

Auctores - Help & Training Center

Understand what Auctores does, why it creates value, how to set up your first property, and how to read each dashboard, report, cancellation view, strategy control, and override.

Start here

Watch the onboarding video, then follow the first-session checklist before configuring a live property.

First-session checklist

Use this order while setting up your first property.

1. Watch the onboarding video and follow the setup steps shown there.
2. Connect or select the property you want to configure.
3. Turn on Auto Apply once your setup is checked. It is off by default, and Auctores only starts overbooking and recovering revenue when it is on.
4. Review the dashboard and reports before increasing risk or changing the baseline strategy.

Where to go in Auctores

Use this map when you need to find the right part of the platform after the first setup.

1. Properties: choose the hotel or property you want to review.
2. Configuration: set the date window, risk strategy, room-type scope, Auto Apply, and run schedule.
3. Dashboard: review daily demand, room-category pressure, recommendations, and likely cancellations.
4. Reports: check realized impact and prediction accuracy before changing the baseline strategy.
5. Overrides: pause Auto Apply or change strategy for a specific date range without changing the whole setup.
6. Help & Training: return here for the full guide, PDF, and topic-by-topic explanations.

Getting started

The shortest path from first login to a conservative, useful setup.

Understand the purpose of Auctores before changing settings.

Use the first-session checklist to avoid missing setup steps.

Start with a conservative configuration and review results before tuning.

Recommended first action

Watch the video, configure one property with Safe strategy, then use the dashboard and reports for the first weekly review.

What Auctores is for

Auctores helps hotels recover revenue that would otherwise be lost when rooms stay blocked for reservations that are likely to cancel or no-show. It forecasts cancellation risk and recommends how much extra availability can be opened safely.

It is not a replacement for your PMS or revenue strategy.

It gives date-level and room-category signals so the team can act with control.

How the workflow works

Auctores reads PMS reservation and availability data, estimates which future room nights are likely to cancel or no-show, then turns that risk into an overbooking recommendation using your strategy, room-type scope, exclusions, and overrides. If Auto Apply is enabled, Auctores writes the recommended availability to the configured PMS target; if it is off or paused, the team can review the recommendation without automatic PMS writes.

Prediction is the expected cancellation/no-show risk; recommendation is the extra availability Auctores

suggests opening.

Dashboard is for daily decisions, Reports are for completed-period review, and Overrides are for temporary exceptions.

Auto Apply controls PMS writes and can be paused for selected date ranges without changing the baseline setup.

Your plan and setup

For the standard direct-hotel offer, your first month is free from the day you turn on Auto Apply. After that, Auctores charges 7% of the room revenue recovered through Smart Overbooking. Your hotel keeps 93%. If no revenue is recovered, you pay nothing.

The fee applies to recovered room revenue, not total hotel revenue, forecasts or future booking pipeline.

Sign up and connect your PMS yourself, or request setup with your hotel name and PMS. Our team will send access and setup instructions; a walkthrough is optional.

During your free month, our team contacts you to agree billing for the months after. Existing and negotiated partner agreements keep their own terms.

Request setup: <https://www.auctores.ai/contact?intent=setup>

How pricing works: <https://www.auctores.ai/pricing>

Connect a hotel using Apaleo

Once you have your Auctores access, connect the intended Apaleo account. Apaleo authorization includes permission to manage availability. Auto Apply is a separate Auctores setting that controls automatic availability updates; review it before activating a property.

Use the Connect action on the Auctores listing in Apaleo Store, or open the Apaleo sign-in link below.

Sign in to Auctores and complete email verification if requested.

On the connection page, choose Connect Apaleo. Sign in to the intended Apaleo account and review the requested permissions before authorizing.

After authorization, Auctores checks the connection and opens Properties. Select the hotel you want to configure.

Check the hotel, room categories, strategy and Auto Apply setting in Configuration. Auto Apply is off by default; turn it on when you are ready for Auctores to start updating availability and recovering revenue.

If your hotel is missing or the connection fails, check that you used the intended Apaleo account and contact our team. Do not create duplicate connections to troubleshoot.

