## Balancing Process

### Overview

The reservation details must always match between PMS and MARSHA. The theory and practice of balancing is the same regardless of working through Green Screen MARSHA or EMPOWER Reservations.

As you work through the balancing process using Green Screen MARSHA, you should be familiar with some basic MARSHA commands. These commands will be referenced throughout this Balancing Process lesson.

In 2019 you will be able to use EMPOWER Reservations to perform the steps outlined here to complete the balancing process.

### Basic MARSHA Commands

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>'#############</td>
<td>RETRIEVE BY CONFIRMATION OR CANCELLATION NUMBER</td>
</tr>
<tr>
<td>'HOTEL/DDMMM-NNNN</td>
<td>RETRIEVE BY HOTEL CODE, DATE, AND NAME</td>
</tr>
<tr>
<td>'#'</td>
<td>If search results in a list of options, use the '#' command to SELECT</td>
</tr>
<tr>
<td></td>
<td>BY NUMBER FROM LIST</td>
</tr>
<tr>
<td>'HOTEL-NNNN</td>
<td>RETRIEVE BY HOTEL CODE AND NAME</td>
</tr>
<tr>
<td>'-NNNN</td>
<td>RETRIEVE BY NAME (for in-house reservations only)</td>
</tr>
</tbody>
</table>

### Legend:

- ####### CONFIRMATION OR CANCELLATION NUMBER (8 DIGITS)
- HOTEL (OPTIONAL) HOTEL CODE
- /DDMMM (OPTIONAL) ARRIVAL DATE (DEFAULT IS TODAY)
- -NNNN GUEST’S LAST NAME
Using the EX Command in MARSHA Green Screen

Overview

Before you begin to balance and correct reservations in MARSHA, it is important to understand the EX command.

This MARSHA command is referenced many times during the balancing guide. It is often used when making corrections to a reservation in MARSHA, specifically when making a change to a booking that you do NOT want to be sent to the PMS.

**EX**

This command is used to end making changes to a reservation and NOT transmit the changes to the PMS.

**For example:**

A booking for today exists in PMS but does not exist in MARSHA.

You may need to recreate the booking in MARSHA to match the PMS; however, if you complete the booking with anything except EX, the reservation will Auto PA to the PMS and the result will be 2 bookings in PMS and only 1 in MARSHA.

Complete the booking using EX, note the CRS number and manually add to the booking in the PMS.

The EX command can only be used by MARSHA user ID’s with SU permissions or above.
Post-arrival Change commands are used when a reservation in MARSHA, which is already in-house in the PMS, requires updates to bring the PMS and MARSHA in balance. Use CG commands can be used on a reservation with an arrival date of yesterday or before. Entries can only be performed on Post-Arrival date GNR’s (Reservations), meaning reservations with an arrival date of yesterday or before. These commands cannot be performed on future reservations or reservations arriving today.

**CG Commands**

The commands listed here are used extensively to correct errors in MARSHA during the balancing process. They are very useful as they enable corrections without needing to cancel and re-enter segments.

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
<th>Format</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>CG#AR</td>
<td>To change original Arrival Date</td>
<td>CG#ARddmmm</td>
<td>CG1AR20sep</td>
</tr>
<tr>
<td>CG#MK</td>
<td>To change original Market Code</td>
<td>CG#MKmcktcd</td>
<td>CG1MK17cora</td>
</tr>
<tr>
<td>CG#NN</td>
<td>To change original Number of Nights</td>
<td>CG#NN###</td>
<td>CG1NN5</td>
</tr>
<tr>
<td>CG#PR</td>
<td>To change original Rate Program</td>
<td>CG#PRprgm</td>
<td>CG1PRcora</td>
</tr>
<tr>
<td>CG#RR</td>
<td>To change original Room Rate</td>
<td>CG#RRrate</td>
<td>CG#RR65000</td>
</tr>
<tr>
<td>CG#RT</td>
<td>To change original Room Pool</td>
<td>CG#RTpool</td>
<td>CG1RTgenr</td>
</tr>
<tr>
<td>CG#SC</td>
<td>To change original Status Code</td>
<td>CG#SCNS</td>
<td>CG1DCNS</td>
</tr>
<tr>
<td>CG#DP</td>
<td>To change original Departure Date</td>
<td>CG#DPddmmm</td>
<td>CG1DP21jan</td>
</tr>
</tbody>
</table>

