



August Tip of the Month

HOD Updates – Update Logs (publishing errors)

As a Lanyon HODpublisher™ customer you have the ability to review each HOD update upon completion for warnings and error messages.

Follow these simple steps to review your Update Logs:

1. To access the update logs login to <http://LTApublisher.Lanyon.com>.
2. Select the link to “Update Logs” on the left side of the screen
3. Utilize the calendar and drop-down boxes to narrow your search as needed
4. Click the “Search” button in the parameters window to display the Update Logs
5. Your completed updates will be identified by four (4) indicators
 - a. Green Check - Indicates update was successful
 - b. Yellow Circle - indicates update contains a warning message
 - c. Red X - indicates update contains a failure
 - d. Stop Sign - indicates update was stopped from processing through website
6. To review the updates select the appropriate indicator, for example; Red X or Yellow Circle
7. Each update log displays a screen shot from the GDS containing the SEND message from Lanyon to the GDS and the RESPONSE message from the GDS back to Lanyon. It is within these send and receive responses that you will be able to determine the Error or Warning message provided by the GDS
8. The Red or Yellow lines of text below the Send and Receive windows is informational text from Lanyon and only denotes that an issue has occurred, you must review the GDS send and receive windows to determine the issue.

To receive a copy of Lanyon’s LTApublisher™ Admin & User Guide please email – GDSSupport@Lanyon.com

New Products and Offerings

Lanyon, Inc. the leader in RFP and negotiated rate management solutions has created Lanyon Rate Audit™. The travel industries first fully automated solution capable of auditing all four GDS’s simultaneously utilizing the latest web service technology.

Lanyon Rate Audit™ performs audits for thousands of hotels in just hours rather than the days or weeks it takes to perform the same tasks manually. As a Lanyon Rate Audit™ customer you will also have access to review detailed reports and summaries in real-time using Lanyon’s interactive website.

Whether you are a Consortia, TMC or Hotel Company you will feel the confidence of 100% rate accuracy with Lanyon Rate Audit™. Contact our sales department today for additional details - http://www.lanyon.com/contact_us

News

Lanyon, Inc will be attending NBTA in San Diego, August 23-26, 2009. Please stop by the Lanyon booth #2514 for a live demonstration of Lanyon Rate Audit™.