner to import the list again if the process is not completed within the required period.

### 3.2 Using the RAPID! Template

The RAPID! Template is an Excel based spreadsheet that standardizes rooming list data received from meeting planners or tour/group operators. Use of the template streamlines the reservation process by checking and validating specific data before it is imported to the RAPID! system.

#### 3.2.1 Downloading the Template

- From the RAPID! Left hand navigation, click the **Help** Button navigation
• Choose **CSV Template**

• The following dialog should appear. If you are not prompted with this screen, close the template file and see the instructions provided in **Section 8** of this document.

![File Download Dialog](image)

• From the dialog, choose **Save**

• Save the document to your desktop or an easily accessible location on your workstation

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**IMPORTANT INFORMATION**

To avoid corrupting the macros in the template, you must always choose SAVE and save the template to your desktop before opening. **Always** open the template from the saved location.
3.2.2 Template and Excel Security

The RAPID! template is not an ordinary Excel spreadsheet. To assist in the completion of the rooming list and ensure the data you enter is accurate, a significant amount of programming has been added behind the scenes.

Newer versions of Microsoft’s Office products are sensitive to security issues, and added programming to a spreadsheet such as this Template automatically triggers Excel’s security. As a result, you may be required to change Excel’s security settings in order to utilize the Template properly.

If you have Microsoft Office 2010 or higher, the macro security will need to be enabled. While you can enable all macros, it is recommended that you set Microsoft Excel security to ‘Disable all macros with notification’. This will allow you to enable the functionality as needed and avoid unwanted programming.

To change your system macro settings
- Launch Microsoft Excel
- File
- Options
- Select Trust Center

- Select Trust Center Settings
• Then select **Macro Settings** and change the macro setting as shown

![Microsoft Excel Trust Center](image)

• Be sure to select option of ‘Trust access to the VPA project object model’ and click **OK** and then **OK** again to accept the settings

After making these changes, upon opening the template with each use you will see the following selection along the top of the template

![Security Warning](image)

• Click on **Enable Content**

The macro security for excel will now only allow the template macros for the current instance. They will return to normal upon the next use of Excel. For security purposes, it is not advisable to change macro security settings permanently.
3.2.3 Using the Template

Once the security is adjusted, you are ready to start using the template!

- Open the RAPID! Template

- It is highly recommended that property users and meeting planners utilize the HOTEL worksheet to create rooming lists. This worksheet provides a great deal more flexibility and detail.

- Before starting ANY rooming list, click CLEAR SHEET from the macro list at the top of the template. This ensures that no data exists and that the template is ‘clean’.

- Enter data into the spreadsheet by typing into each cell. Many Cells must be completed and are deemed required data. These can be identified by the dark blue text in the column header. The minimum recommended information is as follows:

  - **Arrival/Departure dates** – OnQ RAPID! and the RAPID template will not accept dates prior to the current date. Additionally, when entering your dates **make note** that the template cannot convert the number format dd/mm/yyyy properly. Regional settings can cause the macro to translate this entry to mm/dd/yyyy and once translated, if the date is in the past, the template will show an error. Be sure you enter the arrival and departure date as mm/dd/yyyy, e.g. January 5, 2019 would be 01/05/2019.
o Attendee First Name and Last Name
o Room type
o Number of rooms per attendee
o Number of adults
o Home and/or Business phone - (one or the other is required but not both, you may complete both if desired but only one is necessary)

You will notice that as you enter data into each cell of the spreadsheet, the cell validation runs with the program’s error checking logic. You will receive immediate feedback if the date entered into a cell is invalid or contains an error.
Click **FINAL CHECK AND SAVE AS XLS** from the macro list.

- This function first checks the data in each column using the validation rules built into the template and any errors are highlighted in bold red text. After completing all column checks, the process reports how many errors still exist within the data.

- Upon completion of the error check, if errors have occurred the spreadsheet will move your cursor to the first invalid cell.

- **Correct** the cell entry as necessary, and then depress **CTRL, SHIFT** and the letter **N**. This will quickly take you to the next error in the spreadsheet. It is recommended that you correct all errors before proceeding with the upload.

- If a **credit card number** highlights in red or does not mask on entry, it is an indication that the numeric sequence is invalid for any known card type. This validation does not confirm whether credit cards are valid or expired.

- Repeat the **Final Check and Save** functionality when all errors have been resolved.

- When no errors are found, the process continues by offering a **SAVE AS** dialog box. Select the drive, directory and file name for your file. We recommend some variation of your group name as this makes it easier to identify. **DO NOT** proceed to the ‘create csv file’ step until you have corrected all errors in your rooming list as this will result in being unable to import it into the RAPID! Application.

- Click the macro icon at the top of the template **Create CSV File**.

