



Tripleseat/Mews PMS Integration Best Practices & Troubleshooting



Please follow these best practices to get the most out of your Tripleseat/Mews PMS Integration.

Building and Editing Room Blocks

- Build all new room blocks in Tripleseat. Tripleseat will send the block to Mews when it reaches a status indicated on your mapping sheet.
- Room block statuses can't move backward. Ex. Definite > Lost, then back to Definite.
- It is best practice to enter a block release date in Tripleseat for ALL room blocks.
- Make all edits and changes to blocks in Tripleseat. Changes made to room blocks in Mews will NOT send back to Tripleseat, thus resulting in conflicting information and errors.
- Error messages sent back from Mews will display at the top of the page when viewing the Guest Rooms tab on a booking. These error messages will clear once the issue has been resolved.

Adding & Adjusting Rates

- A rate code must be selected from the PMS rate code dropdown before allocating rooms. Users must choose an existing rate plan from the dropdown, and once selected, they can edit rates for specific room types and allocate rooms. Until a rate plan is chosen, the rate fields will be “read-only.” Once the block is received by Mews, a new rate plan will be created, specific to the block, duplicating the selected rate plan for each group.
- If you change rate plans in the dropdown after the group has been created, all rates will be overridden by the new rate plan.

Changing Room Block Dates

- When changing the dates of a room block, copy the existing booking and room block in Tripleseat to the new dates (update the status as needed, and adjust allocations as needed). Next cancel the initial block in Mews, which will update the status to Lost in Tripleseat. Any reservations on the original block must be reassigned to the new block before canceling.
- Use the extended dates in Tripleseat to allow for pickup outside the contracted block dates, and be sure to enter for the extended nights.

Lost or Canceled Room Blocks

- Room blocks must be canceled in Mews, which will update Tripleseat status to Lost. Deleting a room block in either system, will not remove it from the other system.

Settings and Adjustments

- Overbooking is not allowed via the integration.
- If new guestrooms are added, or room codes change, inform support@tripleseat.com prior to these changes.

[Watch our PMS Integration Overview YouTube video here](#)



Need Support, who to contact?

- If room block details or changes are not reflecting in Mews, contact support@tripleseat.com.
- If new guestrooms are added, or room codes change, inform support@tripleseat.com prior to these changes.
- If pickup or accurate inventory isn't reflecting in Tripleseat, reach out to Mews support.