# Adding a data source

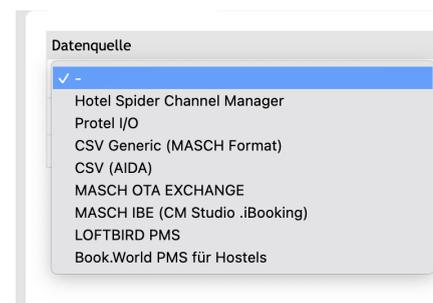| Name | Date | Signature |
|---|---|---|
| Responsible for specification | 2023-10-18 | Matthias Liedtke |
| Delivering committed | 2023-10-18 | Martin Schaarschmidt |
| Update requested | | |
| Update published and committed | | |

# Adding a data source

If you have a compatible channel manager or PMS software, you can add it as a data source to automatically transfer guest data to the CM Studio .GRM-CLOUD.
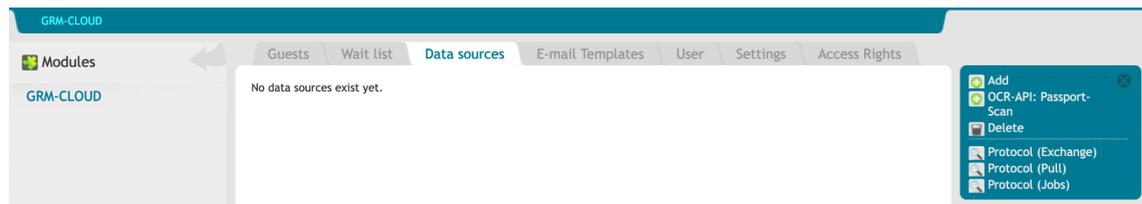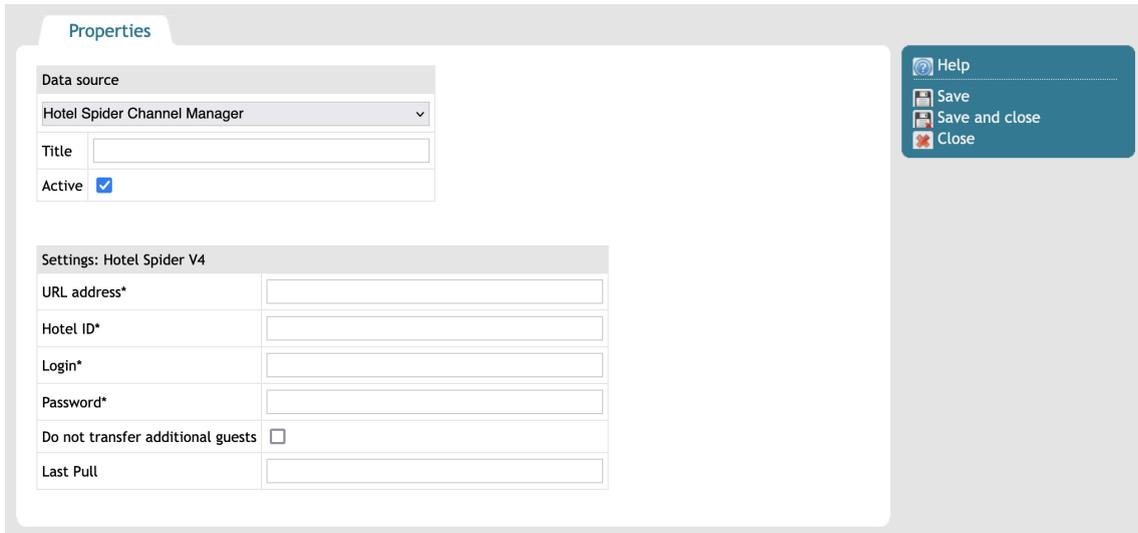


For this, click on "**Add**" in the "Data sources" tab of the .GRM-CLOUD.

Wählen Sie die gewünschte Datenquelle aus. Folgende Channel-Manager und PMS-Software werden unterstützt:



- Hotel Spider Channel Manager
- Protel I/O
- MEWS PMS
- CSV Generic (MASCH Format)
- CSV (AIDA)
- MASCH OTA EXCHANGE
- MASCH IBE (CM Studio .iBooking)
- LOFTBIRD PMS
- Book.World PMS für Hostels

# Hotel Spider Channel Manager



### Title
You can name the title freely. We recommend you the title: "Hotel Spider - (hotel name)".

### URL address
https://api.hotel-spider.com/ota/2014A/OTA_ReadRQ

### Hotel ID
Enter the hotel ID that was assigned to you by Hotel Spider.

### Login & Password
You will also receive the password from Hotel Spider.

### Do not transfer additional guests
This check mark must be active.

### Last Pull
Unfortunately, from time to time we experience interruptions on the part of Hotel-Spider, so that bookings that were made several days ago are not correctly transferred. This happens especially and mostly with bookings of the big OTA platforms like booking.com and Expedia.

