



Tripleseat/Maestro PMS Integration Best Practices & Troubleshooting



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

Building and Editing Room Blocks

- Build all new room blocks in Tripleseat. Tripleseat will send the block to Maestro when it reaches a status indicated on your mapping sheet.
- Make all edits and changes to blocks in Tripleseat. Changes made to room blocks in Maestro will NOT send back to Tripleseat, thus resulting in conflicting information and errors.
- 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.
- Error messages sent back from Maestro 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

- When entering rates into room blocks in Tripleseat, be sure to add a rate for single and double occupancy. This is done by inserting a slash between the two rates. i.e., \$200/\$200, if you wish to send rates for triple and quadruple occupancy, you may do so by adding additional slashes. i.e. \$200/\$200/\$250/\$300
- Entering a rate into uncontracted room types will allow for pickup of those room types, so it is best to enter rates for all the room types you anticipate the group picking up, even if room nights are not blocked

Changing Room Block Dates

- When changing dates of a room block, copy the existing booking and room block in Tripleseat to the new dates (remove the PMS code so that the system can create a new one, update status as needed and adjust allocations as needed). The block for the original dates should then be moved to Lost in Tripleseat so that the rooms get released in Maestro. Any reservations on the original block must be reassigned to the new block before changing status to lost.
- Use the extended dates in Tripleseat to allow for pickup outside the contracted block dates, and be sure to enter rates for the extended nights.

Lost or Canceled Room Blocks

- Deleting a room block in Tripleseat will not automatically release the rooms in Maestro. Using Lost status is best practice

Settings and Adjustments

- If you allow overbooking for any of your guestrooms in Tripleseat be sure you have this setup the same way within your Maestro PMS.
- It is best practice to review your External Rates and Group Moves flags with Maestro to understand how configuration of each can impact the integration.

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



Need Support, who to contact?

- If room block details or changes are not reflecting in Maestro, 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 Maestro support.