Open Apaleo Store: <https://store.apaleo.com/apps/auctores-smart-overbooking>

Sign in for Apaleo setup: <https://app.auctores.ai/overbooking/login?scope=apaleo>

Your first session

Use the first session to understand the product, connect the right property, and choose a safe baseline. Do not start by optimizing every setting. A good first setup is simple, conservative, and easy to review.

Watch the onboarding video.

Confirm the property and PMS connection.

Choose Safe strategy and a normal daily run schedule.

Review dashboard output before activating more aggressive choices.

Recommended starting setup

Start with a rolling future window, Safe strategy and any sensitive room categories excluded. Review the recommendations with your team before deciding whether to enable automatic availability updates.

Use Safe as the baseline.

Auto Apply is off by default. Review your first recommendations, then turn it on: Auctores only starts overbooking and recovering revenue once Auto Apply is on.

Use overrides for events or exceptional periods instead of changing the whole baseline setup.

Where to find things

The app areas map to the workflow. Properties gets you into the hotel, Dashboard shows recommendations and likely cancellations, Configuration controls the baseline setup, Overrides handles temporary changes, and Reports shows impact and accuracy.

- Use Dashboard for daily review.

- Use Reports for weekly trust and tuning.

- Use Overrides for temporary exceptions.

Understanding the dashboard

How to read daily demand, cancellation risk, room-category pressure, and recommended overbooking.

- Read the full-property chart before making date-level decisions.

- Switch to room category to see which categories drive predicted cancellations.

- Use the chart together with likely cancellations before changing a recommendation.

Recommended first action

Review the full-property view first, then switch to room category when you need to understand which inventory types are most exposed.

What the dashboard answers

The dashboard answers the daily operating question: where do we have booked demand, where is cancellation risk high, and where does Auctores recommend opening extra availability?

- Use it for day-by-day review.

- Use the date filters to focus on the period your team is managing.

Full-property view

The full-property chart aggregates the hotel. It compares projected occupancy, in-house occupancy, at-risk occupancy, free capacity, excluded capacity, suggested overbooking, and override markers.

- Suggested overbooking is the recommended extra room count for the date.

- At-risk occupancy helps explain why the recommendation exists.

- Override markers show where a manual decision replaces the normal recommendation.

- Use the action-history download when you need to audit PMS availability writes.

Room-category view

Room-category view shows which categories are most affected by predicted cancellations. It uses room-type report data and focuses on projected arrivals and predicted cancellations for the selected category.

- Use it when one category looks risky or operationally sensitive.

- Capacity and suggested overbooking are not yet shown at this granularity when the source data does not expose them.

- The selected-period predicted cancellation rate summarizes risk for that category.

What to do next

If the recommendation looks reasonable, keep the baseline setup running. If one date is unusual, use an override. If the same pattern repeats for weeks, review strategy and reports before changing risk level.

- Do not increase aggressiveness from one chart spike alone.

- Use reports to confirm whether the model and strategy are performing as expected.

Most likely cancellations

Use the donut and table to understand which reservations and room categories drive cancellation risk.

- The donut gives a quick room-category split for the selected period.

- The table shows the reservation-level drivers behind the prediction.

Filters help separate stayover, arrival, and departure questions.

Recommended first action

Use this view when the dashboard recommendation needs explanation or when operations wants to inspect the reservations behind the risk.

What this view is for

Most Likely Cancellations explains the prediction underneath the chart. It helps the team see whether risk is concentrated in one room type, one date range, or a small set of reservations.

Use it to build confidence in the recommendation.

Use it before manually changing a date that looks surprising.

Room-type donut

The donut summarizes predicted cancellations by room type for the selected period. It is a quick category signal, not a replacement for the reservation table.

Large slices show categories that drive most cancellation risk.

Use the table when you need reservation-level detail.

Date and room filters

Stayover mode shows reservations active during the period. Arrival mode focuses on reservations arriving in the period. Departure mode focuses on reservations leaving in the period.

Use stayover for operational occupancy review.

Use arrival when reviewing upcoming check-ins.

Use departure when analyzing stays ending in the period.

Reservation ID and room-type filters narrow the table; the donut remains a period-level category signal.