The reason is that these bookings are added to the system afterwards due to transfer difficulties on the part of Hotel-Spider. In this case, the date of

the original first booking is used. This already processed date is no longer taken by the pickup routine of the .GRM-CLOUD, because all bookings that were ready in Hotel-Spider at this point in time have already been successfully processed on this historical date.

In this case, only a manual intervention by the accommodation provider will help. Reset the "**Last Pull**" field to the day before the missing booking, so that the system can check all bookings from this past date again and make up for missing transfers on the part of Hotel Spider.

Please note that if you have completed this change by clicking "Save and Close", this check will not be performed until the next pickup cycle of the .GRM-CLOUD.

The system basically pick up the data from Hotel-Spider at 01:00, at 07:00, at 10:00, at 13:00, at 19:00 and at 21:00.
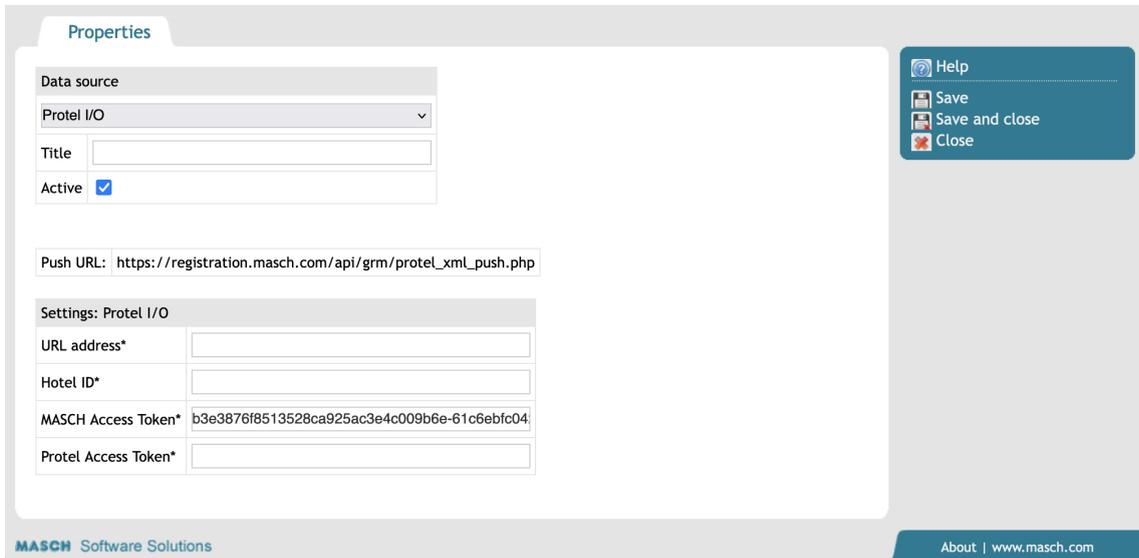
**Attention!**
You may ONLY do this if a data set is definitely missing, because too often resetting will lead to blocking of your account on the part of Hotel-Spider! Also, please do not change any other settings in the data interface, even if they are different from the screenshots shown here. These settings ensure that your system works properly otherwise a further change of the settings can lead to errors in the data transmission.

Before you finish the interface setup with "Save and close", please make sure that the interface is switched active.

Now the interface on the CM Studio .GRM-CLOUD side of MASCH is set up and can start exchanging data to Hotel Spider.

# Protel I/O



You can name the title freely. We recommend the title: "Protel - (hotel name)".

The following information must be sent to the hotel by the Protel service:

- **URL address**
- **Hotel ID**
- **Protel Access Token**

**MASCH Access Token**
The MASCH Access Token is automatically generated and used by the system.

Before you finish the setup of the interface with "Save and close", please make sure that the interface is switched active.

Now the interface is set up on the side of the CM Studio .GRM-CLOUD of MASCH and can start with the data exchange to the Protel software.

