



Room Operator

Manual

Daily Management



Rooms & Rates



Reservations



Reports

Marketing Tools



Questions



Distribution



Support



Video Tutorials

Support

Setup



Operator Details



Availability



Booking Extras

TO-DO LIST

NEW ONLINE BOOKINGS

There are no new online bookings

ARRIVALS

There are no unchecked arrivals for today

DEPARTURES

There are no unchecked departures for today

[View the full report](#)

THIS FORTNIGHT AT A GLANCE

Su 15	Mo 16	Tu 17	We 18	Th 19	Fr 20	Sa 21	Su 22	Mo 23	Tu 24	We 25	Th 26	Fr 27	Sa 28	Su 29
01 Villa														
02 Villa														
03 Villa														
04 Studio														
05 Studio														

[View the full report](#)

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Introduction

The Bookeasy Room Operator Console is now available to you as an upgrade of your existing Bookeasy Member Console. Room Operator gives you practically all of the functionality of an expensive Property Management System (PMS) without the fees.

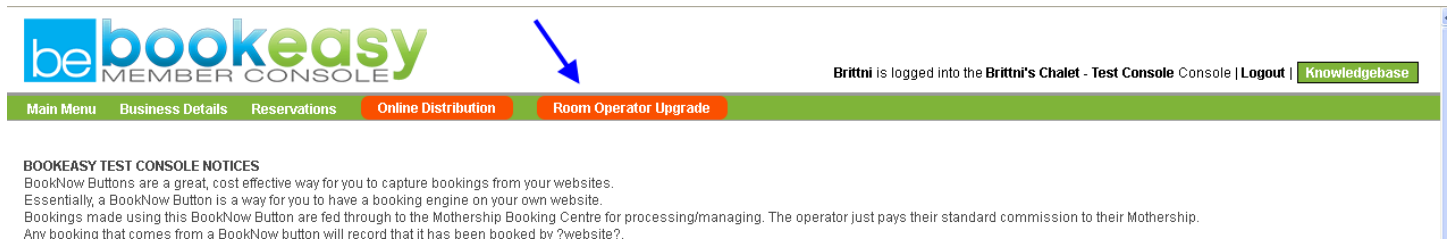
This upgrade will allow you to manage your business in a more efficient manner, as mentioned above, Room Operator is an upgrade of your existing Bookeasy Account, meaning that all the information currently stored in your Bookeasy account, will still be there once the upgrade has taken place.

Not only is the Room Operator console easier to navigate, it also removes a lot of the irrelevant areas of Bookeasy that accommodation providers don't usually require, such as car hire, tours etc. leaving the remaining functionality to resemble your day to day needs.

Upgrade

To upgrade your Bookeasy console to Room Operator, kindly follow the steps below;

1. Click on the **Room Operator Upgrade** button in the top right hand corner of your Bookeasy Member Console



2. Once done, the below Pop Up box will appear;

New Room Operator Console Released

The new room operator console offers greater flexibility to sell your accommodation through your Visitor Centre and can be used as your complete in-house system.



This latest release offers the following features:

- Linked availability - Sell two or more rooms that draw availability from the same source
- Ability to easily copy rooms
- Additional flexibility several rate types
- Ability to stop sell individual days
- Ability to have rooms available for a date range and/or days of the week
- We have also produced a range of video tutorials and help documentation. [Click here to view](#)

Upgrade Now

Don't upgrade now, but remind me again in a few days

3. Click **Upgrade Now** to upgrade your Bookeasy Member Console the Room Operator.

The system will now complete the upgrade itself, once done, you will see a **Welcome to Room Operator** Pop Up appear, simply click **Start using Room Operator** to continue through to your new, upgraded console.

Welcome to Room Operator



Room Operator console has been designed to be your complete Room Management system

- Communicate with your clients
- Track cash and agent payments and commissions
- Manage your business from anywhere you have an Internet connection
- iPad compatible

Start using Room Operator

Welcome to Room Operator

Main Menu

The screenshot shows the main menu of the Room Operator console. At the top, the 'bebookeasy ROOM OPERATOR CONSOLE' logo is on the left (callout 1), and the user 'Brittini' is logged in to 'Brittini's Chalet - Test Console' with a 'Logout' button and a 'Knowledgebase' link (callout 2). A navigation bar contains 'Main Menu', 'Reservation Calendar', 'Reports', 'Accounts', 'Setup', 'Booking Centre Functions', 'Online Distribution' (highlighted), and 'Help and Support' (callout 12).

The main menu is divided into several sections:

- Daily Management** (callout 8): Includes 'Rooms & Rates', 'Reservations', and 'Reports' buttons.
- Marketing Tools** (callout 9): Includes 'Questions', 'Distribution', and 'Availability' buttons.
- Setup** (callout 10): Includes 'Operator Details' button.
- Support** (callout 11): Includes 'Support' and 'Video Tutorials' buttons.

On the right side, there are three summary boxes:

- TO-DO LIST**: Contains 'NEW ONLINE BOOKINGS' (callout 3) with the message 'There are no new online bookings', 'ARRIVALS' (callout 4) with a table of arrivals, and 'DEPARTURES' (callout 5) with the message 'There are no unchecked departures for today' and a 'View the full report' link (callout 6).
- THIS FORTNIGHT AT A GLANCE** (callout 7): A calendar grid showing room availability for the next 14 days (Su 15 to Su 29).

Guest Name	Phone Number	PAX	ETA
Brittini Stewart	0400000000	2A	2:00 PM

	Su 15	Mo 16	Tu 17	We 18	Th 19	Fr 20	Sa 21	Su 22	Mo 23	Tu 24	We 25	Th 26	Fr 27	Sa 28	Su 29
01. 1 Bedroom Chalet															
02. 1 Bedroom Chalet															
03. 2 Bedroom Chalet															
04. 2 Bedroom Chalet															
05. 3 Bedroom Chalet															
06. 3 Bedroom Chalet															
1 - 3 bedroom															
10 - 1 Bedroom Apartment															
10 - 3 bedroom															

Above is the Main Menu of your Room Operator console, this is the screen you will see, each time you login.

- 1. Reservations Calendar** - The reservations calendar is where you can view an expanded version of the Fortnight at a Glance Calendar.
- 2. Online Distribution** - This link will take you to the Online Distribution section of Room Operator. Here you can connect your Room Operator rates and availability to Australia's, and the world's top online travel agents (OTA's). You can also access the booking button functionality for your website and many other features to help sell your rooms. See [Online Distribution - Home](#) for more details.
- 3. New Online Bookings** - When you receive a new booking from a Bookeasy Visitor Centre it will be displayed here. You can click on the booking and view the details as well as allocate them to an individual room. For more information see "[New Online Bookings](#)"

4. **Arrivals** - If a guest is arriving today, then their name will show here. You can click on their name to view their details.
5. **Departures** - Any guests departing today will show here. You can click on their name to view their details.
6. **View Full Report** - Clicking on this link will take you to the relevant report interface so you can view all the details.
7. **This Fortnight at a Glance** - This is a snapshot of your reservation calendar for the next 14 days. You will notice that today is highlighted in yellow. For a better view and day to day work you should go to the "[Reservation Calendar](#)" link in the top menu.
8. **Daily Management** – This area consists of;
 - Rooms and Rates (aka List of Units/Rooms and Rates)
 - Reservations – this will take you to your Reservations Calendar, so is an alternative to #1 above.
 - Reports – Will take you to your Monthly Bookings Report
9. **Marketing Tools** – This area consists of;
 - Questions – Questions added here will display on your booking from when a guest makes a reservation.
 - Distribution – Will direct you to the **Bookeasy** Distribution Network Page
 - Availability – Will take you to your Availability screen.
10. **Setup** – This area consists of;
 - Operator Details – This is the same operator details page as the Bookeasy Member console so should already be filled in.
11. **Support** – This area consists of;
 - Support –
 - Video Tutorials –

Reservations Calendar



Brittni is logged into the Brittni's Chalet - Test Console Console | Logout | Knowledgebase

Main Menu Reservation Calendar Reports Accounts Setup Booking Centre Functions Online Distribution Help and Support

RESERVATIONS

Display **1** Search **2** Room **3** Date Range **4** Bookings With **5** Status **6** Display As **7** Search **8**

Bookings **9** ALL **10** September 2013 **11** Allocated Rooms **12** ALL **13** Calendar

	Su 01	Mo 02	Tu 03	We 04	Th 05	Fr 06	Sa 07	Su 08	Mo 09	Tu 10	We 11	Th 12	Fr 13	Sa 14	Su 15	Mo 16	Tu 17	We 18	Th 19	Fr 20	Sa 21	Su 22	Mo 23	Tu 24	We 25	Th 26	Fr 27	Sa 28	Su 29	Mo 30
01 - 1 Bedroom Chalet																														
02 - 1 Bedroom Chalet																														
03 - 2 Bedroom Chalet																														
04 - 2 Bedroom Chalet																														
05 - 3 Bedroom Chalet																														
06 - 3 Bedroom Chalet																														
1 - 3 bedroom																														
10 - 1 Bedroom Apartment																														
10 - 3 bedroom																														
11 - 1 Bedroom Apartment																														

Booking details for 03 - 2 Bedroom Chalet (We 18 - Fr 20):
Bookeasy, Bookeasy Test (2A)
 BookingID: 3529885 / 3310266
 Arriving: Wed, 18 Sep 2013 @ 12:00 AM
 Departing: Fri, 20 Sep 2013 @ 12:00 AM
 Paid: \$0 of \$480

Booking details for 10 - 1 Bedroom Apartment (Tu 17 - Tu 18):
 Stewart, B
 Book

- Display** – By default, your reservations calendar will display bookings only, should you wish to view Quotes you must select Quotes from the Display drop down box.
- Search** – Allows you to search for a particular reservation using either Guest Name, Booking Number, Agent Voucher or Booking Question
- Room** – Gives you the ability to have your calendar display bookings from all room types, or just one in particular
- Date Range** – This field allows you to choose which month you would like the Calendar to display. Should you require a search that goes over more than one month, simply click on the black arrows to change date format
- Bookings With** – You can search for either bookings already Allocated, or Unallocated by altering this field
- Status** – you can also search for bookings with a particular Status, for example, you could just search for all Cancelled Bookings by selecting Cancelled from the Status field.
- Display As** - Gives you the option of either displaying the Reservations Calendar as Bookings (displayed above) or a Text List which will instead list all reservations down the page, in order of arrival date.
- Search** – Click to search
- Rooms** – Are listed down the left hand side
- Clean** - This page allows you to set the current status of your room. Your reservation calendar will then display a visual indication of the room status.
- Dates** – Are displayed along the top of the grid

12. **Month** – The currently viewed month will display at the top of the page, you can click on Previous Month or Next Month to navigate, or you can simply use the Date Range field in your Search Options instead (#4)
13. **Booking** – Your reservations will be displayed within the grid, simply hover over them to bring up a summary box that allows you to see more details of the reservation. To open the reservation completely, click instead of hover.

Reservations

This will direct you to the Reservations Calendar, however is defaulted to Text View, instead of Calendar View which is shown in the above screenshot. Navigation in this area is the same as the above instructions for the Reservation Calendar.

Search Contacts

Contacts relates to any guest or agent that has been added into the system and acts much like a Guest Profile for each. Viewing a particular guest's Booking History is also available from this area. To search all contacts (Guests and Agents), please be sure to tick the View All box to the left of Search, if you just want to view Agents, please tick the Agents box.

Add Contact

This is where you can add a Guest or Agent Profile to the system which can then be located via the Search Contacts section.

Availability



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ACCOMMODATION AVAILABILITY

You must save your changes at the bottom of the screen using the SAVE button.

[Click here to show previous dates on your availability screen](#)

« Previous Month | September 2013 | Refresh Dates | Next Month »

Sep 2013	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	
5 x 1 Bedroom Apartment																															
Close Out																				0	0	0	0	0	0	0	0	0	0	0	
Bookings																															
Available																				5	5	5	5	5	5	5	5	5	5	5	
2 x 1 Bedroom Chalet																															
Close Out																				2	2	2	2	2	2	2	2	2	2	2	
Bookings																															
Available																															
2 x 2 Bedroom Chalet																															
Close Out																				2	2	2	2	2	2	2	2	2	2	2	
Bookings																															
Available																															

« Previous Month | September 2013 | Refresh Dates | Next Month »

[Save Changes](#)

Line 1: The number of rooms used by yourself / the operator. This can be updated by entering a number of rooms and clicking the SAVE Button.

Line 2: The number of rooms that the Visitor Centre or Agent has booked for you.

Line 3: The number of rooms available.

- Date Range** - This field allows you to choose which month and year you would like the Calendar to display.
- Refresh Dates** - Click here after using the Date Range fields to refresh the page to that date you selected
- Dates** - are displayed along the top of the grid
- Rooms** - are displayed down the left hand side of the grid
- Close Out** - Shows the number of rooms that have been manually closed out by the operator. This may be due to a number of reasons that require a room to be removed from the availability pool.
- Bookings** - Shows the number of reservations for that particular room on any given day
- Available** - Equals total number of rooms, minus Close Out and Bookings ie the number of rooms you currently have available.
- Next Month** - Use these to toggle between next and previous months on the Calendar
- Previous Dates** - Note that past dates will display as per the black hatched squares above (before the 19th September) to view past dates availability, click here.
- Save Changes** - Be sure to click on Save Changes after making any amendments to this area.
- Helpful Hints** - Should you forget what each (Close Out, Bookings, Available) means, see here.

Block/Unblock Range



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AVAILABILITY RANGE BLOCK OUT OR UNBLOCK

Enter details below to block out a room for a date range.