Where:  
# = sell segment number  
### = number of rooms

For detailed information on how to use these commands individually, refer to MARSHA HELP section.  
For example: HELP CGDP <enter>
Reservations

2-Way Balancing and Reservation Error Corrections

Balancing Process

Common Reservation Error Scenarios

Overview

There are several reservation error scenarios that can affect inventory and contribute to balancing errors. The common errors listed here and potential solutions are provided as examples only.

Example of MARSHA Reservation with PMS Number

In the MARSHA reservation displayed below, the asterisk and the PMS remark indicates the reservation has been PA’d to the PMS.

1 Reservation is a Day Use Room in PMS, but not in MARSHA

Identifying the Error:

- In OPERA, review the House Status screen (Shift F3) for any Day Use or zero night bookings
- In Lightspeed, review the House Count Report for any Day Use or zero night bookings

Description: A zero night booking cannot be made directly via MARSHA. Day Use rooms for 0 nights can be made in the PMS, or a 1-night booking can be reserved in MARSHA, PA’d to the PMS and changed to 0 nights. This should upload correctly to MARSHA but occasionally it will cause an error and hold onto the 1 night in MARSHA.

Resolution: The discrepancy should automatically correct itself once the Day Use rooms have checked out in the PMS. MARSHA will treat it as an early departure and will modify the departure date.
2. Walk-in reservation in PMS did not upload to MARSHA

**Identifying the Error:** Review the OPERA House Status screen (Shift F3), or the Lightspeed House Count Report for any walk-in bookings.

**Description:** Reservation walked-into PMS is incomplete or contains errors preventing it from uploading to MARSHA.

**Resolution:**

- Retrieve the booking in the PMS
- Check for CRS number. If CRS number exists, reservation has uploaded successfully
- If no CRS number, verify reservation exists in MARSHA
  - Use command ‘ddmmmm-NAME in Green Screen MARSHA (where ddmmmm = arrival date and NAME = Guest family name)
- If no reservation is found, a reservation needs to be manually created in MARSHA
  - End reservation with EX command to prevent sending to the PMS and creating a duplicate reservation
  - IMPORTANT: Ex command will be available in EMPOWER Reservation after December 2018
  - Add PMR number, and close again with EX command
- If reservation exists, add PMR number to MARSHA booking, and CRS number to PMS
Reservations

2-Way Balancing and Reservation Error Corrections

Balancing Process

Common Reservation Error Scenarios

3. Reservation extended in PMS, but did not upload to MARSHA

**Identifying the Error:**
- In OPERA, Report P100 – Departures Extended
- In LightSpeed, review change logs

Open reservation in MARSHA and the PMS; verify that all details/dates are matching.

**Description:** If a reservation has been extended through the PMS and the change has not uploaded to MARSHA, the reservation should be amended manually in MARSHA.

**Resolution:**

*If it is the same rate for the additional nights.*
1. Retrieve the reservation in MARSHA
2. Type CG*NN# (Where * = Segment you are changing NN# = New total number of nights)
3. From (e.g. Fsystem balance)
4. EX

*If it is not the same rate for the additional nights.*
1. If you are familiar with creating reservations in Green Screen MARSHA, continue to step 2. If you do not know how to book reservations in MARSHA, please call the MARSHA help desk.
2. Retrieve the reservation in MARSHA
3. Complete a normal sell line 0nn or 0fs ... for the new rate and remainder of nights
4. Complete Guarantee and Guest Preferences Segments
5. From (Fsystem balance number of nights)
6. EX
Reservations checked out early in PMS, but did not upload to MARSHA

**Identifying the Error:**
- In OPERA, Report P106 – Departure Early (mi_dpt_early)
- In LightSpeed - Report does not currently exist

**Description:** If a guest has departed early and the change has not updated in MARSHA, manually amend the departure date to today or correct departure date in MARSHA.