# MEWS PMS
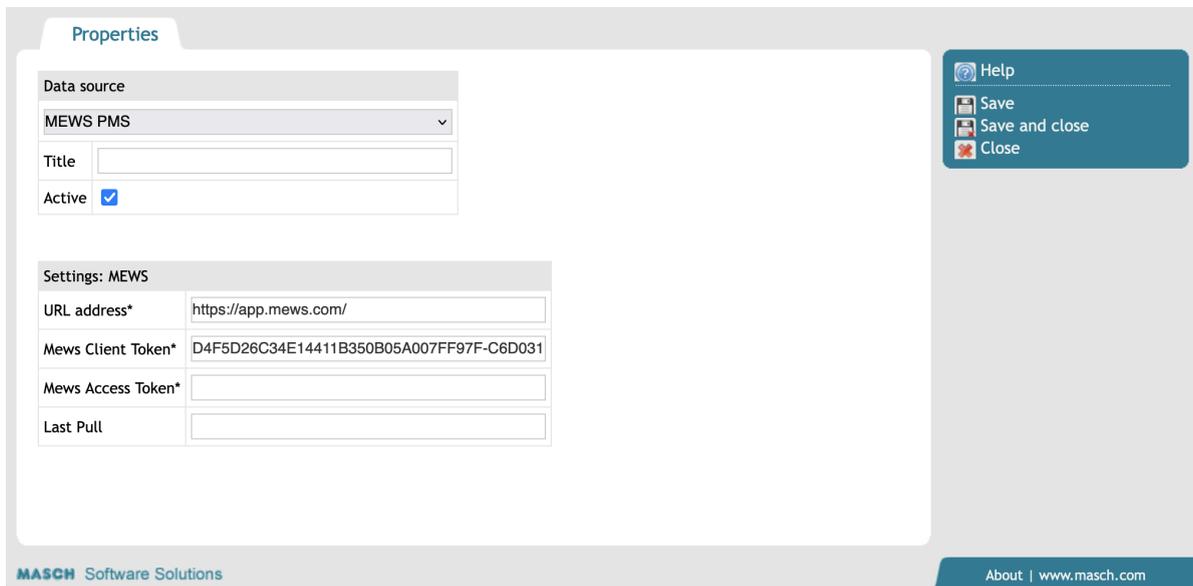


You can name the title freely. We recommend the title: "MEWS PMS - (hotel name)".

The following settings must be defined:

- **URL address**
  The URL address is automatically generated and used by the system.

- **Mews Client Token**
  The Mews Client Token is automatically generated and used by the system.

- **Mews Access Token**
  The Mews Access Token is transmitted to the hotel by the MEWS service and must be deposited here.

**Last Pull**
In individual cases, it is possible that bookings that are already a few days back from the booking date have not been transferred correctly.

This happens especially and mostly with bookings of the big OTA platforms like booking.com and Expedia.

The reason is that these bookings are added to the system afterwards due to transfer difficulties on the part of MEWS PMS. In this case, the date of the original first booking is used. This already processed date is no longer taken by the pickup routine of the .GRM-CLOUD, because all bookings that were ready in MEWS PMS at this point in time have already been successfully processed on this historical date.

In this case, only a manual intervention by the accommodation provider will help. Reset the "**Last Pull**" field to the day before the missing booking, so that the system can check all bookings from this past date again and make up for missing transfers on the part of MEWS PMS.

Please note that if you have completed this change by clicking "**Save and Close**", this check will not be performed until the next pickup cycle of the .GRM-CLOUD.

**Attention!**
You may ONLY do this if a data set is definitely missing, because too often resetting will lead to blocking of your account on the part of MEWS PMS! Also, please do not change any other settings in the data interface, even if they are different from the screenshots shown here. These settings ensure that your system works properly otherwise a further change of the settings can lead to errors in the data transmission.

Before you finish the interface setup with "**Save and close**", please make sure that the interface is switched active.

Now the interface on the CM Studio .GRM-CLOUD side of MASCH is set up and can start exchanging data to MEWS PMS.

