

ACCOMMODATION BUSINESS USER MANUAL



Updated

8/02/14

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BEFORE SIGNING UP, PLEASE SEARCH RoomsHere.com TO CHECK THAT YOUR PROPERTY IS NOT ALREADY LISTED.

If it is already listed, please send us an email so that we can help you edit the existing listing.

Chapter 1. SIGN UP as a New User

1.1 CREATE AN ACCOUNT

Go to www.roomshere.com

Click on **Industry Login**

As a first time user of Roomshere.com, you will need to create an account by clicking **Sign Up**

Select Account Type **Accommodation Business**, click **Next**.

Create New User - record these details for future use.

PLEASE NOTE If you do not have an email address, you will not be able to maintain an Advanced Listing - please contact the RoomsHere.com Office on 1300 ROOM4U (1300 766 648) so that we can set your property(s) up as a FREE Basic listing.

Enter **User Name** – RoomsHere.com will not allow duplicate usernames.

Enter and confirm your **Password**, which must be 7 characters

Enter your accommodation booking **Email** this is the email address that will be used if you need to retrieve your password.

Enter your Security Question and Answer
Click on **Create User**, **Continue** and **Next**

1.2 BUSINESS DETAILS

To demonstrate your professionalism, enter your **Business Name & GST** status.

If you are registered for GST, displaying your ABN or ACN means that corporate customers can deduct 10% from your rates.

These details will be published on your property details page.

Business Details

PUBLISHED ON DETAILS PAGE

Business Name:

ABN:

ACN:

☐ This business is not registered for GST

Postal Address

NOT FOR PUBLISHING

Address Line 1:

Address Line 2:

Town/City/Suburb:

Post Code:

State:

Primary Contact Details

NOT FOR PUBLISHING

Salutation:

First Name:

Last Name:

Position:

Email:

Telephone:

Mobile:

Fax:

Enter either your **ABN** or **ACN** or tick the box to display ***This business is not registered for GST.***

Ticking ***This business is not registered for GST*** does not display on the consumer website.

THE FOLLOWING INFORMATION IS USED FOR ADMINISTRATION ONLY AND WILL NOT BE PUBLISHED TO CONSUMERS

Enter your business postal address

Enter your primary contact details – please enter your accommodation booking email and telephone number here.

Click **Next** then **Finish**

You will now be taken to the **My Properties Page** ready to add your property – see **Chapter 2 – SETUP PROPERTY LISTING**

Chapter 2. SETUP PROPERTY LISTING

Accommodation Listings are made up of two main components to display information to consumers:

1. Information about the **Property** – its type, location, statistics etc
2. Its Rates, availability, special packages etc which are displayed using the **Product Calendar** function

Rooms Here.com gives you control on how you wish to display your **Property** and its **Products** and you can change the **Property** or **Product** details at any time.

2.1 ADD A PROPERTY

From the **My Properties Page**, click **Add or Delete Property**.

The screenshot shows the 'My Properties' page with a navigation bar containing 'My Properties', 'Account', and 'Services'. Below the bar, there are links for 'Properties', 'Add or Delete Property', and 'Take Ownership'. A message states: 'You have no listed or subscribed properties.' Below this, it says 'Choose one of the following options:' followed by two options: 'A. Click [Take Ownership](#) and enter the key number provided to activate a pre-listed property.' and 'B. Click [Add or Delete Property](#) to add a new property that is not already pre-listed.'

Enter the **Property Name**, select the **Property Type**.

The screenshot shows the 'Add New Property' form. It includes a message: 'This process adds a new property and once the property has been set up you will need to add your first product line.' Below this, it states 'Cost: AU\$132 inc GST (includes one free product line)'. There are input fields for 'Property Name' and a dropdown menu for 'Property Type' (currently set to 'Backpacker'). A 'Create' button is next to the dropdown. Below the form, there is a section titled 'Current Property list'.

Click **Create** which takes you to the **My Properties** page displaying the **Property Details** page.

2.2 PROPERTY DETAILS

NOTE: The **Property Details** page will not **Save** unless the compulsory fields have been entered – **Location, Address Line 1, Town/City/Suburb & Post Code**.

When selecting the **Location**, RoomsHere.com searches the data base for your selected town and automatically links it to the region and state.

NOTE: If your tourism region has recently changed, please provide us with the contact details of the Regional Manager so that we can make the necessary changes to our data base.

When entering the **Address** information, the **Town/City/Suburb** can be different to the **Location** that you selected.

This can be necessary if you wish your property to be included in a specific town search, but wish to display a more specific address so that consumers know exactly where the property is located.

All information in **Property Details** is visible to users except the **Assign Booking Agent** – see **CHAPTER 5 MISCELLANEOUS** for information on this function.

