



Room Management for your Hostel Reception  
Synchronises with top booking agents  
Increases occupancy

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## **What is Hostel Office?**

HostelOffice is the promotional name of the system that is made up from three components - DormProject, Dorm Book, and Dorm Online.

### **DormProject**

- The main Administration control area for managers

### **DormBook**

- For everyday use (reception, office)

### **DormOnline**

- Website Booking engine integrated with Dorm Book and Dorm Project

### **Optional**

- Additional licences for DormBook
- No Room Limit
- Flex Booking
- Interface for GOMIO
- Interface for Hostelbookers
- Interface for Hostelworld
- Interface for Booking.com
- Interface for HI Hostels
- Interface for HostelsClub

# DormBook

The Bulldog Hotel Amsterdam - Online

Agent

2010 16.8. Mo 22/15 17.8. Tu 22/17 18.8. We 22/10 19.8. Th 21/12 20.8. Fr 22/13 21.8. Sa 22/9 22.8. Su 21/4/21 23.8. Mo 21/6/20

111 01 (12 Bed Dorm) \$! Littera Michael 9232 \$! turner james 10815 \$\* RAVO MARIA SERENA 10100 \$! JohanntobernsTabb Jonathan 10519 X kim soochan 10901

111 02 (12 Bed Dorm) \$! Littera Michael 9232 \$! de Patoul Kevin 10855 \$\* Evans Daniel 9845 \$! Sadler Jonathan Michael ...

111 03 (12 Bed Dorm) \$! Zerbato Marco 10584 \$! Chantas Ghostine 10174 \$! de Patoul Kevin 10855 \$\* Evans Daniel 9845 \$! Sadler Jonathan Michael ...

111 04 (12 Bed Dorm) \$! Zerbato Marco 10584 \$! Suchet Marie 9877 \$! de Patoul Kevin 10855 \$\* Evans Daniel 9845 \$! Sadler Jonathan Michael ...

111 05 (12 Bed Dorm) \$! Zamora Didier 10587 \$! Kircher Scott 9585 \$! de Patoul Kevin 10855 \$\* Evans Daniel 9845 \$! Sadler Jonathan Michael ...

111 06 (12 Bed Dorm) \$! Moura Bruno 10524 \$! Kircher Scott 9585 \$! de Patoul Kevin 10855 \$\* Evans Daniel 9845 \$! Sadler Jonathan Michael ...

111 07 (12 Bed Dorm) \$! Zamora Didier 10587 X Palestina Joe 7726 X Modh Raghav 10485 \$! Weekley James 10707 \$\* Evans Daniel 9845 \$! Sadler Jonathan Michael ...

111 08 (12 Bed Dorm) \$! Maia Leandro 8173 \$! de Patoul Kevin 10856 \$\* Evans Daniel 9845 \$! Sadler Jonathan Michael ...

111 09 (12 Bed Dorm) \$! Barker Julianna 3203 \$! Barker Julianna 3203 \$! Portmann Michel 10553 \$! Sadler Jonathan Michael ...

111 10 (12 Bed Dorm) \$! Barker Julianna 3203 \$! Mykkanen Joonas 9762 \$! Urso Mauricio 7072 \$! Portmann Michel 10553 \$! Sadler Jonathan Michael ...

111 11 (12 Bed Dorm) \$! Mykkanen Joonas 9762 \$! Urso Mauricio 7072 \$! Bryson Liam 9695 \$! Sadler Jonathan Michael ...

111 12 (12 Bed Dorm) \$! Mykkanen Joonas 9762 \$! Suchet Marie 9877 \$! Medina Jose Juan 10309 \$! Bouvart Nicolas 11033

112 01 (12 Bed Dorm) \$! Marshall Thomas 9126 \$! Barnes Stephen 10441 \$! Ferreira Lucas De Tom 8666 \$! Biganzoli Julien 10995

112 02 (12 Bed Dorm) \$! Marshall Thomas 9126 \$! Philogene Bianca Robyn 10447 \$! Caldwell Elizabeth 10369 \$! Biganzoli Julien 10995

112 03 (12 Bed Dorm) \$! baker peter 10595 \$! Romao Guilherme 10401 \$! Caldwell Elizabeth 10369 \$! Biganzoli Julien 10995

112 04 (12 Bed Dorm) \$! Pala Graziano 9204 \$! Ramon Francis 10711 \$! Ernstsen Marie 10897 \$! Biganzoli Julien 10995

112 05 (12 Bed Dorm) \$! Elias Luis 10591 \$! Philogene Bianca Robyn 10447 \$! Inelid dominico 10880 \$! Shell David 9581

112 06 (12 Bed Dorm) \$! Elias Luis 10591 \$! Philogene Bianca Robyn 10447 \$! Inelid dominico 10880 \$! Shell David 9581

112 07 (12 Bed Dorm) \$\* baker peter 10595 \$! Romao Guilherme 10401 \$! Inelid dominico 10880 \$! Shell David 9581

112 08 (12 Bed Dorm) \$! vantini samuel 9098 \$! Romao Guilherme 10872 \$! Shell David 9581

112 09 (12 Bed Dorm) \$! caballero fernando 10641 \$! Barnes Stephen 10441 \$! Pye Matthew 10683 \$! Ranzanigato Ainsiana 10885

112 10 (12 Bed Dorm) \$! Hazledine Matthew 10551 \$! tritten joanna 10883

112 11 (12 Bed Dorm) \$\* Eksten Eli 4010 \$! Mehalla Sebastien 10801 \$! Boliger Annique 4908

112 12 (12 Bed Dorm) \$\* Eksten Eli 4010 \$! Nissay ilan 10765 \$! Boliger Annique 4908

112 12 (12 Bed Dorm) \$\* Fishman Michelle 8028 \$! Williams Steven 10906

201 01 (2 SGL+BNK I CNL) \$! schrekmaier philip 3198 \$! Nissay ilan 10042

201 02 (2 SGL+BNK I CNL) \$! schrekmaier philip 3198 \$! Nissay ilan 10042

201 03 (2 SGL+BNK I CNL) \$! schrekmaier philip 3198 \$! Nissay ilan 10042

201 04 (2 SGL+BNK I CNL) \$! schrekmaier philip 3198 \$! Nissay ilan 10042

202 01 (2 SGL+BNK I CNL) \$! Rita Montorsi 5950 \$! Oliver Mestre 10788 \$\* RABALLAND Romain 8854 \$! Heyeck Moritz 10058

202 02 (2 SGL+BNK I CNL) \$! Rita Montorsi 5950 \$! Oliver Mestre 10788 \$\* RABALLAND Romain 8854 \$! Heyeck Moritz 10058

202 03 (2 SGL+BNK I CNL) \$! Rita Montorsi 5950 \$! Oliver Mestre 10788 \$\* RABALLAND Romain 8854 \$! Heyeck Moritz 10058

202 04 (2 SGL+BNK I CNL) \$! Rita Montorsi 5950 \$! Oliver Mestre 10788 \$\* RABALLAND Romain 8854 \$! Heyeck Moritz 10058