Block Out	<input checked="" type="checkbox"/> (if this box is ticked the range of dates will be blocked out (made unavailable) ; if unticked the range will be cleared (i.e. made available)
Start Date	<input type="text"/> Please ONLY enter dates covering one calendar year
End Date	<input type="text"/> Please ONLY enter dates covering one calendar year
Room	1 Bedroom Apartment
Number of Rooms THIS FUNCTION CAN ONLY BE USED FOR INDIVIDUAL ROOMS	<input type="text"/> (Enter a number of rooms to block out. Leave blank or 0 for ALL rooms).
	<input type="button" value="Save"/>

- Block Out** - (if this box is ticked the range of dates will be blocked out (made unavailable) ; if unticked the range will be cleared (i.e. made available)
- Start Date** – Enter the date in which you would like to start closing or opening availability
- End Date** – Select the final date for closing/opening availability
- Room** – Select either a particular room or ALL rooms
- Number of Rooms** – Enter the number of rooms you wish to close out or open
- Save** – Remember to Save your changes once done

Note: Changes here will reflect on your Availability screen

Reports

Monthly Bookings



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MONTHLY BOOKINGS

This report shows total invoicing figures for Room Manager operators.

Month: Year: 1

2

SUMMARY 3 AMOUNTS PAYABLE FOR AUGUST, 2013 4 5 6 7 8 9 10 11

No Bookings	Nights Occupied	No Persons	Avg. Cost Per Room (\$)	Avg. Cost Per Person (\$)	Revenue (\$)	Commission (\$)	Monthly Fee (\$)	Amount Payable (\$)
1	1	4	-\$675.00	-\$168.75	-\$675.00	\$0.00	\$0.00	\$0.00

ITEMISED AMOUNTS PAYABLE FOR AUGUST, 2013

Booking #	Booking Date	Arrival Date	Departure Date	Nights Occupied	No Persons	Avg. Cost Per Room (\$)	Avg. Cost Per Person (\$)	Revenue (\$)	Commission (\$)
3245374	06/08/2013	15/08/2013	16/08/2013	1	4	-\$675.00	-\$168.75	-\$675.00	\$0.00
				1	4	-\$675.00	-\$168.75	\$675.00	\$0.00

Current Location:

[Online Help](#)

Search Options

- Date Range** - This field allows you to choose which month and year you would like the Report to display.
- Perform Search** – Click here once you have selected the Month/Year which you would like the report to display

Summary of Amounts Payable for (Month/Year Selected)

- No. Bookings** – Will display the number of reservations over the Date Range selected in step 1
- Nights Occupied** - Will display the number of nights occupied over the Date Range selected in step 1
- No. Persons** - Will display the number of guests staying over the Date Range selected in step 1
- Avg. Cost Per Room** – Shows the average cost for rooms booked over the Date Range selected in step 1
- Avg. Cost Per Person** – Shows the average cost for each person staying over the Date Range selected in step 1
- Revenue** – Will display the total revenue made over the Date Range selected in step 1
- Commission** – Is only required for those using the Room Manager Property Management System, please ignore
- Monthly Fee** – Is only required for those using the Room Manager Property Management System, please ignore
- Amount Payable** - – Is only required for those using the Room Manager Property Management System, please ignore

Itemised Amounts Payable for (Month/Year selected)

- 12. **Booking Number** – Shows the booking number of the reservation, this is clickable and will open the Booking Screen
- 13. **Booking Date** – Displays the date the booking was made
- 14. **Arrival Date** – Displays the booking’s arrival date
- 15. **Departure Date** - Displays the booking’s departure date
- 16. **Nights Occupied** – The number of nights occupied by this reservation
- 17. **No. Persons** – The number of guests on the reservation
- 18. **Avg. Cost Per Room** – Shows the average cost for rooms booked over the Date Range selected in step 1
- 19. **Avg. Cost Per Person** – Shows the average cost for each person staying over the Date Range selected in step 1
- 20. **Revenue** - Will display the total revenue made over the Date Range selected in step 1
- 21. **Commission** - Is only required for those using the Room Manager Property Management System, please ignore

Booking Summary



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BOOKING SUMMARY

This report shows total invoicing figures for Room Manager operators.

Product	Booking Date [Clear]	Arrival Date [Clear]	Departure Date [Clear]
All Products	1/1/2014 to 31/1/2014		

Perform Search

SUMMARY OF AMOUNTS PAYABLE

Room Name	No Bookings	Nights Occupied	No Persons	Avg. Cost Per Room (\$)	Avg. Cost Per Person (\$)	Revenue (\$)	Commission (\$)	Total of Bookings (%)	Total of Revenue (%)
1 Bedroom Chalet	1	1	2	\$100.00	\$50.00	\$100.00	\$0.00	50.00%	2.78%
3 Bedroom Chalet	1	7	5	\$3,500.00	\$700.00	\$3,500.00	\$0.00	50.00%	97.22%
	2	8	7	\$3,600.00	\$750.00	\$3,600.00	\$0.00	100.00%	100.00%

ITEMISED AMOUNTS PAYABLE

Booking #	Booking Date	Room Name	Arrival Date	Departure Date	Nights Occupied	No Persons	Avg. Cost Per Room (\$)	Avg. Cost Per Person (\$)	Revenue (\$)	Commission (\$)	Total of Bookings (%)	Total of Revenue (%)
3484050	08/01/2014	3 Bedroom Chalet	07/02/2014	14/02/2014	7	5	\$3,500.00	\$700.00	\$3,500.00	\$0.00	50.00%	97.22%
3509717	23/01/2014	1 Bedroom Chalet	25/01/2014	26/01/2014	1	2	\$100.00	\$50.00	\$100.00	\$0.00	50.00%	2.78%
					8	7	\$1,800.00	\$375.00	\$3,600.00	\$0.00	100.00%	100.00%

Current Location:

Brittni is logged into the Brittni's Chalet - Test Console Console | [Logout](#) | [Online Help](#)

The Booking Summary report is much like the Monthly Bookings report except that you have more parameters to narrow your search by, including **Product** (Room Type), **Booking Date**, **Arrival Date** and **Departure Date**.

Extras Summary



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EXTRAS SUMMARY

This report shows total invoicing figures for Room Manager operators.

Product **1** Booking Date **2** [Clear] Arrival Date **3** [Clear] Departure Date **4** [Clear]
 All Products 1/1/2014 to 28/2/2014

Perform Search **5**

6	7	8	9	10	11	12	13	14	15
Extra Name	No Bookings	Nights Occupied	No Persons	Avg. Cost Per Room (\$)	Avg. Cost Per Person (\$)	Revenue (\$)	Commission (\$)	Total of Bookings (%)	Total of Revenue (%)
Breakfast Ad	1	1	2	\$138.00	\$69.00	\$138.00	\$0.00	100.00%	100.00%
	1	1	2	\$138.00	\$69.00	\$138.00	\$0.00	100.00%	100.00%

16	17	18	19	20	21	22	23	24	25	26	27	28
Booking #	Booking Date	Extra Name	Arrival Date	Departure Date	Nights Occupied	No Persons	Avg. Cost Per Room (\$)	Avg. Cost Per Person (\$)	Revenue (\$)	Commission (\$)	Total of Bookings (%)	Total of Revenue (%)
3509717	23/01/2014	Breakfast Ad	25/01/2014	26/01/2014	1	2	\$138.00	\$69.00	\$138.00	\$0.00	100.00%	100.00%
					1	2	\$138.00	\$69.00	\$138.00	\$0.00	100.00%	100.00%

Current Location: Brittini is logged into the Brittini's Chalet - Test Console Console | [Logout](#) | [Online Help](#)

Search Options

- Product** – Default search is for All Extras, however to search for a particular product simply select it from this dropdown box.
- Booking Date** – Enter the Booking Dates you wish to narrow your search by
- Arrival Date** – Enter the Arrival Dates you wish to narrow your search by
- Departure Date** - Enter the Departure Dates you wish to narrow your search by
- Perform Search** –Click here to view results below

Summary of Amounts Payable for (Month/Year Selected)

- Extra Name** - Will display the name of the Extra
- No. Bookings** – Will display the number of reservations that booked this Extra over the Date Range specified
- Nights Occupied** – Will display the number of nights occupied over the Date Range specified
- No. Persons** - Will display the number of guests staying over the Date Range specified
- Avg. Cost Per Room** – Shows the average cost for rooms booked over the Date Range specified
- Avg. Cost Per Person** – Shows the average cost for each person staying over the Date Range specified
- Revenue** – Will display the total revenue made over the Date Range specified
- Commission** – Is only required for those using the Room Manager Property Management System, please ignore
- Total of Bookings (%)** –
- Total of Revenue (%)** –

Itemised Amounts Payable for (Month/Year selected)

16. **Booking #** - Displays the booking number associated with the Extra
17. **Booking Date** – Displays the date the booking was made
18. **Extra Name** – Displays the name of the Extra
19. **Arrival Date** – Displays the reservation's Arrival Date
20. **Departure Date** – Displays the reservation's Departure Date
21. **Nights Occupied** – Displays the number of nights occupied over the Date Range specified
22. **No. Persons** – Displays the number of guests staying over the Date Range specified
23. **Avg. Cost Per Room** – Shows the average cost for rooms booked over the Date Range specified
24. **Average Cost Per Person** – Shows the average cost for each person staying over the Date Range specified
25. **Revenue** – Will display the total revenue made over the Date Range specified
26. **Commission** – Is only required for those using the Room Manager Property Management System, please ignore
27. **Total of Bookings (%)** –
28. **Total of Revenue (%)** –

Accounts

Payments


 Brittni is logged into the Brittni's Chalet - Test Console Console | [Logout](#) | [Knowledgebase](#)

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LIST OF ALL PAYMENTS 1

 Payment From Date To Payment Type 2
 Reconciled Start Date To Date 3 You must enter dd/mm/yyyy in BOTH fields

Payment#	Payment Date	Recon Date	Payment By	Room Name	Client Name	Description	Payment Type	Itinerary/ Booking No	Amount
34	Wed 19/4/2013	Wed 19/4/2013		2 Bedroom Chalet	Test Jeremy		Credit Card	3297066/3088115	\$135.00
34539127	Fri 19/4/2013			1 Bedroom Chalet	Richard Fletcher		Cash	3309503/3100421	\$350.00
3453954	Fri 19/4/2013			2 Bedroom Chalet	Lis Fletcher		Credit Card	3310299/3101300	\$50.00
3455372	Sat 20/4/2013			3 bedroom	Edward Hoskin		Cash	3311608/3102536	\$300.00
3454211	Sat 20/4/2013			1 Bedroom Chalet	Edward Hoskin		Eftpos	3310595/3101593	\$100.00
3455324	Sat 20/4/2013			2 Bedroom Chalet	Richard Fletcher		Account	3311590/3102518	\$350.00
3461597	Wed 24/4/2013			1 Bedroom Chalet	Warren O'Leary		Gift Voucher	3317516/3108199	\$154.00
3461592	Wed 24/4/2013			2 Bedroom Chalet	Test Jeremy		Cash	3297066/3088115	\$1.00
3573033	Thu 11/7/2013			1 Bedroom Apartment	test test		Cash	3423508/3208867	\$125.00
3597823	Fri 26/7/2013		Online	5 bedroom	.test		Credit Card	3446639/3230013	\$0.00

Cash	\$561.00
Account	\$350.00
Credit Card	\$400.00
Eftpos	\$100.00
Gift Voucher	\$154.00

TOTAL PAYMENTS: \$1,565.00 15

1. **Payment From and To Date** – Enter the dates in which you would like to search payments
2. **Payment Type** – You can narrow down your search by specifying a Payment Type using this drop down field
3. **Reconciled Start and To Date** – You can again narrow down your search by specifying a Reconciled Date, see Payment Reconciliation for further details
4. **Search** – Click here once you have entered your parameters to commence the search
5. **Payment #** - Displays the Payment Number for the corresponding payment
6. **Payment Date** – Shows the date the payment was made
7. **Recon Date** – Shows the date the payment was reconciled
8. **Payment By** – Displays who made the payment ie – Online, Staff Member etc.
9. **Room Name** – Shows the Room Type that was booked
10. **Client Name** – Displays the name of the guest
11. **Description** – Is only required for Visitor Centers wishing to add a note to a payment, please ignore
12. **Payment Type** – Shows which method was used to make payment
13. **Itinerary/Booking Number** – Displays the itinerary and the booking number of the reservation, this is clickable and will open the Booking Screen
14. **Amount** – Shows the amount that was paid
15. **Totals Summary** – Provides a summary of Payments for the date range selected in Step 1

16. **Total Payments** – Displays the Total of all Payments for the date range selected in Step 1

Payment Reconciliation



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LIST OF UNRECONCILED PAYMENTS

Please edit the payment from and to dates and press Search to view all unreconciled payments

Payment Date From 01/03/2013 To 19/09/2013 Search

Payment#	Payment Date/Time	Payment By	Client Name	Description	Payment Type	Receipt #	Itin/Sale #	Booking #	Amount	Action	
3453	Fri 19/4/2013		Lis Fle	Brittni's Chalet - Test Console	Credit Card		331029	310130	\$50.00	<input type="checkbox"/>	
3597823	Fri 26/7/2013 11:01	Online	.test	Brittni's Chalet - Test Console	Credit Card		3446639	3230013	\$0.00	<input type="checkbox"/>	
									Credit Card	\$50.00	
3454211	Sat 20/4/2013 08:53		Edward Hoskin	Brittni's Chalet - Test Console	Eftpos		3310595	3101593	\$100.00	<input type="checkbox"/>	
									Eftpos	\$100.00	
3453127	Fri 19/4/2013 12:24		Richard Fletcher	Brittni's Chalet - Test Console	Cash		3309583	3100421	\$135.00	<input type="checkbox"/>	
3455372	Sat 20/4/2013 21:47		Edward Hoskin	Brittni's Chalet - Test Console	Cash		3311608	3102536	\$300.00	<input type="checkbox"/>	
3461592	Wed 24/4/2013 21:14		Test Jeremy	Brittni's Chalet - Test Console	Cash		3297066	3088115	\$1.00	<input type="checkbox"/>	
3573033	Thu 11/7/2013 14:20		test test	Brittni's Chalet - Test Console	Cash		3423508	3208867	\$125.00	<input type="checkbox"/>	
3686487	Thu 19/9/2013 08:57		Lis Fletcher	Brittni's Chalet - Test Console	Cash		3310299	3101300	\$550.00	<input type="checkbox"/>	
									Cash	\$1,111.00	
3455324	Sat 20/4/2013 20:10		Richard Fletcher	Brittni's Chalet - Test Console	Account		3311590	3102518	\$350.00	<input type="checkbox"/>	
									Account	\$350.00	
3461597	Wed 24/4/2013 21:33		Warren O'Leary	Brittni's Chalet - Test Console	Gift Voucher		3317516	3108199	\$154.00	<input type="checkbox"/>	
									Gift Voucher	\$154.00	
									TOTAL PAYMENTS:	\$1,765.00	

