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# Overview

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• Reservations  
• Revenue Management |
| QUESTION AFTER READING THIS DOCUMENT | If you have un-answered questions after reading this document, please contact Sales.Technology@hilton.com. Clearly reference the name of the document you are referring to in any correspondence. |
| OTHER RELATED DOCUMENTS | • HDI Utilize the RAPID Template – A Meeting Planner Guide  
• eLearning 339 – OnQ Sales-RAPID Online Course  
• eLearning 2786 – RAPID-New Process for Credit Card Data |
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1 Introduction

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

By utilizing the Customer Upload Website, meeting professionals can quickly create and upload their rooming list to a secure, protected webpage, safeguarding sensitive attendee data such as credit card numbers. It will also increase the accuracy of the data entered and save or even eliminate manual entry time, while allowing for prompt and confidential communication from meeting planner to property.

OnQ RAPID! further provides our properties using the Passkey Group Link license to download rooming lists directly from the Passkey Group Link System into RAPID! for processing in only a few easy steps.

This user's guide will outline the necessary steps for creating, importing and uploading group reservations, as well as how to add, modify and delete reservations from group rooming lists not yet uploaded. The document also includes a copy of the RAPID Template – Meeting Planner User Guide which can easily be provided to your meeting planner, simply copy and paste it into a new Microsoft Word document and forward for their use.

2 Access

- If you are a new user or if you have not yet requested your Access to OnQ RAPID!, launch OnQ Insider and from the selection list **My Essential Links** choose **User Profile Tools**

  ![User Profile Tools](image)

  - Choose “Modify My Account”
- Login again using your current OnQ User ID and Password

![OnQ Insider Security Access](image)

- Choose Change My Access

  **OnQ Insider Security Access**
  
  Contact e-mail for security issues: Security.Requests@hilton.com

  **Please Select a Request Type:**

  - **Change My Password**
    
    Select this option to update your profile information including your password.

  - **Change My Access**
    
    Select this option if you already have a user id. This will allow you to add/remove applications and hotels for an existing account.

  - **Create a new user account**
    
    New user accounts are handled by the Hilton ID Management System. Click for additional information.

  - **Remove Access From a Hotel**
    
    If a user should not have access to your hotel, you can remove their access from here.

- Ensure that all information in the profile screen is correct and that the Approver email is your Supervisor or Regional Director (for Multiple Property Access) and that the address listed is their Hilton.com email address
• From the Applications tab, select the application(s) you need and click Next:

- If your facility does not appear to the right of the screen, enter your Facility Inn Code and click Find. Highlight the facility and click Add. If you need access to multiple properties you will repeat this for each additional property. Multiple Property access MUST be approved by a Regional Director.

[User Interface Image]

© 2011 Hilton Worldwide Confidential & Proprietary
• Click **Finish** to submit your request. Once your access has been approved, you should see the application(s) in the My Applications tab within OnQ Insider.

• Log into **OnQ Insider** and choose **OnQ Sales – RAPID!** from My Applications

![OnQ Insider screenshot](image)

**IMPORTANT INFORMATION**

In order to access the RAPID! Application from OnQ Insider, you must be on the OnQ Network

3 **Group Rooming Lists**

There are three methods for creating or retrieving groups in RAPID, each of these methods will be discussed later in this document. They are: **Customer Upload Website**, which is the required method for all rooming lists containing credit card information; **RAPID! Template**, properties can create and import rooming lists received directly from the Guest or Meeting Planner using a specially coded Excel based spread sheet; or, **PassKey Group Link**, properties with this subscription can import their rooming lists directly to RAPID from PassKey.
3.1 Customer Upload Website

Payment Card Industry (PCI) Compliance involves maintaining a high level of security measures to protect the credit card and personal information of Hilton Worldwide’s customers. In order for our properties to be within the requirement guidelines, rooming list reservations containing credit card information MUST be imported by the Guest or Meeting Planner using the Customer Upload Website, https://rapid.hilton.com. Rooming lists with credit card data can no longer be sent to the property via email or other electronic transmission unless the Guest or Meeting Planner utilizes the PassKey Group Link system.

https://rapid.hilton.com should be provided to the client or meeting planner along with the hotel Property Code (CTYHO CN), 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. Instructions for using this template are provided later in this document and in a separate HDI Utilize the Customer Upload Site – A Meeting Planner Guide which can be provided to your meeting planner if necessary.

