



HOTEL2SEJOUR USER MANUAL

This user guide contains information about what the **Hotel2Sejour** system is and how it can be used actively.

What is Hotel2Sejour and What is It Used For?

- * **Hotel2Sejour** has been developed by San Tourism Software Group (San TSG) and is used in more than 70 countries worldwide.
- * **Hotel2Sejour** is a comprehensive platform that acts as a bridge between **DMCs (Destination Management Companies)** and accommodation providers, digitalizing reservation processes end-to-end.
- * The platform significantly simplifies operational processes by enabling reservations created by DMCs to be transmitted to hotels **quickly, accurately, and securely**. At the same time, it allows hotels to manage their reservations through a **centralized and efficient system**.
- * **Hotel2Sejour** eliminates manual processes by providing direct integration with agencies, reduces the margin of error, and offers transparency and efficiency in reservation processes. In this way, while saving time and costs for all stakeholders, accommodation sales and operational management are transformed into a modern, sustainable, and digital structure.

Key Features

Reservation Monitor: This is the screen where hotels view incoming reservations; reservations are displayed in real time on this screen and can be marked as **confirmed** or **not confirmed**.

Offer Pool: It optimizes the sale of vacant rooms by providing quick and competitive price offers in response to requests from agencies.

Check-in List: It provides access to the daily list of guests checking into the hotel, allowing operational preparations to be carried out more efficiently.

Stop/Free Sale Management: It provides the ability to define periods for **pausing sales** or **opening sales for promotional purposes**.

SPO (Special Offers) Management: It aims to increase sales by providing agencies with up-to-date pricing and promotional information during special periods.

Definitions: It allows for the definition and management of basic information such as users, agencies, rooms, and boarding types.



Help and Support: Provides users with guides and a frequently asked questions (FAQ) section to assist with system usage.

Parameters: The section where email notifications and other settings related to system operations are managed.

Agency Connections: Provides access to contact information for agencies the hotel works with or wishes to work with, and allows for establishing new connections.

Front Office Integration: Hotel2Sejour integrates with the hotel's front office systems, ensuring that reservations are automatically recorded in the system.

Fact Sheet Management: Enables the hotel to share up-to-date information and images through the system, ensuring that agencies and guests have access to accurate information.

How to Log In to Hotel2Sejour?

To log in to the **Hotel2Sejour (H2S)** system, follow the steps below:

1. Open your internet browser and go to:
<https://members.prod.hotel2sejour.com/login>
2. Enter your **username and password** to access the system.

To log in, you must have an active user account. If you do not have a user account, please contact the Hotel2Sejour support team at **support@hotel2sejour.com** to request your user credentials.

Creating a Password on First Login

Upon first login, it is mandatory to change the temporary password generated by the system for security reasons. The new password must:

- Be at least **6 characters** long
- Contain both **letters and numbers**

Forgotten Password and Reset

If you forget your password or username, you can use the "**Forgot Password**" option on the login screen.

The reset process can be completed using your **email address** or **username**. Follow the instructions sent by the system to create a new password.




Language Selection

On the login screen, there are two language options: **Turkish** and **English**. You can select your preferred language before logging in.

Security Warning

For security reasons, if the password is entered incorrectly **5 times**, the user account will be temporarily locked. To reactivate the account, you must contact the support team.


✉ **Hotel2Sejour Email:** support@hotel2sejour.com




Access the Hotel2Sejour panel, using your email and passcode.

* User Name

* Password

 English

Remember Me

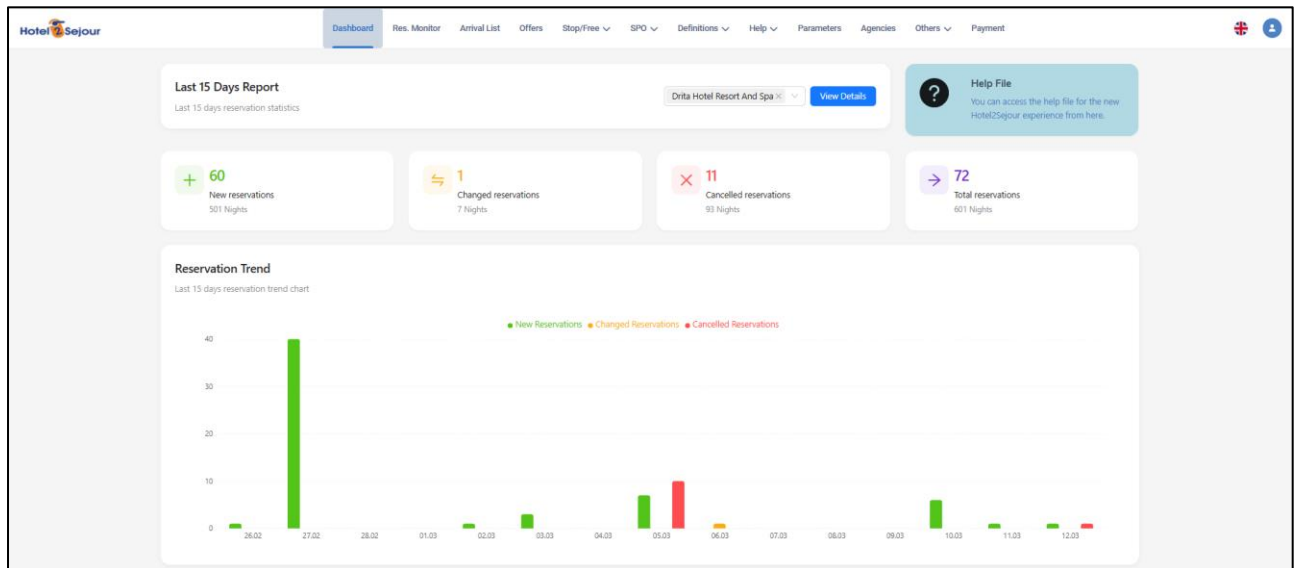
Home Page and Key Features

After logging into the system, you will see the **home page** as shown in the screenshot below. This page includes the following tabs for hotel management and reservation operations:

Detailed information about these tabs is provided in the following sections.

