#### Main Menu

Below is the main management screen for the Friendly Reservation On-Line (FROL).



### **Edit Hotel's Listed Information**

This option allows the user to edit the hotel's information already included in the system. For example, the hotel's name, country, region, classification, etc. can be edited in this section.

Hotel's Name:	Magic Hotel	101			
City:	Philipsburg	161			
Country's Region :	Great Bay Harbor	10			
Country:	St. Maarten	16			
Destination:	Philipsburg 💌	6			
Star Classification :	3	101			
Мар:	_arger Map <th>dl&gt;</th> <th>www.maps.goo</th> <th>igle.com</th> <th></th>	dl>	www.maps.goo	igle.com	
Description:					
international col	lection of furnit				
such renowned art Salvador Dali and			100 8000	Christian Christ	<u>×</u>
	Mark Newson.	lipsburgh		3930	<u> </u>

In this section, you will find a link to Google Maps. Click on this link to go to <a href="maps.google.com">maps.google.com</a> and find your hotel's location using the navigation bar.

In case you are not able to find the hotel's location on the map, you may locate the area where the hotel is located. Once you have found the hotel's location, look for the link option Link at the top right hand corner of the map. Click on the link option and a box will pop up with two text boxes.

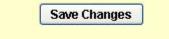


Go to the second text box, highlight the text and copy. Once you have copied the information from the "Paste HTML to embed in website" text box, go back to the FROL page and paste the copied information in the "Map" text box.

On this same page, scroll down where you will find the **Amenities** section. Click on all the icons that represent the services available at your hotel.

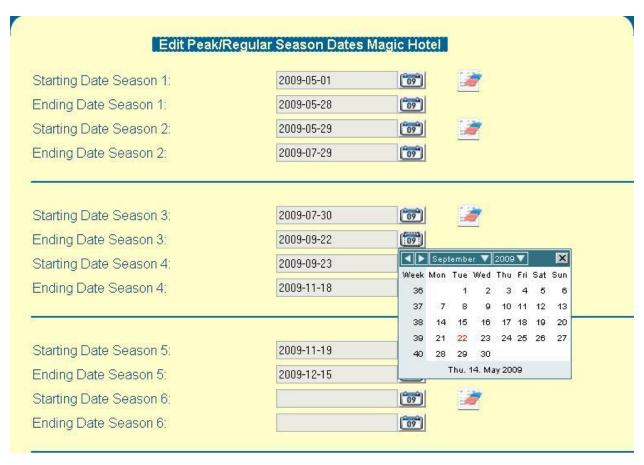


Once you have finished selecting the amenities offered at your hotel, click on the "Save Changes" button at the bottom of the page to save the recent changes.



#### Edit Peak/Regular Season Dates

This section will allow you to edit the dates of each season according to your hotel. You may click on the calendar icon to the right where the date range for each season may be chosen.

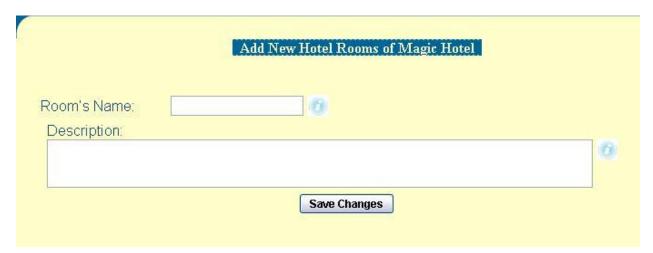


Once you have finished editing the dates for each season, click on the "Save Changes" button at the bottom of the page to save the recent changes.

Save Changes

#### Add new Hotel Room

In the Add New Hotel Room option, new room types and descriptions may be added to your hotel.



Once you have finished inputting the information of the new room type, click on the "Save Changes" button at the bottom of the page to save the recent changes.



The information recently included may be reviewed at the lower end of the screen.

	Rooms previously admitted
Room's Name	Decription
Ocean View	Every detail embodies thoughtful luxury, including etched floating mirrors, hand-selected Carrera marble, crisp linens, billowing white curtains, a rainfall shower and agua by Korres bath products. It's a haven of restful calm in the middle of vibrant Philipsburgh.

#### **Add Rates**

In this section you may include the rate according to each season for the new room you added in the previous step.