**Resolution:** Open reservation in MARSHA and PMS; verify that all details/dates are matching.

If a guest has departed early and this has not updated in MARSHA, manually amend the departure date to today or correct departure date in MARSHA.

1. Retrieve the reservation in MARSHA
2. Type CG*DPDDMMM (Where * = Segment you are changing DPDDMMM = New Departure Date)
3. Fsystem balance – early departure
4. EX
Common Reservation Error Scenarios

5 Reservation canceled in PMS but did not cancel in MARSHA

Identifying the Error:
- In OPERA, Report B128 – Reservation Cancellations (rescancel)
- In LightSpeed, Canceled Reservations Report

Description: If a reservation was cancelled directly in the PMS, it may not have uploaded in MARSHA.

A cancel reason showing a CRS Cancellation with appropriate CRS cancellation number beginning 5 or 6, indicates it was cancelled in MARSHA and downloaded to the PMS.

Any cancelled reservation without a CRS Cancellation indicates it was cancelled directly in the PMS by a PMS user.

Resolution: Verify each booking has been cancelled in MARSHA and cancel if necessary.

If the booking was for arrival today:
1. Retrieve the reservation in MARSHA
2. XA (cancel all segments)
3. Fsystem balance, Cancelled in PMS
4. EX

If the cancelled booking had an arrival date pre-today’s date, the XA command will not work. Instead, change original departure date to be today or earlier (arrival date) using CG command
1. Retrieve the reservation in MARSHA
2. Type CG*DPDDMMM (Where * = Segment you are changing DPDDMMM = New Departure Date)
3. Fsystem balance – early departure
4. EX
Reservation Canceled in MARSHA but Not Canceled in PMS

Identifying the Error:
Execute MARSHA Command: **GEX/DDMMM-D**

- **GEX-D** Lists cancelled reservations with original arrival date of today
- **GEX/DDMMM-D** Lists cancelled reservations with original arrival date specified by date

Description: If a deposit has been posted in the PMS and the reservation is then cancelled in MARSHA, the system can not cancel it in the PMS due to the deposit.

Resolution:
1. View cancelled bookings in MARSHA for a specific arrival date type GEX/DDMMM-D
2. Verify one by one that all are cancelled in Opera
3. If it is cancelled or does not exist in Opera, ignore. Status OK
4. If reservation is not cancelled in Opera, cancel it and insert CRS Cancellation Number as reference

Reservation was a no-show in PMS but did not update in MARSHA

Identifying the Error:
- In OPERA, Report B116 – No show by name (select the previous day’s date) (mi_noshow_name)
- In Lightspeed, No Show – DNA Report

Description: A reservation was flagged as a no-show in the PMS, but not in MARSHA. The status in MARSHA for each no-show reservation should reflect NS (No Show). If the sell line remains HK or HF, this indicated the record is still holding the inventory.

Resolution: Manually change the status of the booking in MARSHA to NS.
1. Retrieve the reservation in MARSHA
2. Type CG#SCNS (where # = sell segment which you are changing, NS = to No Show status)
3. Fsystem balance no show
4. EX
Reservation was a No-show in PMS, was re-instated, but did not re-instate in MARSHA

**Identifying the Error:**
- In OPERA, Report B128 – Reservation Cancellations (rescancel)
- In LightSpeed, Report…. Cancelled Reservations Report

**Description:** Booking was No Show in PMS and was subsequently reinstated, the reservation will most likely not reinstate in MARSHA, therefore the booking will not be holding inventory correctly

**Resolution:**
- If reinstated reservation is not checked-in in the PMS, cancel PMS booking and make a completely new reservation by either making a walk-in reservation or make a new booking from MARSHA or EMPOWER Reservations
- If reinstated reservation is already checked-in in the PMS, please try to add a new sell line segment in MARSHA to match the PMS booking. Call MARSHA Support if assistance is needed.
- If the reservation was changed to No Show but then reinstated by a PMS user, the reservation may not appear on the No Show report
  - As the reservation will now be reinstated in the PMS, it no longer has the No Show status.
  - If you suspect a No Show reservation has been reinstated, it is possible to review User Activity Logs to search for changes by activity such as Reinstate.

