

HOTEL2SEJOUR USER MANUAL

This user manual has been prepared to help agencies use the HOTEL2SEJOUR system effectively and correctly. It explains in detail the system activation process, the steps for sending reservations to hotels, the methods of establishing connections with hotels, and the core functions offered by the system.

What is Hotel2Sejour?

Hotel2Sejour is a program that serves as a bridge between DMCs and hotels, enabling reservation processes to be managed quickly and efficiently in a digital environment.

With the tools offered by Hotel2Sejour, agencies can easily manage their communication and reservation processes with hotels through a centralized system and improve their operational efficiency.

The settings for Hotel2Sejour are configured under the “Hotel2Sejour” menu within the Sejour program.

Hotel / Package Reservation Operation Tours Invoicing Hotels Definitions Online Integrations General Help Management Reports **Hotel2Sejour** Paximum Channel Manager Exit

SEJOUR
Incoming Agency Solutions

Telefon destek saatlerimiz 1 Nisan 2026
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Yeni Hizmet Saatleri:
09:30 - 12:00 & 14:00 - 17:30

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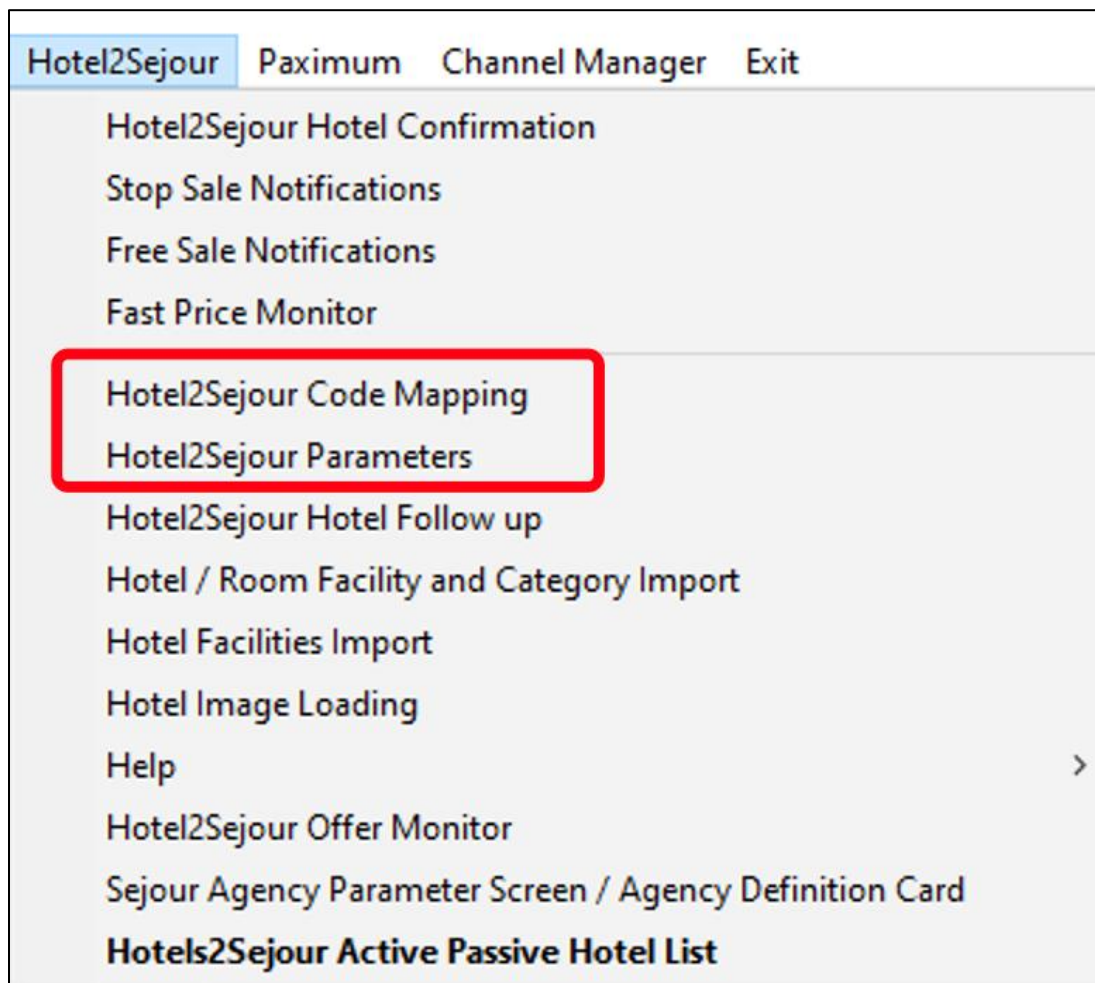
SEJOUR DESTEK
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Version: 29.0.0
Build: 112