Select the room from the drop down menu to the right of which you will add the rate. In the example below, the "Ocean View" room will be selected.

Add rates for Magic Hotel	
Select Room Type for which you wish to add information:	Ocean View 🕶

Once you have selected the room, proceed to assign the room category. The options are none, single, double, etc.

None O Single	0
- 10mmの10mmの10mm - マロス - 20mmを20mm	
Sextuple O Others	
	Double O Triple Quadruple O Quintuple

Once the above steps have been completed, you will proceed to add the rate for the selected room according to each season.

The on-screen information is distributed as follows:

- 1. Season's Name on the left column
- 2. Text box where the rate is to be included in the middle column
- 3. Range of dates to which the rate applies on the right hand column.

Season 1	\$	From 2009 May 01 to 2009 May 02
Season 2	\$ 0	From 2009 May 03 to 2009 May 07
Season 3	\$ 0	From 2009 May 08 to 2009 May 09
Season 4	\$ 0	From 2009 May 10 to 2009 May 14
Season 5	\$ 0	From 2009 May 15 to 2009 May 16
Season 6	\$ 0	From 2009 May 17 to 2009 May 21
Season 7	\$ 0	From 2009 May 22 to 2009 May 23
Season 8	\$ 6	From 2009 May 24 to 2009 May 28
Additional Pax Rate:	\$ 0	
Children's Rate:	\$ 0	
Additional Person and Child Rates	Save Changes	

At the bottom of the list, you may observe the "Additional Person and Chile Rate" option. Check this option if your hotel charges a different rate for each additional person and child during the different seasons.

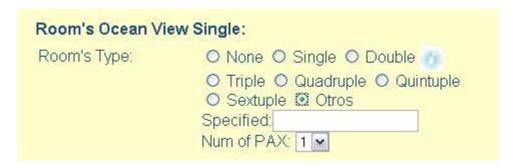
#### **Edit Rates and Hotel Rooms**

This option will allow you to edit the rates according to each season and to each room type.

To proceed, select the room type you want to edit from the drop down menu. In the example below the "Ocean View" room type has been selected.

Select the room you wish to edit: Search Rooms	Search
Tokin	
Room's Name: Ocean View	
Room's Name: Ocean View  Room's Description Ocean View:	
Room's Description Ocean View:	

Once you have chosen the room you wish to edit, the rate and season information will automatically upload on the screen.



In the "Room's Type" option, you may edit the category. In the "Specified" text box, you may include the category in case it is not listed in the options.

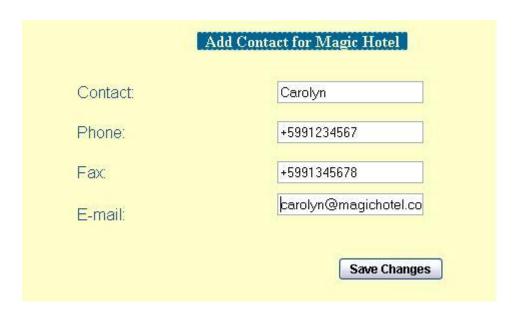
The "Num of PAX" option allows you to specify the maximum amount o people allowed per room.

Season 1:	\$ 100.00	0	From 2009 May 01 to 2009 May 02
Season 2:	\$ 120.00	0	From 2009 May 03 to 2009 May 07
Season 3:	\$ 110.00	0	From 2009 May 08 to 2009 May 09
Season 4:	\$ 100.00	0	From 2009 May 10 to 2009 May 14
Season 5:	\$ 125.00	0	From 2009 May 15 to 2009 May 16
Season 6:	\$ 130.00	0	From 2009 May 17 to 2009 May 21
Season 7:	\$ 140.00	0	From 2009 May 22 to 2009 May 23
Season 8:	\$ 130.00	0	From 2009 May 24 to 2009 May 28
Additional Pax Rate:	\$ 10.00	0	
Children's Rate:	\$ 5.00	0	
	Additional Person and Child Rate	s	
	Save Changes		

Alter having edited the rates per room and season, click on "Save Changes" to save recent modifications.

### **Add Contact**

In the add contact section, the name, phone number, fax number and e-mail address for the contact person may be added.