From the **My Properties** page, click on **Property Details**

[Property Details](#) | [Map](#) | [Statistics](#) | [Add or Delete Product Calendar](#) | [Linking to RoomsHere.com](#)

Property 'Example Property'

Property Name:

Property Type:

Location: *

Find by Town/City:

Find by State, Region:

State:

Region:

City/Town:

Suburb:

Address Line 1:

Address Line 2:

Town/City/Suburb:

Post Code:

Booking Telephone:

Booking Fax:


Booking Email:

Website:

Assign Booking Agent:










AAAT Rating:

Short Description:

Accreditation: ☐  NTAP

Visible: ☒ Visible to Users

Detailed Description:

B **I** **U**         

Property Image:

The **Property Name** and **Property Type** can be changed at any time

Enter your location town in the **Find by Town/City** box to search the data base for city, town, suburb region and state

Enter your location address and contact details

Leave **Assign Booking Agent** blank - see **MISCELLANEOUS** for information on sharing your calendar with an Agent

To maximise Search Engine Optimisation make sure that the **Short Description** contains the word "Accommodation", your **Property Name** and the name of your town/city

You can hide your property listing at any time by unticking **Visible to Users**

Enter a description of the Property.
NOTE: Some property facilities can be displayed via the Product Details page, where numerous options are available as tick boxes.

Click **Browse** to select your **Property Image** which should be no larger than 1000 KB (1 mg) and preferably no smaller than 200 KB.

Always click **Save**

2.3 MAP

It's important to show the property position on the map so that consumers can see exactly where it is located.

Doing so, also enters the GPS coordinates into our data base in readiness for future technology additions.

From **My Properties** page, Click on **Map**

[Property Details](#) | [Map](#) | [Statistics](#) | [Add or Delete Product Calendar](#) | [Linking to RoomsHere.com](#)

Property 'Example Property'

Latitude:

Longitude:

Zoom:

RoomsHere.com does not guarantee the accuracy of the marker on this map and will not accept any liability created through errors or omissions.

Find your town on the world map by either:

- Clicking into the map with the mouse, holding and dragging
- Using the arrows provided in the top left corner

Zoom into your town by either:

- Rolling the wheel on the mouse in and/or out
- Using clicking on the + or – icons on the top left corner

Once you are satisfied with your selected location, click **Save**

2.4 STATISTICS

Because RoomsHere.com provides your direct contact details to consumers you cannot accurately judge the effectiveness of the website by asking how or where consumers have found out about you

Often, it is your website which they have discovered via RoomsHere.com and from research, we have found that if this happens, most people forget about RoomsHere.com, and only ever mention the last website they have viewed.

The only true way of knowing how many people have viewed your listing is to check **Statistics**.

From **My Properties** page, click on **Statistics**

My Properties	Account	Services												
Property Details Map Statistics Add or Delete Product Calendar Linking to RoomsHere.com														
<div>Example Property</div> <div></div>	Property Statistics <table> <tr> <th>Period</th><th>Search List</th><th>Property Detail</th></tr> <tr> <td>Today</td><td>4</td><td>0</td></tr> <tr> <td>Week</td><td>4</td><td>0</td></tr> <tr> <td>Total</td><td>4</td><td>0</td></tr> </table>		Period	Search List	Property Detail	Today	4	0	Week	4	0	Total	4	0
Period	Search List	Property Detail												
Today	4	0												
Week	4	0												
Total	4	0												

Statistics in the **Search List** tell you how many times your Property Listing has appeared in a search that has contained your listing.

Statistics in the **Property Detail** column tell you have many times your listing has been opened and viewed

If your property has been operating as a Basic Listing, the Statistics will include hits from the time the listing was first entered into the data base, which is the reason why we have forced a click to obtain the telephone number.

Chapter 3. DISPLAYING PRODUCTS, RATES & AVAILABILITY

Whilst RoomsHere.com looks like an online booking system, it has been developed to offer quite different selling techniques, most of which centre around maximising returns to operators via direct sales.

RoomsHere.com does not charge commission or booking fees, but a small annual fee to upgrade from the FREE Basic Listing to an Advanced Listing which displays all contact details to facilitate direct bookings.

Displaying rates and availability is not mandatory on RoomsHere.com, but it is the most professional way to operate and it does save time, effort and phone calls for you and your customers.

NOTE: Each time you login to RoomsHere.com your property listing moves near the top of consumer searches that are initiated by town, region state or for special listings setup for Events, Touring Routes, Visitor Information Centres etc.


As soon as you **Save your Property Details**, they will immediately publish to the consumer website without displaying any **Product** details as demonstrated below,

Accommodation Results	February													
	Mon 3	Tue 4	Wed 5	Thu 6	Fri 7	Sat 8	Sun 9	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14	Sat 15	Sun 16
Example Property Bed & Breakfast EXAMPLE TOWN 99 9999 9999	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1 Next Fortnight														

Whilst consumers clicking on the listing will be able to see all the contact details, link to your email and website and see your position on the map, your listing is not maximised without displaying a **Product** and its intimate details.