Reconciliation Date 19/09/2013 Secure Payments Other Payments Reconcile

- Payment Date From and To & Search** – Enter the dates that you would like to see payments made and click on Search to display results
- Payment #** - Displays the Payment Number for the corresponding payment
- Payment Date/Time** – Shows the time and date of the payment
- Payment By** - Displays who made the payment ie – Online, Staff Member etc.
- Client Name** – Shows the Guest Name that relates to the payment
- Description** – Shows the name of your property
- Payment Type** - Shows which method was used to make payment
- Receipt #** - Is only required for Visitor Centers, please ignore
- Itin/Sale#** - Reflects the bookings' Itinerary Number, this is clickable and will open the Booking Screen
- Booking Number** – Displays the Booking Number of the reservation
- Amount** – Shows the amount that has been paid
- Action** – Tick this box to reconcile the Payment. Once done, the reservation will remove itself from this list

Setup

Business Details



Brittni is logged into the Brittni's Chalet - Test Console Console | Logout | Knowledgebase

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EDIT DETAILS

Please type in upper AND lower case. What you enter below will be displayed exactly as you enter it on the website.















Customer ID	1	56581
Surname	2	Stewart
First Name	3	Brittni
Business Name	4	Brittni's Chalet - Test Console
ABN	5	1111111111 (11 numbers)
Email	6	brittni@resonline.com Freecall:
Email Notifications	7	<input checked="" type="checkbox"/> Would you like to receive emails upon full payment of a booking?
Website	8	. i.e no http:// - just www.xxx.com
Phone	9	07 5668 2549 ie. 9745 3456 Faxno: Mobile:
Postal Address	10	38 Burbank Ave
Town	11	Gladstone Park
Postcode	12	3043 State: VIC
Preferred Currency	13	Beliz Dollars (BZD)
Local Taxes	14	Label: GST ie. GST ,VAT etc. , Amount: 10 %
Locale	15	English (Australia) (GMT+10:00) Canberra, Melbourne, Sydney Date Format Wednesday, 5 March 2014 Time Format 9:49:19 AM Number Format 12345.6789 Currency Australian Dollar Currency Format \$12,345.68

- Customer ID** – Displays your Bookeasy Customer ID, this is for internal use only so no need to memorise this
- Surname** – Managers Surname
- First Name** – Managers First Name
- Business Name** – Name of the Property
- ABN** – Enter your business' ABN here
- Email & Freecall** – Enter the email address which you would like Bookeasy correspondence to go to and a Freecall number if applicable
- Email Notifications** – Tick the box if you would like to receive emails upon full payment of a booking? If not, leave un-ticked
- Website** – Enter your business' web address
- Phone, Faxno, Mobile** – Enter your properties phone number, fax number and mobile, if applicable
- Postal Address** – Enter the address of your property

11. **Town** – Enter the name of the town in which your property is located
12. **Postcode** – enter the Postcode for your property
13. **Preferred Currency** – Select your preferred currency from the dropdown menu supplied.
14. **Local Taxes** – Enter the name and the amount (%) of any local taxes that must be added to your daily rates if applicable.
15. **Locale** – Select your Locale and Timezone from the dropdown boxes supplied.

<p>Business Location</p> <p>16</p>	<input type="text"/> Refresh Map <p>PLEASE NOTE: For Google Mapping to correctly identify your business location, please enter in the format of: "<Street Number> <Street Name>, <Suburb> <State> <Postcode>, <Country>" For example, 1/26 Minchin Way, Margaret River WA 6285, Australia</p> <p>Latitude : <input type="text"/> Longitude : <input type="text"/> Refresh Map</p>
<p>Accommodation Type</p> <p>17</p>	<p>BudgetBackpackers <input type="text"/></p>
<p>Setting</p> <p>18</p>	<p><input type="text"/> <input type="text"/> (2 choices)</p>
<p>Location</p> <p>19</p>	<p><input type="text"/></p>
<p>Username</p> <p>20</p>	<p>Note: In order to protect your data when updating passwords you are required to reach a certain standard. Your password will only be altered/saved if you have a value in the password field.</p> <p>Username <input type="text" value="brittni"/></p> <p>Password <input type="password" value="....."/></p>
<p>Point of Difference</p> <p>21</p> <p>This will display at the TOP of your webpage.</p>	<p>Newly Renovated Chalets</p> <p>..: Characters left: 2000</p>

16. **Business Location** – Enter the address details of your business in sentence format and click on Refresh Map to display your location.
17. **Accommodation Type** – Select from the dropdown lists one or two types that best describe your property
18. **Setting** – Select up to two settings that can describe your properties surroundings
19. **Location** – Select a location closest to your properties'
20. **Username** – Here you can see the username for your account, Passwords are hidden but can be reset using this field
21. **Point Of Difference** – Enter the Point of Difference for your property, this should be one sentence that sums up the accommodation and experience you offer, this will display on Visitor Centers websites

Directions from your nearest town 	<input type="text"/> ... Characters left: 2000
Business Description 	Affordable Accommodation <input type="text"/> ... Characters left: 3000 Insert <p> for paragraph breaks and for line breaks!
For Booking Centre Staff Only (i.e. Key Details) 	<input type="text"/> ...
For Itinerary Only 	<input type="text"/> ...
 Bank Name	<input type="text" value="OPERATORONLY"/>
 Bank Branch	<input type="text"/>
 BSB Number	<input type="text" value="000000"/> Up to 6 Numbers (eg. 123456)
 Account Number	<input type="text"/>
 Account Title	<input type="text"/>
 Account Code	<input type="text"/>
Include Extras In Agent Commissions	<input type="checkbox"/> 
 Limit Back-To-Back Bookings	<input type="checkbox"/> Prevent bookings being added to the cart where the departure date of one is the same as the arrival date of the other. Only applies to your external users.
 Display booking questions in manifest	<input type="checkbox"/>
 Only Send Email When Fully Paid	<input type="checkbox"/> Please Note: This setting will be only applied for Online Bookings

22. **Directions from your Nearest Town** – Enter instructions for Directions from your nearest town
23. **Business Description** – Here is where you can elaborate on your Point of Difference, this will display on Visitor Centers websites
24. **For Booking Centre Staff Only** – Whatever is entered here will display on the Visitor Centers console when looking at your property listing from within their internal system.
25. **For Itinerary Only** – Information entered here will display on booking confirmation sent from Visitor Centers websites when a guest makes a reservation
26. **Bank Name** – Enter your Bank Name, these details will be used by the Visitor Centre to deposit funds when running their returns
27. **Bank Branch** – The branch in which you opened your bank account
28. **BSB number** – Your BSB Number
29. **Account Number** – Your account number
30. **Account Title** – The name of the account
31. **Account Code** – Is for internal use only, please ignore
32. **Include Extras in Agent Commission** – Tick this box if you are happy to pay Agent’s commission for any Extra they may book. If all Extras are offered at property level, please leave this box un-ticked
33. **Limit Back-to-Back Bookings** – Tick this box to prevent bookings being added to the cart where the departure date of one is the same as the arrival date of the other.
34. **Display Booking Questions in Manifest** – Tick this box to include the guests’ answers to your booking questions on the reservation manifest
35. **Only Send Email When Fully Paid** – If selected, the operator will only receive a confirmation email once the booking is full paid.

EDIT CANCELLATION, INDEMNITY POLICY AND ACCREDITATION

Please type in upper AND lower case. What you enter below will be displayed exactly as you enter it on the website.

Cancellation and Indemnity Policy 36	Cancellations within 7 days of arrival: Full Fees Cancellations within 14 days of arrival: 1 Night Fee
Star Rating 37	4.5
AAA Record Number 38	<input type="text"/> NOTE: Leave this empty if you are self-rated.
Tourism Accreditation 39	<input type="checkbox"/>
Tourism Accreditation Number 40	<input type="text"/>
TQual Accreditation 41	<input type="checkbox"/>
TQual Accreditation Code 42	<input type="text"/>
43 <input type="button" value="Save"/>	

36. **Cancellation and Indemnity Policy** – Enter your Cancellation policy here and it will display on your properties listing on the Visitor Centre website.
37. **Star Rating** – Enter your properties' Star Rating
38. **AAA Record Number** – Enter your AAA Record number if applicable
39. **Tourism Accreditation** – Tick if you have a Tourism Accreditation
40. **Toursim Accreditation Number** – Enter your Tourism Accreditation Number here
41. **TQual Accreditation** – Tick if you a TQual Accreditation
42. **TQual Accreditation Number** – Enter your TQual Accreditation Number here
43. **Save** – Don't forget to Save your Changes

Property Details


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EDIT ACCOMMODATION DETAILS

Please type in upper AND lower case. What you enter below will be displayed exactly as you enter it on the website.

1	Tariffs range from	100	To	500	Enter a number only. AUD (Australian Dollars) per night. Please enter your Lowest and Highest Tarriff rates.																						
2	Tourism Accreditation	<input type="checkbox"/> Accreditation Number <input type="text"/>																									
3	AAA Rating	4.5	AAA Record Number	<input type="text"/>																							
4	Internal Rating	<input type="text"/>																									
	Tick this box if ALL your rooms do not take children	<input type="checkbox"/> 5																									
	Tick this box if ALL your rooms do not take infants	<input type="checkbox"/> 6																									
7	Number of Rooms/Units	22	Description of accommodation units	Chalets	I.e. rooms / chalets / houses etc.																						
8	Arrival Time	14:00	HH.MM (i.e. 14:00)	Departure Time:	10:00	HH.MM (i.e. 10:00)																					
9	Cancellation Policy/Terms and Conditions	Cancellations within 7 days of arrival: Full Fees Cancellations within 14 days of arrival: 1 Night Fee Maximum of 2000 characters are allowed to be entered																									
10	Facilities	<table border="1"> <tr> <td><input type="checkbox"/> 24 Hour Reception</td> <td><input type="checkbox"/> 5-Star RAC rating</td> <td><input type="checkbox"/> Adult Retreat</td> </tr> <tr> <td><input type="checkbox"/> Air Conditioning</td> <td><input type="checkbox"/> Baby Sitting</td> <td><input type="checkbox"/> Balcony</td> </tr> <tr> <td><input type="checkbox"/> Barbeque</td> <td><input type="checkbox"/> Bicycle Hire</td> <td><input type="checkbox"/> Bicycles Available</td> </tr> <tr> <td><input type="checkbox"/> Breakfast Optional</td> <td><input type="checkbox"/> Bush Retreat</td> <td><input type="checkbox"/> Bushwalking Trails</td> </tr> <tr> <td><input type="checkbox"/> Cafe/ Coffee Shop</td> <td><input type="checkbox"/> Camp Kitchen</td> <td><input type="checkbox"/> Carpark</td> </tr> <tr> <td><input type="checkbox"/> Child Activity Program</td> <td><input type="checkbox"/> Childminding Facilities</td> <td><input type="checkbox"/> Communal Bathroom</td> </tr> <tr> <td><input type="checkbox"/> Communal Fridge</td> <td><input type="checkbox"/> Communal Kitchen</td> <td><input type="checkbox"/> Communal TV</td> </tr> </table>					<input type="checkbox"/> 24 Hour Reception	<input type="checkbox"/> 5-Star RAC rating	<input type="checkbox"/> Adult Retreat	<input type="checkbox"/> Air Conditioning	<input type="checkbox"/> Baby Sitting	<input type="checkbox"/> Balcony	<input type="checkbox"/> Barbeque	<input type="checkbox"/> Bicycle Hire	<input type="checkbox"/> Bicycles Available	<input type="checkbox"/> Breakfast Optional	<input type="checkbox"/> Bush Retreat	<input type="checkbox"/> Bushwalking Trails	<input type="checkbox"/> Cafe/ Coffee Shop	<input type="checkbox"/> Camp Kitchen	<input type="checkbox"/> Carpark	<input type="checkbox"/> Child Activity Program	<input type="checkbox"/> Childminding Facilities	<input type="checkbox"/> Communal Bathroom	<input type="checkbox"/> Communal Fridge	<input type="checkbox"/> Communal Kitchen	<input type="checkbox"/> Communal TV
<input type="checkbox"/> 24 Hour Reception	<input type="checkbox"/> 5-Star RAC rating	<input type="checkbox"/> Adult Retreat																									
<input type="checkbox"/> Air Conditioning	<input type="checkbox"/> Baby Sitting	<input type="checkbox"/> Balcony																									
<input type="checkbox"/> Barbeque	<input type="checkbox"/> Bicycle Hire	<input type="checkbox"/> Bicycles Available																									
<input type="checkbox"/> Breakfast Optional	<input type="checkbox"/> Bush Retreat	<input type="checkbox"/> Bushwalking Trails																									
<input type="checkbox"/> Cafe/ Coffee Shop	<input type="checkbox"/> Camp Kitchen	<input type="checkbox"/> Carpark																									
<input type="checkbox"/> Child Activity Program	<input type="checkbox"/> Childminding Facilities	<input type="checkbox"/> Communal Bathroom																									
<input type="checkbox"/> Communal Fridge	<input type="checkbox"/> Communal Kitchen	<input type="checkbox"/> Communal TV																									