203 01 (TWIN+SPARE Sh/T) \$! Lethbridge Josephine 10350 \$! van Roosmalen Rebecca 10540 \$! Brian Darran 10871 \$! Smiler Damien 10903

203 02 (TWIN+SPARE Sh/T) \$! Lethbridge Josephine 10350 \$! van Roosmalen Rebecca 10540 \$! Brian Darran 10871 \$! Smiler Damien 10903

203 03 (TWIN+SPARE Sh/T) \$! Lethbridge Josephine 10350 \$! van Roosmalen Rebecca 10540 \$! Brian Darran 10871 \$! Smiler Damien 10903

204 01 (10 Bed Room) \$! Lundquist Axel 10442 \$X Perez Marcos 9664 \$! Ilian Louitichov 10751 \$! athernon lee 9759 \$! da Silva Jonatas 9299

204 02 (10 Bed Room) \$! Filho Carlos 10613 \$X Perez Marcos 9664 \$! Guglielmi Fabrizio 10763 \$! Pampolina Jennifer 10763 \$! athernon lee 9759 \$! da Silva Jonatas 9299

204 03 (10 Bed Room) \$\* Barnes Henry 10451 \$! Borstcher Yannick 9077 \$! Wang Adele 10618 \$! da Silva Jonatas 9299

204 04 (10 Bed Room) \$\* Barnes Henry 10451 \$! Borstcher Yannick 9077 \$! Wang Adele 10618 \$! da Silva Jonatas 9299

204 05 (10 Bed Room) \$\* Paiano Marco 10044 \$! Borstcher Yannick 9077 \$! Hernandez Victoria 10884 \$! da Silva Jonatas 9323

204 06 (10 Bed Room) \$\* Paiano Marco 10044 \$! Borstcher Yannick 9077 \$! Hernandez Victoria 10884 \$! da Silva Jonatas 9323

204 07 (10 Bed Room) \$! Cullen Patrick 10488 \$X Perez Marcos 9664 \$! Filipe Gomez 10749 \$! athernon lee 9759 \$! da Silva Jonatas 9323

204 08 (10 Bed Room) \$! Cullen Patrick 10488 \$\* Ribeiro Da Silva Renate ... \$! Borstcher Yannick 9077 \$\* silveira ana 10921 \$! da Silva Jonatas 9323

204 09 (10 Bed Room) \$! Pietermann Matthias 9789 \$! Pampolina Jennifer 10763 \$! athernon lee 9759 \$! da Silva Jonatas 9323

204 10 (10 Bed Room) \$! Pietermann Matthias 9789 \$! Loose Jan-Thorben 10858 \$! Mayer Drew 10900 \$\* silveira ana 10921 \$! Smith Jeff 8907 \$! da Silva Jonatas 9323

205 01 (TWIN+SPARE) \$! Zomer Anns Mens 8292 \$! Backmeier Steven 8512 \$! Artime Mark 10494 \$! Nicholas Bush 10644 \$! Mclennan Linda 10006

ResNo 10519: DormOnline: DormBook DormOnline HW HB bc oomio G8 HC

## Passwords for Dorm Book

Once you have downloaded and setup Dorm Book you can then view Dorm Book but you can not edit it or open bookings unless you have a User Name and Password. To get these you have to know your login details for your Backoffice to setup Dorm Book login details under HOSTEL, Dorm Book Users. Please Remember that whoever can see the Credit Card details will be logged out after 15 minutes regardless if you have the setting as in the image below set to Never.

logout automatically

Change View (Calendar)

show reservations/guests

save reservations/guests

show credit card details

manually set the time for payments

save views (F-keys)

create reports (in DormBook)

- password length 8 characters
- password contains at least one upper-case, one lower-case character and one digit.
- password change required at least ever 90 days (and you do get a warning 10 days before)
- the new password is not allowed to be the same as any of the last 10 passwords.
- user account is blocked after 6 unsuccessful tries to log in.
- if the manager (online administration) restores a user's password: an automatically generated password is set and the user needs to change it at first log-in.

## Super Security

For hostels that want Super Security beyond what anything you have seen before then contact us to set this up. There are extra costs but the result is that we will include a security system where a person can not access your Dorm Book or Backoffice even if they have the correct login details if they are not allowed by the person that contracts with us to do so. It is fully automated, still allows authorised persons to login from anywhere worldwide without delay. This is a highly unique and innovative solution that will keep your data Super Secure.

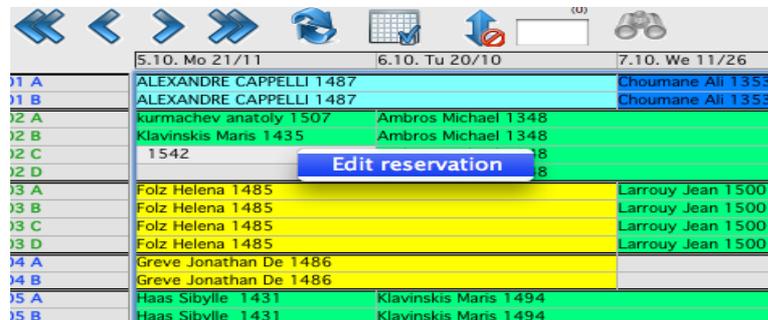
## How to enter a booking in to Dorm Book