**Reinstating No Show bookings in the PMS should be avoided, as these will most likely not reinstate in MARSHA and will result in errors. If the guest does arrive following a No Show booking, it is better to make a new booking.**
Overview

There are several guest lists/reports available in MARSHA. Each list can be displayed as a “count” providing a number of records reported on or with “detail” which will list out select details on each record.

The guest lists have many uses, among those is researching reservations during the balancing activities.

Guest Lists

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
<th>Count</th>
<th>Detail</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>GPN-D</td>
<td>List reservations that had original arrival date of today that were not PA’d</td>
<td>n/a</td>
<td>n/a</td>
<td>GPN-D</td>
</tr>
<tr>
<td>GPN</td>
<td>List reservations without a PMR remark, with arrival date specified by ddmd</td>
<td>GPN/ddmm-c</td>
<td>GPN/ddmm-d</td>
<td>GPN/14feb-d</td>
</tr>
<tr>
<td>GNP-D</td>
<td>Lists reservations that had original arrival date of today that were not PA’d</td>
<td>n/a</td>
<td>n/a</td>
<td>GNP-D</td>
</tr>
<tr>
<td>GNP</td>
<td>Lists reservations not PA’d, with original arrival date specified by DDMMM</td>
<td>GNP/ddmm-c</td>
<td>GNP/ddmm-d</td>
<td>GNP/17mar-d</td>
</tr>
<tr>
<td>GEA-D</td>
<td>Lists both Arrivals and Stayovers for today</td>
<td>n/a</td>
<td>n/a</td>
<td>GEA-D</td>
</tr>
<tr>
<td>GEA</td>
<td>Lists Arrivals by date</td>
<td>GEA/ddmm-c</td>
<td>GEA/ddmm-d</td>
<td>GEA/17mar-d</td>
</tr>
<tr>
<td>GED</td>
<td>Lists Departures by date</td>
<td>GED/ddmm-c</td>
<td>GED/ddmm-d</td>
<td>GED/17mar-c</td>
</tr>
<tr>
<td>GES</td>
<td>Lists Stayovers by date</td>
<td>GES/ddmm-c</td>
<td>GES/ddmm-d</td>
<td>GES/17mar-c</td>
</tr>
<tr>
<td>GEX</td>
<td>Lists cancelled reservations</td>
<td>GEX/ddmm-c</td>
<td>GEX/ddmm-d</td>
<td>GEX/17mar-d</td>
</tr>
<tr>
<td>GPA</td>
<td>List reservations that have already been PA’d</td>
<td>GPA/ddmm-c</td>
<td>GPA/ddmm-d</td>
<td>GPA/17mar-d</td>
</tr>
</tbody>
</table>
Guest List Examples

**GEA/ddmmm-c**
Lists the number/count of expected arrivals by:
- Total rooms
- Total guests
- Room pool (GENR, CONC, EKNG, PARL, HOSP)

**GEA/ddmmm-d**
Lists the expected arrivals in alpha sequence:
- Guest Name
- Room pool
- Confirmation number
- Number of nights
- Departure date
- Rate program or mini-hotel code
GPN – List Reservations Missing PMR Remark (PMS Number)

The MARSHA CRS number is added to a booking in the PMS once it is PA’d. The PMS sends the PMS reservation number to MARSHA booking as PMR Remark. This enables the reservations to communicate. Occasionally, the PMR Remark is not added to MARSHA. Reservations without a PMS number (PMR Remark) will display on MARSHA GPN list.