[South Australia](#) > [Limestone Coast Region](#) > [Example Town](#)

Example Property
 Bed & Breakfast
 Example Street
 Example Town
 South Australia 5291
 Telephone: 99 9999 9999
 Website: <http://www.example.com.au>
 Email: Example@RoomsHere.com
[View Map](#)



Accommodation Information
 This listing has been setup to demonstrate to accommodation businesses how properties are displayed on RoomsHere.com

Products can be linked to an online booking system of your choice (such as wotif, V3, or any other “live” online system). **For some Visitor Information Centres, this constitutes their requirements to support only those Accommodation Businesses who provide “live bookable product”.**

Such **Products** have obviously been priced to afford commission so should also be flagged to **Pay Commission/Booking Fees** so that it will be highlighted with a  in the Visitor Information Centre and Travel Agent logins indicating that you are happy to be contacted direct for wholesale/retail sales and to negotiate the commission/booking fees and your payment terms.

NOTE: Always stipulate full payment prior to arrival.

Be creative when entering your **Product** name as this is an excellent marketing opportunity for you to include one of your special features or packages.

3.1 ADD A PRODUCT

When adding a **Product** the most difficult decision you will have to make is **how are you going to maximise this opportunity** - the **Product Name** is the most important aspect of your listing.

Whilst multiple **Product Calendars** (which are FREE of charge) can be setup for each property, to display various room types, special packages, last minute rates etc., this does mean that you will need to maintain multiple calendars.

The simplest method is to setup one generic calendar displaying your cheapest offer as a **From** rate such as **Ensuite Cabins From: \$.....** Once you have entered your rates this will make more sense.

Displaying your cheapest rate will attract more enquiry providing you the opportunity to on-sell other products and you only need to put up your **Booked** nights when all options have been sold.

Click on **My Properties** where you will see your property listing without a **Product**.

The screenshot shows the 'My Properties' page. At the top, there are tabs for 'My Properties', 'Account', and 'Services'. Below the tabs, there are links for 'Properties', 'Add or Delete Property', and 'Take Ownership'. The main section is titled 'Properties'. It includes a 'Display from' dropdown set to '15/01/2014' and a 'Next Fortnight' button. Below this is a calendar for January 2014. The property listing for 'Example Property' is shown with details: 'BED & BREAKFAST', 'Example Town', '99 9999 9999'. There are two links: 'Add or Delete a Product Calendar' (highlighted with an arrow) and 'Link to this Property Calendar' with a URL.

Click on **Add or Delete a Product Calendar**

The screenshot shows the 'Add Product Calendar for Example Property' page. It has tabs for 'Property Details', 'Map', 'Statistics', 'Add or Delete Product Calendar', and 'Linking to RoomsHere.com'. The main section is titled 'Add Product Calendar for Example Property'. It includes a note: 'One free Product Calendar is provided with each property. Additional Product Calendars are available.' Below this, there are fields for 'Cost: AU\$0 inc GST', 'Product Name: Seaview Packages From:', and 'Product Type: Self Contained Apartment'. There is a 'Create' button. At the bottom, there is a section for 'Current Product Calendar list'.

Enter the **Product Name** and select the **Product Type**, click **Create**

For the first time this will land you in the **Product Details** page, ready to setup information about your product – see below **PRODUCT DETAILS**

This **Product** will now be visible on your **My Properties** page and also on the consumer website.

The following options will now appear:

Calendar - make your daily changes to availability when you are fully booked, display last minute rates or special packages/inclusions for short periods etc.

Setup Rates - setup date ranges of rates years in advance, over-ride your main rates with date ranges of high or low seasons, enter several inclusions which can be selected from your **Calendar** for special packages etc

Product Details - display all the intimate details and facilities of each **Product**, link to an online booking system of your choice, opt to flag a **Product** as “commissionable” which is visible only in the Visitor Information Centre and Travel Agent logins

3.2 PRODUCT DETAILS

From **My Properties** page, click on the **Product Name** then click on **Product Details**

[Calendar](#) | [Setup Rates](#) | [Product Details](#)

Product 'Seaview Packages From:'

Product Name:

Product Type:

Booking Url:

Pays Commission/Booking Fee: ☐

Visible: ☒ Visible to Users

Description:

B I U [List Icons] [A] [Image Icon] [Code Icon]

Use this space to sell your Product.

Product Facilities:

<input checked="" type="checkbox"/> Adult Retreat	<input checked="" type="checkbox"/> Air conditioning	<input checked="" type="checkbox"/> Barbecue
<input type="checkbox"/> Bath	<input type="checkbox"/> Bath (claw)	<input type="checkbox"/> Bathroom (1)
<input type="checkbox"/> Bathroom (ensuite)	<input type="checkbox"/> Bathroom (share)	<input type="checkbox"/> Bathrooms (2)
<input type="checkbox"/> Bathrooms (3)	<input type="checkbox"/> Bathrooms (4)	<input type="checkbox"/> Bed (bunk)
<input type="checkbox"/> Bed (double)	<input type="checkbox"/> Bed (foldaway)	<input checked="" type="checkbox"/> Bed (king)
<input type="checkbox"/> Bed (queen)	<input type="checkbox"/> Bed (single)	<input type="checkbox"/> Bed (sofa)
<input type="checkbox"/> Bedroom (1)	<input type="checkbox"/> Bedrooms (2)	<input type="checkbox"/> Bedrooms (3)
<input type="checkbox"/> Bedrooms (4)	<input type="checkbox"/> Bedrooms (5)	<input type="checkbox"/> Beds (king single)
<input type="checkbox"/> Beds (twin)	<input type="checkbox"/> Ceiling Fan	<input type="checkbox"/> Clothes Dryer
<input type="checkbox"/> Cooling	<input type="checkbox"/> Cot (on request)	<input checked="" type="checkbox"/> Crockery (cutlery and utensils)
<input type="checkbox"/> Disabled access with assistance	<input type="checkbox"/> Disabled access without assistance	<input type="checkbox"/> Dishwasher
<input type="checkbox"/> DVD Player	<input type="checkbox"/> Electric Blanket	<input type="checkbox"/> Ensuite
<input type="checkbox"/> Family Friendly	<input type="checkbox"/> Family Rooms	<input type="checkbox"/> Fans
<input type="checkbox"/> Hairdryer	<input type="checkbox"/> Heating	<input type="checkbox"/> Heating (electric)
<input type="checkbox"/> Heating (wood fire)	<input type="checkbox"/> High Chair (on request)	<input type="checkbox"/> Hot Plates
<input type="checkbox"/> Innapropriate for Children	<input type="checkbox"/> Interconnecting Rooms	<input type="checkbox"/> Internet
<input type="checkbox"/> Iron and Ironing Board	<input type="checkbox"/> Kitchen (full cooking facilities)	<input type="checkbox"/> Kitchen (limited cooking facilities)
<input type="checkbox"/> Linen BYO	<input type="checkbox"/> Linen Hire	<input type="checkbox"/> Microwave Oven
<input type="checkbox"/> Mini Bar	<input type="checkbox"/> Movie (hire)	<input type="checkbox"/> Movie (in house)
<input type="checkbox"/> Non Smoking Room	<input type="checkbox"/> Outdoor Furniture	<input type="checkbox"/> Outdoor Area
<input type="checkbox"/> Parking (boat)	<input type="checkbox"/> Parking (car)	<input type="checkbox"/> Parking (off street)
<input type="checkbox"/> Private Entrance	<input type="checkbox"/> Private Facilities	<input type="checkbox"/> Radio/CD Player
<input type="checkbox"/> Refrigerator	<input type="checkbox"/> Room Service	<input type="checkbox"/> Security System
<input type="checkbox"/> Smoking permitted	<input type="checkbox"/> Spa (bath)	<input type="checkbox"/> Spa, outdoor
<input type="checkbox"/> Sun Deck	<input type="checkbox"/> Tea & Coffee making facilities	<input type="checkbox"/> Telephone
<input type="checkbox"/> Television	<input type="checkbox"/> TV (Cable or Satellite)	<input type="checkbox"/> Video Player
<input type="checkbox"/> Washing Machine		

Product Specialities:

☐ Disabled Facilities ☐ Pets by arrangement

Property Facilities and Services:

<input type="checkbox"/> 24 hour reception	<input type="checkbox"/> Automatic Teller Machine	<input type="checkbox"/> Baby Bathroom
<input type="checkbox"/> BBQ Share	<input type="checkbox"/> Bicycle Hire	<input type="checkbox"/> Big Rig Sites
<input type="checkbox"/> Boat Ramp	<input type="checkbox"/> Café	<input type="checkbox"/> Camp Kitchen
<input type="checkbox"/> Child Activities	<input type="checkbox"/> Child Minding	<input type="checkbox"/> Coaches Welcome
<input type="checkbox"/> Communal Bathroom	<input type="checkbox"/> Communal Lounge	<input type="checkbox"/> Communal Refrigerator

Product Name and **Product Type** can be changed at any time

Leave **Booking Url** field blank or see below to **LINK TO AN ONLINE BOOKING SYSTEM** and display the **BOOK** button on your listing

Tick the **Pays Commission Booking FEE** to flag this product as "Commissionable" in the VIC and Travel Agent logins

If at any time you wish to hide this product, untick **Visible to Users**

Enter information about this product in the **Description** box

Tick the boxes to display the facilities provided by this product

Select either of the two **Product Specialities**

NOTE: Property Facilities & Services relate to the Property and should only be selected in one of your products for each property

Click **Save**

3.3 LINK TO AN ONLINE BOOKING SYSTEM

You can link one or more products to your preferred online booking system.

If you have multiple products, each one can be linked to a different online booking system.

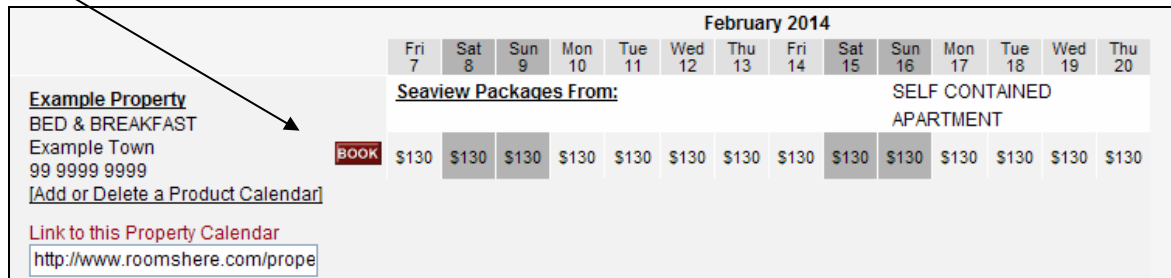
Firstly, load your online booking portal, go to the page that you would like to display when linking from RoomsHere.com and copy the Url from the top of the page.