- Upon completing the necessary steps to create the CSV file, the meeting planner will then enter the Hotel Property Code (CTYHO CN), The Group Code (SRP), the Group Name and the Event Start and End dates into the appropriate fields.

- In the event that the meeting planner does not know the Hotel Property Code (CTYHO CN), they can search for it using the find property code hyperlink.
• When the Search for Hotel Code dialog launches, the meeting planner will enter the city and state for the property. They can also narrow their search by distance and brand if desired and click **Find It**. The search results screen will list all hotels in the area that meet the parameters set in the previous screen. The hotel code (CTYHOCN) is displayed in the grey box to the left of each hotel name; the meeting planner merely makes a note of the code and enters it in the required field.

• When all fields have been completed, the Meeting Planner clicks **Continue** and an Upload File page is displayed.
• The meeting planner will click the **Browse** button under Locate File and locate the CSV file that they created in the earlier step, enter their personal contact information in the designated fields and click Submit.

When a Reservation Guest List has been submitted to your hotel, you will receive a notification via email showing the upload time and contact information for the Meeting Planner. Note that the Meeting Planner's email is provided so that you may notify and provide confirmation numbers to them once the upload to the reservation system is complete.

**A new Reservations Guest List has been submitted to your hotel**

You are hosting a group event that has just submitted a Reservations Guest List for you to approve and process.

- **Rapid_Templateeds.csv** uploaded 03 September 2009 09:38AM CST
- Tony Simms
  - 9013745216
  - boss@usermail.com

- A reservations guest list has automatically been saved for processing in Rapid (Reservation Automated Processing & Delivery) by an online customer.
- These reservations have NOT been processed. You must log into Rapid to review the reservations and upload them to the reservations system.
- To begin, log into OnQ Insider and select “OnQ Sales - Rapid” under My Applications. The new reservation guest list will appear on your Rapid home screen.
- For more information, or for instructions on adding OnQ Sales - Rapid to your list of applications for the first time, visit [http://sales.hilton.com](http://sales.hilton.com)
- **Note:** The reservations imported with this file will only be available in Rapid for 2 weeks. Please be sure to process these reservations in a timely manner.

The Customer Rooming list **HAS NOT** been uploaded to the OnQ CRS system at this point, and this Guest List information will remain in Rapid! for only two weeks, however, you must
log into RAPID within 48 hours to review and upload this information into the reservation system. See the instructions for Using List Manager and Uploading Reservations from RAPID! to OnQ CRS later in this document.

For Customer Uploaded Rooming Lists, the **group information** will populate automatically into the Group Information tab in OnQ RAPID! when the customer imports their file. However, you can add the Group Information before instructing your meeting planner in using the **Customer Upload Website**, but this is not a necessary step.

### 3.2 Using the RAPID Template

The RAPID!! Template is an Excel based spread sheet that is provided as a means of standardizing the rooming list data received from meeting planners or tour/group operators. The template streamlines the reservation process by checking and validating much of the data entered before it is uploaded to the RAPID! system.

#### 3.2.1 Downloading the Template

- Click on the **Help** Button from the left hand 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
3.2.2 Template and Excel Security

While the template is an Excel spread sheet, it is not an ordinary spread sheet. In order to assist in the completion of the rooming list a significant amount of programming has been added behind the scenes.

Many of the newer versions of Microsoft’s Office products are sensitive to security issues, and added programming to a spread sheet 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 2003 and this message is displayed upon trying to load the Template:

![Microsoft Excel Security Message]

Or,

![Microsoft Excel Security Message]

• From the dialog, choose Save and save the document to your desktop or to an easily accessed location on your workstation

IMPORTANT INFORMATION

Never open the file and choose save as, you must always choose SAVE and save the template to your desktop before opening it from the saved location to avoid corrupting the macros
the security setting within Excel is warning that there are unidentified macros within the spread sheet. Depending on the level of security set in Excel, either message may display. To allow the macros to execute, the Excel security level must be lowered.

- Open Excel and when the blank workbook appears, click on **Tools** on the top level Excel menu.