<http://www.santsg.com> <http://www.hotel2sejour.com> <http://www.Paximum.com> <http://support.santsejour.com/> support@santsejour.com support@hotel2sejour.com dtspartneri@paximum.com Tel: (0.242) 324 63 67 (Pbx) Support: 0 850 777 0 726

There are two important tabs in this menu. The first one is "**Hotel2Sejour Parameters.**" The parameters section must be configured according to the agency's working standards.

The second important tab is "**Hotel2Sejour Mappings.**" This is required in order to actively use the Hotel2Sejour system. Mappings allow Sejour agencies to send reservations to hotels and communicate effectively with them through the Hotel2Sejour system.





1. Hotel2sejour Parameters

In the Hotel2Sejour program, the "**Parameters**" section is used to control the details required for sending reservations. In this section, it is determined which reservation details will or will not be sent to the hotels.

These settings must be configured and saved before the reservation flow is started, and the reservation process should only be initiated afterward. It is important to fill them out carefully, as reservations will continue to be sent to hotels with the same details based on these settings. Therefore, accurate and complete information must be entered.

Correctly and completely filling out the parameters is important to ensure accurate and fast reservation communication with hotels.

General Parameters

First, you go to the **General Parameters** section. From this section, you can configure which details should be displayed in the reservations sent to hotels.

Hotel2Sejour Parameters

Connection Settings | **General Parameters** | Parameters 2 | Confirmation Mail Parameters | Notification Mail Parameters | Notification Mail Parameters 2

Data Flow

Hotel Confirm Status	Yes,No,Waiting,Sen	bookings to be displayed in Hotel2Sejour
Hotel Confirm Status	No Selection	and [] prior do not display reservations in Hotel2Sejour (Check in Date)
Hotel Confirm Status	No Selection	and [] onwards do not display reservations in Hotel2Sejour (Check in Date)
Hotel Confirm Status	No Selection	and check out date prior today not to be displayed in Hotel2Sejour
Reservation Type	No Selection	bookings not to be displayed in Hotel2Sejour

Display reservations with status cancellation (real cancellations)

Which Voucher Should Be Displayed?
 Voucher Subvoucher All

Tour Operator Parameters

Display Tour Operator Info

Name Code Request Form Letterhead

Display Tour Operator Confirmation Info

Yes	Yes	▼
No	No	▼
Waiting	Waiting	▼
Send	Send	▼
Unsent	Unsent	▼

Hotel - Operator confirmation work synchronize

Reservation Type: New,Change,Cance

Operator confirmation when Hotel Confirmation is "yes"

Yes	Yes	▼
No	Yes	▼
Waiting	Yes	▼
Send	Yes	▼
Unsent	Yes	▼

Operator confirmation when Hotel Confirmation is "no"

Yes	No	▼
No	No	▼
Waiting	No	▼
Send	No	▼
Unsent	No	▼

Reservation Parameters

Display Original Hotel code

Display hotel extra service info (functions if invoice is calculated)

Display Reservations with Price (Displays when invoice is calculated)

Show Invoice Header information(Tax Information on Operator card)

Reservation Status

Ok	Ok	▼	to be shown
On-Req	On Request	▼	to be shown
Go Show	Go Show	▼	to be shown
No Show	No Show	▼	to be shown
Option	Option	▼	to be shown

Allotment

Normal	Normal	▼	to be shown
Guaranty	Guarantied	▼	to be shown
On-Req	On Request	▼	to be shown

Selling Date

Gain same Display Record date

Display first print date Do not Dispaly Sales Sate

Display last print date

Receive Reservation Confirmation e-mails as PDF

Display Sent Date

External Notes- Display TV Hotel Note on Hotel2Sejour

? Save Exit

Data Flow Parameters

Within the General Parameters, the **Data Flow Parameters** include information related to the confirmation of the hotel's confirmed status.