- ◆ **Reservation Monitor:** The area where all reservations are managed.
- ◆ **Check-in List:** The list of guests checking in daily.
- ◆ **Offers:** The area for creating offers in response to requests from agencies.
- ◆ **Stop Sale / Free Sale:** Manages Stop Sale and Free Sale operations.
- ◆ **SPO (Special Offers):** Creation of special discounts and campaigns.
- ◆ **Definitions:** General hotel settings and user management.
- ◆ **Help:** Support documents and frequently asked questions (FAQ) section.
- ◆ **Parameters:** Management of email notifications and system settings.
- ◆ **Agencies:** The area to manage agencies connected to the hotel.
- ◆ **Payment:** The area for managing usage periods and payment transactions.

The visual of the **home page** is shown below:



Reporting and Reservation Trends

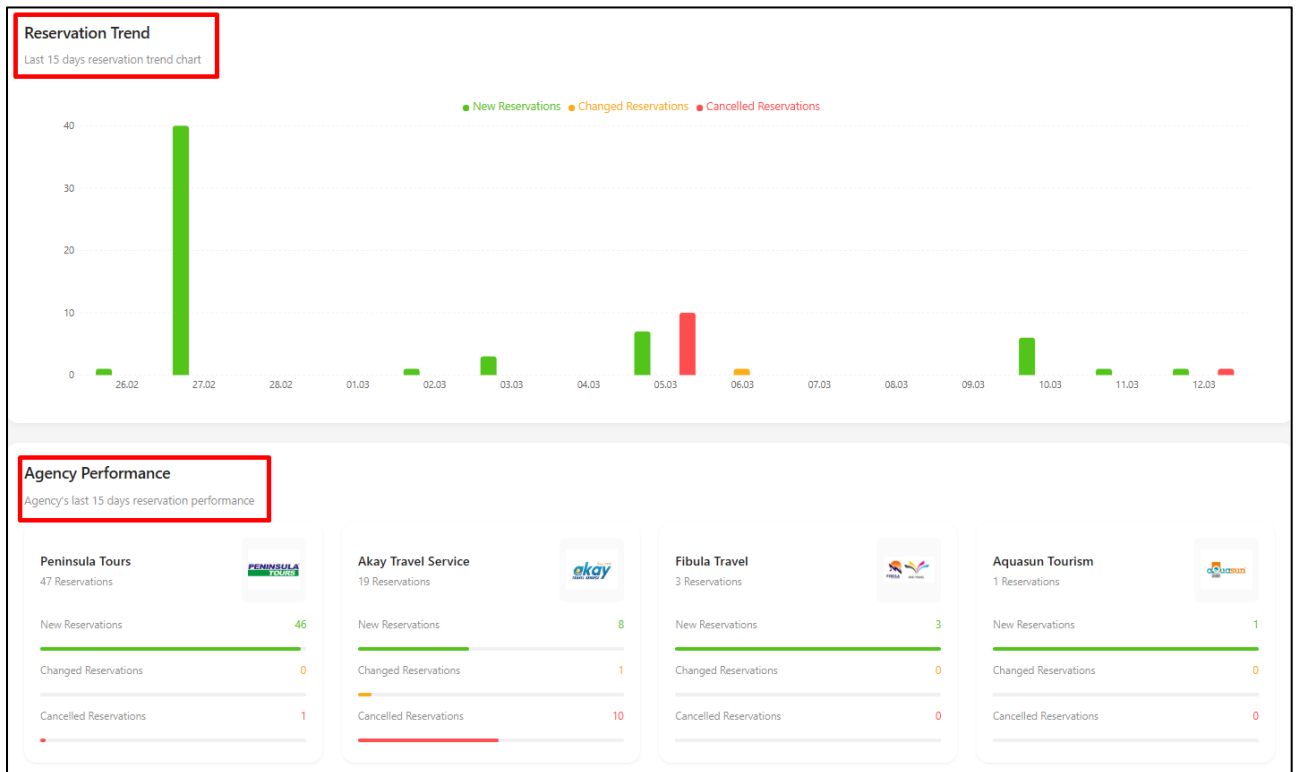
15-Day Reports:

- You can view 15-day performance reports for your property or all your hotels.



Reservation Trends:

- Reservations, modifications, and cancellations over a 15-day period can be listed in detail.
- Reports can be tracked using filters such as **NEW, MODIFIED, CANCELLED**.



