

What is cross-updating?

! Cross-Updating must be requested directly from: support@supercontrol.co.uk

This is a chargeable service and the cost varies depending on the number of properties to be connected and the extent of the work required.

The minimum fee is £30 + VAT

How do I request cross-updating?

1. Contact the company you wish to set-up cross-updating with and confirm with them that you require this set-up.
2. Contact SuperControl by email using support@supercontrol.co.uk.

We do need the following information:

- A. the name of the company / companies you want to cross-update to
- B. the property name and property reference of your property & the corresponding property name and property reference in the account you are connecting to
- C. information about any other accounts this property is already cross-updating with
Failure to inform the support team that you have cross-updating enabled with other accounts can result in availability not being up to date and potentially double bookings.
- D. a copy of the email of the other customer (the one you want to link to) confirming their approval of the link
alternatively, the other customer can contact us directly as well, using the email address support@supercontrol.co.uk
- E. information, whom we should invoice for the once of connection fee

We will provide you with a quote re the connection fee that would be payable.

! Please note:

The main function of cross-updated bookings is to block of dates.
They are not meant to be processed and used like other bookings, e.g. Admin bookings.

Different scenarios, where cross-updating can be used

1. Using Cross Updating to market several properties as one

i If you are using cross-updating and create a **virtual property**, as detailed below, you may need to request that an additional license is added to your account. Or you can add one yourself. How to do this you can see in this [help centre article](#).
The cost of this extra licence will be invoiced to you in due course.

If you have multiple properties, you may either let them out individually or wish to market them as a unit. This would allow guests to make one booking, but reserve several of your properties at once.

If you want to rent out several properties as a unit you will need to create what we call a **virtual property** in SuperControl. This **virtual property** would be showing and "behaving" like all your other properties, e.g. you need a license for it, it will display on your calendar and you can connect it to channels.

For example: House 1 sleeps 4, next door you also have House 2 which sleeps 6. Each of these properties can be let individually but you may wish to market them together as a unit and call it House 3.

House 3 would be the **virtual property**.

This way you can offer your guests to choose a capacity of 4, 6 or 10.

Below in the diagram you can see how the houses would be combined.



This is how a booking received for House 1, 2 and 3 would be blocking out the availability of the other properties:

If a guest books **House 1**, it will block availability for **House 3** automatically.

If a guest books **House 2**, it will block availability for **House 3** automatically.

If a guest books **House 3**, it will block availability for **House 1** and **House 2** automatically.

2. Using Cross updating to market your property in one or more Supercontrol accounts

If you and another company using SuperControl market your property / properties, you need to make sure that the availability is correct and synced across both SuperControl accounts.

Using cross updating, any booking added to a property in one account will also block off the same dates for the connected property/properties in the other account(s).

It is possible to data transferred from the original booking to the cross-updated booking.

- ! If you have not requested further information to be forwarded with a cross-updated booking, please note the following:
 - You will not receive a booking notification when receiving a cross-updated booking.

- It will not include any guest information apart from their name.
- It will not include any financial information.
- It will not schedule owner payments / commission or display on the owner statements.

The booking would be fully handled by the account that took the booking.

2.1. No additional data is being transferred

Only the guest name will show in the cross-updated booking.

This is the standard setup and can be used when you only need to have the dates blocked off, but don't require any other information.

The screenshot shows a web form for customer information. At the top, there are three buttons: "Lookup past customers", "Add new customer", and "Lookup agents". Below these are several input fields with labels to their left. The first field is labeled "Title / First / Last" and contains the text "testing the cross-updating". The subsequent fields are labeled "Guest's name", "Company", "Address 1", "Address 2", "City / Town", "County / Region / State", and "Post code", all of which are currently empty.

Lookup past customers Add new customer Lookup agents		
Title / First / Last	testing the cross-updating	
Guest's name		
Company		
Address 1		
Address 2		
City / Town		
County / Region / State		
Post code		

2.2. Guest details are being transferred

If you require the guest information, you would be able to see the address and contact details of the guest.

This can be useful when you would be e.g. sending auto-emails for access codes or special, property related information.

Lookup past customers Add new customer Lookup agents	
<u>Title / First / Last</u>	<input type="text"/> <input type="text"/> <input type="text"/>
	<input type="text"/>
	<input type="text"/>
<u>Guest's name</u>	<input type="text"/>
<u>Company</u>	<input type="text"/>
<u>Address 1</u>	<input type="text"/>
<u>Address 2</u>	<input type="text"/>
<u>City / Town</u>	<input type="text"/>
<u>County / Region / State</u>	<input type="text"/>
<u>Post code</u>	<input type="text"/>

2.3. Guest and financial information

Lookup past customers Add new customer Lookup agents		Save	556044 — View Point 4 Edit
<u>Title / First / Last</u>	<input type="text"/> <input type="text"/> <input type="text"/>		Arrival date: Tue 18 Apr 2023 <input type="checkbox"/> Arrived
	<input type="text"/>		Departure date: Tue 25 Apr 2023 (7 nights)
<u>Guest's name</u>	<input type="text"/>		Guests: Adults: 2 Children: 0
<u>Company</u>	<input type="text"/>		Status: Provisional
<u>Address 1</u>	<input type="text"/>		Total rent: 1,000.00
<u>Address 2</u>	<input type="text"/>		Cleaning Fee 1 x 70.00 70.00
<u>City / Town</u>	<input type="text"/>		Total extras: 70.00
<u>County / Region / State</u>	<input type="text"/>		Deposit: 0.00
<u>Post code</u>	<input type="text"/>		Balance: 1,070.00
			Property total: GBP 1,070.00
			Agency fee: 100.00

If you are dealing with the financial aspect of the booking, or need this kind of information for e.g. tax purposes, we can also forward the rental figures with the cross-updated booking.