- Click on **Macro**, make sure the Macro menu is fully expanded and click on **Security**. The following security screen will appear.

- Typical settings are at least at the Medium level. At this level a warning similar to the second message above is displayed. Settings at High or Very High will not allow the Spreadsheet’s programming to run. To utilize the template, the macro setting must be **LOW**. It can be returned to the Medium or High setting as your company IT mandates when you have completed the rooming list upload.

- After changing the security settings, click on the **OK** button and close Excel. From now on, Excel security is set to this level until it is changed again.

- Open the Template.
If you have **Microsoft Office 2007 or 2010**, the macro security is somewhat easier to enable. When you first open the template you may see the following screen along the top of the template:

![Security Warning]

Simply click on the options button and choose to **Enable This Content**

The macro security for excel is only changed for this instance and will return to normal upon the next use of Excel.

### 3.2.3 Using the Template

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

- Open the RAPID! Template

- While there are two spread sheets on the template, it is highly recommended that property users and meeting planners utilize the HOTEL spread sheet to create rooming lists, this spread sheet provides a great deal more flexibility and information

- Click **CLEAR SHEET** from the macro list at the top of the template. This assures that no data exists and that the template is ‘clean’.
• Enter data into the spreadsheet by typing into each cell. Many Cells are **required**
data, which can be identified by the **dark blue** text in the column header. The
minimum recommended information is as follows:

  o **Arrival/Departure dates** – RAPID! and the RAPID! template will not accept
dates prior to the current date.
  o **Attendee First Name** and **Last Name**
  o **Room type** and **smoking preference**
  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)
  o **Fax number**
  o **Email address** – enter the attendee email addresses in this column. If the
Meeting Planner email address is entered, or if the data on the HOTEL tab is
imported for the CLIENT side, the meeting planner will receive individual
email confirmations for every attendee in the list
  o **Company Name** (if applicable)
  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** – Number will automatically
convert to encrypted text when entered, this encryption is required for PCI
Compliance. Note that in order for the hotel to be within the PCI Compliance
guidelines, any rooming list received from a client that contains credit card
numbers should be uploaded by the client using the **Customer Upload Website**. If you do not utilize this feature, see the Additional **PCI
Compliance Guidelines** later in this document.
  o **Title, First Name** and **Last name** of any adults who will be sharing a room
with the attendee. The template allows for only 4 adults per room, please DO
NOT attempt to add columns for additional shares
  o **Attendee HHonors number** – this will permit the hotel to quickly apply
HHonors points for the attendees.
  o **Travel Agency IATA number** – if a Travel Agent or agency is necessary and
a commission is involved
  o **Third Party Tracking Number** – Applies only if your list originates from a
Third Party Housing authority that utilizes a tracking number to identify
reservations in their system

You will notice that as you enter data into each cell of the spreadsheet, the cell is validated
with the program’s error checking logic. Immediate feedback will be received if the date
entered into that 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 on how many errors still exist within the data. It is recommended that you correct all errors before proceeding with the upload.

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

• Modify, Correct or Change the cell entry as required, then depress CTRL, SHIFT and the letter N. This will quickly take you to the next error in the spread sheet.

• If a credit card number highlights in red or does not encrypt on entry, it is an indication that the numeric sequence is invalid for that card type only. This validation does not confirm whether or not credit cards are valid or expired, it only checks to determine that the correct numeric ‘string’ for that card type is entered.

• 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 for the hotel to identify.

• 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 that will be used to import your rooming list into RAPID! The file will create in the same location that the template was saved, the name will be the same as that of the template, and the file extension will be .csv and not .xls.