- Tariffs Range From** – Enter the Minimum and Maximum rates you offer for your accommodation
- Tourism Accreditation** – Tick box if applicable and enter your corresponding Accreditation Number
- AAA Rating** – Select your AAA Rating from the drop down list and enter your AAA Record Number
- Internal Rating** – Select your Internal Rating if applicable (self rating)
- Tick this box if ALL your rooms do not take children**
- Tick this box if ALL your rooms do not take infants**
- Number of Rooms and Description** – Enter the total number of rooms at your property and a descriptive name for the style of accommodation on offer
- Arrival and Departure Time** – Enter your standard Arrival and Departure Time
- Cancellation Policy/Terms and Conditions** – This area should be populated with the information you entered into the Business Details section – Step 32
- Facilities** – Select the facilities that apply to your property

Rooms and Rates


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LIST OF ROOMS AND RATES

1 Room Name	2 Rates	3 Availability Links	4 Facilities	5 Edit Delete
60716 - 1 Bedroom Apartment	Edit Daily Rates	-	Edit	Edit Delete
50017 - 1 Bedroom Chalet	Edit Daily Rates	-	Edit	Edit Delete
50018 - 2 Bedroom Chalet	Edit Daily Rates	3 bedroom (1)	Edit	Edit Delete
60579 - 3 bedroom	Edit Daily Rates	2 Bedroom Chalet (1)	Edit	Edit Delete
50019 - 3 Bedroom Chalet	Edit Daily Rates	-	Edit	Edit Delete
54589 - 5 bedroom	Edit Daily Rates	-	Edit	Edit Delete
61256 - FAMILY SEAVIEW	Edit Daily Rates	-	Edit	Edit Delete
61255 - SEAVIEW	Edit Daily Rates	-	Edit	Edit Delete

Add a new Room

- Room Name** – Click on the Room Name to view the Edit Rooms and Rates screen
- Rates** – Click on Edit Daily Rates to view the Edit Daily Rates screen
- Availability Links** – Will display your current availability links between room types
- Facilities** – Here you can select facilities per room type
- Edit | Delete** – Click on Edit to view the Edit Rooms and Rates screen (alternative to Step 1)

Rooms and Rates

Add a New Room



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LIST OF ROOMS AND RATES

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- Property Details
- Rooms and Rates**
- Cancellation, Indemnity Policy & Accreditation
- Upload Pictures / Images
- Staff Logons
- State Holidays
- Booking Questions
- Upgrade to Room Manager

Room Name	Rates	Ability Links	Facilities	
60716 - 1 Bedroom Apartment	Edit Daily Rates		Edit	Edit Delete
50017 - 1 Bedroom Chalet	Edit Daily Rates		Edit	Edit Delete
50018 - 2 Bedroom Chalet	Edit Daily Rates	room (1)	Edit	Edit Delete
60579 - 3 bedroom	Edit Daily Rates	room Chalet (1)	Edit	Edit Delete
50019 - 3 Bedroom Chalet	Edit Daily Rates		Edit	Edit Delete
54589 - 5 bedroom	Edit Daily Rates	-	Edit	Edit Delete
61256 - FAMILY SEAVIEW	Edit Daily Rates	-	Edit	Edit Delete
61255 - SEAVIEW	Edit Daily Rates	-	Edit	Edit Delete

Add a new Room

1. Hover over the Setup Menu and click on Rooms and Rates
2. Click on Add a New Room

You will then be redirected to the below screen;



ADD ROOMS & RATES

Room Setup	
Room Type * 1	<input type="text"/>
Should this room type display for online bookings? 2	<input type="checkbox"/> Display on website for online bookings?
How many actual rooms do you have? 3 <i>Enter the number of this "type" of accommodation</i>	<input type="text" value="1"/>
Room Names 4 <i>Enter the Room Name/Number for the number of rooms entered above</i>	<input type="text"/>
Room Configuration 5	Powered Site <input type="button" value="v"/>
Link Availability 6	<input type="checkbox"/> Use availability from other rooms?
Maximum Number of Guests * 7 <i>Maximum number of people that this accommodation holds</i>	<input type="text"/>
Maximum Number of Days 8 <i>Maximum number of days that can be booked at a time. Leave blank to allow an unlimited number of days to be booked.</i>	<input type="text"/>
Description 9 <i>Please include:</i> * Bedding Configuration * Breakfast Details * Children Differences * Cot Prices	<div style="border: 1px solid #ccc; height: 100px;"></div>

- Room Type** - Enter the name of the room type e.g. 1 Bedroom Apartment
- Should this room type display for online bookings?** – Only tick this box if you would like this particular room type to be available to book through online channels.
- How many actual rooms do you have?** – Enter the number of rooms you have for this room type e.g. 14 x 1 bedroom Apartments
- Room Names** – Enter the names/numbers of each apartment, this is how you will tell them apart when allocating via your Reservations Calendar
- Room Configuration** – Select the option that best describes that room type.
- Link Availability** – Tick this box if the availability for this room, must be linked to another. Once ticked, a drop down box will appear that allows you to select the linked room
- Maximum Number of Guests** – Enter the *maximum* number of guests that can be accommodated in that room type.
- Maximum Number of Days** – Enter the maximum number of days that can be booked at a time, fo example, use this feature if you do not take reservations over 7 nights.
- Description** – Add a detailed description of the room type.

Current Bedding Configurations		5	6	7	8	
Icon Displayed	Bedding Types 3	Bedding Description 4	Additional Cost	Per Night?	Default	Action
<input type="checkbox"/>	2 1 <input type="button" value="v"/> Double Bed <input type="button" value="v"/> Remove	1 Double Bed	<input type="text" value="0.00"/>	<input type="checkbox"/>	<input checked="" type="radio"/>	Remove
<input type="button" value="Add Bedding Type"/>						
<input type="button" value="Add a New Bedding Configuration"/>						

1. Click on **Add New Bedding Configuration**
2. **Bedding Types** - Select the quantity of beds (of the type selected in Step 3)
3. **Bedding Types** - Select the type of bed
4. **Bedding Description** - Will drop in automatically, however this can be altered if required
5. **Additional Cost** – Add an any additional costs for that particular configuration
6. **Per Night** – Tick this box if the Additional Cost should be on a per night basis, leave un-ticked to charge only once for entire stay
7. **Default** – This must be selected for one particular bedding configuration, for example, a 1 Bedroom Apartment could come with a King as default, but may be split into twin share
8. **Action** – Click on Remove to remove that specific Bedding Configuration

Repeat steps 1-8 to add additional bedding types available to that room. See below for a completed example what a 2 Bedroom Apartment may consist of.

Current Bedding Configurations						
Icon Displayed	Bedding Types	Bedding Description	Additional Cost	Per Night?	Default	Action
	1 <input type="button" value="v"/> King Zip Bed <input type="button" value="v"/> Remove	1 King Zip Bed and 2 Single Beds	<input type="text" value="0.00"/>	<input type="checkbox"/>	<input checked="" type="radio"/>	Remove
	2 <input type="button" value="v"/> Single Bed <input type="button" value="v"/> Remove					
Add Bedding Type						
	2 <input type="button" value="v"/> King Zip Bed <input type="button" value="v"/> Remove	2 King Zip Beds	<input type="text" value="0.00"/>	<input type="checkbox"/>	<input type="radio"/>	Remove
	Add Bedding Type					
	4 <input type="button" value="v"/> Single Bed <input type="button" value="v"/> Remove	4 Single Beds	<input type="text" value="0.00"/>	<input type="checkbox"/>	<input type="radio"/>	Remove
	Add Bedding Type					

Rate Setup	
Which type of rates setup will this room use? 1	Daily <input type="button" value="v"/>
Number of guests included in daily rates * 2 <i>Enter the number of guests included in daily rates</i>	<input type="text"/>
Default Rate * 3 <i>Default rate for your Daily Rates chart</i>	\$ <input type="text"/>
Nightly charge per extra adult * 4	\$ <input type="text"/>
Nightly charge per extra child * 5	\$ <input type="text"/>
Last Minute Inclusion 6 <i>This only applies to Gold Medal Operators</i>	<input type="checkbox"/> This room is to be included in Last Minute deals
Do not allow infants (< 2 years) 7	<input type="checkbox"/> You do not take infants (less than 2 years old)
Do not allow children (2 - 12 years) 8	<input type="checkbox"/> You do not take children (2-12 years old)
Is a bond required? 9 <i>NOTE: The bond will only be charged if booked through a Booking Centre that has enabled bonds.</i>	No <input type="button" value="v"/>

Campaign Information	
Is this room bookable for Campaigns only? 10	<input type="checkbox"/> This room is only bookable for campaigns
Campaigns able to book this room 11	No Campaigns <input type="button" value="v"/>

Save Changes 12

- Which type of rates setup will this room use?** – Select either Seasonal or Daily, for ease of use we suggest using Daily Rates
- Number of Guests included in Daily Rates** – Enter the number of guests included in your Daily Rate
- Default Rate** – Enter your Default (Rack) Rate
- Nightly Charge per Extra Adult** – Enter the nightly charge for any Adults above and beyond those included in your Daily Rate (Step 2)
- Nightly Charge per Extra Child** - Enter the nightly charge for any Children above and beyond those included in your Daily Rate (Step 2)
- Last Minute Inclusion** – Can only be used if you are a Gold Medal Operator, if you are unsure, please check with your Mothership Visitor Information Centre. Tick this box to be included in your Visitor Information Centers Hot Deals.
- Do not allow infants (< 2 Years)** – Tick this box if you do not allow infants at your property
- Do not allow children (2-12)** – Tick this box if you do not allow children at your property
- Is a Bond Required?** – To enable a Bond, your Booking Centre must have this option select in their console, please reach out to them to check this setting.
- Is this room bookable for Campaigns only?** – Tick this box if this room is part of a campaign run by your Visitor Centre
- Campaigns able to book this room** – Select the corresponding campaign from the drop down list
- Save** – Don't forget to Save your changes once done

Edit Daily Rates



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LIST OF ROOMS AND RATES

Business Details
Property Details **1**
Rooms and Rates
Cancellation, Indemnity Policy & Accreditation
Upload Pictures / Images
Staff Logons
State Holidays
Booking Questions
Upgrade to Room Manager

Seasonal Rates
Rates Calendar | Specials | Booking Conditions

Room Name	Rates	Availability Links	Facilities	
60716 - 1 Bedroom Apartment	Edit Daily Rates		Edit	Edit Delete
50017 - 1 Bedroom Chalet	Edit Daily Rates		Edit	Edit Delete
50018 - 2 Bedroom Chalet	Edit Daily Rates	room (1)	Edit	Edit Delete
60579 - 3 bedroom	Edit Daily Rates	room Chalet (1)	Edit	Edit Delete
50019 - 3 Bedroom Chalet	Edit Daily Rates		Edit	Edit Delete
54589 - 5 bedroom	Edit Daily Rates	-	Edit	Edit Delete
61256 - FAMILY SEAVIEW	Edit Daily Rates 2	-	Edit	Edit Delete
61255 - SEAVIEW	Edit Daily Rates	-	Edit	Edit Delete

Add a new Room

1. Hover over the Setup Menu and click on Rooms and Rates
2. Click on Add a New Room

You will then be redirected to the below screen;

EDIT DAILY RATES

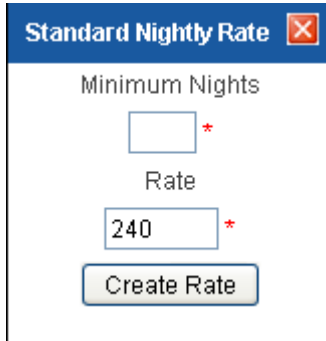
This screen does not update your availability. Please [click here to update availability.](#)

September 2013 | Add New Night Rate | Add Rate | Change Room: FAMILY SEAVIEW | OK

		September 2013																														LM %
FAMILY SEAVIEW		Sun 1	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Mon 9	Tue 10	Wed 11	Thu 12	Fri 13	Sat 14	Sun 15	Mon 16	Tue 17	Wed 18	Thu 19	Fri 20	Sat 21	Sun 22	Mon 23	Tue 24	Wed 25	Thu 26	Fri 27	Sat 28	Sun 29	Mon 30	LM %
1 Night	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	0
Remove Default	✓	✓	✓	✓	✗	✗	✗	✗	✗	5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	0
3 Nights	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	0
Remove Default	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	0	
7 Nights	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	0
Remove Default	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	✓	0
FAMILY SEAVIEW	Sun 1	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Mon 9	Tue 10	Wed 11	Thu 12	Fri 13	Sat 14	Sun 15	Mon 16	Tue 17	Wed 18	Thu 19	Fri 20	Sat 21	Sun 22	Mon 23	Tue 24	Wed 25	Thu 26	Fri 27	Sat 28	Sun 29	Mon 30	LM %	

Current Location: | [Online Help](#)

1. **Month** – Select the month you wish to view in the grid below
2. **Add New Night Rate** – Click here to Add a New Rate, once done, the below pop up box will appear. Fill in the details and click on Create Rate to add it to your list of Rate Plans