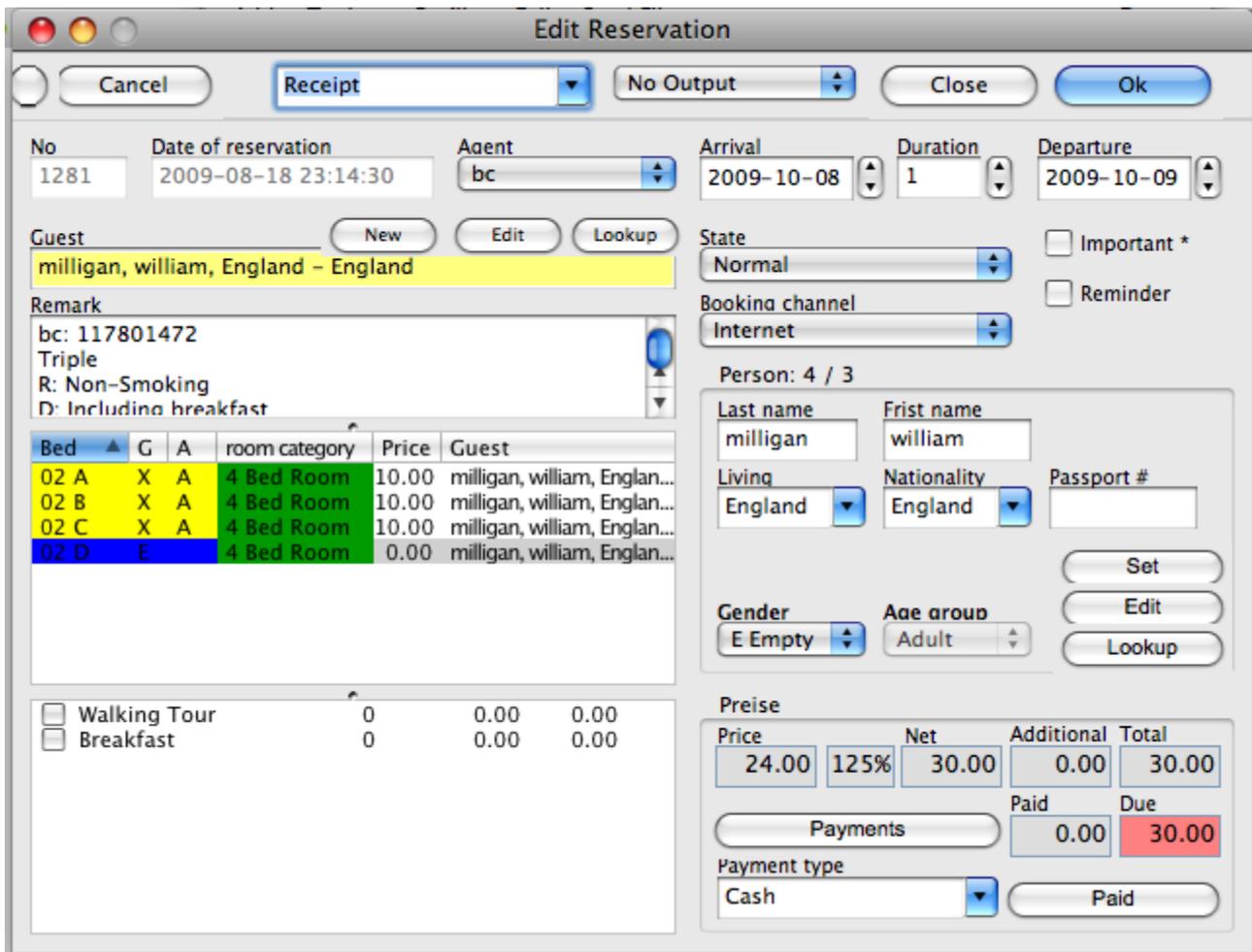
[http://www.youtube.com/watch?v=gOu0kgwB8Eg&feature=mfu\\_in\\_order&list=UL](http://www.youtube.com/watch?v=gOu0kgwB8Eg&feature=mfu_in_order&list=UL)

Use the mouse and Right Click on the bed/s in the room for the date/s you want to enter a booking. You will see New Reservation. For Apple Mac you use the 'Control' Key as you click.



In this case 1542 represents a new booking number. Picture below shows the start of a booking that can be further edited by again right clicking the mouse on any booking to bring up Edit reservation.





Above is an example of the Edit Reservation screen

The example below clearly shows that the whole 4 bed room is booked up by three people for the price of 10 per person. Bed 'D' is marked with 'E' that represents the bed as Empty.

Bed	G	A	room category	Price	Guest
02 A	X	A	4 Bed Room	10.00	milligan, william, Englan...
02 B	X	A	4 Bed Room	10.00	milligan, william, Englan...
02 C	X	A	4 Bed Room	10.00	milligan, william, Englan...
02 D	E		4 Bed Room	0.00	milligan, william, Englan...

## How to enter a weekly and long term booking

<http://www.youtube.com/watch?v=XalMr3oZ5sA>

Under Prices for your rooms and beds you need to setup Daily prices and Weekly prices.

## How to setup Weekend/Seasonal prices and Week Rate prices

[http://www.youtube.com/watch?v=FKbTONw\\_UAw](http://www.youtube.com/watch?v=FKbTONw_UAw)

[http://www.youtube.com/watch?v=XalMr3oZ5sA&feature=mfu\\_channel&list=UL](http://www.youtube.com/watch?v=XalMr3oZ5sA&feature=mfu_channel&list=UL)

**Age categories**

Description	Shortcut	
Daily	Day	
Weekly	Wk	

Save

[Add Entry](#)

Calendar special days  
prices  
Age categories  
Payment types  
Rooms  
Room categories

## Editing existing bookings

[http://www.youtube.com/watch?v=W-iRPHAfC5M&feature=mfu\\_in\\_order&list=UL](http://www.youtube.com/watch?v=W-iRPHAfC5M&feature=mfu_in_order&list=UL)

### Name

Last name	milligan	Frist name	william
Living	England	Nationality	England
Gender	X mixed	Age group	Adult
		Passport #	
		Set	Edit
		Lookup	

The first name in the Bed List of a booking is the Name that will show in Dorm Book. To change the other names in a booking you use the section shown above that is part of the Edit Reservation window. Simply highlight the name of a bed and type in the the details then click Set. This is most relevant for when you want to print invoices or print an occupancy list to send to authorities each day as required by law.

### Gender

You can change the 'G' or gender category of any booking by again right clicking the mouse within each name in the booking.

Bed	G	A	room category	Price	Guest
02 A	X	A	4 Bed Room	10.00	milligan, william, En
02 B	X	A	4 Bed Room	10.00	milligan, william, En
02 C	X	A	4 Bed Room	10.00	milligan, william, En
02 D			4 Bed Room	0.00	milligan, william, En

Walking Tour 0 0.00 0.00

Breakfast 0 0.00 0.00

milligan willia

Feminin

Male

Mixed

Empty

p Price

P All prices

Recalculate prices

+ Add bed

- Remove bed

edit bedlist

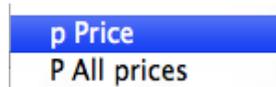
delete beds

- Feminin
- Male
- Mixed
- Empty

The top four bed occupancy definitions have keyboard shortcuts to save the experienced receptionist from having to use the mouse = F (Female), M (Male), X (Mixed), and E (Empty). The importance of defining the bed occupancy relates to how your hostel wants to have reports with this information and to how you initially set up the room type in your BackOffice.

A room that is defined as either All Male or All Female will be locked in to that room type as soon as one of the beds is defined Male or Female. For this reason most hostels define their rooms as Mixed so as to not discourage bookings. You can hedge your bets by selecting a room to be 'Female or Mixed' and this means the room will initially be a Female room and will only change to a Mixed room when any non female reservation is entered by staff at reception in to that room, valid for the duration of the non female reservation. A great feature for a second female room.

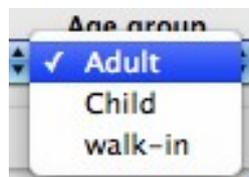
## Price



- p Price changes the price just for one bed
- P All prices changes the price for all beds

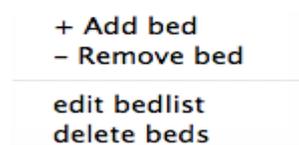


When you adjust the amount of occupied beds in a room you can choose to Recalculate Prices to get the correct price in case not all beds will be occupied in a Private Room, eg, if you have a Four Bed Room and you are booking in just 3 people for the whole room as a Private Room then when you Recalculate Prices you will load the correct prices for a Private Triple Room. This only works if you have set up the prices in the BackOffice equivalent to the occupancy.