**MARSHA COMMAND:** GPN/DDMMM-D

**GPN-D**  
Lists reservations that had original arrival date of today that do not have a PMR remark

**GPN/DDMMM-D**  
Lists reservations without PMR remark, with original arrival date specified by DDMMM

**Using GPN**

1. Execute command: GPN/DDMMM-D
2. Retrieve individual bookings one by one in MARSHA
3. On each booking, move down to the bottom of screen (MB) and check booking for a PMR Remark (PMS Number)

```
RMKS-HDBMC/PMR-ACCNT 1NAME/GUEST/MR 20100907/GENR/4061224
```

4. If NO number attached = verify if booking is in PMS
5. If booking is NOT in PMS, proceed to step 09 directly
6. If booking IS in PMS = manually add PMR number to MARSHA booking as below
   - RMKA-PMR/N1/S1/###### <enter>
   - Fsystem balance <enter>
   - EX <enter>
GPN – List Reservations Missing PMR Remark (PMS Number)

Using GPN (continued)

7. For Share Booking: Add share PMS PMR number to the MARSHA share name using N1 or N2 or N3 to indicate which share
8. If booking NOT in PMS, PA booking individually (open MARSHA reservation > type PA).
9. If booking did not PA, check PMS interface message log for reason why, correct any errors, PA again
10. If booking will not PA, and there is No interface error message, manually re-create booking in PMS ensuring to add MARSHA CRS number to the record.
11. PMS number should automatically add to MARSHA booking, GPN/DDMMM-D
12. If PMS number is not added automatically to MARSHA booking, manually add number using the steps above (step 6)

An incorrect PMR number can not be removed from MARSHA once it is added and saved. If booking will not PA and there is no error or reason why, verify that the internet connection is active for the interface and/or stop/start the processors. Only do this is you have permission, or ask person responsible for systems.
GNP – List Reservations Needing to be PA’d

Reservations are sent from MARSHA to PMS by date using PA/DDMMM. Occasionally some reservations do not PA. Reservations that did not successfully PA will display on the MARSHA GNP list.

**MARSHA COMMAND**: GNP/DDMMM-D

- **GNP-D** Lists reservations that had original arrival date of today that were not PA’d
- **GNP/DDMMM-D** Lists reservations not PA’d, with original arrival date specified by DDMMM

**Using GNP**

Execute the command GNP/DDMMM-d to view reservations which may not have PA’d for each day.

1. PA entire day again PA/DDMMM
2. Check GNP list again, one by one PA reservations listed (open MARSHA reservation> type PA <enter>
3. If reservations do not PA, check interface error messages from external system for any reason/error to correct
4. Correct error and try to PA reservation again
5. If no error, then manually re-create booking in PMS ensuring to add MARSHA CRS number to MORE FIELDS section.
6. PMS number should automatically add to MARSHA booking, please verify in MARSHA
7. If the PMS number is not added to the MARSHA booking, manually add the number using step 5
UPDATE PMS# via MARSHA GREEN SCREEN

Using the RMKA Command to Attach PMS number

When a booking is successfully PA’d, the PMS reference number should be sent up to MARSHA via the interface. In the event that an error occurs, the PMS number must be manually attached in MARSHA.

The RMKA command is used when correcting inventory discrepancies and is generally preceded by using the GNP command to identify reservations that do not have a PMR remark.

1. Retrieve individual bookings one by one in MARSHA
2. On each booking, move down to the bottom of screen (MB) and check booking for a PMR Remark (PMS Number)
3. If NO number attached = verify if booking is in PMS
4. If booking IS in PMS = manually add PMR number to MARSHA booking
   a. Type the command **RMKA-PMR/ N1/ S1/ ###### <enter>**
      where  N1 = 1\textsuperscript{st} name on reservation
             S1 = Share on reservation if present
             ###### = PMS reservation/account number
   b. Type **Fs**ystem balance to indicate the change was entered during a balancing exercise
   c. Use the command **EX <enter>** to end reservation updates without sending record to the PMS
Balancing Process

1:1 Comparison Reservation Application to PMS

Complete Mass Balance When No Solution is Found to Imbalance

After PA’ing all reservations from MARSHA and reviewing any interface error messages, the inventory should be in balance. Verify through MARSHA Weekly Recap Screen (VRW) for total Hotel RS vs. PMS Total Rooms Reserved.