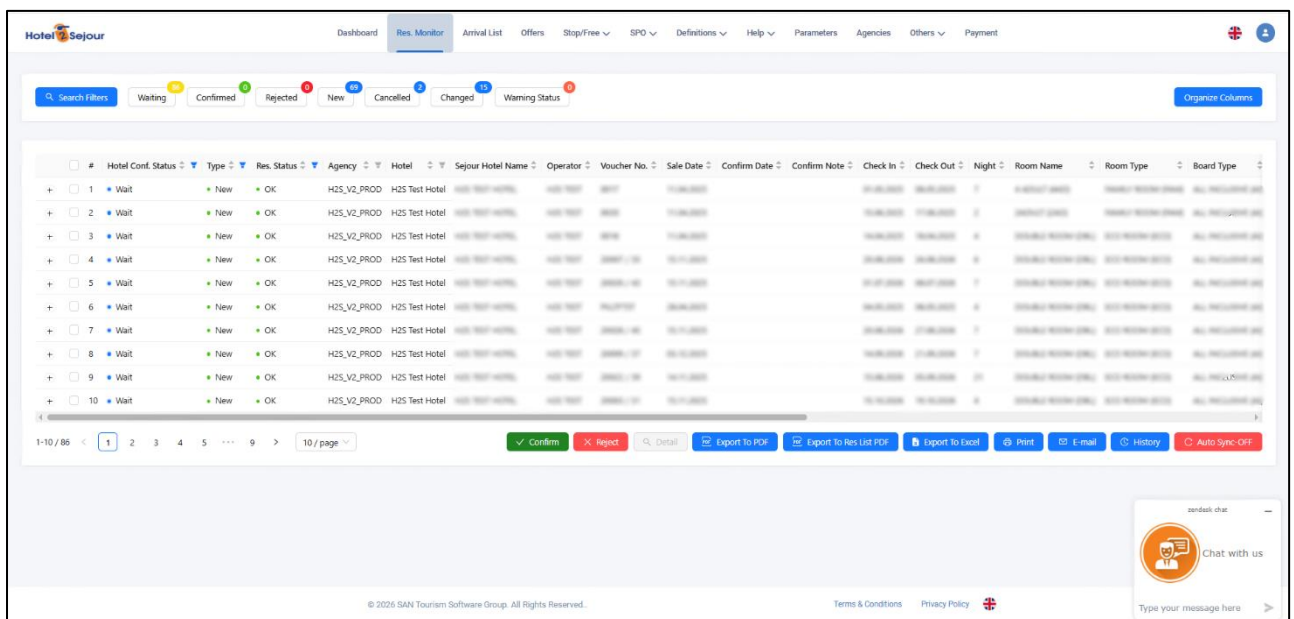
Hotel2Sejour Features and Usage

This section contains the basic features and usage details of Hotel2Sejour. It is organized to explain the operations performed on the system step by step.

1.Reservation Monitor

The Reservation Monitor is the area where you can manage the reservations coming to your hotel.

Additionally, you can customize the Reservation Monitor according to your preferences using the **“Organize Columns”** option located at the top right corner, as shown in the screenshot below.



1.1 Filtering and Viewing Reservations

1. Go to the **Reservation Monitor** tab.
2. Use the filter area to select the desired information and perform a search.

- a. Pending reservations
- b. Confirmed reservations
- c. Rejected reservations

To view reservation details, right-click on the reservation and select the relevant actions.

The screenshot displays the Hotel 2Sejour web application interface. The main navigation bar includes 'Anasayfa', 'Rezervasyon Monitörü', 'Giriş Listesi', 'Teklifler', 'Stop/Free', 'SPO', 'Tanımlamalar', 'Yardım', 'Parametreler', 'Acenteler', 'Diğer', and 'Ödeme'. The 'Rezervasyon Monitörü' tab is active. A search filter dialog box is open, titled 'Arama Filtresi'. The dialog contains several sections for filtering reservations:

- Otel:** H25 Test Hotel (selected), with 'Satış Başlangıç' and 'Satış Bitiş' date pickers, and 'Yetişkin Sayısı (Baş-Bit.)' input fields.
- Acenteler:** H25_LIVE2 (selected), with 'Giriş Başlangıç' and 'Giriş Bitiş' date pickers, and 'Çocuk Sayısı (Baş-Bit.)' input fields.
- Voucher:** Empty, with 'Çıkış Başlangıç' and 'Çıkış Bitiş' date pickers, and 'Bebek Sayısı (Baş-Bit.)' input fields.
- Konfirme Durumu:** Wait (selected), with 'Konfirme Tarihi Başlangıç' and 'Konfirme Tarihi Bitiş' date pickers, and 'Toplam Pax (Baş-Bit.)' input fields.
- Uyarı Durumu:** 'Sadece Uyarılı Rezervasyonları Göster' checkbox is unchecked.
- Rezervasyon Türü:** New (selected), Changed, +1...
- Rezervasyon Durumu:** OK, OnRequest

At the bottom of the dialog are buttons for 'Arama', 'Inhouse', 'Kaydet', and 'Temizle'. The background shows a list of reservations with columns for 'Otel Konf. Durumu', 'Tür', and 'Yeni'. The footer includes '© 2024 SAN Tourism Software Group. Tüm Hakları Saklıdır.', 'Şartlar & Koşullar', 'Gizlilik Politikası', and a search icon.

1.2. Reservation Confirmation and Cancellation Procedures

- To confirm or reject a pending reservation, right-click on the reservation and select the desired action.
- Alternatively, you can use the “**Confirm**”, “**Not Confirm**”, or “**Detail**” buttons.
- To obtain a **PDF copy** or print the reservation list, click the **PDF** or **Print** buttons.