Reservation table

The table lists reservation ID, arrival, departure, room type, confidence, and a PMS link when available.

Highest and High confidence rows are the first reservations to inspect when you need detail.

The table is ordered by cancellation risk.

The PMS link lets the team check the live reservation record.

Confidence labels show model strength, not a guaranteed cancellation.

What to do next

If risk is spread across many normal reservations, keep the recommendation. If risk is concentrated in a category the team cannot overbook, adjust room-type exclusions or use an override.

Do not contact guests only because they appear in this table.

Use it as decision support for overbooking, not as a guest-service action list.

Reports and prediction accuracy

Understand realized impact and compare model predictions, recommendations, and actual cancellations.

Realized Impact shows whether overbooking created measurable value.

Prediction Accuracy compares predicted, recommended, and actual cancellations/no-shows.

Use reports for weekly tuning instead of reacting to one date.

Recommended first action

Review reports weekly. Keep Safe if impact is positive and operations are comfortable; only test Moderate after stable evidence.

What reports answer

Reports answer whether Auctores is helping and whether the current strategy is calibrated well. They are the best place to review performance over time instead of judging one operational day.

- Use reports for weekly review.

- Use dashboard for daily operations.

Realized Impact report

Realized Impact tracks recovered revenue and impact from overbooking recommendations. It helps confirm whether the current setup is creating value and whether that value is consistent.

- Look for stable positive impact over time.

- Investigate unusual drops before changing strategy.

Prediction Accuracy report

Prediction Accuracy compares predicted cancellations/no-shows, strategy-based recommended overbooking, and what actually happened. The recommended-vs-actual gap is the practical operating signal because the recommendation is intentionally more conservative than the raw prediction.

- Actual higher than recommended means there was unused safe room.

- Recommended higher than actual means the strategy may have been too aggressive for that period.

Stay days and arrival weeks

Stay days match operational occupancy exposure and are the default view. Arrival weeks group reservations by arrival week and are useful for broader trend checks. Open periods are excluded from accuracy KPIs.

- Use stay days for operational review.

- Use arrival weeks for a broader trend summary.

- New or recently activated properties may show limited data until completed periods exist.

What to do next

If reports show conservative positive value, keep the setup. If actual cancellations repeatedly exceed recommendations, you may have room to test Moderate. If recommendations exceed actuals, stay Safe and use overrides for special cases.

- Use several completed periods before changing the base strategy.

- Ask support for a second review if the gap is consistently surprising.

Configuration strategy

Choose the timeframe, risk level, room-type scope, Auto Apply behavior, and operating schedule.

- Safe is the recommended starting point for most properties.

- Auto Apply updates PMS availability automatically when the team is ready.

- Use scenarios to choose a first setup instead of guessing each control.

Recommended first action

Start with a rolling window and the Safe strategy, and exclude sensitive room categories if needed. Auto Apply is off by default: turn it on once your setup is checked, because Auctores only starts overbooking and recovering revenue when it is on. Review the first weekly report before increasing risk.

What configuration controls

Configuration defines the baseline behavior for the property: which dates Auctores analyzes, how conservative the recommendation should be, which room categories are included, where PMS availability is written, and when the task runs.

- Baseline configuration should be stable.

- Temporary exceptions should usually be handled with overrides.

Fixed dates vs rolling window

Fixed dates analyze one defined period. A rolling window moves forward automatically, so the task keeps covering future arrival or stay dates without manual updates.

- Use rolling windows for normal ongoing operation.

- Use fixed dates for a limited test or special project.

Safe, Moderate, Aggressive

Aggressiveness controls how much predicted cancellation risk is converted into overbooking. Safe is conservative, Moderate recovers more value with more operational exposure, and Aggressive should only be tested with strong evidence.

- Start Safe.

- Test Moderate only after stable reports.

- Avoid Aggressive as a first setup.

Room-type scope

Room-type scope decides which categories Auctores can consider. Exclude categories that are sensitive, premium, operationally difficult, or not suitable for overbooking.

- Exclude hard-to-move categories first.

- Review exclusions once the team trusts the recommendations.

Room-type scope decides what Auctores can consider; target room type decides where Auto Apply writes availability.