In RoomsHere.com, from **My Properties**, click on the **Product Name** then the **Product Details** page.

Click into the **Booking Url** field and paste in the Url that you copied from your selected booking system.

Click **Save**

Now, when you go back to **My Properties** page, you will see that the **EMAIL** icon has changed to the **BOOK** icon.



February 2014

Fri 7	Sat 8	Sun 9	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14	Sat 15	Sun 16	Mon 17	Tue 18	Wed 19	Thu 20
Example Property BED & BREAKFAST Example Town 99 9999 9999 [Add or Delete a Product Calendar] Link to this Property Calendar <input type="text" value="http://www.roomshere.com/prope"/>													
Seaview Packages From: SELF CONTAINED APARTMENT													
BOOK	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130

This will also occur in the consumer website and when clicking on the icon, prospective customers will be taken to the page you selected in your booking portal where they can book 24/7.

NOTE: RoomsHere.com has linked the example product to a demonstration Url which **will not** function.



February

Fri 7	Sat 8	Sun 9	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14	Sat 15	Sun 16	Mon 17	Tue 18	Wed 19	Thu 20
Seaview Packages From: SELF CONTAINED APARTMENT													
130	130	130	130	130	130	130	130	130	130	130	130	130	BOOK
Use this space to sell your Product. <ul style="list-style-type: none"> • Adult Retreat • Air conditioning • Barbecue • Bed (king) • Crockery (cutlery and utensils) • Hairdryer • Iron and Ironing Board • Kitchen (full cooking facilities) • Spa, outdoor 													

3.4 THE CALENDAR

When clicking on your **Product Name**, you will always be taken to your **Calendar** ready for you to affect bookings or cancellations.

NOTE: DO NOT SETUP RATES HERE (except for short periods such as Easter or Christmas) as it is much quicker to go to **Setup Rates** where you can setup multiple date ranges for years in advance.

Whilst on the consumer website the calendar only displays up to 12 months from today's day, you can **Book** out nights well past that by selecting the **Year** and **Month** and showing days as **Booked**, which will be published when the calendar rolls over to those dates.

From **My Properties** page, click on the **Product Name**

The screenshot shows the 'My Properties' page with a navigation bar (My Properties, Account, Services). Below the navigation bar, there are links for 'Properties', 'Add or Delete Property', and 'Take Ownership'. The main section is titled 'Properties' and displays a calendar for February 2014. The calendar shows dates from Tuesday 4th to Monday 17th. A link 'Seaview Packages From:' is highlighted, and an arrow points to it from the text above. The calendar also shows a 'Next Fortnight' button and a 'Display from: 4/02/2014' field.

You will always land on the **Calendar** function

The screenshot shows the 'Calendar' page for 'Seaview Packages From:'. The page has a navigation bar (My Properties, Account, Services) and a sub-navigation bar (Calendar, Setup Rates, Product Details). The main section is titled 'Calendar for 'Seaview Packages From:'. It includes a 'Year' dropdown set to 2014 and a 'Month' dropdown set to February. Below these are options for 'For the 'checked' dates,' 'Select price,' and 'Select inclusion,'. The main table has columns for 'Date', 'Price', 'Inclusions', and 'Booked'. The table lists dates from Saturday 1st to Tuesday 18th, all marked as 'Booked'.

Date	Price	Inclusions	Booked
Sat 1	-		Booked
Sun 2	-		Booked
Mon 3	B		Booked
Tue 4	B		Booked
Wed 5	-		Booked
Thu 6	-		Booked
Fri 7	-		Booked
Sat 8	-		Booked
Sun 9	-		Booked
Mon 10	-		Booked
Tue 11	-		Booked
Wed 12	-		Booked
Thu 13	-		Booked
Fri 14	-		Booked
Sat 15	-		Booked
Sun 16	-		Booked
Mon 17	-		Booked
Tue 18	-		Booked

How to Utilise the Calendar

DISPLAYING YOUR ACCOMMODATION AS “BOOKED”

Show just a few nights as booked	<ul style="list-style-type: none"> Click on Booked in the right hand column for each Booked night to automatically display these nights with a “B”
Book out more than a week	<ul style="list-style-type: none"> Tick the box in the far left column for each Booked night Go to the top of the page, click on the <input type="radio"/> Booked, button <p>Click Save</p>


DISPLAYING YOUR ACCOMMODATION AS “AVAILABLE”

Display your rates for the period of the Event	<ul style="list-style-type: none"> Tick the box for each night that you wish to display your rates, which means your accommodation is Available Go to the top of the page, enter the rates in the <input type="text"/> <small>AUS</small> Click Save
If you prefer not to display your rates but indicate that your accommodation is Available	<ul style="list-style-type: none"> Tick the nights that you wish to display as Available Go to the top of the page Click on <input type="radio"/> Available Click Save