This will trigger the built in macro to create the **CSV File**, which will be used to import the rooming list into RAPID! The file name will be the same as that of the template and will be saved automatically in the same location. The new file extension will be .csv and not .xls.
NOTE - If your client has submitted the template and has used the CLIENT tab,

- Remove the client email address from the client information section at the top of the spreadsheet. If you fail to remove the email address, it will auto-populate into the email column for every reservation in the list, and the meeting planner will receive all confirmation and pre-arrival emails for every reservation.

- **Save** the template

- Change to the HOTEL tab

- **Click** IMPORT FROM CLIENT SHEET

This will automatically move the data from the CLIENT tab to the HOTEL tab for you. However, clients can and should use the HOTEL tab whenever possible as it allows for much more detailed data entry.

There are a few other ways to populate the template. For example, you can copy and paste the information from another electronic format into the template. If your meeting planner provides you with a word document, convert the text to a table with these steps:

- Insert a tab or a comma each place you wish to start a new column in your table
- Insert a paragraph mark each place you wish to start a new row

```plaintext
Name  Arrival  Departure  Room Type  Sharing with
Diana Miller  12/25/2012  12/29/2012  Dbl/Dbl  Tiffany Burgess
Judy Smith  12/25/2012  12/29/2012  King  None
Bill Rogers  12/25/2012  12/29/2012  King  None
```

- When finished, highlight all text
- **Click** the Insert tab
- Choose Table
• Choose **Convert Text to Table**
• In the dialog box, under the separate text at, click **tab** or **comma**
• Click **OK**

Once the table is created, you can copy and paste each column of the table into the appropriate column on the RAPID Template, or copy and paste the entire table into an Excel spreadsheet.
Meeting planners can also send you an Excel spread sheet, this is most common with housing bureaus and while you can copy and paste each column into the RAPID! template to create the CSV file to upload, there is a much easier method which can be used from Microsoft Excel.

Note that you cannot create a CSV file from Microsoft Word, so you will have to copy and paste any table you create in that application into an excel spread sheet for the next steps.

- Open the spread sheet received from your meeting planner
- Review the table in Section 7 of this document and change the column header names in the meeting planner spread sheet to the EXACT name for the column in the template as outlined in the table
- Carefully check the date format used. If dd/mm/yyyy, convert the entire column and make sure you are using the US date format of mm/dd/yyyy.
- Click File
- Save As and choose CSV (Comma Separated Values) from the FILE TYPE list for Excel
- Save your meeting planner spread sheet as a CSV file
- Open the RAPID Template
- Choose Clear Sheet
- Depress the CTRL/SHIFT and the letter I and the following dialog will appear
  - Browse to the location on your workstation where the CSV file you just created is located
- Select the file
• Click **OK**.

This process will import all data from all columns (where the columns are properly named) in the meeting planner spreadsheet and move them over into the appropriate column of the RAPID template. The following dialog will appear when the process is completed.

![Import Third Party File dialog](dialog.png)

If this dialog indicates that there are columns that did not pull into the template, it could mean that those remaining were the columns you deemed not necessary, or the column headers are not named properly.

• Press **YES** to complete the import and determine what may be missing or necessary

• Then use the same steps above to validate and correct the data and to create the upload CSV file.

You can use this same functionality if your meeting planner submits their file in the CSV format. If there are columns not properly named in the third party CSV file, you can open the CSV file which will open into Microsoft Excel, rename the columns and resave the CSV file. Always name your new file differently so that you do not lose the original data.

**IMPORTANT INFORMATION**

If the third party CSV file contains credit card data, **DO NOT OPEN THE FILE**, you will corrupt the credit card numbers. ALL meeting planners wishing to submit rooming lists with credited card numbers MUST utilize the client import sites.
4 Making Reservations

4.1 Guest List Dashboard

The initial screen in RAPID is the **Guest List Dashboard**. Here you will see a notification for all guest lists currently pending, the group name, arrival date, guest list status, last activity and the file name for the attachment. Rooming lists will appear in the Guest List Dashboard after being uploaded by your client, or imported using the steps in **Section 4.2** of this document.

The **Details** link, to the right of each Group, allows you to review more information about a specific group rooming list. This information includes client contact information if the list was submitted via the customer website.

The status selection can be used to track groups in the queue and will help other team members determine which files still need action. This status does not affect any changes outside of RAPID.

For example:

- **In Progress** would indicate to another team member that this guest list has already been reviewed by another team member
- **Completed** would indicate that no further action is necessary.
- Click **Details** next to a Guest List
- Review the Group Name, SRP Code, Start and End dates and Client information entered
- To change the status, click the drop down selection list for Change status
- Choose the correct guest list status and click **Update**

**Email Notifications** identifies the user or distribution list used for email notifications when an online client has uploaded a rooming list. The email address defaults to the brand standard sales distribution list for your property, but can easily be changed if desired to an individual or to a different group.

**Email Notifications**

Send notification to this address when new guest lists are uploaded by online customers.