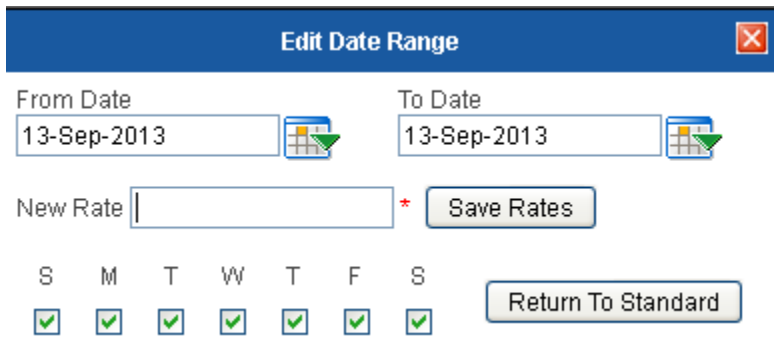


Standard Nightly Rate [X]

Minimum Nights
 *

Rate
 *

3. **Change Room** – Click this drop down list to switch between room types
4. **Rate Lines** – These are your rate plans, each rate plan must have a different nightly minimum
5. **Rates** – This is where your rates are displayed on a daily basis, should you need to amend your rates, click on the rate itself and the below pop up box will appear; Enter the date range that you would like to amend, enter the New Rate and the days in which it applies, remembering to Save Changes once done. You should then see your Edit Daily Rates screen update



Edit Date Range [X]

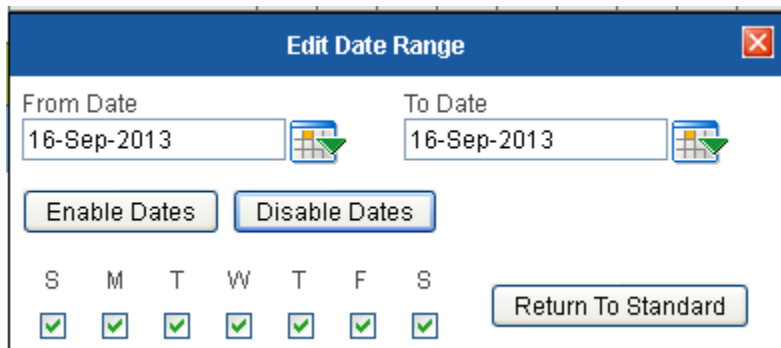
From Date: [Calendar Icon]

To Date: [Calendar Icon]

New Rate: *

S M T W T F S

6. **Stop Sells** – The green ticks and red crosses depict your Stop Sells. A green tick means that a stop sell is in place and the room is bookable. A red cross means that a stop sell is in place and the room cannot be booked. To add or remove stop sells, click on the tick or cross itself and the below pop up box will appear; Enter the date range that you would like to add or remove a stop sell and the days in which it applies, remembering to Save Changes once done. You should then see your Edit Daily Rates screen update



Edit Date Range [X]

From Date: [Calendar Icon]

To Date: [Calendar Icon]

S M T W T F S

Cancellation, Indemnity Policy & Accreditation

bebookeasy
ROOM OPERATOR CONSOLE

Main Menu Reservation Calendar Reports Accounts Setup Booking Centre Functions **Online Distribution**

EDIT CANCELLATION, INDEMNITY POLICY AND ACCREDITATION

Please type in upper AND lower case. What you enter below will be displayed exactly as you enter it on the website.

Cancellation and Indemnity Policy	Cancellations within 7 days of arrival: Full Fees Cancellations within 14 days of arrival: 1 Night Fee
Star Rating	4.5 <input type="button" value="v"/>
AAA Record Number	<input type="text"/> NOTE: Leave this empty if you are self-rated.
Tourism Accreditation	<input type="checkbox"/>
Tourism Accreditation Number	<input type="text"/>
TQual Accreditation	<input type="checkbox"/>
TQual Accreditation Code	<input type="text"/>

All information on this screen will read from your Business Details section (see Business Details Steps 32-38)

Upload Pictures and Images

bebookeasy
ROOM OPERATOR CONSOLE

Brittni is logged into the Brittni's Chalet - Test Console Console | [Logout](#) | [Knowledgebase](#)

Main Menu | Reservation Calendar | Reports | Accounts | Setup | Booking Centre Functions | **Online Distribution** | Help and Support

UPLOAD PICTURES / IMAGES
This utility allows you to upload images.

LOGO

PRIMARY THUMBNAIL

Business Details
Property Details
Rooms and Rates
Cancellation, Indemnity Policy & Accreditation
Upload Pictures / Images
Staff Logons
State Holidays
Booking Questions
Upgrade to Room Manager

+
Add Image

+
Add Image
Browse... No file selected. Save

1. Hover over Setup and click on Upload Pictures / Images
2. Click on Add Image so bring up the Browse button, click this to locate the image on your computer
3. Save Changes once done

You may upload as many images as you like onto this page. Modifications or additions can be made at any time.

Staff Logons

bebookeasy
ROOM OPERATOR CONSOLE

Brittni is logged into the Brittni's Chalet - Test Console Console | [Logout](#) | [Knowledgebase](#)

Main Menu | Reservation Calendar | Reports | Accounts | Setup | Booking Centre Functions | **Online Distribution** | Help and Support

STAFF LOGONS

Name	Email	Phone	Active?	Action
Example PTY LTD MacLang John	example@example.com.au	0400000000	YES	Delete

Add New Staff Logon

Click Add New Staff Logon to setup an individual username and password for any member of your team. Once done, the below screen will appear, fill out the details and Save your Changes to create a logon.



- Main Menu
- Reservation Calendar
- Reports
- Accounts
- Setup
- Booking Centre Functions
- Online Distribution

ADD STAFF

*Surname:	<input type="text"/>	Active <input checked="" type="checkbox"/>	Driver <input type="checkbox"/>
*Firstname:	<input type="text"/>		
Business Name:	<input type="text"/>		
Email:	<input type="text"/>		
*Phone:	<input type="text"/>	Faxno: <input type="text"/>	Mobile: <input type="text"/>
Postal Address	<input type="text"/>		
Town:	<input type="text"/>	Country:	<input type="text"/>
Postcode:	<input type="text"/>	State:	<input type="text"/>
Residential:	<input type="text"/>		
Username:	<input type="text"/>	Password:	<input type="text"/>
Description:	<input type="text"/>		

*=Required Fields

State Holidays

bebookeasy
ROOM OPERATOR CONSOLE

Main Menu Reservation Calendar Reports Accounts Setup Booking Centre Functions **Online Distribution**

STATE HOLIDAYS

This page allows you to setup the Australian state holidays used throughout the system.
Remember to click **Save Changes** when you're done.

1. State 2. Year 3. Perform Search

State: QLD Year: 2013 Perform Search

Name	Start Date	End Date	State	Type	
School Holidays - Term 1	29/3/2013	12/4/2013	QLD	School Holiday	
Queen's Birthday	10/6/2013	10/6/2013	QLD	Public Holiday	
School Holidays - Term 2	24/6/2013	5/7/2013	QLD	School Holiday	
Royal Queensland Show	14/8/2013	14/8/2013	QLD	Public Holiday	
School Holidays - Term 3	23/9/2013	7/10/2013	QLD	School Holiday	
Labour Day	7/10/2013	7/10/2013	QLD	Public Holiday	
School Holidays - Term 4	16/12/2013	27/1/2014	QLD	School Holiday	
	20/9/2013	20/9/2013	All States	Public Holiday	Remove

4. Name 5. Start Date 6. End Date 7. State 8. Type

Add a new State Holiday 9.

Save Changes 10

Current Location:

1. **State** – Select the relevant State from the dropdown list
2. **Year** – Select which year's holidays you would like to view
3. **Perform Search** – Click on Perform Search to view your results
4. **Name** – Displays the name of the Holiday
5. **Start Date** – Shows the Date the Holiday starts
6. **End Date** – Shows the Date the Holiday ends
7. **State** – Displays the applicable State/s
8. **Type** – Shows the type of holiday
9. **Add a new State Holiday** – Click here to add a new Holiday, this will bring up the row at the bottom of the above screenshot, here you can enter the name of the holiday, start date, end date, state, type.
10. **Save Changes** – Don't forget to click Save Changes after making any amendments to this screen

Booking Questions



Main Menu Reservation Calendar Reports Accounts Setup Booking Centre Functions **Online Distribution**

BOOKING QUESTIONS 2

Add a new set of Booking Questions

Internal Name/Description	
Test Question	Edit Archive

Current Location:

- Business Details
- Property Details
- Rooms and Rates
- Cancellation, Indemnity Policy & Accreditation
- Upload Pictures / Images
- Staff Logons
- State Holidays
- Booking Questions** 1
- Upgrade to Room Manager

1. Hover over the Setup Menu and click on Booking Questions
2. Click on Add a new set of Booking Questions to create a set of questions presented to the guest upon booking, this will direct you to the below screen;
3. Already existing Booking Questions will be displayed here, where you can Edit or Archive



ADD A NEW SET OF BOOKING QUESTIONS

This page allows you to create and maintain customised guest details forms. If you require any assistance with creating this form, please contact Bookeasy support.

Name This description is for internal reference only and will not appear on the website.	<input type="text"/>
For all products/specific products If specific products is picked show a tick box for the user to select which product this question applies to.	All Products <input type="checkbox"/>
Questions asked per PAX If ticked, the following questions will be asked to each PAX in the booking. Otherwise, the questions will only be asked once per booking.	<input type="checkbox"/>

FORM FIELDS

Create each field you want to have displayed on your custom form. Hover your cursor over the heading for more information.

Compulsory Answer ?	Question ?	Type of Answer ?	Possible Answers ?	Default Answer ?	Link ?	
No	<input type="text"/>	Text	N/A	<input type="text"/>	Link Actions	Remove

Add a new Field

Save Changes

* Hover over any Question Mark to see an explanation of the field

Upgrade to Room Manager

Would you like to use Room Manager
as your complete in-house system?

Special Offer - Free Setup & 1st Month Free



Room Manager console has been designed to be your complete Room Management system. If you continue using Room Manager after the 1 month free trial, then you only pay 1.5% commission of monthly turnover.

- You can manually enter bookings in the reservation calendar
- Communicate with your clients
- Track cash and agent payments and commissions
- Take bookings directly off your website with the tour Book Now button
- Manage your business from anywhere you have an Internet connection
- iPad compatible

[Upgrade Now](#)

Booking Centre Functions

Online Booking Control

Confirm your Booking Status

Gold Medal Operator - This means that you 100% guarantee your availability and rates and Booking Centre staff and clients making a booking will not have to wait for confirmation from the Operator. Operators that guarantee their availability will appear at the top of availability searches and be eligible to be part of the Last Minute Rates feature (Accommodation operators only; excludes room types using Daily Rates). You have the option to revert to the conditions of a 24 hour operator for bookings made the same day as arrival.

Gold Medal bookings will display in the Reservations screen of the Member Console and Staff Console as a **RED** booking, or **BLACK** if the booking has been paid in full. Gold Medal Operators must keep their rates and availability **100% up-to-date**

To become a Gold Medal operator (instantly confirmed), tick OPTION 1. This does not apply if the guest is booking on the same day they are due to arrive. However, if you wish to also be instantly confirmed for same day arrivals/tours, tick the second box as well.

Bookings made for a Gold Medal operator *beyond* 365 days will revert to 24 Hour

Advantages of being a Gold Medal operator include: you will appear at the top of the listing when a general search is conducted (based on criteria selected), and you will be eligible to be part of the Last Minute Rates. All operators who are Gold Medal will have the logo beside their name.

24 Hour Operator - This means that the Booking Centre staff should respond to the client to confirm their booking *within* 24 hours of the booking being made. 24 hour bookings are unconfirmed and will display in the Reservations screen of the Member Console and Staff Console as a **BLUE** booking.

Operators will need to click **Confirm** next to the booking if they wish to accept the booking. Alternatively, the staff from the Booking Centre will contact the operator to request confirmation and confirm the booking from their end. Operators with a 24hr confirmation period will listed below the gold medal operators in the Availability search listing.

If you wish to be a 24 Hour Operator, tick OPTION 2 and the Booking Centre staff will contact you to confirm availability before a booking is confirmed. All operators who are 24 hour confirmation will have the logo beside their name.

JOIN THE BOOEASY BOOKING CENTRE NETWORK: By ticking this box, your inventory will distribute to other Booking Centres around Australia that use the BookEasy software. The default commission for bookings made via the BookEasy External Search is 15%, although Booking Centres *may* negotiate different rates with you at the time of booking your product. Ask your Booking Centre or the BookEasy team for more detail on External Searches in the BookEasy network.

News, Events, Awards and Opening Hours

This screen allows the operator to display further information about their business on the webpage ie: tell customers about any news or awards you may have won/been nominated for. If information is not entered for a particular section, then that field will not be activated on your webpage.

Enter your Opening Hours in a sentence format.

Enter any Latest News/Awards/Special Events; this is an opportunity to market your business. For example, in the news section you could let customers know that you have recently renovated your rooms or started a new tour.

Updating this section regularly to keep your page looking fresh! Press SAVE at the bottom of the screen to record your changes.

Booking Centre Functions > View your Changes on website

The screenshot displays the bebookeasy Room Operator Console interface. At the top, there is a navigation bar with tabs: Main Menu, Reservation Calendar, Reports, Accounts, Setup, Booking Centre Functions, Online Distribution (highlighted), and Help and Support. On the left, a 'QUICK LINKS' sidebar includes 'Reservations' (Reservation Calendar, Quotes, Search Contacts, Add New Contact) and 'ARRIVALS'. The main content area features a 'TO-DO LIST' with 'NEW ONLINE BOOKINGS' (no new bookings) and 'ARRIVALS' (no un-checked arrivals). A dropdown menu is open under 'Booking Centre Functions', showing 'Online Booking Control', 'News, Events, Awards and Opening Hours', and 'View your changes on Website' (highlighted with a blue box). To the right, a 'THIS FORTNIGHT AT A GLANCE' calendar shows dates from Th 19 to Th 03. A 'Knowledgebase' button is visible in the top right corner.

Clicking here will open a new page showing you your listing on the Visitor Centers website.