3.5 SETUP RATES & AVAILABILITY

You can setup multiple **Calendars** for each product to help you manage the process of changing rates from year to year or season to season:

- Setup a date range for many years so that you don't need to monitor when the calendar runs out
- Setup a date range for each 12 month period (eg 1st April to 31st March each year) ready to update your rates for the following year -
- Over-ride any date range with a short high or low season, by placing the over-riding date range in a higher position than the one it replaces
- Choose to display what best works for you – display rates, show as **Available**, or, if you have a long term booking, show a particular date range as **Booked**

If you like to set higher or lower rates for periods longer than a few weeks, as long as you place these calendars in a position on the list above that of your normal rates, the short periods will over-ride the normal rates. You can do this by clicking on the  to arrange each calendar in its required position

Unless the displayed date range has been manually edited, RoomsHere.com automatically sets up your first **12 month** date range with a **Start Date** as today's date and will always display “-“ under **Price**.

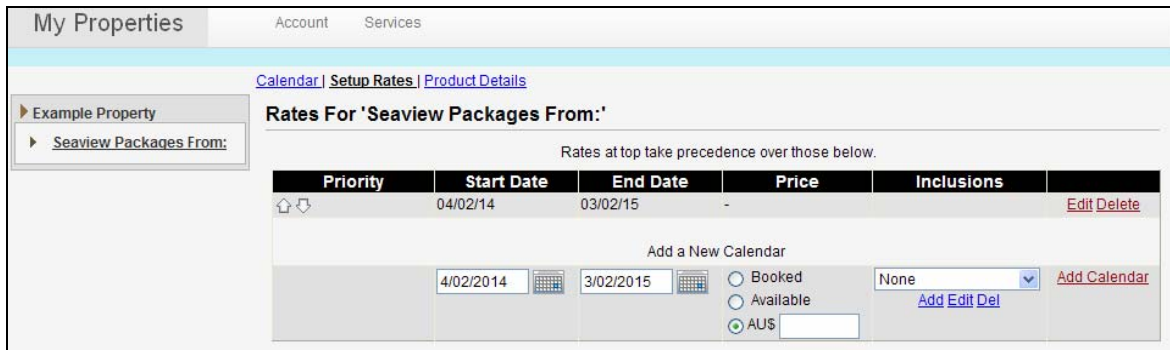
NOTE: RoomsHere.com displays 12 months of rates to consumers rolling over each night, so you do need to ensure that date ranges extend out well past 12 months.

3.5.1 Edit the Existing Calendar

From **My Properties** page, click on the **Product Name**, then click on **Setup Rates**

There are two components to the **Setup Rates** function:

1. The top section which displays all the calendars that have already been setup
2. The bottom section **Add a New Calendar**



My Properties Account Services


[Calendar](#) | [Setup Rates](#) | [Product Details](#)

Example Property

Seaview Packages From:

Rates For 'Seaview Packages From:'

Rates at top take precedence over those below.

Priority	Start Date	End Date	Price	Inclusions	Edit Delete
	04/02/14	03/02/15	-		Edit Delete


Add a New Calendar

4/02/2014 3/02/2015

☐ Booked ☐ Available ☒ AU\$

Inclusions: None [Add Edit Del](#) [Add Calendar](#)

To edit the existing calendar, click on **Edit**

- There is no need to change the Start Date
- Click on **End Date** and select the finishing date for these rates – this can be several years if you wish
- Enter your nightly rates for this date range in the AU\$ box
- Add an **Inclusion** on the run (see below **Display Inclusions**) or click on the  to select an existing one from the list
- Click **Save**

3.5.2 Add a New Calendar for an Existing Product

[Calendar](#) | [Setup Rates](#) | [Product Details](#)

Example Property

Seaview Packages From:

Rates For 'Seaview Packages From:'

Rates at top take precedence over those below.

Priority	Start Date	End Date	Price	Inclusions	
Lowest	4/02/2014	31/03/2015	<input type="radio"/> Booked <input type="radio"/> Available <input checked="" type="radio"/> AU\$ 130	None	Save Cancel Add Edit Del
Add a New Calendar					
	7/02/2014	6/02/2015	<input type="radio"/> Booked <input type="radio"/> Available <input checked="" type="radio"/> AU\$	None	Add Calendar Add Edit Del

- Click into the **Start Date** and select the starting date for this date range)
- Click into the **End Date** and select the ending date for this date range
- Enter the **Price**
- Add or select an **Inclusion**
- Click **Save**

3.6 DISPLAY INCLUSIONS

Inclusions appear in a pop up box to consumers when the mouse hovers over the days of a **Product Calendar**.

Inclusions provide you with the flexibility to add more information or to outline the conditions of your product/rates.

