

RezChain Onboarding

New Rezchain participant onboarding is a smooth 6-step process.

Rezchain is a tool that enables two parties – a buyer and a supplier – to check if the data they hold for a booking is the same, and alerts both parties to any discrepancies at the time the booking is made or changed.

Rezchain is an independent environment where two parties exchange data regarding the bookings they make with each other, to validate that both parties have the same version of the truth.

Before you start sending data to Rezchain, you need to complete the Rezchain onboarding process which is a simple and smooth 6-step process:



If you experience any issues during the onboarding process, please reach out to our friendly team for assistance by emailing at help@rezchain.com

1. Sign up process

Our commercial team will provide you with the Rezchain Sign-Up page link to complete the registration process. Please note to provide the below information carefully on the Sign-up form:

- **Display Name:** Abbreviated company name, 2-5 characters long. This will be used on many places on the portal as a prefix/suffix when naming your files, when receiving alerts etc. Choose this name carefully to ensure that it accurately represents your company name.
- **System details:** Booking platform's timezone that generates reports for Rezchain. This timezone will be recorded on Rezchain and will be used when processing bookings as partners may be in different timezones.
- **Operations Contact:** Email address you would like your individual booking discrepancies to go to. This could be an individual's email address, but our recommendation is to use a group email address like a mailing list which can be managed at your end as staff change.
- **Technical Contact:** Email address you would like technical alerts to go to regarding file or booking data. This email address is used when Rezchain would like to notify your technical team on any data or file issues. This could be an individual's email address, but our recommendation is to use a group email address like a mailing list which can be managed by you whenever there is change in resources at your end.
- **Administrator:** The person completing the registration form will be the assigned as the main Administrator for the new company account, by default.

It normally takes 3 business days to get your company account ready once the Sign-up form is submitted to Rezchain. Our Rezchain team will set up necessary infrastructure required for your company to participate on Rezchain and notify you on next steps once ready.

Once the new company account is ready, Rezchain will send out two emails to the Administrator:

- **Email 1:** 'Rezchain File Upload Instructions' containing Azure credentials and step-by-step guide to set up Azure Storage File Share to enable file upload to Rezchain.

- **Email 2:** 'Welcome email' sent to the Administrator to create password for their Rezchain portal access.

Upon gaining access to Rezchain Portal, as the Administrator of the new company, you can perform the below actions

- Add more users (Administrators and Operations User) for your account
- Invite and connect with Partners on Rezchain

Adding more users

The main Administrator of the company account is able to add additional users from the organisation to support the use of Rezchain. There are two built-in roles with attached permissions that can be assign users. It is not possible to change/create more roles or change the associated permissions.

- Administrator (for connecting with new partners and establishing Rezchain relationships)
- Operations user (for day-to-day operations and management Rezchain alerted discrepancies)

2. Set Up Azure File Share

Rezchain users are required to use Azure File share as an upload medium to upload their opening balances file and daily files to Rezchain.

You can choose any of the three options below to set up Azure File share depending on your technical team's capability:

Method	Difficulty Level	Description
Upload files using Azure-CLI	Advanced	For system admin who prefer to automate the process Azure-CLI is the perfect to for the job.
Mount Azure File share to local drive	Intermediate	For system admin who are familiar with accessing files in Cloud.
Manual file upload using Azure Storage Explorer	Basic	Manual process of dropping files

3. Connecting with Partners

When you join Rezchain and log in to Rezchain portal as an Administrator of the account, you will be able to see which other travel companies also participate in the Rezchain process. You can connect with them via the Rezchain global directory by looking up the list of available travel companies listed as Buyers or Suppliers. You can reach an agreement with any, many, or all of these companies offline that you do business with either as a buyer or a supplier, or both and then send them a connection request to participate on Rezchain via the portal.

There are two ways to connect with another travel company depending on the trading relationship that you hold with them:

If you only have a one-way trading relationship with them then you can:

- Invite them as a buyer, where you are the supplier, **OR**
- Invite them as a supplier, where you are the buyer

If you have a reciprocal trading relationship with them, then you will have to send them 2 separate connection requests:

- Invite them as a buyer where you are the supplier: **AND**
- Invite them as a supplier where you are the buyer

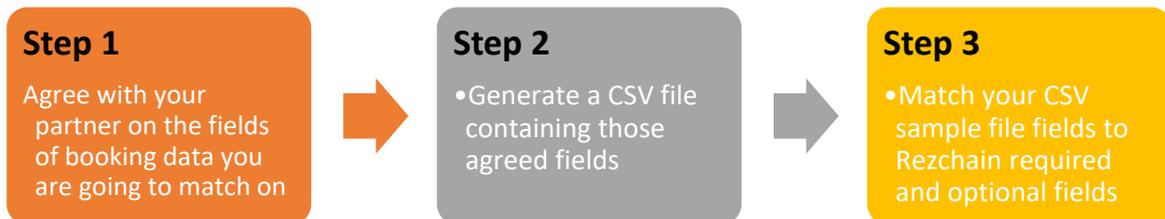
Once you invite your partner to connect with them as a supplier or buyer, or both an email will be sent to them notifying them of each of your connection interests.