- **Change**

The reservations imported with these files will only be available in RAPID for 2 weeks. Please be sure to process these reservations in a timely manner.

- Click the **Change** button
- Enter the new email Address
- Click **Save**
4.2 Group Information

Group Information identifies your group and assigns the SRP code and arrival/departure dates for the group as entered into the CRS system. This is the first step in using the RAPID! application to create reservations. The group information will automatically populate into this system for group rooming lists imported from the client site.

- Choose Group Information from the left navigation
- Enter the name of the group in the Group Name field. This should match the Group name entered in OnQ R&I/CRS
- Select the appropriate CSV Template File from the drop down list provided. The other file types are no longer valid at this time.
- Enter the SRP for the group in the SRP Code field. This should match SRP Code as created in OnQ R&I/CRS. This field will accommodate up to six characters. For Brands using the PCRS application; Doubletree, Embassy Suites, Hampton Inn, Hampton Inn & Suites, Homewood an Home2, your SRP code created in OnQ R&I/CRS may only be three characters and must be entered into this field as follows:
  - First Letter = C for convention, L for local or S for System, depending on the SRP type
  - Next 2 letters = brand code; ES for Embassy, HW for Homewood, HT for Home2, DT for Doubletree and HH for Hampton Inn & Suites and Hampton Inns
  - Last 3 letters = OnQ R&I/CRS SRP code

Example: an Embassy Suites property using a Convention type Group SRP Code of LH1, the SRP code you will enter is CESLH1

**NOTE: the SRP should be entered in all capital letters since the field is case sensitive.**

- Enter or select the arrival date of the group in the Group Arrival Date field. The arrival date should include shoulder dates and match what is outlined in OnQ PM and/or OnQ R&I. When typing in the date, use North American Date Standard (MM/DD/YYYY)

- Enter or select the departure date of the group in the Group Departure Date field. The departure date should include shoulder dates and match what is outlined in OnQ PM and/or OnQ R&I. When typing in the date, use North American Date Standard (MM/DD/YYYY)

- Click Save button.
The system will generate a Group Number that will display in the Messages section at the bottom of the page; there is no need to record this number. Group information must be saved before moving to the next step.

4.3 Import Reservations

If the rooming list was received via the Customer Upload Website, proceed to step 4.4

After creating your rooming list as outlined in Section 3 of this document, and recording your group information as in Section 4.2, you will need to import the rooming list into RAPID!

- Click Import Reservations link in the left navigation.

- From the Select Group drop down list, choose your group. Remember, rooming lists received from the client site have already been imported and this step does not need to be completed.
• Click **Browse** button and navigate to the **CSV File** containing the reservations for the group
• Click **Import** button to import the reservations into RAPID! Note: files to be uploaded **MUST** be in **CSV format only**

When the import is complete, an “import success” message will appear in the **Messages** section at the bottom of the page.

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**4.4 List Manager**

**List Manager** allows users to view and edit imported reservations from any resource that have not yet been uploaded. The functionality is similar to using the RAPID! template. This is the only way to edit or review a group rooming list imported to the Customer Upload Website. It will also provide the ability to review the list for duplicate reservation entries.

• Select **List Manager** from the left navigation

• Select the **Group** and the corresponding rooming list file imported by the Meeting Planner. If there is only one reservation file for the group, it will automatically populate. However, it is possible to have more than one list per group. In these instances, you should contact your meeting planner to confirm which import is correct.

• Click **View**
4.4.1 View/Edit

The View/Edit tab allows you to view the downloaded rooming list and to make any necessary changes by clicking into the cells you wish to change.

By scrolling down the list, you can view each of the reservations for the group. You can also see additional function buttons and hyperlinks.

4.4.2 Additional Function Buttons

- The Add a Row button will allow you to enter reservations into the list.
- The Remove Selected hyperlink will remove all reservations with a checkmark in the small box at the beginning of each row. Be sure that you do not remove reservations unless absolutely necessary as this function cannot be undone.
- Using the Save button frequently ensures that any updates you have made will not be lost.
- The Cancel Changes hyperlink permits you to cancel any changes made to the list.
- The Close button will close the rooming list.
4.4.3 Update View

This tab allows you to choose how many columns to display in the view using the radio dials and Update View button.

- **Required columns** displays only the columns required by OnQ R&I/CRS in the list view. If all required fields are not completed, the list will not upload to OnQ R&I/CRS.

- **Required Columns is the default view (including any optional columns where user has entered a value)** displays all required columns and any additional columns that contain data in the list view.

- **All columns** displays ALL columns in the rooming list file whether data is present or not.

4.4.4 Find/Replace

Find/Replace allows you to make changes to multiple entries in the list where the data may be same. For example, all room types were entered as King but need to be changed to K1RZ; enter King into the Replace field and K1RZ into the With field and click GO.
### 4.4.5 Column Edit

**Column Edit** allows you to update all entries in a specified column. Select the column to be altered from the “Replace all values in a column” selection list, enter the new value in the “With” field and press **Go**.