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, and depress **IMPORT FROM CLIENT SHEET**

![Image of 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; it simply 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:

• 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

```
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 on the Insert tab and choose Table
Choose Convert Text to Table and in the dialog box, under the separate text at, click tab or comma then click OK.
Once your 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 spreadsheet, 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 spreadsheet for the next steps.

- Open the spreadsheet received from your meeting planner

- Review the table in **Section 7** of this document and change the column header names in the meeting planner spreadsheet to the **EXACT** name for the column in the template as outlined in the table

- Click **File, Save As** and choose **CSV** (Comma Separated Values) from the FILE TYPE list for Excel

- Save your meeting planner spreadsheet 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

  ![Import Third-Party File dialog](image)

- Browse to the location on your workstation where the CSV file you just created is located and select the file
• Click OK.

This process will import all data from all columns in the meeting planner spread sheet where the columns are properly named into the appropriate column of the RAPID template. The following dialog will appear when the process is completed:

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 OK 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 don’t 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.

### 3.3 Passkey GroupLink

For those properties with the **Passkey Group Link** license, it is no longer necessary to download your rooming lists from the Passkey website to your desktop. You will now import your group rooming lists directly from Passkey using the Import Reservations screen. There is no special setup or activation; there are merely some added steps in the RAPID! import process to follow.
First, be sure to set the transfer dates in the **Passkey Group Link** application to the current date. If you request the import from RAPID! prior to or after the set transfer dates, the transfer will not work. **Contact Passkey** for further instructions for this step.

- Select **Group Information** from the left navigation panel.
- Create your Group Information in this screen as normal entering your SRP code, arrival and departure dates, etc., but select the reservation resource as **PASSKEY**.
- Save the Group Information screen as you normally would in RAPID!
- Click on **Import Reservations** from the left navigation panel and select your group from the drop down, you will note that unlike the import screen that appears when CSV file is chosen as the resource, choosing the PASSKEY reservation resource activates the PASSKEY download features.
- Enter your Passkey Event ID. The Passkey Event ID can be located in the **Passkey Group Link** application or the reminder email that is sent by Passkey when there are reservations waiting to be downloaded.
• Enter your Hotel ID. **THIS IS NOT YOUR CITYHO CN**, this is a unique NUMERIC CODE provided by Passkey. In some instances, this code can be obtained by calling Passkey at 781-373-4141; however, if you are a new Passkey subscriber, Passkey should have provided this ID to you. Once you have entered this id you can check the remember me checkbox to retain it for future imports

• Click **IMPORT**

The import process can take anywhere from thirty minutes to two hours. Once the import process is complete, an email will be sent to the email address specified in the Guest List Dashboard, which is outlined later in this document, and will indicate if the import was successful or if there were any errors.

If reservations could not be successfully transferred from Passkey, the email will outline the reason and the steps needed to resolve the issue and may require that you contact Passkey for assistance.

Once the requested import is complete, it will display on the Guest List Dashboard. From that point forward you will handle it the same as any other RAPID! rooming list.

![Guest List Dashboard](image)

4 Making Reservations

4.1 Guest List Dashboard

Regardless of the method used to create and import a rooming list, all guest lists will be displayed in the Guest List Dashboard until they are processed and uploaded to CRS. Property created rooming lists will appear in this section after they have been imported in section 4.2, but first, let's review the Guest List Dashboard.
Upon logging into RAPID The **Guest List Dashboard** will be displayed. Here you will see All guest lists currently pending, the group name, arrival date, guest list status, last activity and the file name for the attachment.

![Guest List Dashboard](image)

The **Details** link next to each group allows you to review more information about a specific group rooming list, including the information about the client who has submitted it. The status is used to keep track of groups in the queue but 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.

![Group Details](image)

