

## AgentMate/pinSIGHT 2.0 Integration FAQs

### What is the AgentMate/pinSIGHT 2.0 Integration?

### Can I access old pinSIGHT bookings via this integration?

### Am I making my booking in AgentMate or in pinSIGHT 2.0?

### How do I book multiple rooms?

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### What is the AgentMate/pinSIGHT 2.0 Integration?

- AgentMate is enabling an integration with pinSIGHT 2.0 that allows a user to both launch the pinSIGHT 2.0 booking portal from AgentMate to create a booking OR to retrieve a booking made in pinSIGHT 2.0 into AgentMate to associate to a reservation.

### Can I retrieve old pinSIGHT bookings via this integration?

- Only pinSIGHT 2.0 bookings are compatible with this integration.

### Am I making my booking in AgentMate or in pinSIGHT 2.0?

- The AgentMate integration with pinSIGHT 2.0 serves up information from an AgentMate profile to pre-populate client info into the actual pinSIGHT booking portal. This is designed as a time-saver for the booking process. The actual booking process is happening within pinSIGHT 2.0.

### How do I book multiple rooms?

- **If using AgentMate/pinSIGHT 2.0 integration to create the booking**, you will be launched into the pinSIGHT 2.0 application where you are able to select up to 5 rooms to add to your 'cart'.
  - This option allows one payor for up to 5 rooms.
  - If the rooms are being charged to separate Payors, create a separate batch for each Payor.
  - For each room 'booked' via this method, there will be an individual booking available within the *Retrieve ProSuite Booking* feature.
- **If using AgentMate to retrieve a booking made in pinSIGHT 2.0**, you will follow the pinSIGHT 2.0 procedures for booking multiple rooms
  - For each room 'booked' via this method, there will be an individual booking available within the *Retrieve ProSuite Booking* feature.

### I've created a reservation with multiple rooms, how do I get those into AgentMate?

- Using the *Retrieve from ProSuite Booking* drop-down, navigate to the **pinSIGHT Bookings** radio button.
- You will see a list of pinSIGHT bookings to retrieve, as well as a list of AgentMate reservations eligible to associate to the pinSIGHT bookings.

- You have three options:
  - Associate one or all of the reservations to existing AgentMate reservation(s)
  - Create a New reservation for each pinSIGHT booking individually
  - Create one New reservation for one of the Bookings, refresh the AgentMate screen, and associate the other related pinSIGHT booking to the New one you just created by selecting from the updated 'eligible' AgentMate reservations list.

**How do I cancel a pinSIGHT reservation?**

- You will follow pinSIGHT's cancellation procedure to cancel any reservations.
- Once a reservation is cancelled with pinSIGHT, you will need to manually remove the pinSIGHT hotel line item within the AgentMate reservation (under the Res Pricing tab).

**What if I don't receive a pinSIGHT 2.0 confirmation after booking?**

- Navigate to the pinSIGHT 2.0 portal to retrieve or contact pinSIGHT customer service for assistance.