1.3. Tracking Reservation History

- To view reservation changes, click the “**History**” button.
- You can check when the reservation was modified and by whom.

1.4. Performing Bulk Actions

- By selecting multiple reservations, you can perform bulk actions such as **confirming, rejecting, generating PDF outputs, printing, and sending emails.**
- (To ensure the system operates more efficiently, bulk actions are limited to a maximum of **10 selections at a time.**
- Please perform your bulk actions in groups of **10 reservations at a time.**

2. Check-in List

🔑 The Check-in List is the section where you can view the list of guests checking into the hotel.

2.1. Creating a Check-in List

1. Select the date range.
2. Specify the confirmation status (e.g., Confirmed, Pending, etc.).
3. Click the “**Search**” button to generate the list.
4. You can download the check-in list as **Excel** or **PDF**, or print it.

The screenshot shows the 'Arrival List' search interface in the Hotel 2Sejour system. The top navigation bar includes 'Dashboard', 'Res. Monitor', 'Arrival List' (highlighted), 'Offers', 'Stop/Free', 'SPO', 'Definitions', 'Help', 'Parameters', 'Agencies', and 'Others'. The main search area contains the following fields:

- * Hotel:** A search input field with 'H2S Test Hotel' entered. A dropdown menu is open, showing suggestions: 'H2S Test Hotel', 'Merve Test Hotel 1', 'PROJE TEST-H2S', and 'Support Test Hotel'.
- * Hotel Confirm Status:** A dropdown menu with the text 'Choose Confirm Status'.
- * Agencies:** A multi-select field containing 'H2S LIVE', 'H2S_LIVE2', 'H2S_V2_PROD', and '+ 3 ...'.
- * Date Filter By:** A dropdown menu.
- Date Range:** Two 'Select ...' buttons with calendar icons.

A blue 'Search' button is located to the right of the search fields. At the bottom right, there is a 'Live Support' button. The footer contains the copyright notice '© 2026 SAN Tourism Software Group. All Rights Reserved.', 'Terms & Conditions', and 'Privacy Policy'.

3. Offers

🔑 The **Offer Management** section helps you create reservation opportunities in response to agency requests for a specific hotel.

3.1. Creating an Offer

1. View requests from agencies on the **Offer Pool** screen.
2. Create a price offer based on the hotel's availability.
3. Set the option period and send the offer.

The screenshot displays the 'Offer List' interface in the Hotel 2Sejour system. The top navigation bar includes 'Dashboard', 'Res. Monitor', 'Arrival List', 'Offers', 'Stop/Fee', 'SFO', 'Definitions', 'Help', 'Parameters', 'Agencies', 'Others', and 'Payment'. The 'Offers' section is active, showing a 'Refresh' button in the top right corner.

The interface is divided into two main columns: 'Waiting Offers' and 'My Offers'. Both columns feature a table with 'Image', 'Detail', and 'Action' headers.

Waiting Offers:

- Offer 1:** H2S Test Hotel - Offer : 9. Dates: 05.08.2026 / 12.08.2026 / 7 Night. 10 Adult 3 Child. STANDARD SEA VIEW. Price: 150 EUR / Room. Status: Requested. Action: Details.
- Offer 2:** PROJE TEST-H2S - Offer : 9. Dates: 05.08.2026 / 12.08.2026 / 7 Night. 10 Adult 3 Child. STANDARD SEA VIEW. Price: 150 EUR / Room. Status: Requested. Action: Details.

My Offers:

- Offer 3:** PROJE TEST-H2S - Offer : 7. Dates: 04.12.2025 / 27.12.2025 / 3 Night. 20 Adult. FAMILY ROOM LAND VIEW. Price: 150 EUR / Room. Status: Requested. Action: Details.

A 'Live Support' button is located in the bottom right corner of the interface.