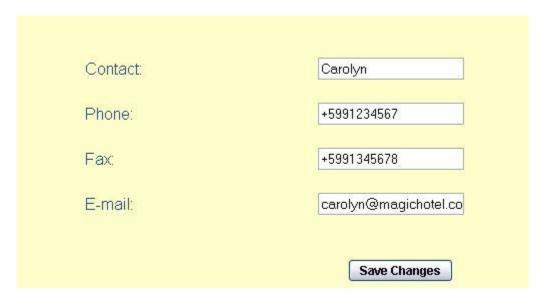


Once you have added the new contact's information, click on "Save Changes" and review the information at the bottom of the page.

	Users previously admitte	d
Name	Email	Registration Date
Veronica	info@example.com	2009-05-12

### **Edit Contact**

In case you need to edit or update a contact's information, in this section you may do so.



Once you have made the changes and verified that they are correct, click on "Save Changes" to save the recent modification.

### **Delete Contact**

Choose the "Delete Contact" option if you wish to delete a contact from the database. Click on the "Delete" option next to the contact you wish to remove.

	Delete Contacts for Magic Hotel
Contact Name	
George Arana	<u>Delet</u>
Carolyn	Delet

# **Edit Hotel Photographs**

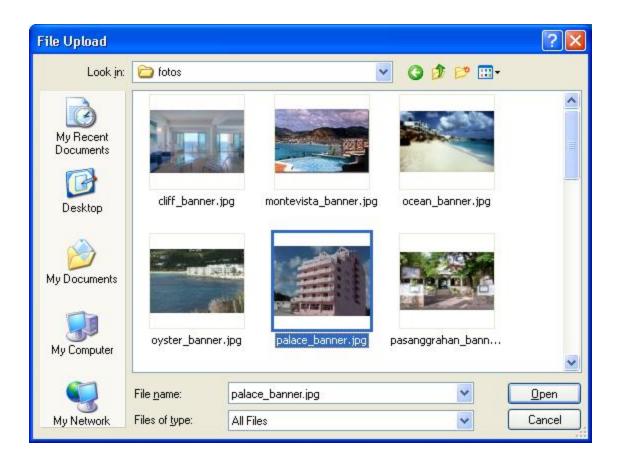
In this section, include the hotel's photograph or image you wish to display on the website.



In the options you will see two text boxes. Type the name of the hotel in the first text box.

	Add	Hotel Banner of Magic Hotel
Name:	banner	Upload Hotel Banner or Photograph
	File : E:\Doo	cuments and Settil Browse
		Upload File

In the second text box, click on the "Browse" button in order to upload the image of your choice from your computer.

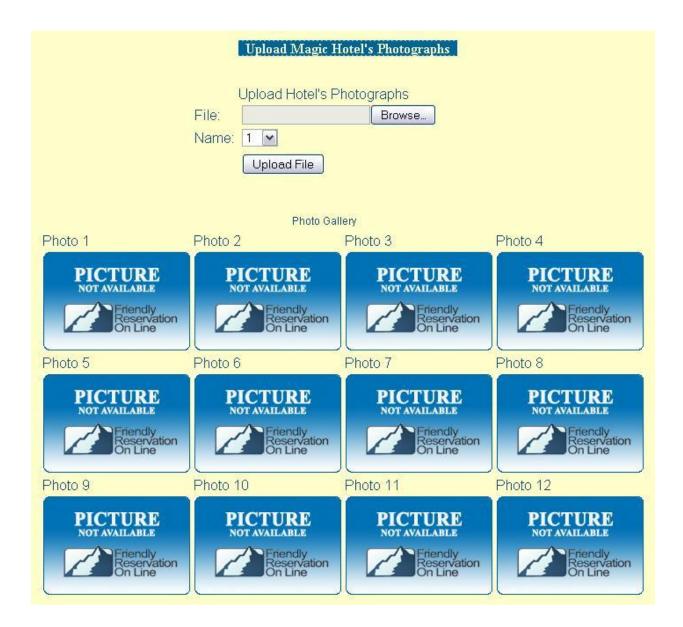


Select the image you wish to upload from the window and click on "Open". Once the picture's location on your computer has been added to the second text box, click on "Upload File".