ONLINE DISTRIBUTION

Property Details

Most of the information in this area is controlled from your Room Operator console; the areas you need to manage from this area are highlighted in RED below;



[Knowledgebase](#)

Main Menu | Reservation Calendar | Reports | Accounts | Setup | Booking Centre Functions | **Online Distribution** | Help and Support

Online Property Details

Property Details | Address | Descriptions | Images | Resonline Fees | Payment Options | Booking Policies | Security
Select Language | ▼

Property Information

Property Name 1

Accommodation Type 2

Star Rating 3
Rating Type: Self Rated

Primary Email Address 4

Primary Phone 5

Primary Fax 6

Website Address 7

Qty of Rooms 8

Tax Type 9

ABN / Tax ID 10

Property Management System 11

Force a Full Refresh of Resonline's Room, Rate and Availability information with what is stored on Bookeasy

Time Zone

12 Property Features

24 Hr Front Desk
 Room Service
 Pool
 24 Hour Security
 Babysitting
 Breakfast
 Car parking (fees may apply)
 Conference facilities
 Disabled facilities
 Free parking
 Gym / Fitness Centre
 Lifts
 Non-smoking rooms/floors
 Pets allowed
 Porterage
 Spa
 Tour Desk

Air Conditioning
 Restaurant
 Business centre
 BBQ Facilities
 Bar/Lounge
 Business centre
 Children facilities
 Currency exchange services
 Dry cleaning facilities
 Guest Laundry
 Internet Access
 Luggage Storage
 Parking
 Photocopy services
 Sauna
 Tennis Court

[Save Changes](#)

13 Contacts

	First Name	Last Name	Email Address	Phone Number
General Manager	Brittni	Stewart	support@resonline.com.au	07 5668 2549
Reservations	Brittni	Stewart	support@resonline.com.au	07 5668 2549

- 1. Property Name** – Enter the name of your property, this information will be displayed online.
- 2. Accommodation Type** – This field will already be populated with the Accommodation Type selected during the sign up process. This information will not be displayed online. Should you need to change this field, kindly contact Support
- 3. Star Rating & Type** – These fields will already be populated with the details added during the sign up process. This information will be displayed online. Should you need to change these fields, kindly contact Support

- 4. Primary Email Address** – Enter the email address that booking emails and general communication from ResOnline are to be sent to. This information will not be displayed online.
- 5. Primary Phone** – Enter the phone number for the property, this information will not be displayed online.
- 6. Primary Fax** – Enter the fax number for the property, this information will not be displayed online.
- 7. Website Address** – Enter the website address for the property, this information will not be displayed online.
- 8. Qty of Rooms** – Enter the number of rooms that ResOnline will be managing for your property. This information will not be displayed online.
- 9. Tax Type** – Select the applicable Tax Type for the property, this information will not be displayed online.
- 10. ABN / Tax ID** – Enter your ABN / Tax ID. This information will not be displayed online.
- 11. Property Management System** – Should you already have a Property Management System, kindly contact the company and advise that you want to link your ResOnline Channel Manager to your PMS. They will then advise how to move forward. If you are using RMS or EzyRes as your PMS, please contact Support.
- 12. Property Features** – Tick the boxes that describe the features available at the property. This information will be displayed on your online booking form.
- 13. Contacts** – Enter the contact details of both the General Manager and Reservations, this information will not be displayed online.

Address

Most of the information in this area is controlled from your Room Operator console; The areas you need to manage from this area are highlighted in **RED** below;


[Knowledgebase](#)
[Main Menu](#)
[Reservation Calendar](#)
[Reports](#)
[Accounts](#)
[Setup](#)
[Booking Centre Functions](#)
[Online Distribution](#)
[Help and Support](#)

Online Property Details

Select Language ▼

[Property Details](#)
[Address](#)
[Descriptions](#)
[Images](#)
[Resonline Fees](#)
[Payment Options](#)
[Booking Policies](#)
[Security](#)

Street Address

Address 1

City / Location 2

State / Region 3

Postal / ZIP Code 4

Country 5

Postal Address (Same as Above) 6

Address

City / Location

State / Region

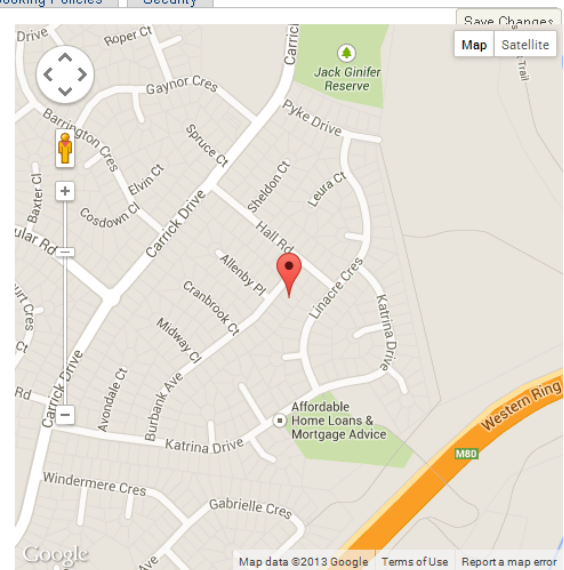
Postal / ZIP Code

Country

Geo-location 7

Latitude

Longitude



You can drag the marker on the map to correct the location if needed. We suggest you place the marker closest to the entrance to your property.

[Save Changes](#)

1. **Address** – Enter the street address of the property, this information will be displayed online.
2. **City / Location** – Enter the City / Location of the property, this information will be displayed online.
3. **State / Region** – Enter the State / Region of the property, this information will be displayed online.
4. **Postal / Zip Code** – Enter the Postal / Zip Code of the property, this information will be displayed online.
5. **Country** – Select the Country where the property is located, this information will be displayed online.
6. **Postal Address** – If this address should be the same as the Street Address section, click on **(Same as Above)** and this will automatically populate the fields below. If this address should be different to the Street Address kindly enter postal details manually.
7. **Geo-Location** – Once the above address fields are complete, the map to the right should display your properties location and automatically populate the Latitude and Longitude fields.

8. Note - You can drag the marker on the map to correct the location if needed. We suggest you place the marker closest to the entrance to your property. The map will be displayed online.

Descriptions

Some of the information in this area is controlled from your Room Operator console; The areas you need to manage from this area are highlighted in **RED** below;



Knowledgebase

Main Menu Reservation Calendar Reports Accounts Setup Booking Centre Functions **Online Distribution** Help and Support

Select Language ▾

Online Property Details

Property Details Address **Descriptions** Images Resonline Fees Payment Options Booking Policies Security

Save Changes

Descriptions

Property Description 1

Welcome to the home of the world's most romantic and luxurious tent accommodation. Escape, relax and indulge in the unsurpassed luxury and spectacular surrounds of

A leisurely drive from busy Brisbane, Alure is nestled in tranquil bushland in the heart of the Granite Belt wine region. With easy access to the regions outstanding cellar doors, olive and fruit orchards, Alure is sophistication and luxury combined the ultimate in self contained bed and breakfast accommodation.

is the perfect retreat for couples and romantics who love the best in food and wine. Its beautifully appointed boutique villas and luxury tented villa are set on 50 acres well back from a country road on a hilltop, ensuring privacy, peace and spectacular views.

Business Facilities 2

- WiFi
- Printer
- Conference Rooms

Car Parking Details 3

There is ample space for car parks

Check In Instructions 4

Our Housekeeper will provide the guests with the keys to the holiday home. In addition, guests would have to sign the Rental Agreement & Booking Confirmation form. Guest will be provided with Self-Travel & Transportation information which will be extremely useful. Tour packages are available as well

Travel Directions 5

From Brisbane:
Take the Cunningham Highway traveling west by passing Ipswich, pass through Argyll and begin the climb up and on to the Great Dividing Range through Cuningghams Gap. Take in the beautiful scenery of the lush rainforest on Cuningghams gap that then opens up to the farms of the Southern Downs. You will then reach the historical town of Warwick. Travel south along the New England Highway towards Stanthorpe. Take the

Things To Do 6

Explore this developing wine region. Visit the Granite Belt wineries, delightful cafes and restaurants and treat yourself to a delicious lunch or dinner. Graze the local farmers market, selecting fresh produce to cook up a feast, a gourmet snack or a romantic dinner back at your villa.
Pick up a unique collectible amongst the markets and country stores or browse the galleries and museums. If you're feeling more adventurous, explore the magnificent surrounding national parks. And at dusk and bathe in

Children and Extra Guest Details 7

A cot and high chair are available for babies and young children upon request. Please communicate your needs at time of booking.
Extra guests are charged USD 30 per person

Save Changes 8

- 1. Property Description** – Enter a description of the property, this information will be displayed online.
- 2. Business Facilities** – Describe what business facilities your property offers, this information will not be displayed online.
- 3. Car Parking Details** – Describe the car parking that the property has available for guests to use; this information will not be displayed online.
- 4. Check In Instructions** – Enter information such as reception hours, after hours check in instructions etc. This information will not be displayed online.
- 5. Travel Directions** – Describe the directions guests should take from the nearest Town Centre, Airport, Landmark or Motorway/Freeway etc.
- 6. Things To Do** – Describe/List local attractions

7. **Children and Extra Guest Details** – Explain the property’s Children and Extra Guest Conditions and Procedures, this information will not be displayed online.
8. **Save Changes** – Don’t forget to Save Changes once done

Images

This section allows you to add an unlimited number of images to your account.

The screenshot shows the 'bebookeasy ROOM OPERATOR CONSOLE' interface. The top navigation bar includes 'Main Menu', 'Reservation Calendar', 'Reports', 'Accounts', 'Setup', 'Booking Centre Functions', 'Online Distribution' (highlighted), and 'Help and Support'. A 'Knowledgebase' link is also present. The main content area is titled 'Online Property Details' and has a 'Select Language' dropdown. Below this is a series of tabs: 'Property Details', 'Address', 'Descriptions', 'Images' (selected), 'Resonline Fees', 'Payment Options', 'Booking Policies', and 'Security'. The 'Images' section shows a grid of images. A large image is selected, and a 'Delete' button is visible below it. To the right, an 'Add New Image' dialog box is open, showing a 'Browse...' button, a 'Tool Tip Text' input field, and a 'Save' button. Numbered callouts (1, 2, 3, 4) point to these elements.

1. **Add New Image** – ‘Click Browse’ and select the image from your computer.
2. **Tool Tip Text** – (Optional) Enter the text that you would like to be displayed alongside the image.
3. **To edit text** - Simply click on the corresponding image, delete the text and replace with new text.
4. **To delete an image** - click on the image in question and click on delete

These images will also appear in the Rooms and Rates section of your account and can be attached to particular Room Types (see Rooms and Rates for more info)

ResOnline Fees



Knowledgebase

Main Menu Reservation Calendar Reports Accounts Setup Booking Centre Functions **Online Distribution** Help and Support

Online Property Details

Select Language ▼

Property Details Address Descriptions Images **Resonline Fees** Payment Options Booking Policies Security

Save Changes

Resonline Fees

These details will be used to charge for Resonline Fees.

Credit Card | Direct Debit

Save Changes

Select either Credit Card or Direct Debit and fill out the details, remembering to Save Changes once done

Payment Options

Here you can customise where money collected from bookings placed on "your website" will be deposited.

bebookeasy
ROOM OPERATOR CONSOLE

Knowledgebase

Main Menu | Reservation Calendar | Reports | Accounts | Setup | Booking Centre Functions | **Online Distribution** | Help and Support

Select Language |

Online Property Details

Property Details | Address | Descriptions | Images | Resonline Fees | **Payment Options** | Booking Policies | Security

Save Changes

Payment Options

If you have your own Merchant or Paypal details with one of the following supported Providers enter your details here. This will allow the money collected for future Bookings placed on **'Your Website'**, to be deposited directly into the account that you have setup with your Provider.

No payment details will be collected. All bookings will be successful without payment **1**

I will collect payment Manually **2**

Electronic Gateways

ENETT **3**

SecurePay **4**

Online Payment Providers

PayPal - Standard **5**

E-Billing Solutions **6**

Accepted Credit Cards **7**

I accept the following Cards

American Express Diners JCB Mastercard Visa

Surcharge	American Express	Diners	JCB	Mastercard	Visa
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Surcharge Type	Percent	Percent	Percent	Percent	Percent

Tax and Other Additional Charges to be applied to Each 'Your Website' Booking **8**

If the country you trade in requires that Additional Taxes or charges are required, eg, VAT, you can enter your specific requirements here, along with a label to be placed next to each tax so your Guests can understand what the charge is for

Label / Description	Value	Type
<input type="text"/>	<input type="text"/>	Dollars

[Delete](#)

[Add a new Charge](#)

1. Tick this box if you do not want guests to have to enter any credit card details to make a reservation via your own website's booking form
2. You can choose to collect payment **manually** - by receiving the credit card details and manually processing them
3. You can choose to collect payment through **ENETT**
4. You can choose to collect payment through **SecurePay**
5. You can choose to collect payment through **PayPal**.
6. Here you can select which **credit cards** you will accept.
7. In this section you can set any taxes or additional charges that will be applied to bookings booked online on your website
8. This area allows you to enter any extra charges or taxes a guest might need to pay during the booking process

Booking Policies


[Knowledgebase](#)
[Main Menu](#) | [Reservation Calendar](#) | [Reports](#) | [Accounts](#) | [Setup](#) | [Booking Centre Functions](#) | **Online Distribution** | [Help and Support](#)

Online Property Details

Select Language ▼

[Property Details](#) | [Address](#) | [Descriptions](#) | [Images](#) | [Resonline Fees](#) | [Payment Options](#) | **Booking Policies** | [Security](#)

Save Changes

Booking Policies

The following Policies apply to the 'Your Website' Book Button only

Deposits

I require a Deposit of ▼

This deposit is due at time of booking
 Days after booking
 Days before arrival

Full payment is due on arrival
 Days after booking
 Days before arrival

Check In and Check Out Policies

Guests may **Check in** on or after ▼

Guests must **Check out** before ▼

Cancellations

Cancellation Rule and Fee

 If Cancelled up to days before arrival, ▼ of the ▼ will be forfeited

Actions

Amendments

Amendment Rule and Fee

Actions

Booking Conditions

Added to payment page and Booking Email sent to Guest

If cancelled 1 or more days before arrival, the rate equivalent to 1 nights accommodation will be charged.