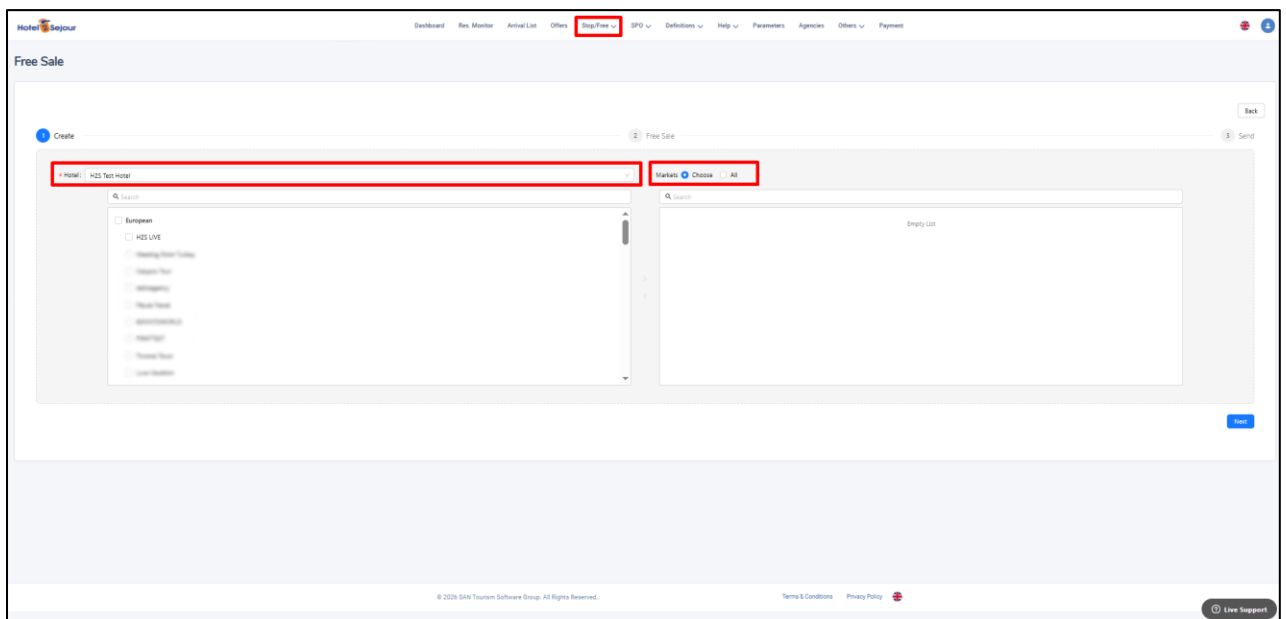
4. Stop/Free Sale Management

🔑 **Stop Sale & Free Sale** is a feature used to close hotel sales or offer promotions for specific dates.

4.1. How to Perform a Stop Sale?

Before entering stop sale or free sale, it is necessary to complete the definitions in the **Settings** section, including other agencies, market definitions, agency markets, and room definitions.

1. Go to the **“Stop/Free Sale”** tab.
2. Click the **“Create New Stop Sale”** button.
3. Select the hotel and agencies.
4. Set the stop sale date range and save.
5. After confirming the action, an email notification is sent to the agencies.



4.2. Tracking and Cancelling Stop Sale

- You can track the sending and reading status of Stop Sale actions.
- To cancel a Stop Sale, click the **“Cancel”** button on the relevant record.

4.3. Free Sale Operation

- The Free Sale function allows you to reopen rooms that were previously closed for sale on specific dates.
- You can complete the process by clicking the **“New Free Sale”** button.

5. SPO (Special Offers) Management

🔑 **SPO (Special Pricing)** helps you provide agencies with special price offers for specific dates.

5.1. Creating a New Action

1. Go to the “**SPO**” tab.
2. Click the “**Create New Action**” button.
3. Select the agencies and markets.
4. Enter the details of the special pricing.
5. Complete the process by **saving and sending** the offer.

The screenshot displays the 'SPO' management interface in the Hotel 2Sejour system. The top navigation bar includes 'Dashboard', 'Res. Monitor', 'Arrival List', 'Offers', 'Stop/Free', 'SPO', 'Definitions', 'Help', 'Parameters', 'Agencies', 'Others', and 'Payment'. The 'SPO' tab is highlighted with a red box. Below the navigation, the 'Action' section shows a note: 'Note : Your hotel has pending actions as drafts. Please check the list below.' A table lists these pending actions with columns for 'Spo No', 'Mail Subject', and 'Status'. Each row includes a set of action buttons: 'Edit', 'Email', 'Export to PDF', 'Print', and 'Delete'. The table contains 10 rows of draft actions, with 'Mail Subject' values including 'TEST SPO' and 'Spo'. At the bottom of the page, there is a footer with copyright information, 'Terms & Conditions', 'Privacy Policy', and a 'Live Support' button.

Display Size	Spo No	Mail Subject	Status	Actions
10	389	TEST SPO	Draft	Edit Email Export to PDF Print Delete
	387	TEST SPO	Draft	Edit Email Export to PDF Print Delete
	384	Spo	Draft	Edit Email Export to PDF Print Delete
	383	Spo	Draft	Edit Email Export to PDF Print Delete
	383	Spo	Draft	Edit Email Export to PDF Print Delete
	382	Spo	Draft	Edit Email Export to PDF Print Delete
	381	Spo	Draft	Edit Email Export to PDF Print Delete
	381	Spo	Draft	Edit Email Export to PDF Print Delete
	380	Spo	Draft	Edit Email Export to PDF Print Delete
	379	Spo	Draft	Edit Email Export to PDF Print Delete

5.2. Tracking Sent Actions

- You can track sent actions from the **report screen**.
- To cancel an action, use the “**Cancel Action**” button.

6. Definitions

🔑 **Definitions** allow you to manage your hotel's settings within the system.

6.1. Room Definitions

You can add new room types and assign accommodation capacities to these rooms.

6.2. Boarding Definitions

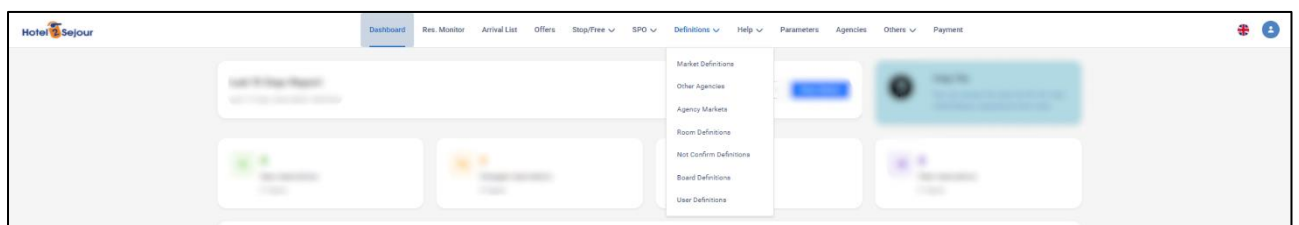
You can add accommodation types such as half board, all-inclusive, etc.