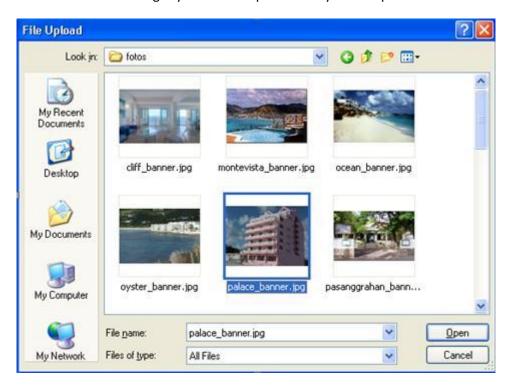
	-	
Name:	banner	Upload Hotel Banner or Photograph
	File : E:\Doc	uments and Settil Browse

#### Add Hotel Photographs

This section will allow you to add the 12 photographs for the hotel's gallery on the website.



Click on "Browse" to select the images you wish to upload from your computer.



Once you have selected the image you wish to upload, select the picture's number from the "Name" drop down menu. In the example below, the user has already uploaded pictures 1 and 2, the next picture that will be uploaded will be "Name" 3.



Once you have selected the image and numbered it, click on "Upload File" to save the image in the system.

A large view of the recently uploaded image will appear with a confirmation message stating that the image has been successfully uploaded.



The uploaded image may also be reviewed by scrolling down and checking the image and its number.



### **Hotel Restrictions**

In the Hotel Restrictions section, you may specify the maximum amount of children allowed per room as well as specify the age range that applies for the child rate. The hotel's cancellation policies may also be included in this section.

	Insert restrictions for: Magic Hotel
	Maximum children per Room     1      Age range for child rate    0      a    0      ■
	<ul> <li>By entering the age range for the Child Rate, the children that fall beneath this age range stay for free.</li> <li>Adults will be charged the Extra Person Rate.</li> </ul>
Cancel	ation policies for hotel rooms
1	
	Save Changes

Once you have edited and/or added the information, click on "Save Changes" to save the recent modification.

#### Add Blackout Dates

This option will allow you to block rooms for the selected period of time.

Select Room you wish to	o Edit:	Ocean V	ew 🕶 👩
Select Room Type you v	wish to Edit	All	<b>V B</b>
Starting Date: May 14 2009	Ending	Date:	
May 🕶 14 💌 2009	May	15 💌 20	009
	Search		

The section will display two options. In the first option, select the room type and in the second option select the room category you wish to modify.

Then, proceed to select the Start date and the End date for which the blackout will apply. Click on the "Search" option.

Date	Am	ount of availa	ble rooms	Blocked
2009-05-14			0	□ Block

Once the system has searched the options, two text boxes will appear at the bottom of the screen. The first text box will include the date in which the room will be blocked. The second text box is for you to type the amount of rooms you wish to block. The check box will become available for you to click on in order to confirm the date and amount of rooms to be blocked.

Click on "Save Changes" in order to save the recent modifications.

#### **Delete Hotel Rooms**

This option will allow you to delete a room or rooms from the data base.



There are two ways to delete a room from the hotel's data base:

- 1. Delete all the information related to the room type.
- 2. Delete only the room category.

### Add Users

This option allows you to add new FROL users who will manage your hotel's information.

	Add users for M	lagic Hotel
Con	sword:  firm Password  ail Address:  • Us	er
	Users previously a	
		Registration Date

Once you have typed in the information for the new FROL user, click on "Save Changes" to save the recently added information.

The user's information recently added may be reviewed at the bottom of the page under the User's List.



### **Edit Users**

This option allows you to edit the FROL user's information. You may edit the name, password and email address.

	Edit users for Magic Hotel
Name:	nana@magichotel.com
Password:	123456
E-mail:	nana@magichotel.com
User Type :	<ul><li>User</li><li>Save Changes</li></ul>

Once you have completed editing the user's information, click on "Save Changes" to save recent modifications.

### **Delete Users**

This option will allow you to delete previously added users from the FROL system.

#### Reports

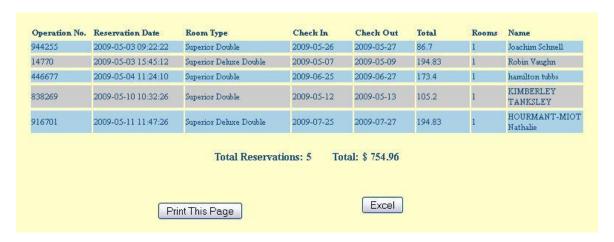
This option will allow you to view and print the different types of reports available on FROL.