February														
	Tue 4	Wed 5	Thu 6	Fri 7	Sat 8	Sun 9	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14	Sat 15	Sun 16	Mon 17
Seaview Packages From:	130	130	130	130	130	130	130	130	130	130	130	130	130	130
SELF CONTAINED APARTMENT														
Use this space to sell your Product. <div>Applies Only to 4 Night Stay</div>														
<div> • Adult Retreat • Crockery (cutlery and utensils) • Spa, outdoor </div> <div> • Air conditioning • Hairdryer </div> <div> • Barbecue • Iron and Ironing Board </div> <div> • Bed (king) • Kitchen (full cooking facilities) </div>														

You can add several **Inclusions** ready to select for particular types of stays or packages

Click **Add**, type in the **Inclusion**, click **Save**

My Properties | Account | Services

[Calendar](#) | [Setup Rates](#) | [Product Details](#)

Example Property

Seaview Packages From:

Rates For 'Seaview Packages From:'

Rates at top take precedence over those below.

Priority	Start Date	End Date	Price	Inclusions	
Lowest	4/02/2014	31/03/2015	<input type="radio"/> Booked <input type="radio"/> Available <input checked="" type="radio"/> AU\$ 130	None	Save Cancel Add Edit Del
Add a New Calendar					
	4/02/2014	3/02/2015	<input type="radio"/> Booked <input type="radio"/> Available <input checked="" type="radio"/> AU\$	None	Add Calendar Add Edit Del

Add Inclusion

Applies Only to 4 Night Stay

[Save](#) [Close](#)

Inclusions can be edited or deleted.

CHAPTER 4. ACCOUNT

From **My Properties** page, select **Account** which lands you on your **Business Details** page with the following options.

[Business Details](#) | [Login Details](#) | [Invoices](#)

4.1 BUSINESS DETAILS

See Chapter 1 – Business Details

4.2 LOGIN DETAILS

From the **Account** page, click on **Login Details**

My Properties Account Services

[Business Details](#) | [Login Details](#) | [Invoices](#)

Account Email

Here you can update the email address associated with your account.

Email:

Password

Change Your Password

Password:

New Password:

Confirm New Password:

4.2.1 Change Account Email Address

To change your **Login** email address, retype and click **Save**.

NOTE: Always use your accommodation contact email address

4.2.2 Change Password

Should you forget your password and need to retrieve it via the **Login** page, you will be emailed a new password which will be a combination of alpha/numeric.

To change your password:

- Enter the existing **Password**
- Enter the **New Password**
- Confirm the **New Password**

4.3 INVOICES

Invoices are automatically generated according to the terms agreed upon by RoomsHere.com.

My Properties Account Services

[Business Details](#) | [Login Details](#) | [Invoices](#)

Invoices

Once an invoice has been generated, it is displayed in the **Invoices** option.

Chapter 5. MISCELLANEOUS

5.1 ASSIGN BOOKING AGENT

RoomsHere.com is a multi-platform system integrating the functions of all sectors of the Accommodation Industry.

A special login is available to Travel/Booking Agents where they are able to setup a Portfolio of managed properties.

If you wish to share the booking responsibility with a Booking Agent, he/she would benefit by giving him/her access to the calendar functions, so that it can be updated as bookings occur.


Assigning a Booking Agent still gives you access to your calendar so that you too can **Book** out nights for direct bookings that you might receive.

The Booking Agent does not have access to any other functions apart from the actual calendar.

From **My Properties**, click on **Property Name**, then **Property Details**

[Property Details](#) | [Map](#) | [Statistics](#) | [Add or Delete Product Calendar](#) | [Linking to RoomsHere.com](#)

Property 'Example Property'

Property Name:	<input type="text" value="Example Property"/>
Property Type:	<input type="text" value="Bed & Breakfast"/>
Location: *	<p>Find by Town/City:</p> <input type="text"/> <p>Find by State, Region:</p> <p>State: <input type="text" value="Select..."/></p> <p>Region: <input type="text"/></p> <p>City/Town: <input type="text"/></p> <p>Suburb: <input type="text"/></p>
Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
Town/City/Suburb:	<input type="text"/>
Post Code:	<input type="text"/>
Booking Telephone:	<input type="text" value="XX XXXX XXXX"/>
Booking Fax:	<input type="text" value="XX XXXX XXXX"/>
Booking Email:	<input type="text"/>
Website:	<input type="text"/>
Assign Booking Agent:	<input type="text"/>
AAAT Rating:	<input type="text" value="None"/>
Short Description:	<input type="text"/>
Accreditation:	<input type="checkbox"/>  NTAP
Visible:	<input checked="" type="checkbox"/> Visible to Users

Enter your Agent's email address in the **Assign Booking Agent** field

Your calendar will now appear in your Agent's Portfolio in the RoomsHere.com Agent's Login

Chapter 6. MARKETING TIPS

6.1 DISPLAY A LINK TO YOUR AVAILABILITY CALENDAR ON YOUR WEBSITE

Linking your accommodation website to the RoomsHere.com **Product Calendar(s)** quickly shows visitors to your site whether or not you have vacancies and if displaying your rates, whether your accommodation is within their price range.

This demonstrates your professionalism, saves you time on the phone if your rates are higher than what they wish to pay and of course, shows if you are booked, therefore not wasting your time nor their time nor cost of a phone call.





To import your RoomsHere.com availability calendar into your property website we provide the following options for your web developer to copy and paste.