- **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** shows you who or how email notice that is sent by the system when a rooming list has been uploaded by an online customer is distributed. The email address...
defaults to the brand standard sales distribution list for your property, but can easily be changed.

**Email Notifications**

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

*Click the Change Icon
* Enter the new email Address
* Click Save

### 4.2 Group Information

The first step to making reservations using the RAPID application is to add the group information. This identifies your group and your SRP code to the CRS system. The group information will automatically populate into this system for those group 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 what is currently set up for the group in OnQ.
- Select the appropriate **Reservation Source** from the drop down list provided. For Customer Uploaded lists or lists to be loaded by the property, the appropriate type is CSV Template File, CSV Other Third Party File or CSV Travel Planners, Inc. Passkey is ONLY to be used for the **Passkey Group Link** Download.
- Enter the SRP for the group in the **SRP Code** field. This should match what is currently set up for the group in OnQ. For Hilton Worldwide Brands using the PCRS application, or for Doubletree, Embassy Suites, Hampton Inn, Hampton Inn & Suites and Homewood Suites brand properties you will need to enter your SRP in the following format:

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

  - 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, DT for Doubletree and HH for Hampton Inn & Suites and Hampton Inns.
  - Last 3 letters = OnQ CRS SRP code.
NOTE: the SRP field is case sensitive and should be entered in all capital letters.

- Enter the arrival date of the group in the **Group Arrival Date** field by using the calendar or by typing in the date. The arrival date should include shoulder dates. When typing in the date, use North American Date Standard (MM/DD/YYYY), the full year is required. For example: 7/14/2014.

- Enter the departure date of the group in the **Group Departure Date** field by using the calendar or by typing in the date. The departure date should include shoulder dates. When typing in the date, use North American Date Standard (MM/DD/YYYY), the full year is required. For example: 7/15/2014.

- Click the **Save** button.

The system will automatically create a Group Number that will display in the Messages section at the bottom of the page; there is no need to record this number.  NOTE: The group information must be saved before moving to the next step, or the information will be lost.

### 4.3 Import Reservations

- Click on the **Import Reservations** link in the left navigation.

- Choose the group that you will be importing reservations for from the **Select Group** drop down list. Remember, rooming lists received from the client site have already been imported.
4.4 List Manager

List Manager allows users to view and edit imported reservations from any resource that is waiting to be uploaded, in a manner similar to using the RAPID! template. This is the only way to edit or review a group rooming list imported by a meeting planner but may also be used for lists imported from Passkey or by the property directly.

- Select List Manager from the left navigation

- Select the Group and the corresponding File. The file is the rooming list imported by the Meeting Planner. If there is only one reservation file for the group, the list will auto-populate, however, it is possible to have more than one list per group. In these instances, it is suggested that you verify with your meeting planner which import is correct.

- Click View
4.4.1 View/Edit

The **View/Edit** tab is the default tab, which allows you to view the rooming list downloaded and to make changes if necessary 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 manually add a group member to the list.

• The **Remove Selected** hyperlink will remove all reservations from the list that have a checkmark entered in the box at the beginning of the row. Be sure that you do not remove reservations unless absolutely necessary as this action **cannot** be undone.

• Using the **Save** button frequently will ensure that any updates you have made will be retained should an outage or issue occur.

• 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 also allows you to choose how many columns are displayed by using the radio dials and **Update View** button.

- **Required columns** will change the rooming list display so that only those columns required by OnQ CRS are viewed. If all required fields are not completed, the list will not upload to OnQ CRS

- **Required Columns (including any optional columns where user has entered a value)** will change the rooming list display so that all required columns plus any columns where the planner has entered data are viewed

- **All columns** displays ALL columns originally in the rooming list file with or without data.

### 4.4.4 Find/Replace

The **Find/Replace** tab will allow you to make changes to multiple entries in the list that may be the same. For example, all room types were entered as King but need to be changed to K1RZ, you will enter King into the **Replace** field and K1RZ into the **With** field and click **GO**
4.4.5 Column Edit