6.3. Agency and Market Definitions

Agencies not available in the Sejour system can be manually added. You can define which markets you will work with for each agency.

6.4. User Definitions

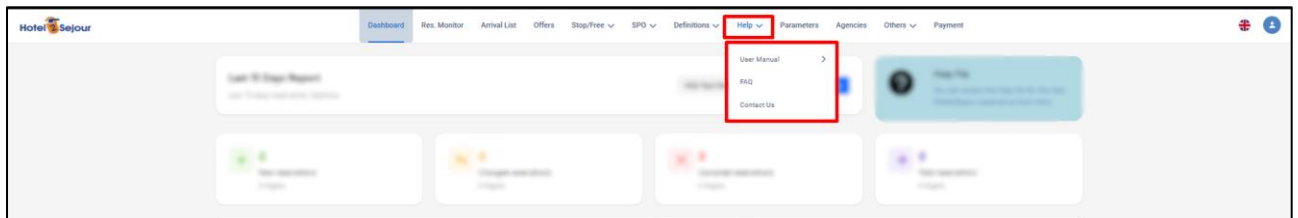
You can add new users and assign permissions. Unused users can be set to inactive.



7. Help and Support

🔑 The **Help** tab provides access to frequently asked questions and user guides.

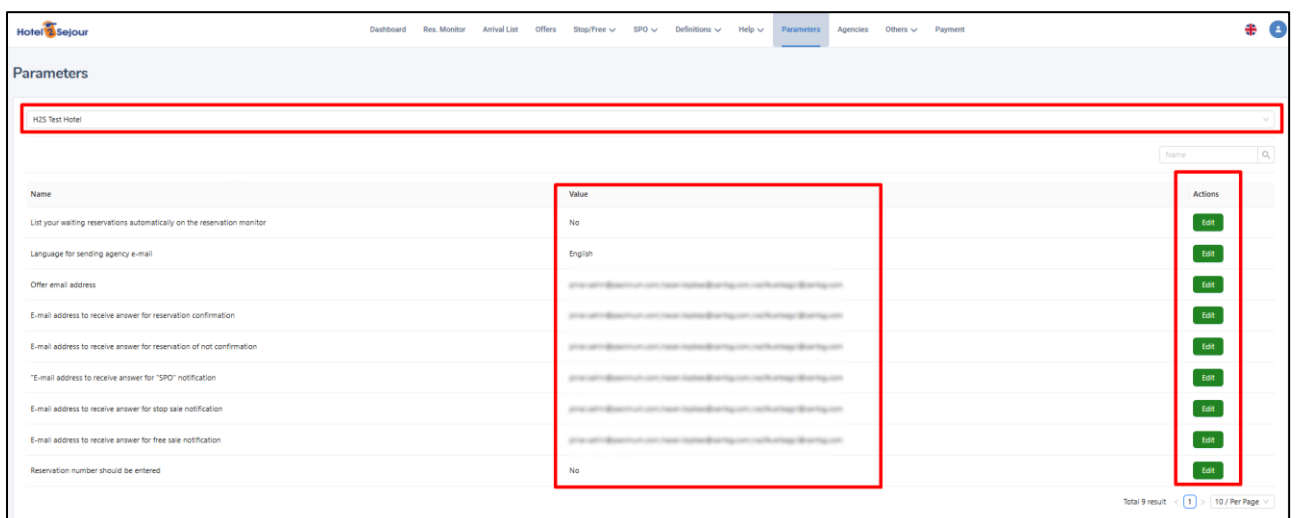
- **Reservation Monitor User Guide**
- **Stop/Free Sale Management Guide**
- **Frequently Asked Questions (FAQ)**
- **Contact Support Team: support@hotel2sejour.com**



8. Parameters and Notifications

🔑 The **Parameters** tab allows you to manage email notifications and automation settings within the system.

You can customize this section according to your own workflow and internal processes.



