



Siteminder Information

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Overview

Whether you are an existing Siteminder customer or you wish to sign up with them, this article will take you through the steps to make the process of using the RMSOnline interface with Siteminder easy!

Connection Information for Siteminder

In order for Siteminder to be able to connect your RMS system to your Siteminder account you will need to provide them with two pieces of information, these are;

1. Your RMS Room Type IDs
2. Your RMS Rate Type ID

Retrieving your Room Type IDs

From any screen in RMS9

Select Setup from the Navigation bar

Select Room Types / Rooms from the list

You will now see a list of your Room Types within RMS, the first column on this screen is titled ID, this is the Room Type ID you will be required to provide to Siteminder.



Retrieving your Rate Type ID

From any screen in RMS9

Select Charts from the Navigation bar

Select Rate Availability Chart from the list

This will open your Rate Availability Chart, select the Rate Type button on the bottom right of the screen

You will now see a list of your Rate Types within RMS, The first column on this screen is titled ID, this is the Rate Type ID that you will be required to provide to Siteminder for the Rate you have chosen to give them on the Siteminder Channel management screen.

NOTE: Even if you have chosen to control your rates in your Siteminder account you will still need to provide them with a Rate Type ID from the Rate Availability Chart so that when reservations are passed through a Rate Type can be assigned to them.

Distributor Information

Siteminder uses the RMS Distributor connection interface. This means that Siteminder sends requests to RMS to update their;

Rate and Availability

To pass Reservations

* Distributor Channels can only link to one (1) RMS rate.

What RMS sends to Siteminder on Request - Availability and Rates

Elements	Further Information	Used with this Interface
Live Availability as per Allotments	Your live availability (no greater than the allotment set)	✓
Stop Sells	Any Stop Sell Performed in the Tariff/ Availability Chart	✓
Minimum Nights	Minimum length of stay set in the Tariff/ Availability Chart	✓
Maximum Nights	Maximum length of stay set in the Tariff/ Availability Chart	✓
Rate Amount	Nightly Rate from the Tariff/Availability Chart	✓



Elements	Further Information	Used with this Interface
No. of Guests included in Rate	Number of guests the base rate covers.	✓
Additional Rates	Rate for additional guests above what is included in the base rate	✓
Rate Description	Tariff Type description in RMS	✓
Currency		✓
Email Notifications		Confirmation is sent by Siteminder

What Siteminder sends to RMS for Reservations

Element Passed in from Siteminder	Relevant field in RMS	Used with this Interface
Guest Surname	Surname	✓
Guest Given Name	Given	✓
Address	Address1	✓
Town/Suburb	Town	✓
State	State	✓
Postcode	Postcode	✓
Country	Country	✓
Phone	Phone AH	✓
Email	Email	✓
Adults	Adults	✓
Children	Children	✓



Element Passed in from Siteminder	Relevant field in RMS	Used with this Interface
Infants	Infants	✓
Arrive/Depart	Arrival and Departure dates	✓
Category	Category (Room Type)	✓
Travel Agent	Online Agent	✓
Total Rate	Total Rate for Stay	✓
Rate Type	Description of Rate	✓
Special Notes	Res Notes	✓
Number of Rooms	Used for Group reservations	✓
Unique ID from Third Party Provider		✓

Existing Siteminder Customer

You will need to contact Siteminder to advise of your intention to connect to RMS. To do this contact their support team on 1300 736 198.

When Siteminder have activated your property follow the instruction in the article '[Connecting Online Channels](#)' to connect your RMS system to Siteminder.

Signing up with Siteminder

If you wish to connect to Siteminder for Channel Management, please make contact using the below number;

P: 1300 736 198 or email sales@siteminder.com.au

When Siteminder have activated your property follow the instruction in the article '[Connecting Online Channels](#)' to connect your RMS system to Siteminder.



Related

- [Connecting Online Channels](#)

