

Important to know in advance about the Pitchup connection:

- Qenner does not support payment processing
- Only sending prices and availability is supported in the connection
- The extras will not synchronize automatically in the connection. Adding and managing the extras is your own responsibility
- Adding and managing content is your own responsibility. The connection does not support content
- The extra person rates are manually added by Qenner for the connection. In case of a change to the extra person rates, report the change to Qenner

Steps for connecting accommodation(s):

1. Contact Pitchup via enquiries@pitchup.com and indicate that you want to connect via Qenner.
2. Pitchup will support you with the creation of the listings.
3. Notify Qenner that everything has been set up on Pitchup. You can do this by sending the completed Pitchup new park form to support@qenner.com.
4. Qenner configures the connection so that the accommodations are linked to your PMS.
5. Qenner sends a confirmation that the connection has been set up. Please note that it can take up to 48 hours for the prices, availability, and calendar to be processed by Pitchup.

Information needed for the Pitchup new parc form

There is an instruction below about where to find the information needed for the form. For questions about the Pitchup partner portal, please contact enquiries@pitchup.com. For questions about the accommodation ID PMS, Accommodation name PMS and extra person rates, please contact the support of your PMS.

API key:	In the Pitchup partnerportal, you can find this in the my details section
Pitchup Campsite ID:	In the Pitchup partnerportal, you can find this top left behind the parc name
Pitchup Pitch ID(s):	In the Pitchup partnerportal, hover with your mouse over the relevant Pitch type. Do this for each pitch typ that needs to be connected
Extra person rates:	These come from your own PMS. If they are not present leave this section in the Pitchup new park form blank. For questions regarding your Extra person rates, please contact the support of your PMS

The screenshot shows the Pitchup partner portal interface. At the top, there is a navigation bar with tabs: Accueil, Informations sur le site, Types d'unités et suppléments, Tarifs, Disponibilité, Photos (64), Demandes, Avis, Statistiques, and Réservations. A blue arrow points to the 'Types d'unités et suppléments' tab. Below the navigation bar, there is a red banner with the text: 'Réservation / Disponibilité: Enregistré mais pas encore en ligne' and 'complété à 78 % - voir ce qu'il reste'. Below the banner, there is a section titled 'Vous avez 10 types d'unités activés'. Underneath, there is a section titled 'Activez les types d'unités'. There are two unit listings. The first listing is 'Emplacement sur herbe et gravier avec électricité' with a 'Type de tarif' field containing 'Emplacement sur herbe et gravier avec électricité | ID:23691'. A blue arrow points to the 'ID:23691' in the 'Type de tarif' field. The second listing is 'Emplacement sur herbe et gravier avec électricité (XL)' with a 'Type de tarif' field containing 'CXL'. Below the listings, there is a section titled 'Extras activés: Voiture supplémentaire, Moto supplémentaire, Animal de compagnie'. At the bottom, there is a section titled 'Mobil-home 1 chambre (2 personnes, premium)'.