4. Mapping

Once you send an invite to connect with a partner, they will get added to your partner list where you can manage all your connections, both new and existing, and start the mapping process. The partner who has initiated the invitation is the one who should complete the mapping step first.

Mapping is the first step towards starting a new partner relationship on Rezchain. Since each Rezchain participant may have their own unique booking platform with its own way of recording booking data, the mapping feature standardizes the various file formats. As a part of mapping, you will map your booking data fields to Rezchain's standard fields so that both you and your partner can validate data based on agreed matching criteria.

Mapping is a simple 3 step process:



These steps should be repeated for each partner you connect with for a Rezchain relationship (as a buyer or as a seller, or as both).

Matching criteria should be agreed upon by both you and your partner and specified on the Rezchain portal as a part of the mapping process. There are a minimum number of required fields that you must map and validate against with your partner. You can also choose to map the optional fields and determine if you would like to include some of those optional fields into your matching criteria.

Rezchain File Naming Convention

Once a mapping is successfully saved for a business relationship (buyer/supplier) on Rezchain, you will see a prefix generated for that relationship on your Partner list.

It is very important to use the correct file naming convention when uploading files to Rezchain via the Azure File share Dropbox folder. This Prefix is generated once a partner relationship has been established via Rezchain portal. A unique prefix is generated for each Rezchain relationship that you establish via the portal. You must always use this prefix to name all your booking data files for a partner when uploading relevant bookings to Rezchain

This prefix is a file naming convention to be used when exporting/uploading your daily files to Rezchain when using Azure file share. You must include the prefix and add additional information thereafter when naming your daily files.

Field definition for CSV file

The data in the CSV file to be used for mapping should comply with the definition/description:

Field Name	Type	Field Type	Description
Common Reference ID	String	Required	<p>This field is the primary key to match transactions.</p> <p>The Common Reference ID is a common booking ID shared between both participants for any booking. It can be the supplier's or buyer's ID, but it needs to be agreed upon by both supplier & buyer and be able to be included in the file by both participants. Each participant can choose to add a prefix or suffix to this ID if need be.</p> <p>The Common Reference ID must be unique per booking. Consideration should be given to how you and your partner treat component level vs itinerary level, so that both parties present the same data to Rezchain. The Common Reference ID should not include any special characters or spaces.</p>

Amount	Number	Required	Amount to be settled between the two parties. This includes cancelled bookings where a penalty may apply. Rezchain recognises values with up to two decimal places and will drop off any values thereafter.
Currency	String	Required	3-digit currency code. This is the currency in which the booking will be settled between the two parties.
Booking Status	String	Required	On Rezchain, each booking status is mapped to either 'Active' or 'Cancelled'. Each participant may have multiple different statuses for active or cancelled bookings. Rezchain has a transform process that will map your internal statuses to either cancelled or active. The mapping process is part of the set up and it is important you add all likely statuses during the mapping process and map them to either Cancelled or Active. Note: Any bookings with unknown/unmapped statuses are ignored by Rezchain.
Last Modified Date	Date & Time	Required	This is the date and time when the booking was last amended or cancelled. In case of no change to the booking, it is the booking creation date. The timestamp on the bookings should reflect the timezone of your booking system that was originally specified at the time of completing the Rezchain Sign-up form. Specifying the time stamp for last modified date is a mandatory requirement.
Check In Date	Date	Optional	Check in date at hotel
Check Out Date	Date	Optional	Checkout date from hotel
Number of nights	Number	Optional	Number of nights for the bookings
Number of Rooms	Number	Optional	Number of rooms for the booking
Booking creation date	Date	Optional	Date and time when the booking was first created
Your booking ID	String	Optional	This may be the same as the "Common Reference ID" above or different if the other participants ID is being used to match on. It is more customary to match on the supplier's booking ID but not essential if the supplier stores the buyer's booking ID.

***Important Note:** Where check-in/checkout dates have been used for mapping and all other data components match, then Rezchain will compare check-in and check-out dates only if they are in the future compared to the "Last modified date" of the party submitting the data. If the check-out date occurs before the Last modified date, the check in and check out dates will not be compared.