![Image of Column Edit](Image)

#### 4.4.6 Error Checking

Like **Final Check and Save** in the RAPID! template, the **Error Checking** function auto-detects errors in the rooming list prior to upload. The functionality identifies all rows and/or cells with incorrect or missing data, and highlights the incorrect information. Correct this information and save the changes to ensure that your upload goes smoothly.

Make sure that **Auto-detect and highlight errors** is checked and click **Apply**. If the Error Checking detects an error in the customer rooming list, the column number will be displayed in **Red**.

![Image of Error Checking](Image)
In addition, the cells containing the incorrect or missing data will be outlined in Red, making them very easy to locate.

In our example above, by scrolling to the right of the page you will notice that there is an issue with the Credit Card information provided.

To correct the information you would click in the field you wish to change, make the necessary corrections and save the rooming list.

**IMPORTANT INFORMATION**

Be sure to validate the Room Rate entered in the template. Room Rates uploaded via RAPID! overwrite the room rate associated in the SRP so be sure that all room rates in the rooming list are appropriate.

Once you have completed all of your changes you may proceed with the reservation Upload.
4.5 Guarantee Code & Room Types

4.5.1 Guarantee Code & Room Types

The first step to preparing an imported rooming list for upload is to set the Guarantee Code and OnQ R&I/CRS Room types.

- Click on Guarantee & Room Types from the left navigation panel

- Click on Select Group selection list and choose the group. The Group Name, Group Arrival Date, Group Departure Date, Reservation Source and the SRP will be displayed.

- To assign the same Guarantee Code to the entire group, place a tick mark in the selection for 'Set Group Guarantee', and select the appropriate guarantee option from the Guarantee Code drop down.

- If the guarantee method is being set based on business rules, select the appropriate Guarantee Code as they apply to the Records w/ Credit Card, Records w/ Deposits, Records w/ Both CC & Deposit and Records w/ Neither CC or Deposit from the selection list next to each rule.

- Click the Save button to update the reservations and save the change.

It is very important that this step be permitted to finish. When you click the SAVE button, allow the screen to refresh (the screen will flash and return) before proceeding. If the save process does not complete, it will result in the following error when uploading the reservations:
If this occurs, return to the guarantee and room type screen, select the appropriate Guarantee Code and Save, then permit the process to complete. DO NOT re-import the rooming list, as this will result in duplicated reservations.

- After the Guarantee Code has been saved, in the lower section of the **Guarantee & Room Types** screen, the **Room Type**, **Rate Index**, **Room Count** and **Room Rate** fields are populated with the information from the imported rooming list. Room rates appear as USD.

- Click the **Edit** link to the left of the first room type listed.

- Under Central Res. Room Type, enter the abbreviation for the OnQ R&I/CRS roomtype that correspond with the room type entered in the uploaded file and click **Save** again to the left. Repeat these steps for all room types in the list.

### Assign Room Types

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### Assign Room Types

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The View Inventory Allocation button allows you to view the reserved daily breakdown and total reserved inventory for each room type.

The inventory allocation display references the OnQ R&I/CRS room types that are assigned in RAPID! It does not reference the inventory assigned in OnQ.

### 4.6 Reservations

The two choices here will allow you to Review any reservations pending upload or Upload Reservations, which processes all reservations into the OnQ R&I/CRS system.

#### 4.6.1 Upload Reservations

Uploading reservations to CRS is the final step in the process. Until reservations are uploaded and confirmed, they are not in CRS.

- Click on Reservations from the left navigation panel and choose Upload Reservations

- Choose the group from the Select Group drop down list. The Group Arrival Date, Group Departure Date, Reservation Source, SRP and Group Number fields will automatically populate with the group information.

- To prevent confirmation emails for the reservations being sent to the individual attendees, unmark the box next to this selection. This will ONLY stop the original confirmation emails from going out to the attendees. If email addresses are uploaded into OnQ, attendees will receive the 7-day prior to arrival reminder confirmation.

---

**IMPORTANT INFORMATION**

Even where the room type from the imported file is the correct OnQ R&I/CRS Room Type abbreviation, the Central Res. Room Type field must be populated for ALL room types listed here.
• Click the **Upload** button

![Room reservation upload dialog](image)

• The following dialog will appear

![Message from webpage](image)

**IMPORTANT INFORMATION**

If the rate entered into the template by your meeting planner is different than the room rate in the SRP or is a partial room rate, the upload will **OVERWRITE** the SRP room rate when the reservations are made. It is **VERY IMPORTANT** that you review the room rates entered into the Rooming List prior to the upload to ensure that they are correct.
Upon completion of the reservation upload process, a list of the reservations will display. If the reservation is confirmed, the confirmation numbers will display in the appropriate field. There is no need to record the number from this screen; we will discuss the use of the Audit Report in Section 5 of this document. **Note** – the uploading process may take a few minutes depending on the size of the rooming list.