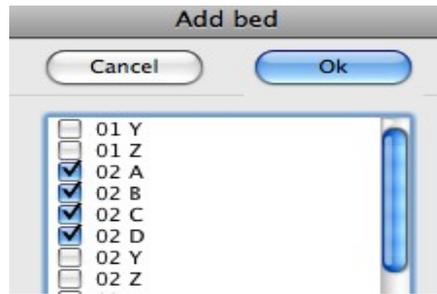


When you have prices set in the BackOffice for separate Age Group categories then you can select them and Recalculate prices, eg, higher prices for walk-ins and lower prices for Child.

## Bedlist



Using the functions above you can add or remove beds for one booking in the same or multiple rooms.



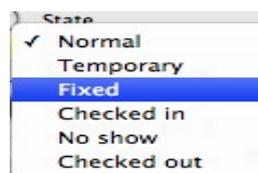
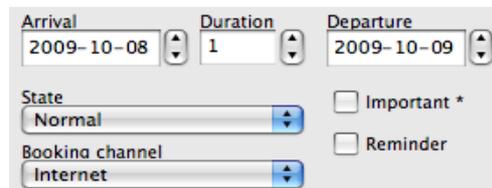
Only by using one of the above four editing functions can a receptionist see Additional Beds marked as Y and Z in this example. Additional Beds are setup in the BackOffice to allow the Receptionist to move mobile beds in to a room at the request of the guest. It could be a baby cot, mattress or fold-out bed etc.

### Date



In the Edit Reservation window you change dates using this section shown above.

### State



'State' and other sections here are used to the extent that you would like this information for Reports.

'Temporary' is used in conjunction with the Reminder to set a date that further processing of the booking must be done.

'Fixed' is used to prevent the booking from being moved to another room. Often used when a regular guest requests a specific room.

'No Show' Reduces the booking to one day, retains all the credit card and other information and takes away breakfast if the hostel automatically allocates breakfast to all guests.

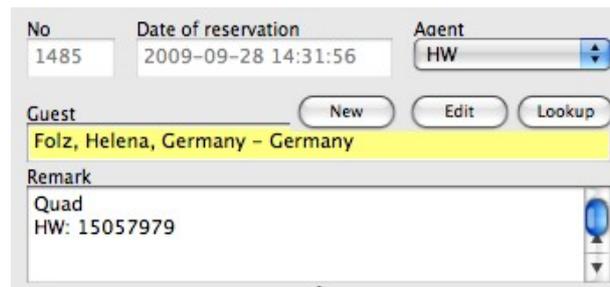
'Important' Is used to inform the Receptionist that special treatment is required for this guest.

## Booking Channel



'Booking Channel' selected mostly for your Reports.

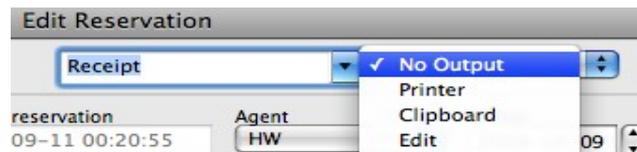
## Notes



Remark Section of the Edit Reservation Screen is where all staff need to enter information to maintain the continuity of information about a booking. You will also see that the agent reservation number is automatically entered.

Anything written in the Remark section can be searched in Dorm Book. Eg to search 'Dog' you enter the word Dog in the top of Dorm Book next to the binoculars, you then hold the shift key as you click on the binoculars.

## Receipts



Receipts can be printed immediately or you can do some last minute editing of the invoice for the guest before you print it. You would save to the Clipboard to paste in another document. You have the ability to edit the receipt text and structure and we can change the receipt size for you if you have a small printer.

## Drag and Drop



Drag and Drop of bookings to change the room they are in can be done with the mouse in Dorm Book by activating the arrows above by simply clicking on it. When you move bookings using this method the price does not change and it can only be for the same dates.

## Moving Large Bookings

When you have a long term booking you will not be able to drag and drop it to another room because the history of the booking will prevent that. So you must first split off the history of the booking so you can move the current and future dates of the booking. Watch this video to see how to **Split a Booking**

[http://www.youtube.com/watch?v=1OX8GBDDVU0&feature=mfu\\_in\\_order&list=UL](http://www.youtube.com/watch?v=1OX8GBDDVU0&feature=mfu_in_order&list=UL)

## Joining bookings

<http://www.youtube.com/watch?v=C3ssybu3Ca8>

Res No.	P	Arrival	N	Price	Due
1476	2	20090926	1	23.00	0.00
1477	1	20090927	1	19.00	0.00

42.00 0.00

Payment type  
Cash

You can join bookings so that payments are not missed, rooms may not have to be changed, and the correct keys are issued for the correct duration.



To join/combine a booking you need to open Edit Reservation by clicking the RIGHT MOUSE button when the pointer is on the name of a booking.

Within the Edit Reservation pop-up window you will see this



Found next to

No. 1476 Date of 2009--

Then you can type in a Dorm Book reservation number and click Add Reservation.

## Conflict Bookings

<http://www.youtube.com/watch?v=vxyQFjD8o5o>

When one or more people are booking the last same room or bed at the same time then you will get an email from our software with the subject title 'Conflict'. You must act on this email ASAP to avoid double bookings.

Within the email you will see the Reservation Number. Type that number at the top of Dorm Book next to the Binoculars and then click on the Binoculars. Then open the reservation so you see the screen below:

Within the Remarks window you need to read what the guest tried to book. Then click on the Add Beds button to allocate the next best beds to the guest. Of course you should not charge them more than they expect to pay but if you upgrade their room type you should add notes for staff to tell them that they have been upgraded free of charge so they feel good about your hostel and give you a better rating.

Best to create an email rule based on the word subject **Conflict** to ensure these emails are dealt with priority. These emails are sent from [portal@dormproject.ch](mailto:portal@dormproject.ch)

Below is an example of a Conflict message sent out by HostelWorld. All booking vehicles suffer the occasional conflict. As described above, our software sends you an alert when there is a conflict so you can manually intervene to rectify the problem.

Hello Albin

We just received a booking for you from [Hostelworld.com](http://Hostelworld.com), but unfortunately due to a technical error we cannot accept your booking as the beds you booked are not available. I am sorry for any inconvenience this has caused you.

Kind Regards

Matt

## If Dorm Book Changes Colour by itself

When you have bookings that do not get automatically entered in to Dorm Book it is because there is a Conflict which means something has blocked the processing of the booking. You will receive an immediate email notifying you that a booking has a Conflict. But as most hostels do not read these notifications it will be the change in colour to orange at the top of Dorm Book that will make you aware you need to manually process the Conflict booking to avoid being over booked. See example below. You will also see the appearance of the Resolve Konflikt button.