## CSV Generic (MASCH Format)
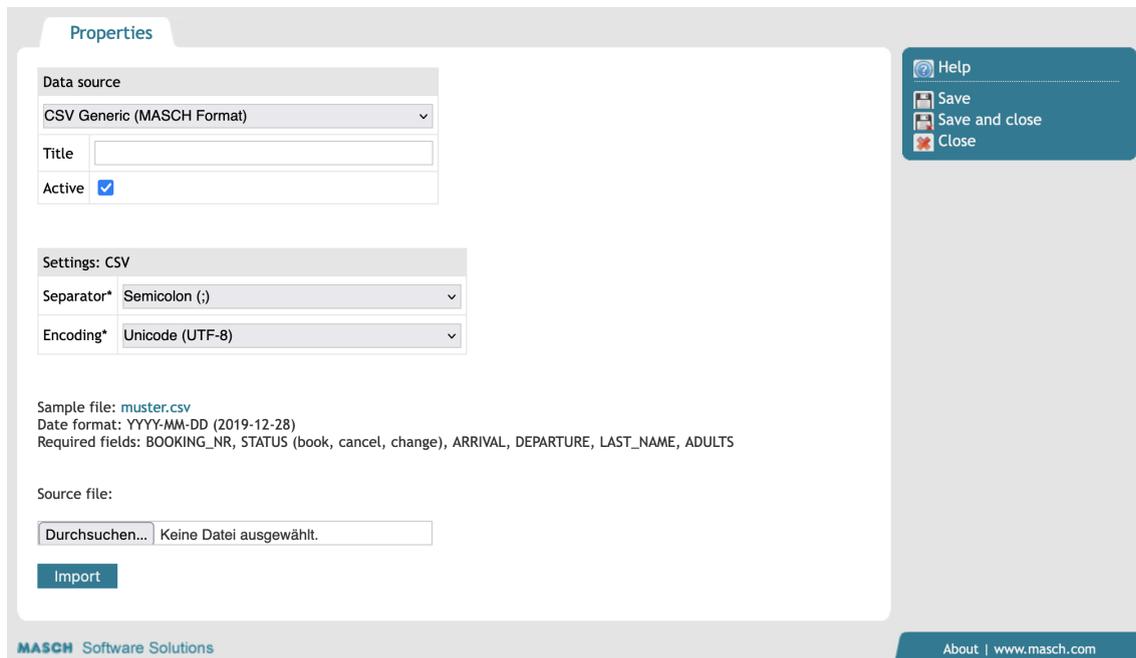


Basically there is also a CSV-TEXT IMPORT interface available, which allows you to manually transfer data records of a booking from your PMS software. This interface on the part of the PMS software must in this case correspond to the data format specified by CM Studio .GRM-CLOUD. You can retrieve this data format when calling the CSV-TEXT IMPORT option and provide it to your PMS software provider as a **_sample_ file**.

The CSV Generic Import (MASCH Format) is a semi-automatic option for importing guest booking data into the CM Studio .GRM-CLOUD from MASCH Software Solutions.

This import is based on CSV file format (Microsoft Excel compatible) and can import accounting records by manual file import into .GRM-CLOUD (INBOX).

- You must enter a title that refers to the source application as a description
- You must choose the correct delimiter, depending on the choice of the exporting application
- You must choose between UTF-8 and "West European (Windows-1252)" for the import encoding

Please note that the file must be created according to the rules of the pure UTF-8 file format, so that all international character sets, such as Cyrillic or Arabic, can be imported correctly.

So UTF-8 format is the default import format. Due to the local settings of your PC workstation from which you import the file, you can change the format to Western European (Windows-1252) format if German umlauts are not imported correctly.

It sometimes happens that certain applications insert invisible control characters in the file header. These are then not accepted during import.

**First import**

If you have saved your settings and your import file meets all requirements, you can now start importing booking records into CM Studio .GRM-CLOUD.

Select your import file via the "Source file" selection dialog from your local hard disk and start the first import routine.
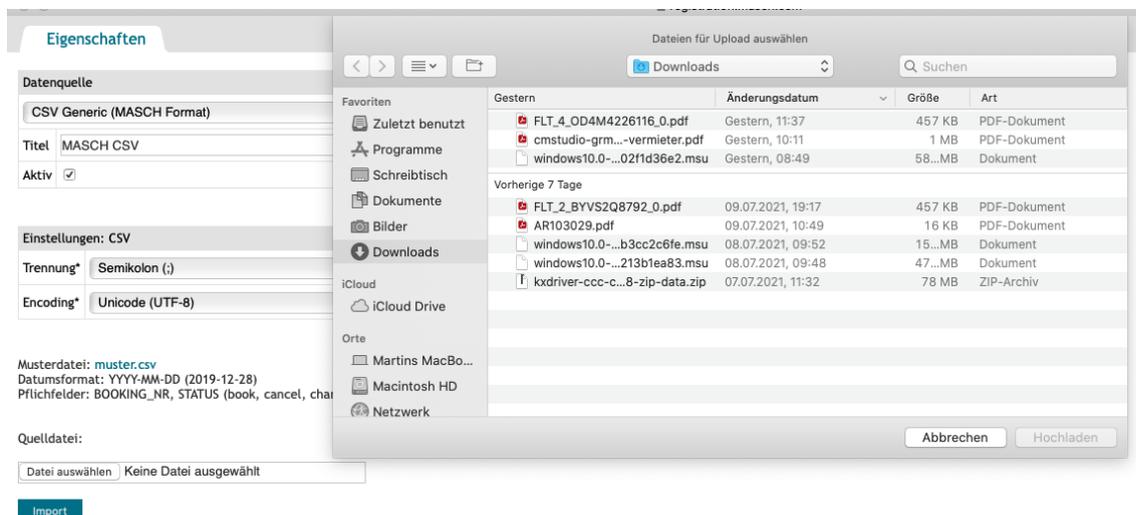
## Import file format