If the reservation was not successful, an error summary will be displayed. Make note of these reservations and the error summary displayed under details. The information will be helpful in correcting these reservations to upload again, or when reporting the issue to support for assistance.

Some failed reservations can be easily corrected using the **Review Reservations** screen.

### 4.6.2 Review Reservations

- Click on the **Reservations** and choose **Review Reservations**
- Choose the group from the **Select Group** drop down list.
- The reservations will be listed in alphabetical order by last name. If there are more than 50 names for the group, you can access the additional names by clicking on the page numbers at the bottom of the page.
- You can search for specific reservations by First Name or Last Name. After selecting a group, enter the all or part of the guest first name or last name into the appropriate field and click the **Search** button.
To review a reservation and make corrections if available, click the **Edit** link to the left of the appropriate guest name.

Some errors may appear at the top of the screen in red text. If so, be sure you correct all noted areas of the reservation as appropriate. You may also assign a different room type; add shares, etc. if needed. This functionality cannot be used to edit confirmed reservations, only to correct those reservations that were not confirmed during the upload process.

When finished, click the **Save** button or press enter. Continue with these steps until all reservations have been edited as appropriate.

While reviewing a reservation, click the **Back** button to return the rooming list, but remember to click the **Save** button to save any changes.

After all reservations have been corrected, go back and repeat the steps to **Upload** the remaining reservations.

---

**IMPORTANT INFORMATION**

Reservations that are confirmed into OnQ R&I/CRS (confirmation number obtained) are immediately removed from the RAPID! database, so when you upload corrected reservations a second time, only those reservations will be attempted again.

You may also use Review Reservations to remove reservations from the rooming list but ONLY if they have not been successfully uploaded. Check the boxes to the left of the guest names and click the **Delete** button.
• If you are working with a property imported rooming list and none of the reservations will confirm, you can select the **Delete All** button to delete the entire rooming list. We strongly recommend that you return to List Manager to review your list for errors before taking this step.

• **NEVER** use Delete All with client uploaded rooming lists
5 Audit Report

After all of your reservations are confirmed, RAPID! offers an Audit Report. This report can either be printed or exported to Excel. The Excel spreadsheet can be provided to your meeting planner to confirm their reservations.

- Click Audit Report from the left hand navigation. Pop-Up Blocker must be disabled to use this feature.

- Choose the group from the Select Group drop down list. The page will automatically display all of the reservations for the group.

- To display only the Successful or Failed reservations for group, click on the appropriate radio button. The page will automatically refresh with the requested option.

---

**IMPORTANT INFORMATION**

Failed reservations will only be displayed if the upload to OnQ R&I/CRS is not completed. This report will not reflect the error or reason for the failure.

- To print the report, click the Print icon to print a copy of the report.

- For a more complete and comprehensive report that can be provided to your meeting planner, click the Extract button.

- Click Download and the Microsoft Dialog box will display.
• Open the report or Save it to your desktop and open as an Excel Spreadsheet. This will allow you to ‘clean up’ the report before providing it to your meeting planner.

**IMPORTANT INFORMATION**

The Audit report remains available for two weeks after the rooming list upload to OnQ R&I/CRS is completed successfully and all reservations are confirmed.

### 6 PCI Compliance Requirements

In order to protect your Associates and Management from potential liability, every hotel must take the following actions to ensure credit card data is secure. Credit card data may only be retained within the reservation system and may not be saved in any other location (back-up files, back-up tapes, external hard drives, recycle bin, email PST files, etc.).

If the meeting planner or guest will be submitting customer credit card data with their rooming list, they should immediately be directed to the **Customer Upload Website at** [https://rapid.hilton.com](https://rapid.hilton.com)

In the event that rooming list files containing full credit card data are received in ANY electronic format via email, the following steps MUST be taken to ensure compliance with these requirements:

**New Files:**

• Recipient (reservations, sales, catering, and events) are to forward to the person responsible for managing this information. They should then immediately delete the email and attachment. At no time may the recipient save this file to a folder, shared drive or local hard drive. Please remove any received email from your inbox or any other location within your email system before it can be archived in the Enterprise Vault.
Once the data is processed, the person responsible for processing the reservations either must delete the entire file without saving or must follow the procedure below to archive.

