

Enabling Room Upsell on the SBE

Use this functionality to configure upsell (upgrade) offers that present to guests in their reservation confirmations on bookings made in the SynXis Booking Engine (SBE).

1. Room Upsell must be activated on the Hotel Administration page. Please send an email to preferred@preferredhotels.com to have this enabled for your property. This process may take up to 2-3 business days to complete from the original request.
2. Once Room Upsell has been enabled on the Hotel Administration page, you must setup room ranking in Synxis under: *Setup>Rooms>Room Upsell>Room Ranking*:

Room	Ranking
Summit 2 Queens (STK)	1
Access Double Queens (ADouble)	2
Access King Bed (AKing)	3
Club Double Queens (CDDBL)	4
Club King (DLXK)	5
Junior Suite (DLXQ)	6
Family Studio (STQ)	7

3. Setup the Room Upsell Offers appropriately. For more information please visit this topic on the Synxis help pages at: <https://reservations.synxis.com/cc/help/202306.htm>

Setup > Rooms > Room Upsell> Add New Sell Offer

Setup > Rooms

Room Upsell > Add Sell Offer

Create room sell offers.

 This Hotel uses Rate Specific Currency. Only upsells with percentage-based offsets will be offered on reservations booked with a currency that is not the hotel's default currency.

⊖ Sell Offer Details

Manage your Sell Offer Details.

Code:
 Name:
 Slash Through Pricing:
 Eligible for Loyalty Redemption:

- Add each Room Upsell Offer appropriately:

Setup > Rooms

Room Upsell > Edit Sell Offer > Add Room Upsell

Create room sell offers.

 This Hotel uses Rate Specific Currency. Only upsells with percentage-based offsets will be offered on reservations booked with a currency that is not the hotel's default currency.

⊖ Sell Offer Details

View your Sell Offer Details.

Code: UPSSELL
 Name: UPSSELL OFFER
 Slash Through Pricing:
 Eligible for Loyalty Redemption:

⊖ Room Upsell Setup

To create a Room Upsell, first select a Source Room. When the Upsell Room option displays, select the room type that will be the upgrade for this Source Room and complete the setup details.

Source Room:
 Upsell Room:
 Destination Room Price:
 Pre Confirm:
 Loyalty Points:
 Default Description:

- Add any stay controls only if applicable, under *Room Upsell Stay Controls*:

PreferredSM

HOTELS & RESORTS

Setup > Rooms
Room Upsell > Edit Sell Offer > Edit Room Upsell
 Create room sell offers.

Room Upsell Setup

Update your Room Upsell.

Source Room: Summit 2 Queens (STK)
 Upsell Room: Junior Suite (DLXQ)
 Sell Offer: UPSSELL OFFER ▾
 Destination Room Price:
 Pre Confirm:
 Loyalty Points:
 Default Description: Upgrade to a Junior Suite!

Stay Restrictions

View and update your Room Upsell Stay Restrictions


Channel: All Channels ▾
 Start Date: Mar - 2020 ▾ 3 ▾ 3/3/2020
 Days to View: 7 ▾

Room Upsell Stay Controls

Channel	Restriction	Tuesday Mar 03, 2020	Wednesday Mar 04, 2020	Thursday Mar 05, 2020	Friday Mar 06, 2020	Saturday Mar 07, 2020	Sunday Mar 08, 2020	Monday Mar 09, 2020
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There are no restrictions

- Your Upsell offers should be ready to use on the Synxis Booking Engine – SBE. To test, select (book) the source room type:



Summit 2 Queens

Sleeps 4 | 1 King

Summit 2 Queens

Room details

MEMBER RATE
\$218
 Avg. Per Night
 Excluding Taxes & Fees

\$225
 Avg. Per Night
 Excluding Taxes & Fees

[VIEW MORE RATES](#) ▾

7. Upsell Offer should show similar to the below:

CHECK OUT OTHER GREAT OPTIONS!



Currently Selected Room:

Summit 2 Queens
Best Rate. Guaranteed



Junior Suite

Sleeps 2
1 Queen
700 to 800 ft²

\$175 more
Avg. Per Night
Excluding Taxes & Fees

UPGRADE

[LEARN MORE](#)

Do not show me this again for this reservation