The **Column Edit** tab will allow you to automatically update all entries in a specified column. You can select the column you wish to work with from the **Replace all** values in a column drop down field, then type the value you wish to enter in the column in the **With** field and press **Go**.

4.4.6 Error Checking

The **Error Checking** tab will allow you to auto-detect errors in the rooming list prior to upload. The feature works similar to the **Final Check and Save** functionality of the RAPID! template. The auto-detect functionality will identify rows and cells which contain incorrect or missing data, and then highlight the incorrect information. You will need to correct this information prior to uploading the file to OnQ CRS. If the information is not corrected, the OnQ CRS system will reject the reservation and slow the process of obtaining confirmation numbers.
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.

And 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 that was supplied.

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**

**Check the Room Rate.** The Room Rate uploaded via RAPID will overwrite the room rate 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 Uploading Reservations

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

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 CRS Room types.

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

- Click on the Select Group selection list and choose the group. The Group Name, Group Arrival Date, Group Departure Date, Reservation Source and the SRP fields will be automatically populated with the group information.

  - 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 on the SAVE button, allow the screen to refresh (the screen will flash and return) before proceeding. If the save process is not permitted to complete, it will result in an error when uploading the reservations as follows:
If this occurs, return to the guarantee and room type screen and click on SAVE and 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, scroll down and in the lower section of the Guarantee & Room Types screen, the Room Type, Rate Index, Room Count and Room Rate fields will automatically populate with the information from the imported file. Room rates appear as USD.

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

- Enter the appropriate OnQ CRS room type which corresponds with the Rooming list room type into the field provided then click Save again to the left. Repeat these steps for all room types in the list. Note: The OnQ CRS room type field must be populated for all room types in the list, even if the original reservation room type is the same as the OnQ CRS type.
• After the OnQ CRS room types have been assigned, click on the **View Inventory Allocation** button to view a daily breakdown and total of the inventory for each OnQ CRS room type. The inventory allocation display references the OnQ CRS room types that are assigned in RAPID! it does not reference the inventory assigned in OnQ.

![View Inventory Allocation](image)

4.5.2 Upload Reservations

• 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.

• Click the **Upload** button to load the reservations into OnQ CRS.

![Upload Reservations](image)

• The following dialog will appear

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IMPORTANT INFORMATION

If your meeting planner entered a different room rate or partial room rate into their rooming list, it will OVERWRITE the SRP room rate when the reservation is made. It is important that you return to the List manager and verify that the room rates entered into the Rooming List are correct.

- Upon completion of the reservation upload process, a list of the reservations will display including confirmation numbers for successfully loaded reservations and/or error summaries for reservations that failed to load.

- Make note of all reservations that did not upload properly and the error summary displayed as this will be helpful in correcting these reservations to upload again or when reporting the issue to support for assistance.

4.5.3 Review Reservations

- Click on the Reservations and choose Review Reservations.
• Choose the group from the **Select Group** drop down list.

• The **Hotel Code, Group Number, SRP, Reservation Source, Special Request Codes, Group Arrival Date** and **Group Departure Date** fields will automatically populate with the group information, and the rooming list will appear below. Reservations will be listed in alphabetical order by last name, if there are more than 50 names for the group, access the additional names by clicking on the corresponding page # at the bottom right of the page.

• To locate a specific guest name after selecting a group, enter the entire or partial last name of the guest in the **Last Name** field and click the **Search** button.

• To review the individual reservation and correct the reason for the failure, click the **Edit** link to the left of the appropriate guest name and display the reservation.

• Upon first viewing the reservation, 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. Note that this functionality cannot be used to edit existing confirmed reservations, only to correct those reservations that will not confirm during the upload process.