Archived Files:

- Reservations/Revenue Management must delete the column containing credit card information.
- After the column is removed, the file must be saved using the same file name (Save rather than Save As)
- No other copies of the original file may be saved in any location (back-up files, back-up tapes, external hard drives, recycle bin, email PST files, etc)

7 Template Column Header Formats and Validation

<table>
<thead>
<tr>
<th>Column</th>
<th>Name</th>
<th>Format</th>
<th>Validation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arr_Date</td>
<td>mm/dd/yyyy</td>
<td>Required: Checks for empty content, space content, number content and non-date content. Other valid Excel date formats will be converted. The template uses North American Date Standard only and text pasted from other spreadsheets that are in a date format will be converted if possible. The macro does not handle the entry dd/mm/yyyy well so this date format should be avoided. Check Validity of Data. Arrival date greater than current date is also checked.</td>
</tr>
<tr>
<td>2</td>
<td>Arr_Time</td>
<td>hh:mm:</td>
<td>Not Required: 24-hour time: Time can be entered in standard 12-hour format i.e. 2:30 pm, and the routine will convert to 24-hour time. Make sure the am or pm is attached and is separated from the time by one space.</td>
</tr>
<tr>
<td>3</td>
<td>Dep_Date</td>
<td>mm/dd/yyyy</td>
<td>Required: Checks for empty content, space content, number content and non-date content. Other valid Excel date formats will be converted. The template uses North American Date Standard only and text pasted from other spreadsheets that are in a date format will be converted if possible. The macro does not handle the entry dd/mm/yyyy well so this date format should be avoided. Check Validity of Data. Departure date greater than current date is also checked.</td>
</tr>
<tr>
<td>4</td>
<td>Title</td>
<td>Text</td>
<td>Not Required and not validated.</td>
</tr>
<tr>
<td>5</td>
<td>First_Name</td>
<td>Text</td>
<td>Required: Non-blank contents are checked.</td>
</tr>
<tr>
<td></td>
<td>Field</td>
<td>Type</td>
<td>Required</td>
</tr>
<tr>
<td>---</td>
<td>---------------------</td>
<td>---------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>6</td>
<td>Last_Name</td>
<td>Text</td>
<td>Required</td>
</tr>
<tr>
<td>7</td>
<td>Num_Rooms</td>
<td>Number</td>
<td>Required</td>
</tr>
<tr>
<td>8</td>
<td>Room_Type</td>
<td>Text</td>
<td>Required</td>
</tr>
<tr>
<td>9</td>
<td>Room_Rate</td>
<td>Number</td>
<td>Required</td>
</tr>
<tr>
<td>10</td>
<td>Deposit_Amt</td>
<td>Number</td>
<td>Not Required</td>
</tr>
<tr>
<td>11</td>
<td>Non_Smoke</td>
<td>Y or N</td>
<td>Not Required</td>
</tr>
<tr>
<td>12</td>
<td>SPREQ_1</td>
<td>Text</td>
<td>Not Required</td>
</tr>
<tr>
<td>13</td>
<td>SPREQ_2</td>
<td>Text</td>
<td>Not Required</td>
</tr>
<tr>
<td>14</td>
<td>SPREQ_3</td>
<td>Text</td>
<td>Not Required</td>
</tr>
<tr>
<td>15</td>
<td>SPREQ_4</td>
<td>Text</td>
<td>Not Required</td>
</tr>
<tr>
<td>16</td>
<td>Num_Adults</td>
<td>Number</td>
<td>Required</td>
</tr>
<tr>
<td></td>
<td>Field</td>
<td>Type</td>
<td>Required/Not Required</td>
</tr>
<tr>
<td>---</td>
<td>----------------</td>
<td>-------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Num_Child</td>
<td>Number</td>
<td>Not Required:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No validation is checked.</td>
</tr>
<tr>
<td>17</td>
<td>Home_Phone</td>
<td>Text</td>
<td><strong>Not Necessarily Required:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Not required if Business Phone exists, otherwise must have some value here. Does not have to be in standard telephone format.</td>
</tr>
<tr>
<td>18</td>
<td>Bus_Phone</td>
<td>Text</td>
<td><strong>Not Necessarily Required:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Not required if Home Phone exists, otherwise must have some value here. Does not have to be in standard telephone format.</td>
</tr>
<tr>
<td>19</td>
<td>FAX_Number</td>
<td>Text</td>
<td>Not Required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No validation performed.</td>
</tr>
<tr>
<td>20</td>
<td>Email_Add</td>
<td>Text</td>
<td>Not Required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No validation performed but data entered here should be in valid email address format.</td>
</tr>
<tr>
<td>21</td>
<td>Company</td>