#### Payment Type Reports

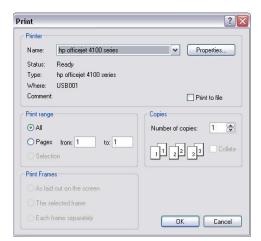
This report option will allow the user to choose a general payment report for Credit Card and PayPal transactions as well as individual reports for Credit Card payments and PayPal payments.



Once you have chosen the type of report you want displayed, click on "Send". The requested information will be displayed at the bottom of the page.



To print the displayed information, click on the "Print This Page" button at the bottom of the chart.



If you prefer to save the file to your computer, click on the "Excel" button. A screen will prompt you to save the excel document to your computer.



### Annual Sales Report Displayed Per Month

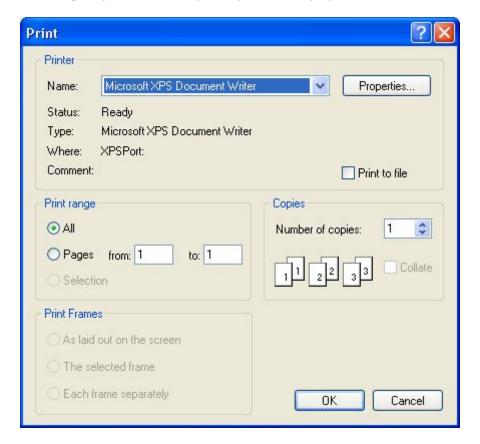
The following report will display the annual sales by month. To display a graphic of the annual sales per month, click on the year you wish to display.



There are two options to export the displayed results:

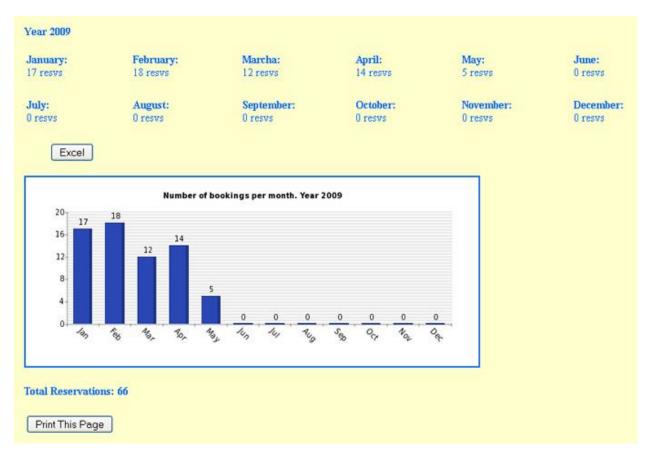
1. Save the file to your computer by using the "Excel" button. A screen will prompt you to save the file to your computer.





# Annual Bookings Report Displayed Per Month

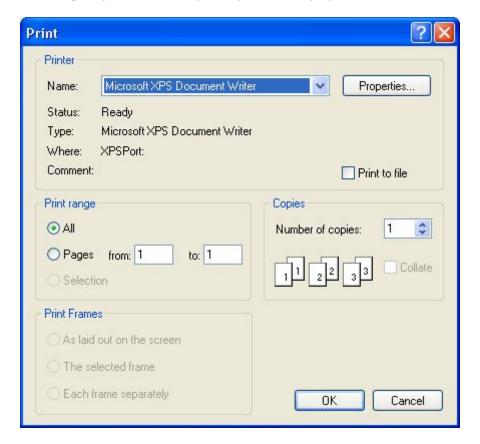
The following report will display the annual bookings report displayed per month. To display a graphic of the annual bookings per month, click on the year you wish to display.



There are two options to export the displayed results:

1. Save the file to your computer by using the "Excel" button. A screen will prompt you to save the file to your computer.





# Annual Check-Ins Displayed Per Month

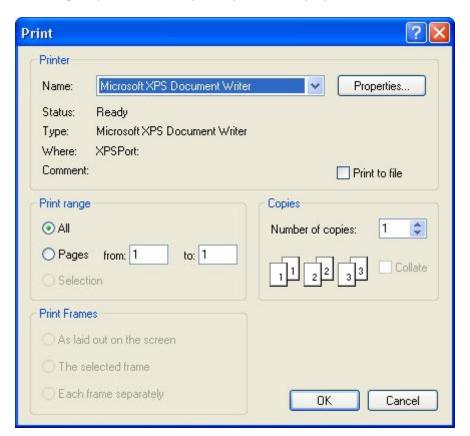
The following report will display the annual amount of completed check-ins per month. To display a graphic of the annual check-ins per month, click on the year you wish to display.