[Property Details](#) | [Map](#) | [Statistics](#) | [Add or Delete Product Calendar](#) | [Linking to RoomsHere.com](#)

Property 'Example Property'

You can link your website to the availability calendar on RoomsHere.com.
Select from these options, and paste the HTML provided into your web page.

Image Link:

Text Link:

[Check our availability on RoomsHere.com](#)

```
<a href="http://www.roomshere.com/propertycalendar.aspx?prid=53244"
title="Check our availability on RoomsHere.com"></a>
```

```
<a href="http://www.roomshere.com/propertycalendar.aspx?prid=53244"
title="Check our availability on RoomsHere.com">Check our availability on
RoomsHere.com</a>
```

To select one of the logos in **Image Link** click on the respective button to display the code that can be copied and emailed to your web developer for pasting into your website.

To display the supplied **Text Link**, copy the code that has been provided and email to your web developer for pasting into your website or ask your web developer to change the text to whatever you prefer.

6.2 SEND A SPECIAL OFFER EMAIL LINKED TO YOUR PRODUCT CALENDAR

It's always a good idea to keep a data base or spreadsheet with the details of each guest that has stayed at your property. This should include email addresses, so that you can bulk email when you have vacancies, specials etc.


RoomsHere.com provides you with a special function which enables you to select a two week period for the **Products** attached to your **Property**.

Go to ***My Properties*** and select the two week block that you wish to promote in your email.

My Properties

[Properties](#) | [Add or Delete Property](#) | [Take Ownership](#)

Properties

Display from : 

Displaying 1 to 1 of 1 records found.

[Next Fortnight ▶](#)

February 2014																												
Thu 6	Fri 7	Sat 8	Sun 9	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14	Sat 15	Sun 16	Mon 17	Tue 18	Wed 19															
<div style="float: left; width: 30%;"> <u>Example Property</u> BED & BREAKFAST Example Town 99 9999 9999 [Add or Delete a Product Calendar] Link to this Property Calendar <input type="text" value="http://www.roomshare.com/prope"/> </div> <div style="float: right; width: 65%;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Seaview Packages From: </div> <div style="text-align: right; font-weight: bold; font-size: small; margin-bottom: 5px;">SELF CONTAINED APARTMENT</div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <tr> <td style="width: 5%;"></td> <td>\$130</td> <td>\$130</td> <td style="background-color: #d3d3d3;">\$130</td> <td style="background-color: #d3d3d3;">\$130</td> <td>\$130</td> <td>\$130</td> <td>\$130</td> <td>\$130</td> <td>\$130</td> <td style="background-color: #d3d3d3;">\$130</td> <td style="background-color: #d3d3d3;">\$130</td> <td>\$130</td> <td>\$130</td> <td>\$130</td> </tr> </table> </div>															\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130
	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130	\$130														

Copy the text from the box beneath ***Link to this Property Calendar*** and past it into your email as per the example below.

Dear xxxx

*As a valued client we wish to advise that we are offering you a **15% discount off the advertised rates** for the nights displayed in the following link.*


<http://www.roomshere.com/propertycalendar.aspx?prid=53244&dt=2014/02/6>

Yours sincerely

Xxxxxx
Example Property

When your past guests receive the email, clicking on the link will retrieve a view of your availability for the selected period as follows.

Example Property



Update Calendar

Next Fortnight

	February													
	Thu 6	Fri 7	Sat 8	Sun 9	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14	Sat 15	Sun 16	Mon 17	Tue 18	Wed 19
<div>Seaview Packages From:</div> <div>SELF CONTAINED APARTMENT</div>	130	130	130	130	130	130	130	130	130	130	130	130	130	130

Use this space to sell your Product.

- Adult Retreat
- Crockery (cutlery and utensils)
- Spa, outdoor
- Air conditioning
- Hairdryer
- Barbecue
- Iron and Ironing Board
- Bed (king)
- Kitchen (full cooking facilities)

NOTE: If you have multiple **Products** for one property, the link will retrieve them all

6.3 CHANNEL MANAGERS

RoomsHere.com is constantly requested by accommodation operators to partner with channel managers such as Siteminder, ResOnline, RMS etc., so that they do not need to maintain another calendar.

Whilst we are continuing to monitor industry trends as to which of the many channel managers we should affiliate with, there are real benefits for accommodation businesses by not using a channel manager with RoomsHere.com for the following reasons:

- Most operators using channel managers put up an allocation of several rooms - once they are sold, the online booking system usually displays "SOLD" giving the impression that the accommodation is totally booked when often, the accommodation is not totally booked. Consumers may not realise this and move to another offer
- When displaying vacancies on RoomsHere.com there is absolutely no risk of double bookings as the only way consumers can make a booking is by contacting you direct via email, phone or by linking to your website
- Vacancies (Availability) can be displayed on RoomsHere.com until the property is totally sold out
- If you forget to change the calendar to "Booked" when all rooms are sold you can always apologise to the customer that the last room has only just been booked and that you haven't had a chance to make the change on RoomsHere.com.

For those who are using a channel manager to link to multiple online booking systems, a good option is to use RoomsHere.com specifically for your special rates and packages, knowing that you are dealing direct with your customers and can therefore afford to pass on savings without having to pay commission.