Target room type and Auto Apply

The target room type is where Auctores writes PMS availability. Auto Apply means Auctores updates PMS availability automatically according to the recommendation.

- Use Auto Apply when you want daily PMS updates.

- Use a pause override for temporary periods when automation should stop.

Two recommended scenarios

Recommended start: rolling window, Safe strategy, sensitive categories excluded if needed, then turn on Auto Apply (it is off by default) and review the weekly report. Cautious validation: Safe strategy, keep Auto Apply off or paused for a defined period while the team reviews recommendations manually, then turn it on when comfortable. To start overbooking and recovering revenue, Auto Apply must be on.

- Default start is best for most properties that want value quickly.

- Cautious validation is useful when the team needs internal approval before PMS writes.

Overrides and period control

Pause auto-apply or change strategy over a date range without changing the baseline setup.

- Use bulk date ranges instead of editing one day at a time.

- Pause PMS auto-apply for unusual periods while the rest of the setup continues.

- Temporarily switch strategy for a period and review it in list or timeline view.

Recommended first action

Use overrides for temporary exceptions. Keep the baseline configuration stable unless the same exception repeats over many completed periods.

What overrides are for

Overrides are date-based exceptions to the baseline configuration. They are useful when a specific period needs special handling but the normal setup should continue before and after that period.

- Use overrides for events, renovations, demand spikes, or operational constraints.

- Do not change the whole configuration for a short exception.

Overlapping same-type overrides for the same dates are blocked so decisions do not silently conflict.

Pause PMS auto-apply

An auto-apply pause stops automatic PMS availability changes for the selected dates. This gives the team control over risky or unusual periods without disabling the property completely.

Use it when operations wants manual control for a period.

Remove or edit the pause once the period has passed.

Temporary strategy change

A strategy override changes the aggressiveness level for selected dates. For example, you can keep the property Safe by default but use Moderate for a specific period after reviewing evidence.

Use Safe for extra caution.

Use Moderate only when the team accepts more exposure.

Avoid using temporary changes as a hidden permanent baseline.

List and timeline views

The timeline gives a quick scan of active, scheduled, and past overrides across months. The list view is better for audit, search, editing, and reviewing exact titles, notes, values, and dates.

Use timeline for planning.

Use list for detailed review and edits.

What to do next

Create an override with a clear title, date range, value, and note. After the period, review reports and either remove the exception or turn the learning into a deliberate baseline configuration change.

Prefer one clear override group over many single-day edits.

Use notes so another team member understands the decision later.

Best practices

Practical habits for recovering revenue while staying in control.

Start Safe, review evidence, then tune slowly.

Use overrides for unusual periods instead of changing the whole setup.

Keep the PDF and training links available for team handover.

Recommended first action

Set a weekly review habit: dashboard for daily operations, reports for tuning, overrides for exceptions, and configuration changes only after evidence.

The operating principle

Auctores works best when the baseline is simple and stable. The team should use daily views for operations, reports for evidence, and overrides for temporary exceptions.

Avoid changing too many controls at once.

Write down why important overrides were created.

Weekly review rhythm

Review realized impact and prediction accuracy every week. Confirm whether the current strategy is recovering revenue and whether recommendations are too conservative, balanced, or too aggressive.

Use completed periods only.

Compare several periods before tuning.

Protect unusual periods

Major events, one-off demand spikes, group blocks, renovations, or staffing constraints can make a normal recommendation less appropriate. Use overrides to protect these periods while normal dates continue running.

- Pause auto-apply for operational risk.

- Use temporary strategy changes only when the reason is clear.

Team handover

Keep the Help & Training Center and PDF available for new team members. A new user should know where to find the dashboard, reports, configuration, and overrides before changing settings.

- Use the first-session checklist for new users.

- Share the relevant guide when asking someone to review a report or override.

When to ask for help

Ask Auctores support when a report looks surprising, when you are considering a more aggressive strategy, or when a property has unusual room-category constraints.

- Bring the relevant date range and report view.

- Explain any local events or operational constraints.

Need help?

Contact Auctores support if you want help reviewing a strategy, onboarding a team member, or validating automation settings.

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