Guests are ONLY able to make amendments to reservation dates before 2 weeks (14 days) of the arrival date.

Guest will be charged a Refundable Security Deposit of USD \$300 upon arrival. This will cover any breakages/items being stolen/removed from the holiday home. If the holiday home is in good order, a full-refund will be given within 1 month of departure.

RENTAL RULES

Save Changes

1. **Booking Policies** – From the dropdown, select Percent, Dollars or Nights and enter the number that applies. Enter your Deposit and Final Payment due dates.
2. **Check In and Check Out Policies** – Select your standard Check In and Check Out times for your guests.
3. **Cancellations** – Click **Add** to create a new cancellation rule.
4. **Amendments** – Click **Add** to create a new amendment rule.
5. **Booking Conditions**– This is a free text field where you can enter any message you wish your guest to adhere to before confirming a reservation via **your website**
6. **Save Changes** – Don't forget to Save your changes

Rooms and Rates

Room types and rate plans created in your Setup > Rooms and Rates section of Room Operator, will automatically drop into your Online Distribution Rooms and Rates section. Once they have dropped in, please use this area to enter finer details regarding the room or rate plan only, these fields are highlighted in RED.

Room Types



Britni is logged into the Britni's Chalet - Test Console Console | Logout | Knowledgebase

Main Menu Reservation Calendar Reports Accounts Setup Booking Centre Functions **Online Distribution** Help and Support

Rooms and Rates

Select Language

Save changes

1

- 1 Bedroom Chalet
 - 1 Bedroom Chalet - 1 night
 - 1 Bedroom Chalet - 2 night
 - 1 Bedroom Chalet - 3 night
 - 1 Bedroom Chalet - 5 night
 - 1 Bedroom Chalet - 7 night
 - hotel room only
 - hotel room with breakfast
- 2 Bedroom Chalet
- 3 Bedroom Chalet
- 3 Bedroom Chalet
- 3 bedroom
- 5 bedroom
- FAMILY SEAVIEW
- Family Room room 9
- Family Spa Room 8
- Queen Room
- SEAVIEW
- Test Tour 1
- Triple Share Room

1 Bedroom Chalet Delete Room Type

Room Details New Rate Plan

Name:

Availability alerts:

Maximum Bedding Configuration 3





King Bed	<input type="text" value="1"/>	Single Bed	<input type="text" value="0"/>
King Zip Bed (2 singles)	<input type="text" value="0"/>	Double Sofa Bed	<input type="text" value="0"/>
Queen Bed	<input type="text" value="0"/>	Single Sofa Bed	<input type="text" value="0"/>
Double Bed	<input type="text" value="0"/>	Single Roll Away Bed	<input type="text" value="0"/>

Room Features 4

<input checked="" type="checkbox"/> Air conditioning	<input type="checkbox"/> Balcony	<input type="checkbox"/> Barbeque
<input checked="" type="checkbox"/> Bath	<input type="checkbox"/> Ceiling Fan	<input type="checkbox"/> Coffee Maker
<input checked="" type="checkbox"/> DVD Player	<input type="checkbox"/> Dishwasher	<input checked="" type="checkbox"/> Ensuite
<input type="checkbox"/> Fireplace	<input type="checkbox"/> Hairdryer	<input checked="" type="checkbox"/> In-house movies
<input checked="" type="checkbox"/> In-room Spa	<input type="checkbox"/> In-room safe	<input checked="" type="checkbox"/> Internet access
<input type="checkbox"/> Iron/Ironing Board	<input type="checkbox"/> Kitchen/Kitchenette	<input type="checkbox"/> Laundry
<input type="checkbox"/> Linen provided	<input checked="" type="checkbox"/> Mini bar	<input checked="" type="checkbox"/> Non-smoking
<input type="checkbox"/> Pay movies	<input type="checkbox"/> Pets Allowed	<input type="checkbox"/> Phone
<input type="checkbox"/> Refrigerator	<input type="checkbox"/> Safe	<input checked="" type="checkbox"/> Satellite/Cable TV
<input type="checkbox"/> Self contained	<input type="checkbox"/> Separate bathtub and shower	<input checked="" type="checkbox"/> Shower
<input type="checkbox"/> Smoking rooms	<input checked="" type="checkbox"/> Tea/coffee facilities	<input checked="" type="checkbox"/> Tea/coffee making facilities
<input type="checkbox"/> Telephone	<input type="checkbox"/> Television	<input type="checkbox"/> Washer/dryer

Images for this Room 5

Select images from your image gallery below that you wish to associate with this room type. To add a new image, go to your image gallery located under Property Details.

6

Save changes

Room types shown in red have no rate plans attached. Rooms without a Rate Plan are not for sale online.

1. **Room Types** - Are listed on the Left with a Blue Bed next to each, indicating that it is a Room Type
2. **Room Details > Name** – Enter the name of the Room Type
 - >**Availability Alerts** – Selecting a number in this field will ensure the system automatically sends you an Availability Alert email once the availability for that room reaches the number selected
3. **Maximum Bedding Configuration** – Select the bedding configuration for the room
4. **Room Features** – Tick all applicable features that are inclusive in this particular room type
5. **Images for this Room** – Tick the image you wish to display as a thumbnail on your website’s Booking Form next to this particular room type
6. **Save Changes** – Please remember to save your Changes before leaving the Room and Rates section

Rate Plans

As with your Room Types, the rate plans you created in your Room Operator console > Room and Rates > Edit Daily Rates, will automatically add themselves to this Online Distribution Rooms and Rates section. Again, areas that do require your attention in this section are highlighted in **RED**, all other auto update from Room Operator.



Brittini is logged into the Brittini's Chalet - Test Console Console | Logout | Knowledgebase

Main Menu Reservation Calendar Reports Accounts Setup Booking Centre Functions **Online Distribution** Help and Support

Rooms and Rates

Select Language

Save changes
Copy Delete

1 1 Bedroom Chalet

- 1 Bedroom Chalet - 1 night
- 1 Bedroom Chalet - 2 night
- 1 Bedroom Chalet - 3 night
- 1 Bedroom Chalet - 5 night
- 1 Bedroom Chalet - 7 night
- hotel room only
- hotel room with breakfast

2 Bedroom Chalet

3 Bedroom Chalet

3 Bedroom Chalet

3 bedroom

5 bedroom

FAMILY SEAVIEW

Family Room room 9

Family Spa Room 8

Queen Room

SEAVIEW

Test Tour 1

Triple Share Room

2 1 Bedroom Chalet - 1 night

Rate Package Id 121727

3 Name 1 Bedroom Chalet - 1 night

4 Description Our 1 Bedroom Apartments offer luxury at its finest. Spoil yourself in our fully self contained apartment featuring Spa Bath

5 Standard Guests Included in Price 2

6 Maximum Guests Allowed 3

7 Extra Adult Charge 40

8 Extra Child Charge 40

9 Standard Rate 100

Year Round Defaults

	M	T	W	T	F	S	S
Rate	1	1	1	1	1	1	1
Min Nights	1	1	1	1	1	1	1
Default Inclusions							

These Defaults roll in at 12 months in advance

Overwrite Existing Rates (Tick this box to overwrite rates entered manually with these Defaults)

Last Minute Defaults





	M	T	W	T	F	S	S
Rate							
Min Nights							
Default Inclusions							

These Defaults roll in at 28 days in advance

Overwrite Existing Rates (Tick this box to overwrite rates entered manually with these Defaults)

10 Images for this Rate Package

Each rate plan will inherit the room images chosen. You can override this by selecting specific rate plan images from your image gallery below. To add a new image, go to your image gallery located under Property Details.

11

Save changes

Room types shown in red have no rate plans attached. Rooms without a Rate Plan are not for sale online.

1. **Rate Plans** - Are listed on the Left, with a yellow dot next to each, indicating that it is a Rate Plan
2. **Rate Package ID** – This is for internal use only; you will never need to reference this number.
3. **Name** – The name of this Rate Plan
4. **Description** – Displays a description of the rate plan that the guest will be able to view on your website when making a reservation.
5. **Standard Guests included in Price** – Displays the number of guests included in your Daily Rates
6. **Maximum Guest Allowed** – Displays the maximum number of guests allowed to stay in the room.
7. **Extra Adult Charge** – The amount you charge per extra adult, only applies if your Maximum Number of Guests is greater than your Standard Number of Guests.
8. **Extra Child Charge** – The amount you charge per extra child, only applies if your Maximum Number of Guests is greater than your Standard Number of Guests.
9. **Standard Rate** – Enter your standard Daily Rate, note that this does not feed out or display anywhere else so don't worry about this field too much.
10. **Images** – Tick the image you would like to be displayed next to this particular Rate Plan on the Booking Form on your website, SEE BELOW for an example of where this is displayed
11. **Save Changes** - Please remember to save your Changes before leaving the Room and Rates section

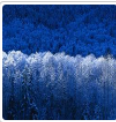
Brittni's Chalet - Test Console

38 Burbank Ave, Gladstone Park, VIC, 3043



Arrival	Adults per Room	Children per Room	Number of Rooms	Currency	Promo Code									Show all						
Fri 20/09/2013	2	0	1	Australian Dollar (AUD)		Fri 20 Sep	Sat 21 Sep	Sun 22 Sep	Mon 23 Sep	Tue 24 Sep	Wed 25 Sep	Thu 26 Sep	Fri 27 Sep	Sat 28 Sep	Sun 29 Sep	Mon 30 Sep	Tue 1 Oct	Wed 2 Oct	Thu 3 Oct	
1 Bedroom Chalet - 1 night						SOLD	SOLD	SOLD	SOLD	SOLD	SOLD	SOLD	SOLD	SOLD	SOLD	SOLD	SOLD	SOLD	SOLD	Not available

Room Type Descriptions



1 Bedroom Chalet - 1 night
 Our 1 Bedroom Apartments offer luxury at its finest. Spoil yourself in our fully self contained apartment featuring Spa Bath

[View Rates](#)

Distribution


The Distribution Screen will show you a full list of all of the Last Minute Websites that are available for you to connect to. Once you have signed up with the channels you wish to use, if you haven't already done so, simply click 'Connect' enter your username and password and click on Fetch Rooms. Once ResOnline has finished importing your rooms and rates from that channel, you will need to map them to the matching Rate Plan you have loaded in ResOnline.



Website List

Select Language ▼
VIDEO TUTORIAL

Website	Status
Roomfree.com	Active
Room Manager - Bookeasy	Active
Your Website	Active
TripAdvisor	Inactive
whl.travel	Inactive
TXA	Connect
AAAT	Connect
AANZ	Connect
AOT	Connect
Accommodation Guru	Connect
Agoda	Connect
Booking.com	Connect
BookItNow	Connect
CentralR	Connect
Check-in.com.au	Connect
Discover Australia	Connect
Entertainment Book	Connect
Expedia	Connect
Ezibed.com	Connect
Golden Chain	Connect
HotelBooker	Connect



New to AAAT?
If you do not have an account with **AAAT**, [click here](#) to sign up with them first.

Important!
Prior to the connection to **AAAT** you will need to inform them that you are using ResOnline as your Channel Manager. Please [click here](#) to send them a pre-formatted email.

Once connected, Bookeasy will update the **AAAT** calendar with the following details for 365 days :

- ✓ Availability
- ✓ Rates
- ✓ Stop Sell
- ✓ Minimum Nights per Night
- ✓ Inclusions

AAAT will inform you of the commission rate and the billing process when you are signing up.

For any further information on **AAAT**, please visit [here](#) or contact the **AAAT** support team

By clicking Accept and Connect, you are indicating your acceptance of the [Terms and Conditions](#) of using the Bookeasy Channel Manager.

*** The information above only serves general information purposes, it may be subject to change at any time without prior notice.

Always remember to save your changes!

Specials

The specials interface allows you to create specials around your existing rates.


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You can be as creative as you wish with options to include or exclude dates the special is valid for along with setting the bookable dates. Any specials you create here will be available on your own Website if you are using the booking button as well as being displayed on Roamfree if you have set this channel to "active".

1. Click 'Add a new Special'
2. **What Type of Special** - Select what type of Special you would like to offer
 - Percent Discount – Reduces your rates by the specified percent
 - Dollar Discount – Reduces your rates by the specified dollar amount
 - Stay Pay Deals – where a guest can stay for (e.g.) 4 nights but pay for 3
 - Package Deals – Where you can include things like dinners, breakfasts, tours etc.

3. **Based on Rate Package** – Select the rate plan from the dropdown list that you would like this special to pull its availability from.
4. **Short Description** - Enter a Short Description of your Special
5. **Long Description** - Elaborate on your short description in the Long Description Field
6. **This Special can only be Unlocked by a Promotion Code** – Should you decide that you want your special to appear only after a guest enters a promotion code on your booking form, please check this box. The system will then ask you to select the Promotional Code that you want to attach to this special.
7. **Deal: If a guest stays for** – Enter the values of the special, note this section only applies to Stay Pay Deals.
8. **Is this repeatable?** – Check this box if you would like your stay pay deal to apply to bookings containing more nights
9. **Valid For** – Here is where you can setup validity dates for the special, kindly note that this field refers to Travel Dates
10. **Days of the Week available for** – Select the days of the week you want this special to be available for.
11. **Excluding These Dates** – Enter any date ranges that you do not want the special to be available for that fall within your Valid Dates period.
12. **Booking Date Restrictions** – Enter any date restrictions that you do not want to receive bookings for this special on. Kindly note that these restrictions are in relation to booking date, so should you set this to Feb, the special will not appear as available if the guest is making the booking in Feb
13. **Last Minute or Advanced Purchase Restrictions** – Selecting Yes will prompt the system to display - Must be booked – then you select either at least or greater from the drop down box – enter the number of days – days before arrival.