Data Flow	
Hotel Confirm Status	Yes;No;Waiting;Sen <input type="text"/> bookings to be displayed in Hotel2Sejour
Hotel Confirm Status	No Selection <input type="text"/> and <input type="text"/> prior do not display reservations in Hotel2Sejour (Check in Date)
Hotel Confirm Status	No Selection <input type="text"/> and <input type="text"/> onwards do not display reservations in Hotel2Sejour (Check in Date)
Hotel Confirm Status	No Selection <input type="text"/> and check out date prior today not to be displayed in Hotel2Sejour
Reservation Type	No Selection <input type="text"/> bookings not to be displayed in Hotel2Sejour
<input checked="" type="checkbox"/> Display reservations with status cancellation (real cancellations) Which Voucher Should Be Displayed? <input checked="" type="radio"/> Voucher <input type="radio"/> Subvoucher <input type="radio"/> All 	

- The reservations displayed on the hotel screen depend on which hotel confirmation status the agency selects. Here, **Yes** and **No** are mandatory options. The reason for this is that when a hotel confirms or does not confirm a reservation, these reservations must always be visible.
- Options other than Yes/No (such as Pending, Sent, Not Sent) can also be selected based on the agency's preference. This essentially means deciding under which hotel confirmation status the reservations should be visible to the hotel.
- For example, if you want the hotel to see reservations when the status is set to Sent, you need to select the Sent option. This field is entirely configured according to the agency's working standards.
- If you want to define a different option for reservations before a specific date, you can select a value from the Hotel Confirmation Status field on the second line and enter the relevant date
- If you want to select a different option for reservations after a specific date, you can use the Hotel Confirmation Status field on the third line and enter the designated date. These fields are not mandatory; you only need to fill them in if you wish to use them.
- If you want reservations with a departure date of today not to be displayed, you can make the adjustment on the fourth line.
- Finally, if you do not want reservations with the “**real cancellation**” reservation type to be displayed, this parameter should be selected.

- Note: The difference between “**real cancellation**” and “**cancellation**” is as follows: when the reservation type is selected as “cancellation” on the reservation card, it means that the reservation has been canceled. However, when a reservation is deleted from the reservation card and “Yes” is selected to keep reservation cancellations, this is considered a **real cancellation** reservation.
- The hotel confirmation field on the reservation card is shown in the example below.

MRV - 0010 Reservation Entry/Change Form

Room Reservation Selling Date: 28/04/2026

1 Hotel **MERVE** **MERVE TEST HOTEL**

Accomm. Date **28/04/2026** ~ **29/04/2026** Night **1**

Room **DBL** **DOUBLE ROOM**

Type **FAM** **FAMILY ROOM**

Board **AI** Promotion Room
 Honey Mooners
 Free Of Charge

Adult **2** Extra Bed

Child

Infant

Room Count **1**

Notes | External Notes

Hotel Note

Intern Note

Transfer Note

T.Operator Note

Reservation Info

Allotment Type: Normal

Hotel Confirmation: Unsent (highlighted with a red box and arrow)

Operator Confirm: Unsent

Reservation Status: Ok

Reservation Type: New

Print: No

Special Code:

Code 2 / 3 / 4: / /

SPD Spec. Code:

Room Nr:

Package:

Package Splitting:

Indx Nr:

Tv Res.No:

Conf. Nr:

External Voc. No:

Bubble
 Passive
 Free Sale
 Local Service

Voucher Form Printing: No
Confirmation Form Print: No

6.Price | 7.Reports | 9.Payment Plan
1.Transfer Info | 2.Confirm Date | 3.Invoicing | 4.Entry Info | 5.Prev.Hotel Info

Hotel Confirm Date:

Operator Confirm Date:

NoShow Date:

Select Pax (F7) | Allotment (F8) | Room Req.Form(F4) | Save (F3) | Buying Lock / Unlock | Special Offer | Hotel Extra
Invoice Setup | Hotel Change | Delete (F6) | Send Fax (F5) | Selling Lock/Unlock | Cancellation rules | Exit

Tour Operator Parameters

In this section on the left side, selections related to the tour operator are made. If “**Show tour operator information**” is selected, this field is enabled, and one of the following options can be chosen: the tour operator’s name, code, or reservation form header.