If inventory is still out of balance; then a total cross check all reservations between both systems could be required. This means, manually checking one by one that each reservation exists in both systems. This is a manual process and is more efficient if 2 people work together to complete the checks.

1. Print reports of the Arrivals and In-house reservations from both MARSHA and the PMS. (Print reports to paper for this task)
2. Check that all reservations exist in both systems with same arrival date, departure date and room type etc.
3. Correct any discrepancies you may find.

Printing from MARSHA

If print function is activated at the property, add T/ in front of command to print reports directly to designated MARSHA printer. A hotel usually has one MARSHA printer typically located in the Reservations Office, or Front Office. The location can not be modified during the print task.

If there is no designated MARSHA printer, copy each screen into a Word Document to print or print it directly from MARSHA screen by screen (File > Print Screen).

Note that reports from MARSHA can be copied into Excel using ‘copy as table’. This can be useful if there are a significant number of reservations to compare.

Reports to print from MARSHA

- GEA/DDMMM-d (arrivals for today) T/GEA/DDMMMD
- GES/DDMMM-d (stayovers for today) T/GES/DDMMMD
- GEX/DDMMM-d (cancellations for today) T/GEX/DDMMMD
- GEA-D<enter> (without a date in the command, the resulting list displays all reservations for today both Arrival and Stayovers)
There is currently a reported issue with reservations that contain a company/agent/account name that is longer than 32 characters (primarily Travel Agencies with IATA number). The issue has been reported and has a ticket number PSS # 15672.

MARSHA will accept a Company Name up to 36 characters long. However, if the Company name is more than 32 characters long (33-36 Characters), this may result in a Data Format Error once reservation is PA’d.

A company/agency with a name 32 characters or less will not have an issue.

**Example of an OXI Message:** R -1 [905/1/DATA FORMAT ERROR]

All communication between the PMS and MARSHA for these reservations fails; including extending stays, early departures, upgrades, no shows, cancellations etc. This could result in a significant discrepancy between total rooms sold and/or types of inventory sold between PMS and MARSHA.

Some examples of Travel Agents whose names are more than 32 characters long:

- RED UNIVERSAL DE MARKETING Y BOOKING (IATA: 78243583)
- AMERICAN EXPRESS BUSINESS TRAVEL A S (IATA:17206335)
- AMERICAN EXPRESS BUSINESS TRAVEL AB (IATA: 80201192 )
- HOTEL RESERVATION SERVICE ROBERT RAG (IATA: 96189273)
- AMEX INTERNATIONAL ONLINE TRAVEL CEN (IATA: 23204720)
- FCM DER TRAVEL SOLUTIONS ZENTRALER F (IATA: 23224504)
- CARLSON MARKETING GROUP ONLINE FULFIL (IATA: 23269536)
Balancing Process

Known Issues Impacting Reservations & Balancing

IATA TRAVEL AGENCY NAME LONGER THAN 32 CHARACTERS

Suggested Workaround - Change company name to 32 characters in MARSHA

The account name should be changed in MARSHA as the MARSHA account name is a protected field in the PMS and cannot be changed. It is not a permanent change to the account name, only for that reservation.

- Retrieve reservation in MARSHA and access address screen (CAT / CAC or CBT / CBC)
- Change COMPANY name to be 32 characters only, by removing last few characters.
- Save changes
- END booking
- Each reservation affected will need to be processed one by one

Completing the steps above in MARSHA will likely trigger the reservation to re-PA automatically (Overlay).

This re-PA or Overlay could cause room assignments, room types or any changes previously done in the PMS to be undone. These changes will need to be completed again.

Note: This is a suggested workaround only and may result in other unknown issues arising; this workaround has not been approved as a long term solution. The MARSHA development teams continue to work diligently to provide resolution to this ongoing issue.

When this issue occurs, it is suggested to track each individual occurrence and report it to the PMS Support Team or appropriate support person; so they may be aware that the issue is occurring at your property. You may refer to ticket PSS#15672.