



Tripleseat/StayNTouch PMS Integration

Best Practices & Troubleshooting



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

Building and Editing Room Blocks

- Build all new room blocks in Tripleseat. Tripleseat will send the block to StayNTouch when it reaches a status indicated on your mapping sheet.
- Always add a PMS Code when building a room block so that the block can send to StayNTouch.
- Use a unique pattern when creating PMS Codes so that each code is always unique and does not repeat. For example, the first four letters of the booking name and the start date TRIP091426 = Tripleseat Retreat on 9/14/26. PMS codes must include letters and numbers and no special characters.
- 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.
- Notes written in the Tripleseat booking note tab will send over to StayNTouch and notes added to the room block in StayNTouch will send to Tripleseat. This is a great way to communicate block-specific instructions with your front desk team.
- Room block status cannot move from Definite > Lost if a payment has been taken.
- It is best practice to enter a block release date in Tripleseat for ALL room blocks.
- Error messages sent back from StayNTouch 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
- Any group rate plans will appear in your “rate plan” drop down field in Tripleseat.
 - Custom Rate will allow you to input a customized rate on the fly.
 - StayNTouch group rate plans will be read only in Tripleseat and will pull in the corresponding rates based on specifications in StayNTouch.
 - If an existing group rate plan is updated in StayNTouch, those updates will affect all existing blocks using that rate plan.
 - Best Practice is to use Custom Rate, or create group plans in StayNTouch that do not adjust rates up or down.
- 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 on a room block follow these steps:
 - If new dates are outside current bookings date range then copy the entire booking and room block in Tripleseat to the new dates.
 - Push status of old booking and room block to lost.
 - Any reservations on the original block must be reassigned to the new block before changing status to lost.
 - Update the PMS Code on the new room block to reflect a unique value.

Lost or Canceled Room Blocks

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

Settings and Adjustments

- Overbooking is not allowed via the integration.
- Make all edits and changes to blocks in Tripleseat. Changes made to room blocks in StayNTouch 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.
- Payment reversals in Tripleseat will not be reflected in SNT.

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



Need Support, who to contact?

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