<td>Text</td>
<td>Not Required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No validation performed.</td>
</tr>
<tr>
<td>22</td>
<td>Address</td>
<td>Text</td>
<td><strong>Required:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Checks to see if non-blank content exists.</td>
</tr>
<tr>
<td>23</td>
<td>Address2</td>
<td>Text</td>
<td>Not Required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No validation performed.</td>
</tr>
<tr>
<td>24</td>
<td>City</td>
<td>Text</td>
<td><strong>Required:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Checks to see if non-blank content exists.</td>
</tr>
<tr>
<td>25</td>
<td>State</td>
<td>Text</td>
<td><strong>Required:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Checks to see if non-blank content exists.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>If country is US, state is required.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>If country is not US then state is not required.</td>
</tr>
<tr>
<td>26</td>
<td>Zip</td>
<td>Text</td>
<td><strong>Required:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Checks that non-blank content exists.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Does not check for Zip Code accuracy.</td>
</tr>
<tr>
<td>27</td>
<td>Country</td>
<td>Text</td>
<td><strong>Required:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Should be standard two-character country abbreviation. Checks to see if non-blank content exists.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Does not validate accuracy of abbreviated codes.</td>
</tr>
<tr>
<td>28</td>
<td>Hotel_Comments</td>
<td>Text</td>
<td>Not Required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Content is limited to 65 characters.</td>
</tr>
<tr>
<td>29</td>
<td>Res_Comments</td>
<td>Text</td>
<td>Not Required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Content is limited to 65 characters.</td>
</tr>
<tr>
<td>30</td>
<td>CC_Name</td>
<td>Text</td>
<td>Not Required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No validation performed. Will auto populate based on the CC Number sequence entered.</td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td>Text</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>----------------------</td>
<td>--------</td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>CC_Number</td>
<td>Text</td>
<td>Not Required: Accepts all credit card numbers. If entered, data will appear as a masked entry which cannot be viewed or unmasked. Validation occurs only to insure that the CC number sequence is correct, it <strong>does not</strong> validate the credit card itself.</td>
</tr>
<tr>
<td>33</td>
<td>CC_Expire</td>
<td>Text</td>
<td>Not Required unless Credit Card Number exists. The format should be 5 characters MM/YY. If content exists, the routine checks to see if the format is valid and the date is current only if the CC number exists. Otherwise, it blanks out the CC expire since it is not needed. If not in the required format, data will not be automatically converted. If entered as MM/DD/YY, will convert to MM/YY where YY is the current year only.</td>
</tr>
<tr>
<td>34</td>
<td>Title2</td>
<td>Text</td>
<td>Title – Secondary Name</td>
</tr>
<tr>
<td>35</td>
<td>First_Name2</td>
<td>Text</td>
<td>First Name – Secondary Name</td>
</tr>
<tr>
<td>36</td>
<td>Last_Name2</td>
<td>Text</td>
<td>Last Name – Secondary Name</td>
</tr>
<tr>
<td>37</td>
<td>Title3</td>
<td>Text</td>
<td>Title – Secondary Name</td>
</tr>
<tr>
<td>38</td>
<td>First_Name3</td>
<td>Text</td>
<td>First Name – Secondary Name</td>
</tr>
<tr>
<td>39</td>
<td>Last_Name3</td>
<td>Text</td>
<td>Last Name – Secondary Name</td>
</tr>
<tr>
<td>40</td>
<td>Title4</td>
<td>Text</td>
<td>Title – Secondary Name</td>
</tr>
<tr>
<td>41</td>
<td>First_Name4</td>
<td>Text</td>
<td>First Name – Secondary Name</td>
</tr>
<tr>
<td>42</td>
<td>Last_Name4</td>
<td>Text</td>
<td>Last Name – Secondary Name</td>
</tr>
<tr>
<td>43</td>
<td>Honors_Num</td>
<td>Text</td>
<td>Hilton Honors Number</td>
</tr>
<tr>
<td>44</td>
<td>Sub_Group_Num</td>
<td>Text</td>
<td>Sub Group Number</td>
</tr>
<tr>
<td>45</td>
<td>TA_IATA_Num</td>
<td>Text</td>
<td>Travel Agent IATA Number</td>
</tr>
<tr>
<td>46</td>
<td>TP_Tracking_Num</td>
<td>Text</td>
<td>Third Party Tracking Number</td>
</tr>
</tbody>
</table>
8 Help & Support