If you have a Tourvisio connection, you can select the “**Show tour operator confirmation information**” option, and then choose how you want your selected information to be displayed. In other words, this section is used to define how the operator confirmation should appear when the hotel marks it as “Yes.”

For example, you can create settings such as showing “Yes” to the operator even if the hotel marked it as “Pending.”

Tour Operator Parameters

Display Tour Operator Info

Name Code Request Form Letterhead

Display Tour Operator Confirmation Info

Yes	Yes
No	No
Waiting	Waiting
Send	Send
Unsent	Unsent

Hotel - Operator confirmation work synchroniz

Reservation Type New;Change;Cancel

Operator confirmation when Hotel Confirmation is "yes"

Yes	Yes
No	No
Waiting	Waiting
Send	Send
Unsent	Unsent

Operator confirmation when Hotel Confirmation is "no"

Yes	Yes
No	No
Waiting	Waiting
Send	Send
Unsent	Unsent

Reservation Parameters

If you want the original reservation code to be displayed, you can enable this option in the **Reservation Parameters** section on the right-hand side.

The **original code** refers to the code defined in the hotel cards created under the hotels/services section in the Sejour agency automation system and is specific to each hotel. This code is the hotel's unique identifier within the Sejour system and usually includes information such as the hotel name or number. It can be used as a reference in reservation processes or other hotel-related operations.

Hotel	Name	Category	Region	Region	Transfer Region	Transfer Region	Phone 1	Fax	Service Type	Intern Note	Web	E-mail
COOK	COOK'S TEST HOTEL	5*	ANTALYA	AYT	ANTALYA	AYT			Hotel			
GMZ	GAMZE TEST HOTEL	5*	ANTALYA	AYT	ANTALYA	AYT			Hotel			
H2S	H2S TEST HOTEL	5*	ANTALYA	AYT	ANTALYA	AYT			Hotel			
MERVE	MERVE TEST HOTEL	5*	ANTALYA	AYT	ANTALYA	AYT			Hotel			
TEST	TEST1	5*	ALANYA	ALY	ALANYA	ALY			Hotel			
TST2	TEST2	5*	ISTANBUL	IST	ISTANBUL	IST			Hotel			

If you want the reservation to be displayed with pricing, the relevant box should be selected. It is important to note that the reservation must be calculated. The same applies to hotel extra services.

From here, you can also configure how the reservation status and availability should be communicated to the hotel.

If **“keep sales date unchanged”** is selected, the initial sales date will remain. It is also possible to choose one of the following options: **first print date, last print date, or record date**, as well as the option to **hide the sales date**.

Reservation Parameters

Display Original Hotel code

Display hotel extra service info (functions if invoice is calculated)

Display Reservations with Price (Displays when invoice is calculated)

Show Invoice Header information(Tax Information on Operator card)

Reservation Status

Ok to be shown

On-Req to be shown

Go Show to be shown

No Show to be shown

Option to be shown

Allotment

Normal to be shown

Guaranty to be shown

On-Req to be shown

Selling Date

Remain same Display Record date

Display first print date Do not Dispaly Sales Sate

Display last print date

Receive Reservation Confirmation e-mails as PDF

Display Sent Date

External Notes- Display TV Hotel Note on Hotel2Sejour

Parameters 2

You can select from here the information you want to appear on the reservation voucher. You can choose to display either the agency name or the tour operator name, or enable both to be shown.

Flight information display is also configured here. Permissions for hotel users to write notes are granted from this section. This can be enabled for all hotels, or it can be set on a per-hotel basis.

The screenshot shows the 'Hotel2Sejour Parameters' window with the 'Parameters 2' tab selected. The window contains several configuration sections:

- In Reservation Forms:** Radio buttons for 'Display Agency Name' (selected), 'Display Tour Operator name', and 'Display Agency / Tour Operator names together'. A checkbox for 'Display Reservation Form Values in Hotel Reservation form' is unchecked.
- Package Grouping rule in H2S Monitor:** Six checkboxes for Group 1 through Group 6, all unchecked.
- Show Arrival Flight Info for the reservations in Hotel2Sejour:** Two checked checkboxes for 'Display Flight No Information' and 'Display Flight Time Information'.
- Show Departure Flight Info for the reservations in Hotel2Sejour:** Two checked checkboxes for 'Display Flight No Information' and 'Display Flight Time Information'.
- Stop Sale / FreeSale Period:** Two date input fields for 'Begin Date' and 'End Date', both empty.
- Spo Period:** Two date input fields for 'Begin Date' and 'End Date', both empty.
- Display product name:** An unchecked checkbox.
- In Stop Sale import screen set default as:** Two checked checkboxes for 'Allow entry from Sejour' and 'Allow entry from Web'.
- Allow to insert confirmation note for confirmations given via Hotel2Sejour:** A section with a table for defining filters, a 'New' button, a 'Save' button, and a 'Delete' button. A red text prompt at the bottom says 'Press F3 to create Hotel Group'.

The bottom of the window features a toolbar with a help icon, a 'Save' button, and an 'Exit' button.

Other parameters are related to notifications.

When the hotel confirms agency reservations, the email addresses that should receive these notifications are defined here. You can specify which email address should receive notifications when the hotel confirms or does not confirm a reservation, etc. Multiple email addresses can be entered. Customization can also be made based on tour operator and region. For example, the person responsible for the Belek region can be different, and the email address can also be different. In this way, it is possible to set up customized configurations.

The screenshot shows the 'Hotel2Sejour Parameters' application window. The 'Confirmation Mail Parameters' tab is selected and highlighted with a red box. The window contains three sections for configuring email notifications:

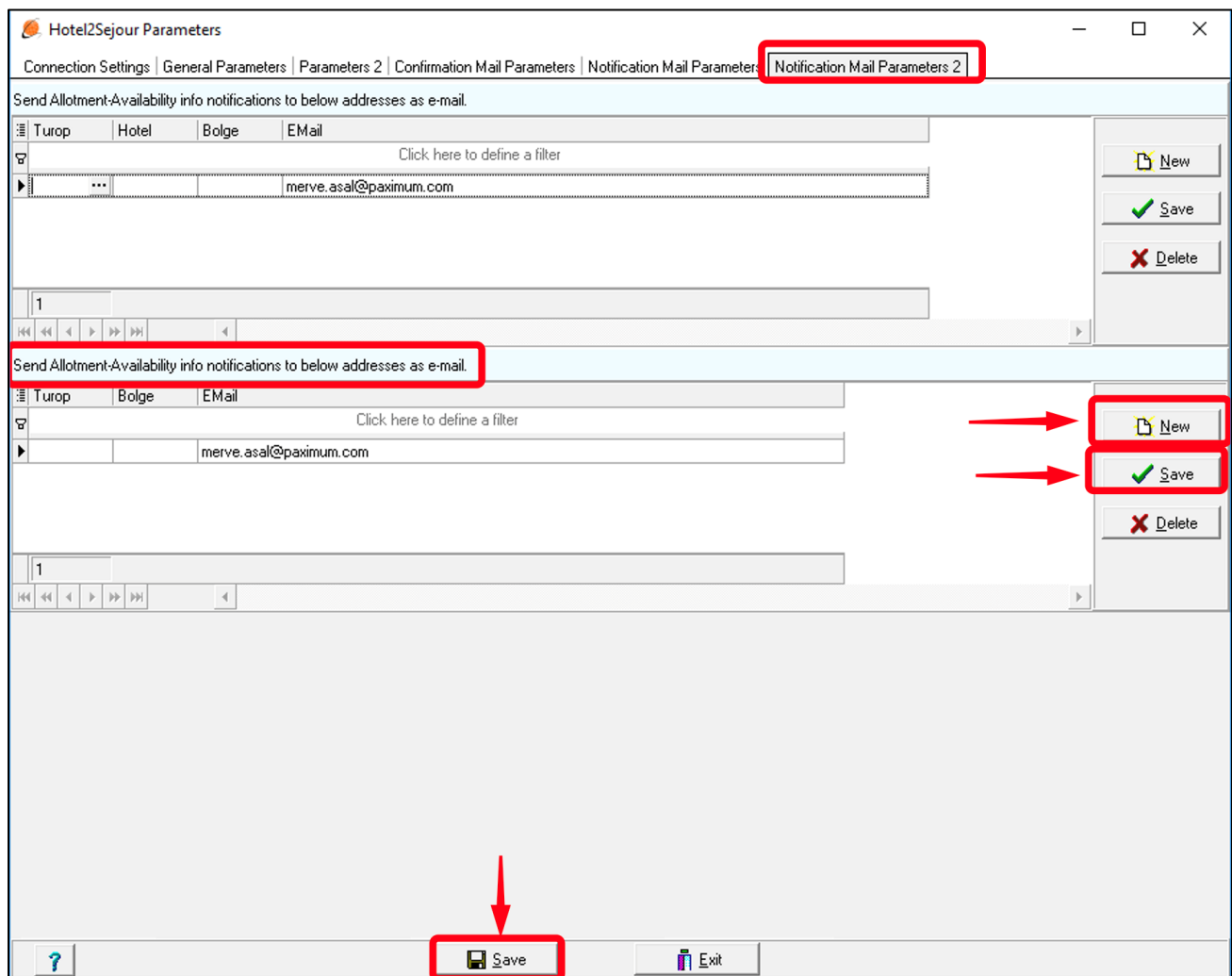
- Section 1:** 'Send confirmation info given from Hotel2Sejour below addresses if confirmation is "Yes"'. It features a table with columns 'Turop', 'Bolge', and 'EMail'. A filter link 'Click here to define a filter' is present. A single entry is shown with 'merve.asal@paximum.com' in the 'EMail' column. A 'New' button is on the right.
- Section 2:** 'Send confirmation info given from Hotel2Sejour below addresses if confirmation is "No"'. It has the same structure as Section 1, with the same email address 'merve.asal@paximum.com'.
- Section 3:** 'Send all confirmation info given via Hotel2Sejour to below addresses as e-mail if contains hotel note.'. It also has the same structure, with the same email address.