As you can see from the sample file "muster.csv", the import file requires a special format and certain data fields that are relevant for the registration process:

```
● ● ●                                    🔒 registration-jungfrauregion.swiss
BOOKING_NR;STATUS;ARRIVAL;DEPARTURE;TITLE;FIRST_NAME;LAST_NAME;BIRTH_DATE;SEX;ADDRESS;ZIP;CITY;COUNTRY;LANGUAGE;EMAIL;PHONE;COMMENT;ADULTS;ADDITIONAL_CHILDREN1;ADDITIONAL_CHILDREN2
100000;book;2020-03-01;2020-03-05;Mr.;Robert;Glass;1980-01-20;m;Street name 23;51145;Hamburg;DE;de;glass@gmail.com;491000;Test comment;2;;
200000;cancel;2020-03-01;2020-03-05;Ms.;Debora;Smith;1980-01-20;f;Street name 23;51145;Hamburg;DE;de;debora@gmail.com;491000;Test comment;4;;
300000;change;2020-03-01;2020-03-05;Frau;Ulla;Schneider;1980-01-20;f;Street name 23;51145;Hamburg;DE;de;ulla@gmail.com;491000;Test comment;1;;
```

It contains the following data fields:

| DATA FIELDS | SAMPLE DATA |
|---|---|
| BOOKING_NR | 30000 |
| STATUS | book/cancel/change |
| ARRIVAL | YYYY-MM-DD |
| DEPARTURE | YYYY-MM-DD |
| TITLE | Mr./Ms./Herr/Frau/Ms./Mme/ |
| FIRST_NAME | |
| LAST_NAME | |
| BIRTH_DATE | YYYY-MM-DD |
| SEX | m/f |
| ADDRESS | |
| ZIP | |
| CITY | |
| COUNTRY | DE (ISO Format) |
| LANGUAGE | DE (ISO Format) |
| EMAIL | |
| PHONE | +41 79 1234567 or 0041 79 1234567 |
| COMMENT | |
| ADULTS | Total number of traveling adults including the primary booking guest |
| ADDITIONAL_CHILDREN1 | Total number of additional children per age group |
| ADDITIONAL_CHILDREN2 | |
| ADDITIONAL_CHILDREN3 | |
| ADDITIONAL_CHILDREN4 | |
| ADDITIONAL_CHILDREN5 | |

## Please note the following requirements for the import:

### 1. Phone number:

The phone number must be formatted in international format, including the international country code. You have two different options to transfer the phone number:

**a.** +41　　　33　　　123456
　　Int. Country Code　　Regional Code　　Phone number

or

**b.** 0041　　　33　　　123456
　　Int. Country Code　　Regional Code　　Phone number

### 2. Adults:

In this field you must enter the total number of adults included in the booking record. This includes the adult person listed with their personal information such as FIRST_NAME, LAST_NAME, etc.

### 3. ADDITIONAL_CHILDREN1 until ADDITIONAL_CHILDREN5

The data fields for the additional children are linked to the individual age frames for the "tax" of the children. In this way, CM Studio .GRM-CLOUD provides up to 5 categories of children groups.

Each destination has its own rules regarding the age groups of children, e.g. - Grindelwald as a destination of the Jungfrau Region contains three different age groups for the calculation of the visitor's tax:

A. Adults are persons 16 years and older -> counted in: ADULTS
B. Children aged 6 to 15 -> counted in: ADDITIONAL_CHILDREN1
C. Children aged 0 to 5 years -> counted in:  ADDITIONAL_CHILDREN2

As an example, an accounting record for a family with:
- 2 adults (father and mother),
- 1 baby who is 2 years old
- 1 child who is 7 years old
- 1 teenager who is 13 years old

are displayed in the corresponding data fields by the CSV import as follows:

....;ADULTS;ADDITIONAL_CHILDREN1;ADDITIONAL_CHILDREN2;ADDITIONAL_CHILDRE
N3
.... ;2;1;1;1

In addition, a documented developer interface is offered through which other PMS and Channel Manager software vendors can develop automated data transfers.

For this purpose, a developer registration with MASCH is necessary:

https://customer-service.masch.com/en/partnerweb-registration/