There are two options to export the displayed results:

1. Save the file to your computer by using the "Excel" button. A screen will prompt you to save the file to your computer.





# Room Type Statistic Report

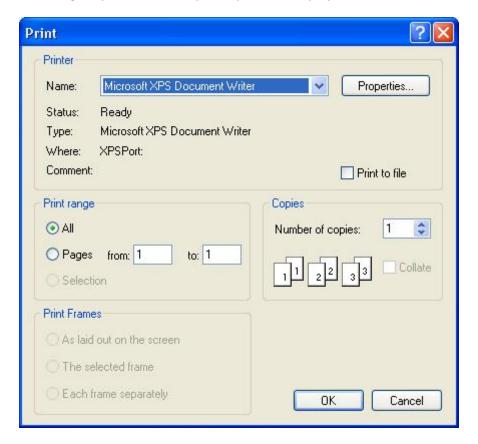
The following report will display the bookings per room type statistical report. To display a graphic of the bookings per room type, click on the year you wish to display.

Тіро	Ene	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Superior	4	5	8	3	3	1	2	0	0	0	0	0	26
Superior Deluxe	8	9	10	7	6	2	3	1	0	0	1	0	47

There are two options to export the displayed results:

1. Save the file to your computer by using the "Excel" button. A screen will prompt you to save the file to your computer.



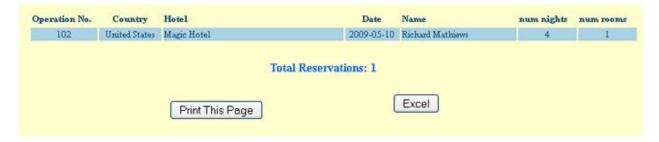


# "Special Requests" report.

The following report will display the amount of special requests on behalf of the user. Select the range of dates for the display of the special requests report.



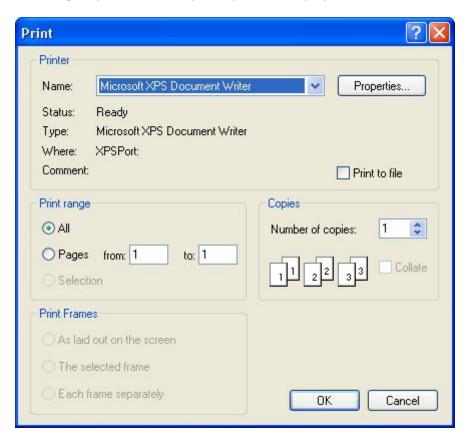
Once you have selected the range of dates, click on the "Send" button. The information will be displayed at the bottom of the page.



There are two options to export the displayed results:

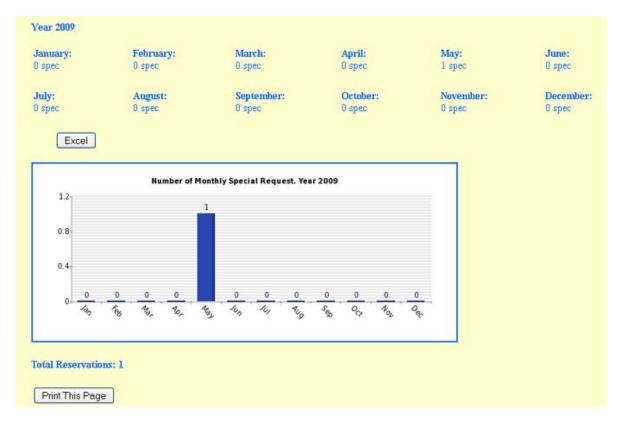
1. Save the file to your computer by using the "Excel" button. A screen will prompt you to save the file to your computer.