9. Connecting with Agencies

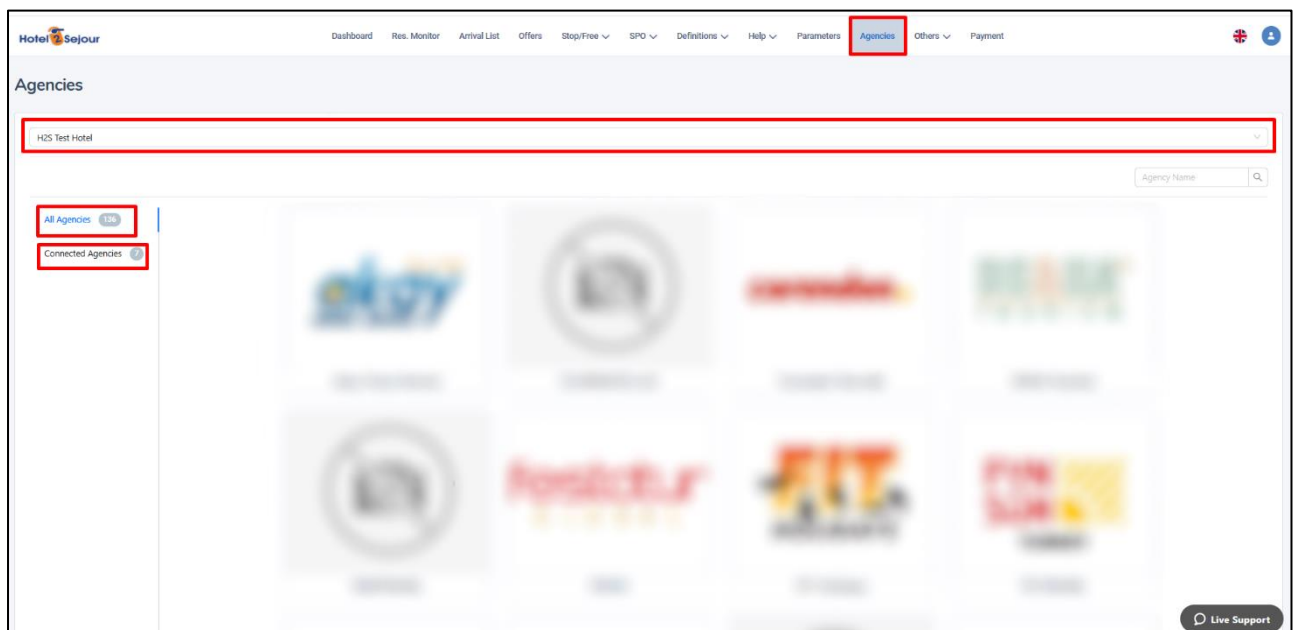
🔑 The **Agencies** tab lists all agencies that are users of Hotel2Sejour.

9.1. Accessing Agency Information

You can view the contact information of the relevant agency.

9.2. Establishing a New Connection

- To connect with an agency, click on the **CONTACT** section.
- By filling in the required fields, a contract request can be sent to the agency.



10. Payment and Subscription Period

The **Payment** tab allows you to track your system usage period and payment status.

Payment Alerts

- A payment reminder notification will appear on the home page **10 days before your subscription expires**.
- Once the payment period has expired, **reservation entries may be temporarily suspended**.
- To avoid service interruptions, it is recommended to **make your payments on time**.

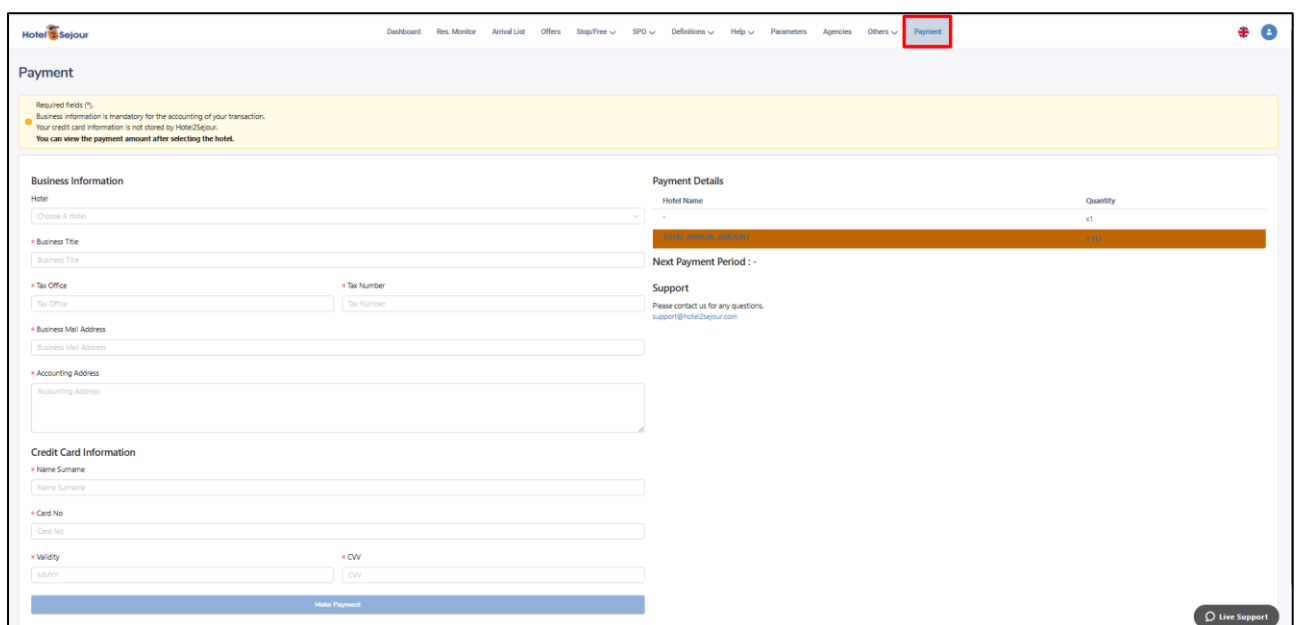
📧 **Sample Alert Message:** "You have 10 days remaining before your access expires."



