

RateBoard + Apaleo:

Integration Onboarding Guide



What is RateBoard for?

RateBoard is a Revenue Management System for hotels that gives you a clearer view on the chaotic world of price decisions. The goal is to provide hotels with a simple tool to optimize their pricing strategy, to simplify their work processes and to significantly increase the revenues. RateBoard is a cloud-based solution, which is accessible from anywhere through the web.

- **Quick and easy:** tailor made to the hotel's needs.
- **Profitable rate recommendations:** change and adapt the prices for the next 365 days.
- **Sales analysis:** have a deeper insight into your sales so you can better meet the needs of your guests.
- **Market analysis:** have a deeper insight into the market and why a guest decides for a certain hotel.
- **Saves precious time to focus on your guest:** intelligent warnings help you to have an eye on the hotel and the market and give you an indication at unusual changes and deviations.

How does the integration work and what data will be shared?

- On the first part of the integration RateBoard will fetch historical and future reservation data (excluding personal data) as well as inventory information.
- After the 1-way integration is done, our Customer Success Team will reach out to you to configure your RateBoard account according to your requirements.
- On the second part of the integration RateBoard will install the 2-way interface, which allows updating rates and restrictions in Apaleo.

How do I connect Apaleo and RateBoard?

- The connection can be made either via the [RateBoard app](#) (please click the "Connect" button) or via the RateBoard listing in the [Apaleo Store](#) (please click "Connect App")
- The next screen will present you with some information on the data, which RateBoard requires access to. Confirm the permissions required for RateBoard to connect to your Apaleo account.
- If you manage multiple properties within one Apaleo account you will be asked to choose the property, which shall be connected to RateBoard
- Authorizing access will redirect you to RateBoard
- At this point please inform your RateBoard Onboarding Manager, that you have successfully connected your property.

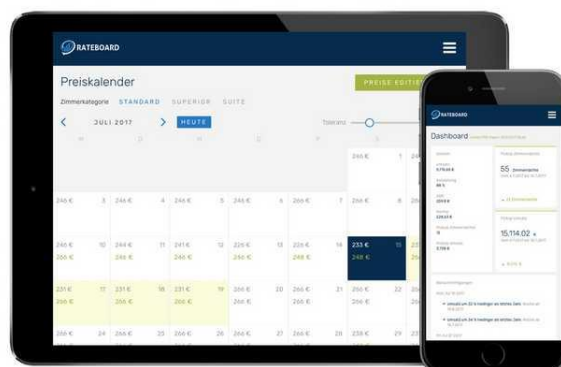
Is there any training available?

As part of the RateBoard package, there are two onboarding training sessions included for you and your team. In these sessions you will familiarize yourself with RateBoard, get to know all the analysis tools, and customize the settings to suit your hotel.

Later, you can always ask our Customer Support Team via the chat function in the app or access the [helpdesk](#) to help you get the most out of RateBoard+Apaleo.

What is the best way to trial RateBoard?

- We recommend you to set up a demo call with a RateBoard representative. You can book a meeting via this [link](#).
- Once you filled out the form, a RateBoard representative will contact and arrange a demo call with you.
- In the demo call you will get to know all the features of RateBoard and have an overview of how to use the app. If you have any questions, you can always ask the representative.



How much does RateBoard cost?

The trial and the demo call are completely free. You don't need to provide any payment information at this point.

If you decide to use RateBoard, you'll get a contract tailored to your hotel. Additionally there is a single setup charge for initial setup. The exact amount will be determined with a RateBoard sales representative.

Support Assistance

If you need help with the onboarding process or have general questions, please reach out to support@rateboard.io for assistance.

How do I disconnect RateBoard?

If you no longer wish to use RateBoard or have it connected to Apaleo, please reach out to our Customer Success Team via support@rateboard.io . Besides disconnecting your account in Apaleo there are some services, which must be disabled on RateBoard side.