2011	22.3. Tu 192/18	23.3. We 193/17	24.3. Th 193/17	25.3. Fr 194/16
03 A (Double with Single Bed)	\$^ KD Wong Shirley 1277	\$! KD Agate Kass 1274	KIM Hee Ju 1335	Coleman Barry 1398
03 B (Double with Single Bed)	\$^ KD Wong Shirley 1277	\$! KD Agate Kass 1274	KIM Hee Ju 1335	Coleman Barry 1398
03 C (Double with Single Bed)				
04 A (Double with Single Bed)	! isabelle martiat 662			
04 B (Double with Single Bed)	! isabelle martiat 662			
04 C (Double with Single Bed)				
05 1 (Six Bed Room)	! Travers Derek 604			
05 2 (Six Bed Room)	\$^ nishi satomi 1190	\$! Ferfers Sebastian 1275		
05 3 (Six Bed Room)	\$! McCulloch Aaron 1327			
05 4 (Six Bed Room)	\$! KD Wilson Elvis 1271			
05 5 (Six Bed Room)	\$! Walker Charles 996			

To avoid being over booked you need to click on the Resolve Konflikt button. Then click on the Reservation Number as in the example below. Then read the text within the booking to know what bed/s to give the booking and then click on the Add Beds button to assign beds to the booking.

The screenshot shows a reservation system interface with a calendar grid. A dialog box titled "Conflict" is open, displaying the reservation number "1241". The background shows a calendar grid with various bookings and a "resolve konflikt" button.

## Payments

<input type="checkbox"/> Walking Tour	0	0.00	0.00
<input type="checkbox"/> Breakfast	0	0.00	0.00

Preise				
Price	Net	Additional	Total	
64.00	79%	50.40	0.00	50.40
Payments			Paid	Due
			0.00	50.40
Payment type				
Cash			Paid	

The example above is a booking from Hostelworld and shows the price would be 64 if the guest booked today by walk-in. 79% represents the 10% taken by the agent as commission for the

booking and a further 11% is representative of the fact that prices have increased since the guest made their booking. This is helpful when considering discounts and refunds.

'Net' is the amount the Hostel collects from the guest.

If you click on Payments you can enter notes for different payments like Key Deposits as well as when a group of people pay individually using Cash and Credit Card etc.



If payment is in one transaction then you only need to select the Payment Type and click on Paid. You can create as many payment types as you want in the Backoffice.

### Additional services

'Services' are set up in the Backoffice that can include whatever you want like Walking Tour, Breakfast, Key Deposit. You can add a price or not have a price; they can be bookable within your booking engine on your website or not. Something like breakfast you can select to automatically be activated per person per day, or not.

When you have a price for Services they will show under Additional in the Preise section as in above.

### Search

[http://www.youtube.com/watch?v=RzpexxQeo-k&feature=mfu\\_in\\_order&list=UL](http://www.youtube.com/watch?v=RzpexxQeo-k&feature=mfu_in_order&list=UL)



The Find Reservation option is self explanatory. But a quicker way to find a reservation would be to search for the agent booking number or any distinctive word written in the notes area you do enter



the information

as above then hold down the SHIFT key as you click on the binoculars with the mouse key.

Or to make sure when you search for a booking that you search for all possible variants of the name then please use % before the name. For example - % Bornhausen

### Credit Card Details

Our system does automatically check if there are any credit-card information stored which should be deleted. So once a day this card-information is deleted, when:

- the guest is assigned to a bed, 10 days after departure
- the guest is assigned as main guest of any reservation 10 days after departure
- the guests has no connection to any reservation

## A Closer Look at a Booking within Dorm Book

\$^ quattroni giuliano 1476  
 \$^ quattroni giuliano 1476  
 \$^ quattroni giuliano 1476  
 \$^ quattroni giuliano 1476

The picture above represents a booking within Dorm Book and includes the following information:  
 The number is the Dorm Book reservation number that is included on Receipts to guests.

1476

\$^

The \$ symbol represents that the guest has made a payment. The ^ symbol represents that the guest has Checked Out.

The name of the guest is shown so you can match them to other bookings they may have made and add them together.

### Representation color

Add Reservation					
Res No.	P	Arrival	N	Price	Due
1476	2	20090926	1	23.00	0.00
1477	1	20090927	1	19.00	0.00
				42.00	0.00

Payment type  
 Cash

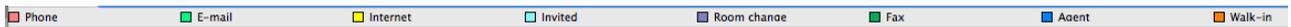
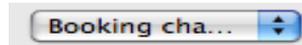
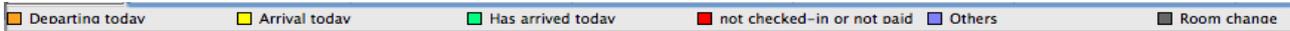
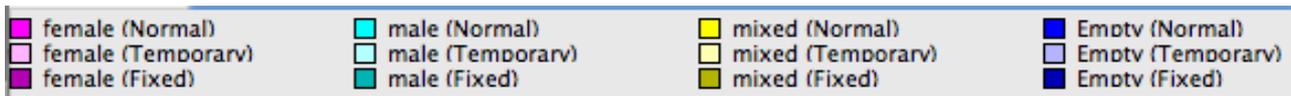
The Colour of the Booking lets you know various things about the booking depending on what option you select in the Drop Down menu at the Top Right of Dorm Book

- Gender
- Arrival
- Booking channel
- ✓ Agent

You will be able to see what each colour represents no matter what view you select from the menu. The legend at the bottom of Dorm Book changes for each option selected in the drop down menu.

DormBook       DormOnline       HW       HB  
 tallb

Gender



Also underneath these legends you will see text details of bookings you scroll over.

You can add hostels in other cities or tourist information offices as agents so that they have their own booking engine supplied by you. Then when you view your reports you can see how many bookings they sent you. In the above example 'tallb' is an agent created by the hostel.



## Create Views in Dorm Book

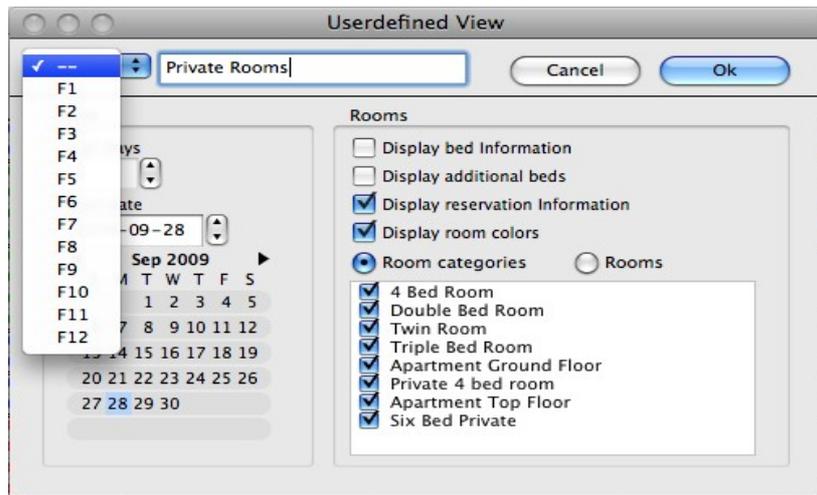


F1 is the first view seen when Dorm Book is opened. So best to keep F1 as the view to see All Rooms.

## Screen Layout

[http://www.youtube.com/watch?v=Ug75Y\\_mpSuA&feature=mfu\\_in\\_order&list=UL](http://www.youtube.com/watch?v=Ug75Y_mpSuA&feature=mfu_in_order&list=UL)

The Screen Layout of Dorm Book can be changed to whatever you want and multiple concurrent views can be stored under the F keys of your keyboard.