8.1 Reset “Always Ask Before Downloading” Checkbox on local workstation

Follow these steps if the user is not prompted to OPEN or SAVE the CSV Template when downloading. In all cases, users should SAVE the template to a hard drive location before using.

- Click Start button and Choose Settings then Control Panel
- Open the Folder Options Icon

- Select File Types Tab
• Scroll down to locate the file type for which you want to be prompted. In this case, the XLS and XLSX file types. (File types are in alphabetical order by EXTENSION)

• Click the Advanced button at the bottom right of the window

![Folder Options](image)

- Make sure the Confirm open after download check box is checked as shown below. If not, click in the check box and click OK

- Click OK to exit all other windows opened during this procedure

![Edit File Type](image)

If the procedure completed properly, when the Help / CSV Template option is selected from RAPID! you will see the download confirmation window. ALWAYS select the Save button and save the downloaded file to your hard drive.
8.2 Help

- For specific help on each page within RAPID! click the Help button in the top right corner of each page.

- For additional help including a copy of the User Guide and latest version of the RAPID! Template, click the Help link in the left navigation.
8.3 **Contacting Support Resources**

All technical issues must be reported to 1-800-Help-Help for tracking and escalation.

For other questions or issues related to using RAPID!, contact the assigned Brand Support team:

<table>
<thead>
<tr>
<th>Brand</th>
<th>Support for RAPID!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hilton</td>
<td></td>
</tr>
<tr>
<td>DoubleTree</td>
<td></td>
</tr>
<tr>
<td>Curio</td>
<td>1-800-HELP-HELP (800-435-7435)</td>
</tr>
<tr>
<td>Conrad</td>
<td></td>
</tr>
<tr>
<td>Waldorf Astoria</td>
<td></td>
</tr>
<tr>
<td>Embassy Suites</td>
<td></td>
</tr>
<tr>
<td>Hilton Garden Inn</td>
<td></td>
</tr>
<tr>
<td>Hampton Inn (and Suites)</td>
<td>Americas: 1-800-5ADVICE</td>
</tr>
<tr>
<td>Home2Suites</td>
<td>APAC: +1 901-374-5766</td>
</tr>
<tr>
<td>Homewood Suites</td>
<td>EMEA: +44 (0)20 78568123</td>
</tr>
<tr>
<td>Tru</td>
<td>Advice Contact Form</td>
</tr>
</tbody>
</table>
9 Meeting Planner/Client Instructions for using RAPID! Template

Property:
- Complete the Group Details section below – Hotel property code, Group code, etc.
- Copy and paste these step-by-step instructions into an email to your meeting planner or client.

This information will assist them in completing the RAPID! Reservation import process from the Customer Upload Website.

To submit your Rooming List, please use our Customer Upload Website at https://rapid.hilton.com

Your Group Details are as follows:

Hotel Property Code: (provide the five character property inn code)
Group Code: (provide the group SRP Code as entered in CRS/R&I)
Group Name:
Event Start Date:
Event End Date:

If you have never utilized our site before, you will need to obtain the RAPID! Template:
- From the Verify your group details window
- Click the download now link
- Follow the prompts to save the template to your workstation desktop or the file location of your choosing.

- When you open the template for the first time, a validation scenario will run through the columns of the template to ensure that the macros are enabled properly.
- You should see the following security warning along the top of the template
• Click the **Enable Content** button
   (The macro security for excel is only changed for this RAPID! spreadsheet and will return to normal for other Excel work)

• Use the HOTEL worksheet tab
• Enter data into the spreadsheet by typing data into each cell.
• Dark blue text in the column header indicates **REQUIRED** data.

• The minimum requirements are:
  o **Arrival/Departure dates** –
  o **First Name** and **Last Name**
  o **Room type**
  o **Number of rooms** per attendee
  o **Number of adults**
  o **Home** and/or **Business phone**
  o **Email address of the guest**
  o **Company Name**
  o **Address, City, State, Zip** and **Country**
  o **Hotel comments** - anything that should be considered when blocking rooms for the guest; i.e., Lower floor required, roll away needed, etc. (limited to 65 characters)
  o **Reservation comments** - billing information such as Room and Tax to Master, etc. (limited to 65 characters)
  o **Credit card type, number and expiration** – The credit card number will automatically convert to masked text when entered. This mask is required for PCI Compliance.
  o **Hilton Honors numbers** for guests can be entered if known, they are not required.
  o **If the room will be shared**, enter the **First Name** and **Last name** of any adult who will be sharing the room with the attendee. The template allows for only 4 adults per room, please DO NOT attempt to add columns for additional shares

When all information is entered:
• **Click FINAL CHECK AND SAVE AS XLS**

• This function validates the information entered into the template and highlights any missing or erroneous data in bold red text. If errors are noted, they should be corrected before proceeding.
• If a **credit card number** highlights in red or does not mask on entry, this is an indication that the numeric sequence entered is not valid for any known card type. This validation does not confirm whether credit cards are valid or expired.
• If corrections are made, repeat the **Final Check and Save As XLS** and then save the template. We recommend using some form of your group name to better identify the list.
Click Create CSV File. The file will save to the location of the template with a similar name. You will import this file through our customer website.

When your rooming list is done, return to https://RAPID.hilton.com

Enter the group details we have provided at the beginning of these details into the appropriate fields

Click Continue
Click on Browse under Locate File
Locate the CSV file you created earlier
Enter your contact information
Click Submit

The property will receive notification that your rooming list is posted. The property will process your rooming list and provide a confirmation report upon completion.

Should you need to add reservations to your group after your initial submission, please be sure to start with a blank template and import only those attendees that need to be added.

Do not re-import the same list with additions and changes as this can result in multiple reservations for the same attendee.

Should you have questions regarding the use of this template, or need to make changes to reservations already imported, please contact the property directly.