Each section includes a 'New' button, a 'Save' button (with a green checkmark), and a 'Delete' button (with a red X). At the bottom of the window, there is a 'Save' button and an 'Exit' button. A red text prompt at the bottom left says 'Press F3 to add Tour Operator and Region Group'.

Notification Parameters 2

The Notification Parameters 2 section is important. If you want to receive notifications from hotels that do not use Hotel2Sejour, this parameter must be filled in. Otherwise, notification emails from non-using Hotel2Sejour hotels will not reach the agency, and the hotel will not see the agency's email in the CC field of the reservation email they receive.

Also, when saving email addresses in these fields, you must first click the “New” button as shown below. Then, enter the email address. After that, you should click “Save” on the right-hand side, and finally click “Save” in the section below.



1. Hotel2Sejour Mappings

The **Mappings** section is the area where we establish the connection with the hotel. If the hotel mapping is not completed, it is not possible for reservations to be sent to the hotel. Therefore, the first step is to create the mapping in order to establish the connection.

In the window that opens, the white area represents the hotels in the agency's system, while the section on the right under the "**Paximum**" heading refers to the records stored in the Paximum system. In this section, your records are matched with Paximum records to ensure that reservations are sent to the hotel.

At the bottom left, you can click the **Hotel2Sejour Hotel Wizard**, where you can find the system record, match it, and save it. If the Paximum mapping has already been completed, there is no need to create the mapping again

There is an important point that needs to be checked in this section. In the bottom right corner, there is a field called **H2S Hotel Blocking**. Hotels that you map for the first time are automatically set as passive in this field.

The reason for this is to prevent reservations from being sent directly to the hotel via Hotel2Sejour when the customer mapping has been completed through Paximum.

You need to activate each hotel from this section in order to start the reservation flow

Important Note

After completing the hotel mapping process, you should wait for the **H2S Active** field to be checked. This process may take a few minutes. In this screen, correct mapping and the Paximum ID are very important. During mapping and subsequent processes, the Paximum ID should be considered instead of the hotel name.

The hotel initially appears as passive by default. It must then be manually set to active.

Cross-Reference Screen:

Sejour Hotel	Sejour Hotel Name	Sejour Region	Sejour Region Expl	Sejour Trf Region	Sejour Trf Region Expl	Sejour Category	Paximum Hotel Name
COOK	COOK'S TEST HOTEL	AYT	ANTALYA	AYT	ANTALYA	5*	
GMZ	GAMZE TEST HOTEL	AYT	ANTALYA	AYT	ANTALYA	5*	Merve Test Hotel 1
H2S	H2S TEST HOTEL	AYT	ANTALYA	AYT	ANTALYA	5*	
LMK	LIMAK LARA TEST HOTEL	AYT	ANTALYA	AYT	ANTALYA	5*	
MERVE	MERVE TEST HOTEL	AYT	ANTALYA	AYT	ANTALYA	5*	Support Test Hotel
TEST	TEST1	ALY	ALANYA	ALY	ALANYA	5*	
TST2	TEST2	IST	ISTANBUL	IST	ISTANBUL	5*	

7

Status <All> List Paximum Hotel Name Update Hotels that do not use the confirmation system are marked in RED.