### "Special Request" Annual Report Displayed Per Month

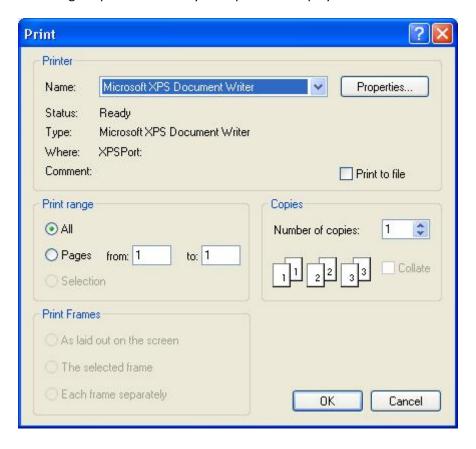
The following report will display the number of annual special requests displayed per month. To display a graphic of the monthly special requests, click on the year you wish to display.



There are two options to export the displayed results:

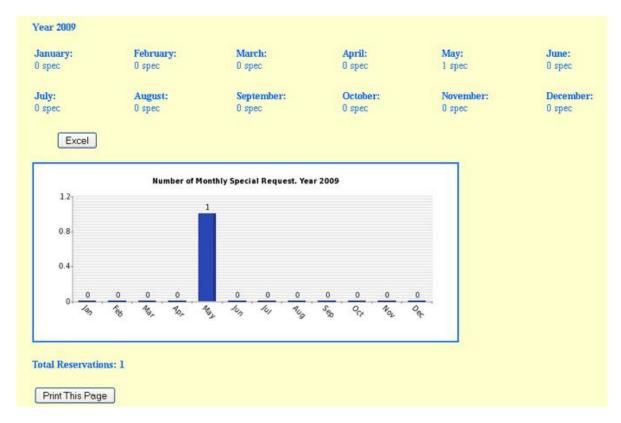
1. Save the file to your computer by using the "Excel" button. A screen will prompt you to save the file to your computer.





#### **Booking Status Report**

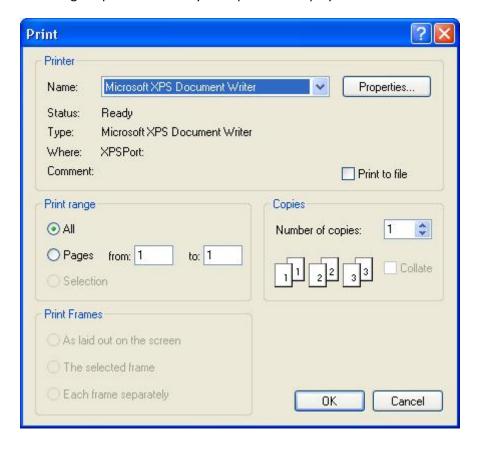
The following report will display the booking status report. To display a graphic of the bookings' status report, click on the year you wish to display.



There are two options to export the displayed results:

1. Save the file to your computer by using the "Excel" button. A screen will prompt you to save the file to your computer.





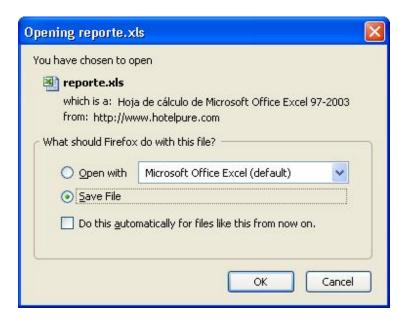
### Room Availability Report

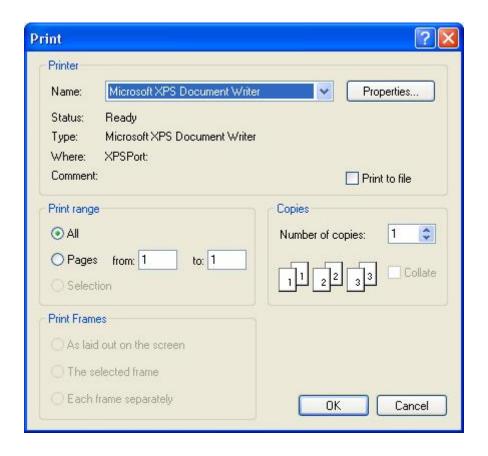
The following report will display your hotel's room availability.