Simply use all the fields in the window above to create the view you want to assign to an F key. When all the F keys have assigned views then managers and staff will be able to more quickly respond to phone calls about availability, see booking trends in the coming months, and notice opportunities to optimise bookings.

Remember if you add a new room type you will not see it in Dorm Book until you add it in Views. F1 is always the starting view when you open Dorm Book so best to have all rooms under F1 so as not to confuse your staff.

## Staff Reports

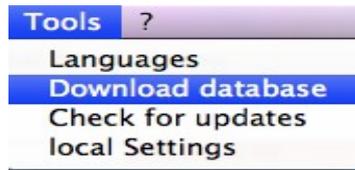


Reports for staff can be obtained in Dorm Book via the option above. More extensive and detailed reports can be found in the Managers Backoffice.

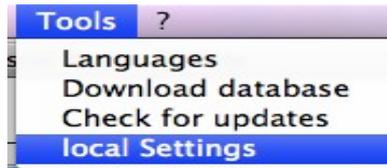


For staff to generate reports for their shift before handing over to the next Receptionist they use the window above and sign off on the transactions after the report is compared to cash and credit card receipts.

## Settings



Download database when you are informed that there is a new database to download, when the current day in Dorm Book is not showing the correct date, or when the legend is not showing all the agents.



Local Settings are used to link the software on the computer to a Printer via the window below.



## Dorm Online Booking Engine for your website/s

part 1 for the website:

```
=====
<link href="https://secure.dormproject.ch/online/book.css" rel="stylesheet" type="text/css">
<script language="JavaScript" type="text/JavaScript"
src="https://secure.dormproject.ch/online/book.php?
hostel=beach&maxnights=14&maxadult=12"></script>
```

part 2 for the css file (or integrated into the html):

```
=====
<style type="text/css"><!--#book p {padding: 0px 0px 4px 8px;margin:0;}#dormonline
{background-color:#F8FF00;color:#FF2222;font-family:Arial,Helvetica,sans-serif;font-
size:11px;padding:0;width:192px;}#dormonline p {margin:1px;}#dormonline label
{display:block;float:left;padding-top:3px;width:48px;}#dormonline input {background-
color:#E AFF00;border: 1px #FF2222 solid;color:#FF2222;font-size:12px;margin: 5px 10px 0
0;padding:0 5px;}#dormonline a {color:#FF2222;}#dormonline a:hover
{backgroundcolor:#E AFF00;color:#FF2222;}#dormonline select {font-
size:11px;}#dormonlineinputday {width:50px;}#dormonline .inputmonth
{width:90px;}#dormonline .modify {margin-left:30px;}--></style>
```



**BOOK HERE!**

Arrive

Depart

Nights

Persons

**Modify / Cancel your booking**

Free cancellations up to 72 hours prior to arrival. Group bookings (more than 6 persons) only by email [groups@bulldoghotel.com](mailto:groups@bulldoghotel.com)

[FAQ / Terms & Conditions](#)

guests can enter dates via two window options integrated in to your website as above



or via a link: <https://secure.dormproject.ch/online/beach>

You can have more than one hostel availability showing on one booking engine so that by entering one date the availability at all hostels is shown. Use this code <https://secure.dormproject.ch/online/banner.php?var=3&lang=en&search=1&target=new&hostel=barons,beach>

Date of Arrival: 9 January 2011 nights: 1 beds: 1 find availability



**Funky Hostel Riga**  
25 Krisjana Barona Street, 1011 Riga

book now

Funky Hostel in Riga Latvia. Australian Owned for the benefit of the foreign traveller. Bed linen included, taxes included in the price you see, free wifi and internet computer, free basic breakfast etc

from LVL 5.00 (€ 7.14)

Su Mo Tu We Th Fr Sa  
9 10 11 12 13 14 15



**Beach Hostel**  
25/1 Republikas iela, Liepaja

book now

Come to our Australian owned Oasis off of the common tourist track. Liepaja is the most fun city in the Baltics. Entertainment every night all year, the hostel is located between the beach and the entertainment locations, just a few hundred meters from the beach.

Su Mo Tu We Th Fr Sa  
9 10 11 12 13 14 15

<b>Select 3 days minimum to see apartments.</b>	<b>Online reservation system</b>
<b>All bookings get free basic breakfast.</b>	<b>SSL Protected</b>
3 easy steps to your confirmed online reservation with us at our Riga Hostel. <a href="#">To modify an existing reservation click here</a>	
<b>1. Date request</b>	<b>2. Choose a room</b> <b>3. Personal data</b> ... and it's confirmed!
Date of Arrival: 6 October 2009	
# of nights: 1	
# of persons: 1	
<input type="button" value="Check rooms"/>	
We can accept a maximum of 20 persons for a minimum of 2 nights. For reservation of 7 people or more then please contact us by e-mail. <a href="mailto:quest@hostel.lv">quest@hostel.lv</a>	
<b>Booking Conditions:</b> <b>No Show:</b> In case of a "no show" we'll charge the first night's rate on your card. <b>Cancellation policy:</b> Cancellations and modifications are allowed up to 48 hours prior to arrival. You can do this anytime online.	
Accepted Credit Cards:	

The second stage of the booking engine:

<b>Select 3 days minimum to see apartments.</b>	<b>Online reservation system</b>
<b>All bookings get free basic breakfast.</b>	<b>SSL Protected</b>
3 easy steps to your confirmed online reservation with us at our Riga Hostel.	
<b>1. Date request</b> Check in : 6. Nov 2009 Check out : 7. Nov 2009	<b>2. Choose a room</b> <b>3. Personal data</b> ... and it's confirmed!
<b>Dormitory (shared rooms)</b>	<b>Price per person, per night</b>
<input checked="" type="radio"/> 1 bed in (mixed room)	LVL 9.00 (€ 12.86)
<b>Private rooms</b>	<b>Price per person, per night</b>
<input type="radio"/> 1 person in private room with one Double Bed (private room)	LVL 25.00 (€ 35.71)
<input type="radio"/> 1 person Two individual beds (private room)	LVL 25.00 (€ 35.71)
<b>Total per Person</b>	LVL 9.00 (€ 12.86)
<b>Grand Total</b>	LVL 9.00 (€ 12.86)
<input type="button" value="Back"/> <input type="button" value="Continue"/>	
All rates incl tax already. Security locker for dorm rooms and all beds in all rooms have a towel, a ready made bed with free wifi in each room.	

All text can be edited by you. Rooms can be sold under multiple types. eg.

A room with three beds is offered as:

a single when someone seeks a single room, or  
it is offered as a twin when a guest seeks to book a Twin Room, or  
as a Triple when three people seek to book a Private room.

Of course you price a single bed Private at a high price so you gain the income for the room you require. You save from reduced laundry costs and by gaining bookings you would not normally achieve.



When a guest scrolls over a picture it enlarges automatically and this assists you gain a higher percentage of bookings from people considering to book at your hostel.