Hotel2Sejour Hotel Wizard Delete code mapping Paximum Region Update Paximum Hotel Wizard H2S Otel Block Exit

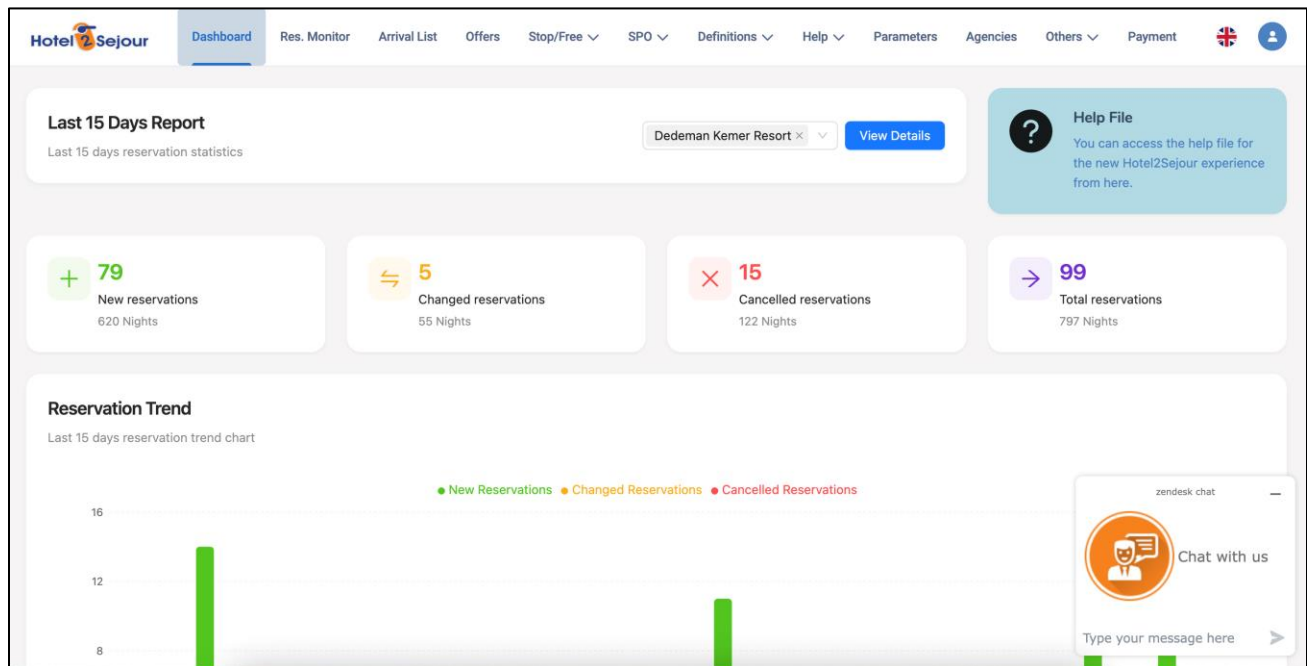
3.Members Section:

This section is actually used by hoteliers; however, we have also included it in our guide for the agencies' reference and awareness.

Reservations sent can be tracked via <https://members.prod.hotel2sejour.com/login>. In brief, this page is the system where reservations sent by agencies are managed. Hotels handle the reservations sent to them through the reservation monitor.

In addition to actions such as confirming or not confirming reservations, users can also access detailed information about the reservations.

Outside the reservation monitor, an arrival list can be generated, and stop sale, free sale, and actions can be defined. In addition, by integrating with the hotel's front office system, reservations can be quickly transferred to the system used by the hotel.



Contact:

Email Address: support@hotel2sejour.com

Contact Number: 08507770726 (You must press 3).

Best Regards,
Hotel2Sejour Training Support