TROUBLESHOOTING FOR COMMON ISSUES

HOTELLO BY mingus

My web reservations are not integrating in Hotello...

My Hotello server is on site.

My Hotello server is on the cloud with Mingus.

I have verified that my web interface is open and that I am connected to the internet.

I have recieved the web reservation in my emails.

No

Please contact your CRM technical support.

I have checked the cancelet reservations.

I have looked for the reservation using the web confirmation number.

I have checked the *Alert* tab in Hotello.

Check that my rate plans in Hotello match the ones I have set up in my CRM.

In Hotello, go to *Set up > Interfaces and Exporting > External room rate*.

Compare the rates from Hotello to the ones in your CRM.

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No rates should be labeled N/A.

However the rates compare please send an email to the Hotello technical support.