Date	Room	Туре	Inicial Available	Left
2009-05-18	Superior	Single	10	10
2009-05-18	Superior	Double	10	10
2009-05-18	Superior	Triple	10	10
2009-05-18	Superior	Quadruple	10	10
2009-05-18	Superior Deluxe	Single	2	2
2009-05-18	Superior Deluxe	Double	2	2
2009-05-18	Superior Deluxe	Triple	2	2
2009-05-19	Superior	Single	10	9
2009-05-19	Superior	Double	10	9
2009-05-19	Superior	Triple	10	9
2009-05-19	Superior	Quadruple	10	9
2009-05-19	Superior Deluxe	Triple	2	2
2009-05-19	Superior Deluxe	Single	2	2
2009-05-19	Superior Deluxe	Double	2	2
2009-05-20	Superior	Single	10	7

There are two options to export the displayed results:

1. Save the file to your computer by using the "Excel" button. A screen will prompt you to save the file to your computer.





### **Detailed Booking Status Report**

The following report will display a detailed booking status report. For example, if the booking was authorized, incomplete, denied or rejected. Select the range of dates you wish to review and choose the status option.



Once you have selected the range of dates you wish to display, click on the "Send" button. The information will be displayed at the bottom of the page.

Operation No.	Reservation Date	Room Type	Check In	Check Out	Rooms	Total	Name
592538	2009-01-05 06:49:26	Superior Dehixe Double	2009-03-12	2009-03-14	1	199.98	Sonja Bode
749949	2009-01-12 16:56:04	Superior Double	2009-01-13	2009-01-15	1	177.98	Albert
674207	2009-01-13 08:28:56	Superior Deluxe Double	2009-02-03	2009-02-06	1	299.97	yves cote
238286	2009-01-19 15:07:14	Superior Double	2009-02-19	2009-02-21	1	177.98	michael croft
624077	2009-01-21 09:53:20	Superior Single	2009-02-06	2009-02-08	1	139.99	Joseph Gallitano
295078	2009-01-22 19:54:09	Superior Triple	2009-02-11	2009-02-12	1	115.54	Stephane ROBIN
872649	2009-01-23 11:36:28	Superior Double	2009-02-16	2009-02-18	1	177.98	Gilles Durand
378775	2009-01-30 10:28:28	Superior Deluxe Double	2009-08-02	2009-08-04	1	199.98	Stefan Münz
732562	2009-01-30 10:30:59	Superior Deluxe Double	2009-08-02	2009-08-04	1	199.98	Stefan Münz
805669	2009-01-31 14:01:14	Superior Deluxe Triple	2009-02-05	2009-02-07	1	253.08	Luis Berrocal
505169	2009-02-01 12:29:47	Superior Deluxe Double	2009-02-25	2009-02-27	1	199.98	Kyburz
542595	2009-02-05 08:20:44	Superior Deluxe Double	2009-02-13	2009-02-17	1	399.96	William Cullen
410875	2009-02-05 08:24:55	Superior Deluxe Double	2009-02-13	2009-02-17	1	399.96	William Cullen
973036	2009-02-08 18:07:24	Superior Double	2009-02-09	2009-02-11	1	177.98	Gosselin
641975	2009-02-16 13:56:24	Superior Double	2009-02-24	2009-02-27	1	266.98	Jaymee Vowell
817003	2009-02-16 19:25:38	Superior Double	2009-03-01	2009-03-03	1	177.98	anatoliy mayskiy
854871	2009-02-18 11:43:42	Superior Quadruple	2009-03-17	2009-03-20	1	404.97	Preston Read
186879	2009-02-19 08:38:31	Superior Double	2009-02-19	2009-02-20	1	107.99	Margie Holt
474316	2009-02-19 08:41:42	Superior Double	2009-04-19	2009-04-20	1	107.99	Marjorie Holt
925471	2009-02-19 15:13:45	Superior Double	2009-02-20	2009-02-21	1	88.99	
493302	2009-02-25 15:42:20	Superior Deluxe Double	2009-07-05	2009-07-09	1	399.96	Zach Zimmerman
445873	2009-02-26 14:20:37	Superior Deluxe Triple	2009-04-05	2009-04-07	1	278.01	Patricia Budenz
300384	2009-03-02 16:09:19	Superior Quadruple	2009-04-16	2009-04-18	1	269.98	Laura Cook

There are two options to export the displayed results:

1. Save the file to your computer by using the "Excel" button. A screen will prompt you to save the file to your computer.



