

Case Study

Rosen Hotels & Resorts

“Rosen Hotels & Resorts, Inc. experienced an easy software installation and the go-live process was professionally handled. The automated system that allows guests to make payments online directly is a tremendous addition; it even posts to the correct account. We’re extremely pleased with our customized product and I highly recommend B4Checkin.”

- Jim Bina, Corporate Controller



Challenge

Operating within the key travel area of Orlando, Florida, Rosen Hotels & Resorts, Inc. needed an easy way to allow customers to make secure deposits online for upcoming groups, reservations and gift cards, and automatically post them to the PMS without human interaction. The existing industry practice is to guarantee payment through fax credit card authorization forms to hotels and then manually post these deposits. This practice, aside from its inconvenience, is prone to human error and runs contrary to PCI compliance standards.

Solution

B4Checkin’s customized B4EasyPost solution was installed enabling validation of reservations and group masters in real time in the PMS. This allows guests to make deposits on individual reservations, giving meeting planners a fluid system to connect deposits on group master accounts.

Results

With the success of the solution, Rosen has branched the B4EasyPost to handle shipping charges for convention clients, bellman deliveries and lost & found overnight shipping charges. B4Easy Pay is flexible enough to meet Rosen Hotels’ needs today and still grow into the future.



b4EasyPost



b4checkin

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