Extras

Booking extras are a great feature that will allow you to sell extra products or services to your guests when they are making a booking. You could offer services such as airport transfers, daily breakfast or tours etc. The extras feature has been designed to allow you great flexibility in how you wish to sell your products.

The options include...

- Per Booking Extra – ie: Bottle of wine on arrival
- Per Night Extra – ie: Fold up bed
- Per Person Extra – ie: Breakfast daily
- Per Quantity Extra – ie: Dinner Vouchers


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Booking Extras



1 Add a new Booking Extra

Booking Extras

House Wine
a bottle of wine

[Copy this Booking Extra](#)
[Delete this Booking Extra](#)

Booking Extra Settings

2 What Type of Booking Extra: Per Booking

3 Short Description: House Wine

4 Long Description: Bottle of our House Wine

5 Amount: 20

6 Only for these Rate Packages:

- 1 Bedroom Chalet - 1 night
- 1 Bedroom Chalet - 3 night
- 1 Bedroom Chalet - 5 night

[Add a rate package](#)

7 Only for these Room Types:

- 2 Bedroom Chalet

[Add a room type](#)

- 1. Add a new Booking Extra** – Click here to add a new Extra
- 2. What type of Booking Extra?** – Select the type of Booking Extra you are offering;
 - Per Booking – will apply the Extra Cost once per booking
 - Per Night – will apply the Extra cost per night booked
 - Per Person – will apply the Extra Cost per guest booked
 - Per Quantity – will apply the Extra per number specified by guest on your Booking Form
- 3. Short Description** – Enter a short description of the Extra being offered.

4. **Long Description** – Elaborate on the details of the Extra you are offering.
5. **Amount** – Enter the dollar amount that you want the system to pply to the guests booking once Extra has been selected.
6. **Only for these Rate Plans** – Should the Extra be available for certain rate plans only, please select them here.
7. **Only for the Room Types** – Should the Extra only apply to particular Room Types, please select them here.

Extras will display on your Booking Form on your website, as per the below; Should the guest like to add an Extra to their reservation, they simply check the box next to the desired Extra, chose the quantity and the cost will be added to their reservation. Please note that any Extras booked, will display on the email confirmation sent to both yourself and the guest.

Make a booking

Your Booking		
	Property Brittni's Chalet - Test Console <i>Melbourne Airport</i>	Accommodation AUD \$495.00
	Room Type 1 Bedroom Chalet - 1 night	Booking Conditions Cancellations within 7 days of arrival: Full Fees Cancellations within 14 days of arrival: 1 Night Fee
	Arrive Fri 20 Sep 2013 at 2:00 PM	
	Depart Mon 23 Sep 2013 at 10:00 AM	
	Adults 2 Children 0	

Booking Extras		
House Wine		
<input type="checkbox"/> One per booking	AUD \$20.00	Bottle of our House Wine AUD \$0.00
		Booking Extras Total AUD \$0.00

Promotions

The promotional code interface allows you to setup a discount to offer your guests when they enter a valid code into the booking form.

Once a guest enters in a valid promotional code, the discount will be applied and the particular rate plans highlighted.

The discount will then flow through to the booking page and e-mail correspondence sent to you and your guest.

A promotional code can be valid for all rates and specials or just the ones you choose.

There are many ways you can use Promotional Codes to increase sales from your website.

You can...

- Create an e-mail campaign and motivate guests to book by providing them with a code to receive a discount
- Create a code so that your corporate clients receive their special discount
- Create a "Past Guest" promotional code and provide to each guest as they check out
- Provide to a travel agent so that they take their commission and only pay you the net amount at the time of booking.
- Add special links to your website that automatically add the promotional code to the booking form when clicked.

Tip: If you want a promotional code to be valid for a specific period, create a special first and then attach the code to that special.

Promotions 1

Add a new Promotion

Promotions

SALE : 20% off room rates

Promotion Settings 2

Copy this Promotion Delete this Promotion

3 Promotion Code SALE

4 Description 20% off room rates

5 Promotion Type Percent Discount

6 Apply a 20 % discount to the Standard Rate for the entire booking.

7 Applies To All Rate Packages

Tick' the Rate Packages you want this Promotion to be applicable to

1 Bedroom Chalet

1 Bedroom Chalet - 1 night

1 Bedroom Chalet - 2 night

1 Bedroom Chalet - 3 night

1 Bedroom Chalet - 5 night

1 Bedroom Chalet - 7 night

hotel room only

8

9 Applies To All Specials

Tick' the Specials you want this Promotion to be applicable to

Pay 4 Stay 5 - 1 Bedroom Chalet - 1 night

Stay 4 Pay 3 - 1 Bedroom Chalet - 3 night

test - 1 Bedroom Chalet - 3 night

10

1. Click "Add a new promotion"
2. Of Copy this promotion, to copy an existing promotion.
3. Enter the promotional code. This is the code the guest will need to enter on the booking form, see below. It is not case sensitive; however for the discount to apply your guest must enter the exact code.
4. Add a description. This will appear on the e-mail correspondence and payment confirmation page.
5. Enter the type of promotion. It can be either a percent or dollar discount.
6. Enter the amount.
7. A promotion can apply to all rate packages or specific rate packages. Tick this box if the promotion is to apply to all rate packages.
8. If the tick box in point 7 above is not ticked, then you will see a drop down list of all your rate packages. You can then choose which ones the promotion is to apply to.
9. A promotion can apply to all specials or specific specials. Tick this box if the promotion is to apply to all specials packages.
10. If the tick box in point 9 above is not ticked, then you will see a drop down list of all your specials. You can then choose which ones the promotion is to apply to.

Questions

The booking questions feature allows you to add particular questions to your website that guests will answer during their booking process.

Question Types

The booking questions module provides a lot of flexibility. You can ask....

A Yes / No question. Example, "Would you like a non smoking room"

A Text question. Example "Please let us know if you have any specific dietary requirements" Your guests can enter, in a text box, their specific requirements

A Multiple Choice question. Example, "How did you hear about us" and then provide a choice of answers such as "Newspaper" "Google" "Friend" etc.

You can also enter an alert only. This is where you would like to add specific information to for the guest. Example, "Don't forget to bring sunscreen and a towel"


Is the question compulsory?

Once you have created your question you can choose if it is compulsory that the guest answers.

Is the question for a specific room?

You can also ask specific questions for a room type. For example, if you have a room that has a king zip bed in it, you can ask if the guest would like a king bed or two single beds.

Booking Questions



Add a new Booking Question

Booking Questions

- Smoking or Non-Smoking
- How did you find us
- New Booking Question

Booking Question Settings

What Type of Booking Question 1

Question 2

Compulsory Answer

Only for these Rate Packages 3

Only for these Room Types

None (Alert Only)

-- please choose --

Yes or No

Text

Multiple Choice

None (Alert Only)

Copy this Booking Question

Delete this Booking Question

Only for these Rate Packages

Only for these Room Types

Booking questions will appear on the page where the Guest is asked for their details.

Booking Extras

Bottle of Wine

<input type="checkbox"/> 0 Adults AUD \$1.00 p/p	<input type="checkbox"/> 0 Children: AUD \$1.00 p/p	This is a bottle of wine	AUD \$0.00
--	---	--------------------------	------------

Per Night Extre

<input type="checkbox"/> AUD \$20.00 each for 1 nights	AUD \$20.00	Per Night Extra	AUD \$0.00
--	-------------	-----------------	------------

Booking Extras Total AUD \$0.00

Your Details

First Name *

Last Name *

Address *

City *

State/Region

Postcode/Zip

Country

Phone

Email

Special Requests
Including approx arrival time

How did you hear about us *

Do you have any dietary requirements *

Would you like a smoking room *

Payment

Accommodation	\$1.00	AUD
Booking Extras Total	\$0.00	AUD
Total Cost (Inc Tax)	\$1.00	AUD

Amount Due Now

	\$1.00	AUD
--	---------------	------------

Available Payment Methods VISA Mastercard

Make Booking

By clicking 'Make Booking' you accept the [Terms & Conditions](#) of purchase.




[Security](#)

Booking questions will appear here.

Booking Form

ResOnline's Turbocharged 'Booking Form'

More than just a form... ResOnline offers you much more than just a booking form! Check out this demonstration below. You can see the **different ways it can be integrated into your site** by following these links to sites that are already using the same technology you could have for your website!

 <p>'Booking Form'</p>	 <p>Integrated Form</p>	 <p>Multi-property Form</p>
<p>View Demo</p>	<p>View Demo</p>	<p>View Demo</p>

The ResOnline 'Booking Form'

- ✓ specifically designed to turn your web traffic into bookings;
- ✓ fully integrated widget embeds into your website;
- ✓ lets users stay on your website to view availability and rates;
- ✓ integrates with the online distribution channel manager;
- ✓ allows you to have a complete e-commerce booking site;
- ✓ gives you plenty of options to be incorporated into your website the way YOU want.

All this, with just a few simple additions to your web page!

To implement this technology on your own website and allow for commission free bookings to be made, please direct your web developer to the Booking Button section for your ResOnline account, alternatively, please contact the support team here at ResOnline who can supply you a quote for this work to be done.

Yearly Deals

Single Rate Plane Update

Once you have completed Setup, head over to Yearly Deals, next to Rate Plan, there is a drop down box, click on the arrow and select one of your Room Types (do not select a channel, this is optional). A Calendar should appear with 5 Tabs at the top; Availability, Rates, Stop Sell, Min Nights & Inclusions. This will always be set on Availability when first opened.

All of the data that has been entered during the Setup process should have dropped in automatically to your calendar. Select each tab and ensure that the data has moved across correctly. See below for an example of the Availability View, see following page for an example of the Rates View



Brittini is logged into the Brittini's Chalet - Test Console Console | Logout | Knowledgebase

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Yearly Deals

Single Rate Plan Update Bulk Update Channel Overrides

Rate Plan: 1 Bedroom Chalet - 1 night Standard Rates

Select Language ▼

VIDEO TUTORIAL

Availability Rates Stop Sell Min Nights Inclusions

Click cells to select / deselect Click and drag left to right for groups

Seasons ? Help

Seasons Create Season

Delete Season

Selectable Days

Mon Tue Wed Thu Fri Sat Sun

Clear dates Change Rate to Save

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue								
Sep 13																																						
Oct 13		01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30							
Nov 13					01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30				
Dec 13						01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
Jan 14			01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31					
Feb 14						01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28					
Mar 14						01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
Apr 14		01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30							
May 14			01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31					



Brittni is logged into the Brittni's Chalet - Test Console Console | Logout | Knowledgebase

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Yearly Deals

Single Rate Plan Update | Bulk Update | Channel Overrides

Rate Plan: 1 Bedroom Chalet - 1 night | Standard Rates

Availability | **Rates** | Stop Sell | Min Nights | Inclusions

Seasons: -- Seasons -- | Delete Season | Create Season

Selectable Days: Mon Tue Wed Thu Fri Sat Sun

Clear dates: Clear

Change Rate to: **175** | Save

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue								
Sep 13																																						
Oct 13		01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31						
Nov 13					01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30				
Dec 13								01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Jan 14				01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
Feb 14						01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28					
Mar 14						01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
Apr 14		01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30							

From here you can change Rates and Minimum Nights as well as adding or removing Stop Sells and Inclusions. To do this, select the corresponding tab e.g. Rates, click on a specific date to select or click and drag to select a entire date range. Your selection will appear in **Blue**

To change the rate for your selected dates, enter the new rate into the 'Change Rate To' field and click Save. Your selection will have updated to your new rate, in the above example, \$199
 To clear your selection, click in Clear Dates.

Bulk Update

From the dropdown Menu, select what you would like to update, whether it be Availability, Rates etc.

Select a room type

Select Dates

Select Method – (Set To, Increase By, Decrease By)

Input Number and Save

NOTE – Availability must be controlled via your Room Operator console, should you try to amend availability from Yearly Deals an error message will be received, advising you to take action in Room Operator instead

Monthly Deals



Knowledgebase

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Monthly Deals

Select Language ▼

All Rate Plans Single Rate Plans

Show Items

Availability Rates Min Nights Stop Sell Month

Selectable Days Mon Tue Wed Thu Fri Sat Sun Clear dates Change to:

Rate Plan	20 Fri	21 Sat	22 Sun	23 Mon	24 Tue	25 Wed	26 Thu	27 Fri	28 Sat	29 Sun	30 Mon	01 Tue	02 Wed	03 Thu	04 Fri	05 Sat	06 Sun	07 Mon	08 Tue	09 Wed	10 Thu	11 Fri	12 Sat	13 Sun	14 Mon	15 Tue	16 Wed	17 Thu	18 Fri	19 Sat	20 Sun
1 Bedroom Chalet	2	2	2	2	2	2	2	2	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2 Bedroom Chalet	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3 Bedroom Chalet	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3 Bedroom Chalet	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Select the filter (Rates, Min Nights or Stop Sell)

Select the Month

The section operates much the same as the Yearly Deals section, the only difference is that you are viewing one month at a time instead of the entire year.

From here you can change Rates and Minimum Nights as well as adding or removing Stop Sells.

NOTE – Availability must be controlled via your Room Operator console, should you try to amend availability from Yearly Deals an error message will be received, advising you to take action in Room Operator instead

Support

Should you require any further assistance while using ResOnline, please refer to the Support section which can be found on the Home Page. Here you will have access to a full knowledge base and video tutorials to help guide you, step by step, through the ResOnline system.