10.2. Payment Methods

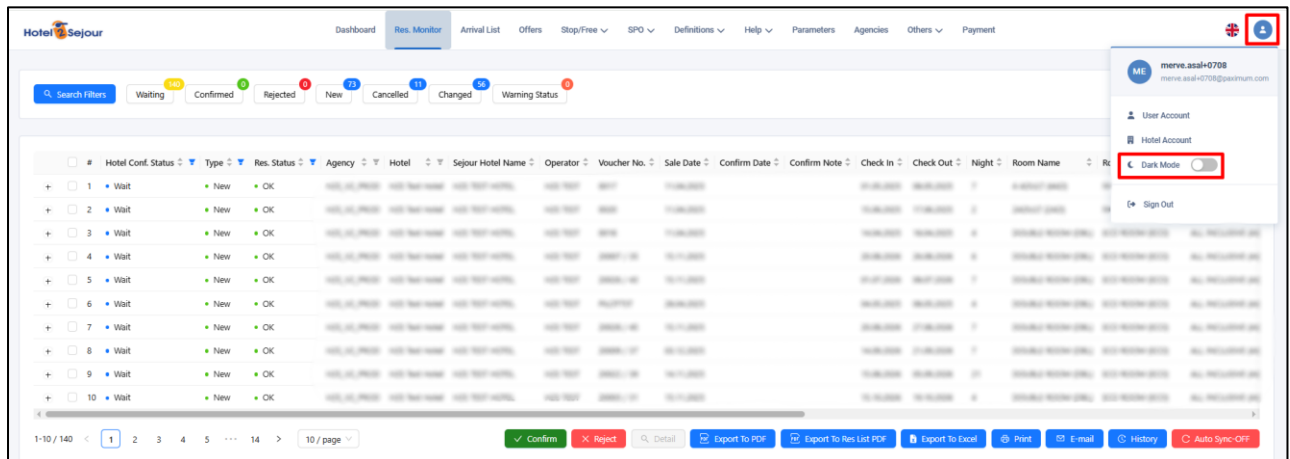
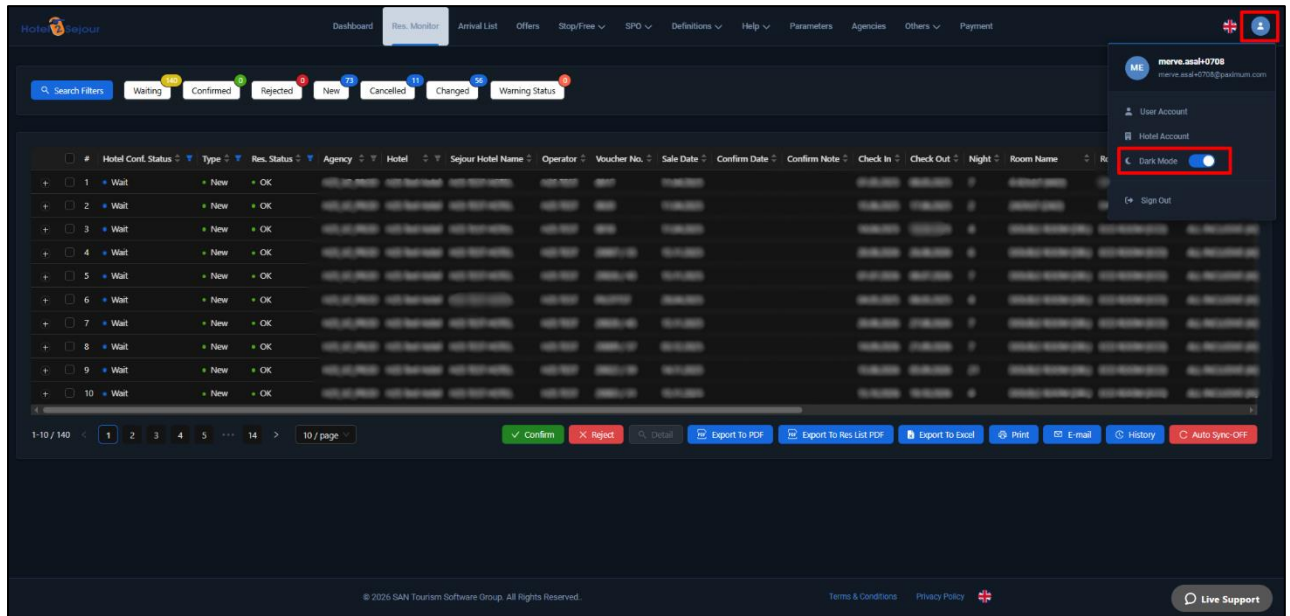
- You can make your payments via **credit/debit card** through the **Payment** tab on the home page.
- When paying by card, all requested information on the screen must be filled out completely.
- Alternatively, you can also make payments via **bank transfer** through our support team.

✉ For payment-related support: support@hotel2sejour.com

A screenshot of the Hotel 2Sejour 'Payment' form. The 'Payment' tab is highlighted in the top navigation bar. The form is divided into several sections: 'Business Information' (Hotel, Business Title, Tax Office, Business Mail Address, Accounting Address), 'Credit Card Information' (Name Surname, Card No, Validity, CVV), 'Payment Details' (Hotel Name, Quantity), 'Next Payment Period', and 'Support' (contact information). A 'Make Payment' button is at the bottom. A yellow warning box at the top states: "Required fields (*) Business information is mandatory for the accounting of your transaction. Your credit card information is not stored by Hotel2Sejour. You can view the payment amount after selecting the hotel."

11. Personalization Area

- There are two options: **Dark Mode** and **Light Mode**.



✈ This guide, covering all features of Hotel2Sejour, has been prepared to make your hotel management processes more efficient.

Kind regards,

Hotel2Sejour Training
&Support