CSV Sample data: Sample of 1 booking data has been provided below for your reference. Your CSV file to be submitted to Rezchain for mapping should contain data on the same lines as below:

Booking ID	Booking Status	My Booking reference	Last Changed date & time	Check-in Date	Check Out Date	Number of nights	Number of Rooms	Currency	Net Amount
1244122	Active	TN11243	8/02/2018 14:09	2/03/2018	7/03/2018	3	1	EUR	165.54

5. Simulation

Simulation mirrors the actual Rezchain process whereby both partners submit daily files for a consecutive number of days. It is recommended to simulate for three to five days and validate the output or results. Do not use a large data set covering data for multiple days or weeks, only individual daily data for consecutive days should be used.

At the end of the simulation activity, where data has been submitted for a consecutive period, both you and your partner should be able to validate that:

1. Both are sending the same common booking ID so that Rezchain can match the booking from both sides
2. Both systems are able to generate a daily report which contains all mandatory data (as this is a minimum requirement) in the correct format
3. The daily report from each side is picking up all bookings made or changed in the previous 24 hours
4. The data in the daily report is what is in the actual booking system and is not being corrupted or manipulated in any way
5. Both sides are reporting the booking in the same way (for example - at component level or itinerary level depending on what has been agreed)
6. That the output is as expected making allowances for the siloed nature of the simulation activity where historical data (prior record of the booking before this latest change) is not available.

Should you like to restart the simulation for whatever reason (incorrect data, wrong files), you can clear all simulation results if you are a supplier. Alternatively, if you are a buyer, you will need to request your supplier to clear all simulation results.

Once you and your partner are confident with the input data on both sides and the simulation output received, you are ready to go live.

6. Going live on Rezchain:

To go live for a supplier-buyer relationship on Rezchain, you must complete all the tasks listed in the go live checklist on the Rezchain portal. Important among them are agreeing with your partner on:

- **Opening balance data** for booking data start
- **Start date** for submitting daily files

Once you and your partner have submitted the opening balances data to Rezchain you are ready to go live anytime. You just need to submit the action on the portal to express your go-live readiness and only when both you and your partner have taken that action, then the relationship will become live on Rezchain. An email will be sent by Rezchain to both partners notifying that the relationship is live on Rezchain.

Opening Balance Data: To minimise the chance of unnecessary alerts being generated, you and your partner should present Opening Balance Data to Rezchain. This file represents all future bookings between you and your partner regardless of when they were created AND a subset of historical booking data back to an agreed date in the past (including cancelled bookings). By including an appropriate amount of historical/past-travel-date bookings Rezchain has a more complete history and if you make an amendment to a travelled booking, Rezchain has your partner's version to determine if the booking is now in dispute or not. If the appropriate past date data is not uploaded, Rezchain would trigger an "Incomplete" notification. Opening balances file must be dropped to Azure file Share 'Dropbox' folder using appropriate file naming convention.

Start date: This is the start date when you and your business partner will submit your first file to Rezchain for live processing. Immediately after submitting the Opening Balance Data you must begin submitting your daily files to Rezchain even if you don't intend to go live immediately. These daily files must contain all bookings made or modified/cancelled in the past 24 hours between you and each Rezchain partner. Rezchain will add these files to your Opening Balance Data until you go live so there are no gaps in booking data. The daily files must be dropped in the Azure file share Dropbox folder using the appropriate file naming convention.

Rezchain Daily files:

Few things to bear in mind when setting up your daily files:

- For transacting on Rezchain, you should provide separate daily files for the individual corresponding participant you have agreed to do business with. For example, if two parties buy from and sell to each other, both parties will present 2 separate files each day to Rezchain, one where they are buyer and one where they are supplier.

- Reports for each day should be sent as separate files and not combined as one for each corresponding participant.
- Use the Rezchain generated file naming convention to name and send files to Rezchain.
- The daily files sent by each participant should contain the last 24 hours of booking data. These reports should only contain bookings that were modified (including cancellations) or created in the 24 hours that is being reported on. Note you can agree with your partners to send data more regularly e.g. every 12 hours, in which case each file will contain 12 hours of data.
- Where more than 1 file are being sent for a 24-hour period, say, every 12 hours, then timestamp the files for the 12-hour period so that they can be identified (yyyymmddhh.)
- UTC is recommended with bookings reported midnight- midnight (or midnight to midday and midday to midnight if you are submitting files more frequently).
- Latest update to the booking for that day

Rezchain Output

Once the relationship is LIVE then the next daily file that you and your partner submit will be the first file for live processing. This file will generate notification alerts where there are discrepancies or mismatches between the two partners' data. Rezchain sends out notification alerts for Incomplete and Dispute bookings. No alerts are sent for matched bookings.