• When finished, click the **Save** button or press enter on your keyboard. 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 **Upload** the reservations again and upload the remaining reservations into OnQ CRS.

---

**IMPORTANT INFORMATION**

*Once reservations are loaded into OnQ CRS (confirmation number obtained) they are removed from the RAPID database. When you upload reservations a second time, only the reservations that failed 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.

• To remove one or more reservations from RAPID 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 to start over however, in all cases we recommend you return to List Manager to review for errors before taking this step. **DO NOT** use Delete All with rooming lists imported by a customer or using the Passkey Group Link.

---

5 **Audit Report**

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

• Click **Audit Report** from the left hand navigation.

---

**IMPORTANT INFORMATION**

*Pop-Up Blocker must be disabled in Internet Explorer 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 can only be displayed if the upload to OnQ CRS is not complete and this report will not reflect the error or reason for the failure*
• To print the report, click on 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 on the **Extract** button

![Selection Criteria Image]

• Click **Download** and the Microsoft Dialog box will display

![File Download Image]

• **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 is only available for two weeks after the rooming list upload to OnQ 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 only retained within the reservation system and is not saved in any other location (back-up files, back-up tapes, external hard drives, recycle bin, email PST files, etc)

It is highly recommended that if the meeting planner or guest will be submitting customer credit card data with their rooming list, they be immediately directed to the Customer Upload Website mentioned previously in this document.

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) is to forward to the person responsible for downloading information and immediately delete the email and attachment. At no time may the recipient save to a folder, shared or hard drive.
- Once the data is downloaded, the person responsible for processing the reservations must either 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 are 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

Column Formatting and Validation Detail

<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/yy</td>
<td><strong>Required:</strong> Checks for empty content, space content, number content and non-date content. Other valid Excel date formats can be accepted and will be converted. The template uses North American Date Standard only. Text pasted from other spread sheets that are in date format will be converted to real dates if possible. <strong>Check Validity of Data.</strong> Arrival date greater than current date is also checked.</td>
</tr>
<tr>
<td>2</td>
<td>Arr_Time</td>
<td>hh:mm:</td>
<td><strong>Not Required:</strong> 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><strong>Required:</strong> Checks for empty content, space content, number content and non-date content. Other valid Excel date formats can be accepted and will be converted. The template uses North American Date Standard only. Text pasted from other spread sheets that are in date format will be converted to real dates if possible. <strong>Check Validity of Data.</strong> Departure date greater than or equal to arrival date is also checked.</td>
</tr>
<tr>
<td>4</td>
<td>Title</td>
<td>Text</td>
<td><strong>Not Required and not validated.</strong></td>
</tr>
<tr>
<td>5</td>
<td>First_Name</td>
<td>Text</td>
<td><strong>Required:</strong> Non-blank contents are checked.</td>
</tr>
<tr>
<td>6</td>
<td>Last_Name</td>
<td>Text</td>
<td><strong>Required:</strong> Non-blank contents are checked,</td>
</tr>
<tr>
<td>7</td>
<td>Num_Rooms</td>
<td>Number</td>
<td><strong>Required:</strong> Valid values are 1 – 4. Invalid numbers are highlighted in red.</td>
</tr>
<tr>
<td>8</td>
<td>Room_Type</td>
<td>Text</td>
<td><strong>Required:</strong> Checks to see if non-blank content exists. Does not check for valid room types.</td>
</tr>
<tr>
<td>9</td>
<td>Room_Rate</td>
<td>Number</td>
<td><strong>Required:</strong> Expects a number value of at least 0 (zero) and converts to a number with two decimals.</td>
</tr>
<tr>
<td></td>
<td>Field</td>
<td>Type</td>
<td>Not Required:</td>
</tr>
<tr>
<td>---</td>
<td>-------------------------------</td>
<td>--------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>10</td>
<td>Deposit_Amt</td>
<td>Number</td>
<td>Expects a number value of at least zero (0) and converts to a number with two decimals.</td>
</tr>
<tr>
<td>11</td>
<td>Non_Smoke</td>
<td>Y or N</td>
<td>Not Required: Accepts Y, N, Yes, No, YES, NO, y, n. Converts all to a one character upper case Y or N</td>
</tr>
<tr>
<td>12</td>
<td>SPREQ_1</td>
<td>Text</td>
<td>Not Required: The values in these fields must be entered based on the Special Request codes from OnQ CRS only. Any other value entered will cause the rooming list to fail. Check OnQ CRS for a list of permitted special request codes</td>
</tr>
<tr>
<td>13</td>
<td>SPREQ_2</td>
<td>Text</td>
