G Member Sync

2018 - Spring Edition

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Overview

The **Member Sync** Feature is a one way push of Member information from the Office System to Reserve.

Accessing the Tool

In the Office system, access the **System** Menu from the top navigation. Within the System menu, select **System Settings**.



Once in the System Settings Menu, select **Partner Products** from the dropdown. Next, select **Reserve Gateway** nested within the Partner Products navigation.

🍓 General	ReServe Anywhere						
Accounting Accounts Payable	Settings 🚯 Event Types 🚯 Categories A/R Overrides Transactions Log Sync						
% Accounts Receivable	Last Member Push Run Sync (None) C This Member						
💼 Guest Room 蠀 Membership	Last Event Pull Run Sync						
 Point of Sale Web Site 	Last Payment Pull Run Sync						
 Partner Products B4Checkin 							
🖏 Buz Software							
🍇 Club Benchmarking 🍇 CSI VCard							
🍇 Lodging Link							
🍪 Members First							
Reserve Gateway							
💫 Statement Services							

Finally, select the **Sync** Tab to view the most recent pushes.

Member Sync

Checking the Log

Following the same process as above (Office → System → System Settings → Partner Products → Reserve Gateway) Access the **Log** tab. Double click on **error** to get explanation for why the member did not sync.

Manage Members System	n Settings 🔀						
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	Settings Market Type Revenue Ce	enters A/R Overrides Transactions Log Sync					
	Results						
	Search: Level:	: - Show Count: 5000	🝷 🤣 Refresh				
Peint of Sala	Level Date Categor	ry Entry					
Web Site Partner Products	7/7/2017 11:05 AM Payment	t Api - Error Response Calling URL https://www.reservecloud	.com/gateway/request				
	7/7/2017 11:05 AM Member	Api Success Merged: [0697] Joseph Fielden					

Troubleshooting

Common errors when syncing a Member:

- Member must have a last name and email address
- Last name field (and first name field, if they have one) must be 32 characters or shorter
- All members will sync to Reserve
- One way communication for members, Office to Reserve

Manually Sync Members

- System → System Settings → Partner Products → Reserve Gateway → Sync
- Clear Last Member Push by clicking on the drop down and selecting Clear
- Click Run Sync
- Click Save or Save and Close

-OR-

- Find specific member in the search bar
- Click This Member
- Click Save or Save and Close

📹 Manage Members 🛛 😔 Syst	em Settings 🗙						
🍪 General	ReServe An	ywhere					
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FAQs

Q. Why isn't my new member syncing over to Reserve Cloud?

A. Make sure both the first name and last name in Office are less than 32 character long. You

may need to shorten the name especially for organizations or universities. ex. Ohio State University Science Department could be shortened to OSU Science Dep.

Best Practices

- To correctly Sync, Member must have a First Name and a Last Name as well as an email address.
- Maximum character limit for names is 32 characters.