See a short film about tours and other options within your booking engine

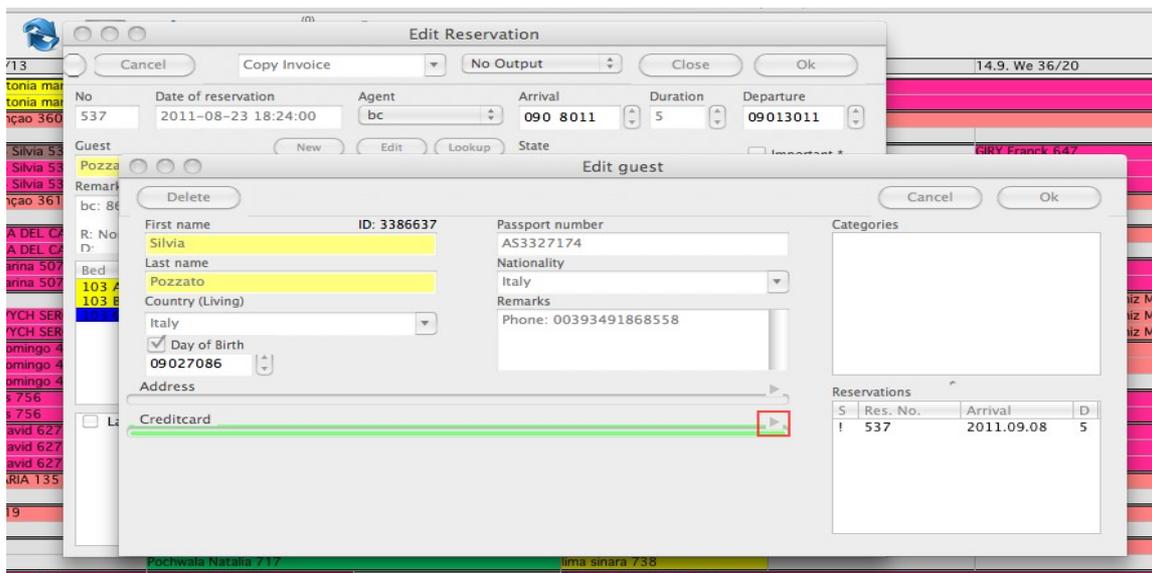
<http://www.youtube.com/watch?v=ggZt7T4hgOo>

## Credit Cards issues:

All Credit Cards are checked by our software to ensure they are valid at least until the last day of the guests stay at your hostel. The credit card details for Dorm Online bookings are stored in the Dorm Book section within the guest reservation so that those persons with Manager permissions can see it. Booking.com credit card info is also stored as above but the expiry date is contained in the email sent to you informing you of the booking. Other agent – HW, HB, HC credit card information can not be seen in Dorm Book and is viewable in the backoffice of the applicable agent.

Credit card info for [Booking.com](https://www.booking.com) bookings is deleted from the booking within 24hrs from the checkout date. The data is deleted from Dorm Online bookings within 14 days from the checkout date.

This info is found in the Edit screen of the Edit Reservation Screen as shown in the image below:



## No Room Limit

Needs to be requested by the hostel to have No Room Limit enabled.

If a hostel has Three x 6 Bed Rooms that are all empty then under the standard integration with an agent like HostelBookers it is 6 beds and not 18 beds that will be bookable in a 6 bed room.

With, No Room Limit enable all 18 beds are bookable but you will receive a Conflict email message when 7 or more beds are booked because any booking that can not be fit in to the one room generates a Conflict email message. Then the Hostel needs to read the Conflict message ASAP and open the booking in Dorm Book to Add Beds that have not already been reserved in Dorm Book.

Guest Room changes are more probable with the No Room Limit option.

## Flex Booking

Displays a grid of all available rooms and beds based on the availability for each individual night for the total amount of nights submitted in the search. First checks availability for the first night then checks avail for the next night etc. These results are displayed as in the example below.

Therefore the booking system can not guarantee that the chosen room types can be reserved without a room change. But guests are informed of this before they choose the Flex Booking option. See [www.eastseven.de](http://www.eastseven.de) as an example where you will see a guest can use the standard booking engine or the Flex Booking booking engine. For hostels that want to fill every single bed and room it is a way to achieve this. But 100% occupancy is not necessary if the standard booking engine can gain you more income with 80% occupancy and results in higher guest ratings to maintain a constant high occupancy over the long term. Costs 500 euros extra as it is the only already coded extra option that costs money to put it in to use.

## B. FLEXBOOKING

Here we give you the opportunity to book different room categories (also with a changing no. of people) for your stay. You might have to do room changes. It's possible that beds within the same room category are different rooms.

Total price rooms/beds:					
Dorm beds (single beds in a dormitory, shared with other people)					
Beds in Dorm Rooms	Tu, 24	We, 25	Th, 26	Fr, 27	Sa, 28
beds in a 4-bed dorm (Mixed room) Beds from CHF 48.00 (€ 28.24 / USD 48.00) beds 8+	<input type="text" value="8+"/>	<input type="text" value="8+"/>	<input type="text" value="8+"/>	0	<input type="text" value="8+"/>
beds (Mixed room) Beds from CHF 45.00 (€ 26.47 / USD 45.00) beds 8+	<input type="text" value="8+"/>	<input type="text" value="8+"/>	<input type="text" value="8+"/>	0	<input type="text" value="8+"/>
beds (Males only) Beds from CHF 45.00 (€ 26.47 / USD 45.00) beds 8+	<input type="text" value="8+"/>	<input type="text" value="8+"/>	<input type="text" value="8+"/>	0	<input type="text" value="8+"/>
beds in a 4-bed dorm (Males only) Beds from CHF 48.00 (€ 28.24 / USD 48.00) beds 4	<input type="text" value="4"/>	<input type="text" value="4"/>	<input type="text" value="4"/>	0	<input type="text" value="4"/>
beds (Females only) Beds from CHF 45.00 (€ 26.47 / USD 45.00) beds 8+	<input type="text" value="8+"/>	<input type="text" value="8+"/>	<input type="text" value="8+"/>	0	<input type="text" value="8+"/>
beds in a 4-bed dorm (Females only) Beds from CHF 48.00 (€ 28.24 / USD 48.00) beds 4	<input type="text" value="4"/>	<input type="text" value="4"/>	<input type="text" value="4"/>	0	<input type="text" value="4"/>
Privat rooms (the complete room will be booked)					
Privat rooms	Tu, 24	We, 25	Th, 26	Fr, 27	Sa, 28
1 person Rooms from CHF 65.00 (€ 38.24 / USD 65.00) Rooms 2	<input type="text" value="2"/>	<input type="text" value="2"/>	<input type="text" value="2"/>	0	<input type="text" value="2"/>
2 persons Rooms from CHF 110.00 (€ 64.71 / USD 110.00) Rooms 2	<input type="text" value="2"/>	<input type="text" value="2"/>	<input type="text" value="2"/>	0	<input type="text" value="2"/>

## Dorm Project Managers Back Office

Videos for the backoffice are accessible only by paying users of our software and are accessible only via the backoffice.

login at <https://secure.dormproject.ch/>

DormProject - HostelOffice

Build: 1046

hosteloffice@dp\_10 / testy [45]

HOME REPORTS DATA AGENTS HOSTEL ONLINE TOOLS LOGOUT

Home Documentation De - En

Training video  
Rooms and Prices  
Interfaces

Welcome to the administration system of DormProject

What is new?