<td>Not Required: The values in these fields must be entered based on the Special Request codes from OnQ CRS only. Any other value entered will cause the rooming list to fail. Check OnQ CRS for a list of permitted special request codes</td>
</tr>
<tr>
<td>14</td>
<td>SPREQ_3</td>
<td>Text</td>
<td>Not Required: The values in these fields must be entered based on the Special Request codes from OnQ CRS only. Any other value entered will cause the rooming list to fail. Check OnQ CRS for a list of permitted special request codes</td>
</tr>
<tr>
<td>15</td>
<td>SPREQ_4</td>
<td>Text</td>
<td>Not Required: The values in these fields must be entered based on the Special Request codes from OnQ CRS only. Any other value entered will cause the rooming list to fail. Check OnQ CRS for a list of permitted special request codes</td>
</tr>
<tr>
<td>16</td>
<td>Num_Adults</td>
<td>Number</td>
<td>Required: Checks to see if non-blank content exists. Number must be 1 or greater.</td>
</tr>
<tr>
<td>17</td>
<td>Num_Child</td>
<td>Number</td>
<td>Not Required: No validation is checked.</td>
</tr>
<tr>
<td>18</td>
<td>Home_Phone</td>
<td>Text</td>
<td>Not Necessarily Required: 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></td>
<td>Field</td>
<td>Data Type</td>
<td>Description</td>
</tr>
<tr>
<td>---</td>
<td>------------------------</td>
<td>-----------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>19</td>
<td>Bus_Phone</td>
<td>Text</td>
<td><strong>Not Necessarily Required:</strong> 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>20</td>
<td>FAX_Number</td>
<td>Text</td>
<td>Not Required. No validation is performed.</td>
</tr>
<tr>
<td>21</td>
<td>Email_Add</td>
<td>Text</td>
<td>Not Required: No validation is performed but data entered here should be in <a href="mailto:xxxx@xxx.com">xxxx@xxx.com</a> format.</td>
</tr>
<tr>
<td>22</td>
<td>Company</td>
<td>Text</td>
<td>Not Required: No validation is performed.</td>
</tr>
<tr>
<td>23</td>
<td>Address</td>
<td>Text</td>
<td><strong>Required:</strong> Checks to see if non-blank content exists.</td>
</tr>
<tr>
<td>24</td>
<td>Address2</td>
<td>Text</td>
<td>Not Required: No validation is performed.</td>
</tr>
<tr>
<td>25</td>
<td>City</td>
<td>Text</td>
<td><strong>Required:</strong> Checks to see if non-blank content exists.</td>
</tr>
<tr>
<td>26</td>
<td>State</td>
<td>Text</td>
<td><strong>Required:</strong> Checks to see if non-blank content exists. If country is US, state is required. If country is not US then state is not required.</td>
</tr>
<tr>
<td>27</td>
<td>Zip</td>
<td>Text</td>
<td><strong>Required:</strong> Checks that non-blank content exists. Does not check for Zip Code accuracy</td>
</tr>
<tr>
<td>28</td>
<td>Country</td>
<td>Text</td>
<td><strong>Required:</strong> Should be standard two character country abbreviation. Checks to see if non-blank content exists. Does not validate accuracy of abbreviated codes.</td>
</tr>
<tr>
<td>29</td>
<td>Hotel_Comments</td>
<td>Text</td>
<td>Not Required: Content is limited to 65 characters.</td>
</tr>
<tr>
<td>30</td>
<td>Res_Comments</td>
<td>Text</td>
<td>Not Required: Content is limited to 65 characters.</td>
</tr>
<tr>
<td>31</td>
<td>CC_Name</td>
<td>Text</td>
<td>Not Required: No validation is performed. Will auto populate based on the CC Number sequence entered.</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 encrypted. Validation occurs only to insure that the CC Number Sequence is correct, it does not validate the credit card itself.</td>
</tr>
</tbody>
</table>
33  CC_Expire  Text  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 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.

34  Title2  Text  Title – Secondary Name

35  First_Name2  Text  First Name – Secondary Name

36  Last_Name2  Text  Last Name – Secondary Name

37  Title3  Text  Title – Secondary Name

38  First_Name3  Text  First Name – Secondary Name

39  Last_Name3  Text  Last Name – Secondary Name

40  Title4  Text  Title – Secondary Name

41  First_Name4  Text  First Name – Secondary Name

42  Last_Name4  Text  Last Name – Secondary Name

43  Hhonors_Num  Text  Hilton Honors Number

44  Sub_Group_Num  Text  Sub Group Number

45  TA_IATA_Num  Text  Travel Agent IATA Number

46  TP_Tracking_Num  Text  Third Party Tracking Number

8  Help & Support

8.1  Reset “Always Ask Before Downloading Checkbox”

This procedure is necessary if a RAPID! user is not prompted to OPEN or SAVE the CSV Template. In all cases, users should SAVE the template to a hard drive location before using.

- Click the Start Button and Choose Settings then Control Panel

- Click on and open the Folder Options Icon.
• Open the **File Types** Tab

![Folder Options dialog box](image)

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

• Click on and open the **Advanced button** at the bottom right of the window.

![Folder Options dialog box with Advanced button highlighted](image)

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

• Click **OK** to exit all other windows opened during this procedure.
If the procedure was completed properly, when the HELP CSV Template option is pressed from within 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 on 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 on the Help link in the left navigation.
8.3 **Contacting Support**

All support or technical issues for OnQ RAPID may be reported to Hilton Support at 1-800-435-7435.