In the Home Page you will see links to Training Videos only viewable in this area and not available online.

## Manager Reports

Revenue booking channels  
 Canceled Reservations  
 Services (all)

There are over 20 standard reports that are very good and include the possibility to see time ahead as well as what has occurred in the past. You can request a specific report to be developed for your hostel.

This report below will enable you to know where you can gain more income for your hostel for the least amount of effort.

### Revenue agents 1. December 2010 till 31. December 2010

Agent	Reservations	Guests	Nights	Amount
DormBook	289	654	1342	62271.76
DormOnline (direct)	226	570	1494	60659.60
Group Booking	25	304	757	34759.68
Hostelbookers (Interface)	30	70	178	5487.32
HostelsClub.c om (Interface)	3	4	10	256.50
Hostelworld (Interface)	104	218	541	17814.95
	677	1820	4322	181249.81
<b>Total</b>	<b>677</b>	<b>1820</b>	<b>4322</b>	<b>181249.81</b>

You can see in the above report that the hostel in December has saved losing \$9,600 in agent commissions by gaining 226 direct Dorm Online Bookings and their internal Group Booking department contributed 25 bookings rather than the majority of bookings being delivered by agents.

This hostel could have gained more agent bookings but they used our software to restrict agent sales so they could sell direct.

The report below shows daily Occupancy Levels, Average Price Per Day, Amount of Bed Nights per day, Total Income for the day.

### Occupation per day 1. December 2010 till 10. December 2010

Date	Ad	MAT	Bed	Nights	Level	Price	volume
01.12.10	124	0	0	0	124	48.4 %	4530.03
02.12.10	136	0	0	0	136	53.1 %	4972.88
03.12.10	228	0	0	0	228	89.1 %	8159.86
04.12.10	232	0	0	0	232	90.6 %	8099.07
05.12.10	133	0	0	0	133	52.0 %	4906.29
06.12.10	94	0	0	0	94	36.7 %	3590.57
07.12.10	93	0	0	0	93	36.3 %	3417.08
08.12.10	92	0	0	0	92	35.9 %	3468.94
09.12.10	92	0	0	0	92	35.9 %	3380.36
10.12.10	186	0	0	0	186	72.7 %	6853.03
	1410	0	0	0	1410		51378.11
	141.0	0.0	0.0	0.0	141.0	55.1 %	5137.81
<b>Total</b>	<b>1410</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1410</b>		<b>51378.11</b>
	<b>141.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>141.0</b>	<b>55.1 %</b>	<b>5137.81</b>

The settings below will generate a report that has 7 columns:

1: date

2: sum of the guest in a room out of the selected room categories ("empty" beds are not counted)

3: percentage of possible guests in a room out of the selected room categories (100% = every bed, but not the additional beds, is sold to a person)

4: sum of the guests in a room out of the NOT selected room categories ("empty" beds are not counted)

5: percentage of possible guests in a room out of the NOT selected room categories (100% = every bed, but not the additional beds, is sold to a person)

6: Total number of guests

7: percentage of possible guests. (100% = every bed, but not the additional beds, is sold to a person)

The screenshot shows a 'Reports' section with the following elements:

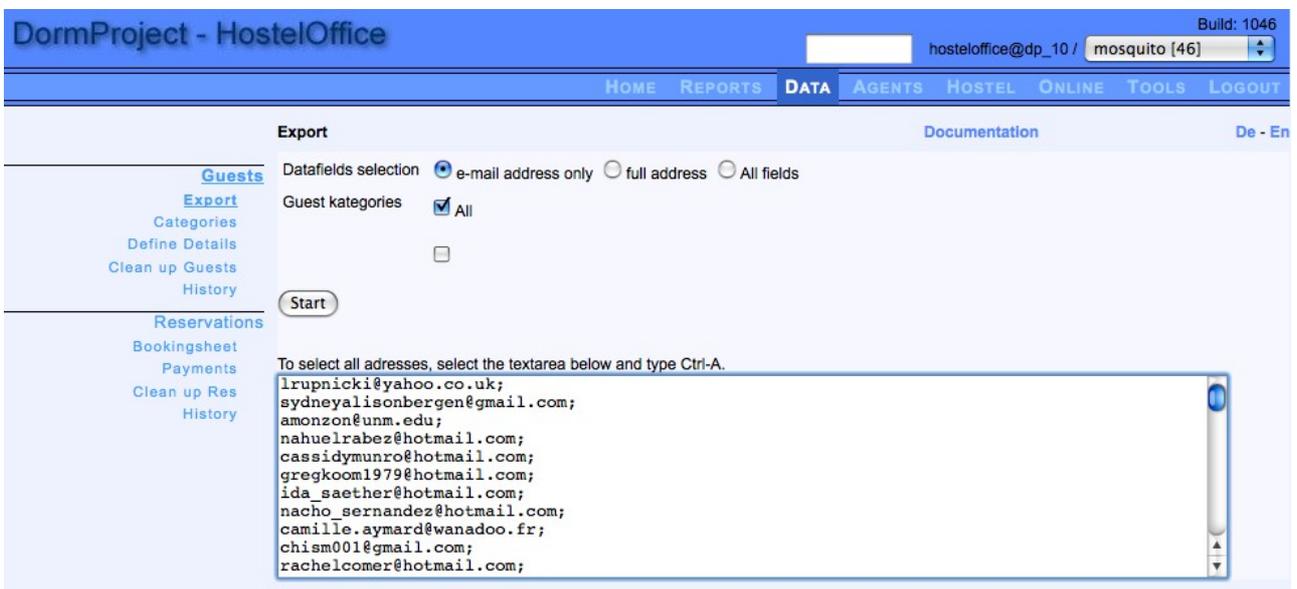
- Language:** A dropdown menu set to 'English'.
- Report type:** A dropdown menu set to 'Occupation room category group'.
- Room Categories:** A list of checkboxes for room types:
  - Six Bed Mixed Dorm
  - Double Bed Room
  - Twin Room
  - Triple Bed Room
  - Four Bed Room
  - Two Bed Apartment Ensuite
  - Top Floor Apartment Ensuite
  - One Bed Private
  - Forest Retreat
- Date Range:** Fields for 'Start date' (1.2.2011) and 'End date' (28.2.2011), with buttons for 'previous month' and 'this month'.
- Export Options:** Buttons for 'Create PDF', 'Create EXCEL', and 'Create CSV'.

## User Accounts (Dorm Book Staff Login Accounts)

The more your staff use their own Logins then the easier it will be to know who exactly made the changes to any booking. The audit trail for every booking does show the exact time every change was made so if you know every staff members working time then you will also be able to identify who did what by looking at the audit trail under DATA, History.

User Logins also enable you to restrict new staff to limited features and functions. See here how to set them up. <http://www.youtube.com/watch?v=IaCPW0GfgYw>

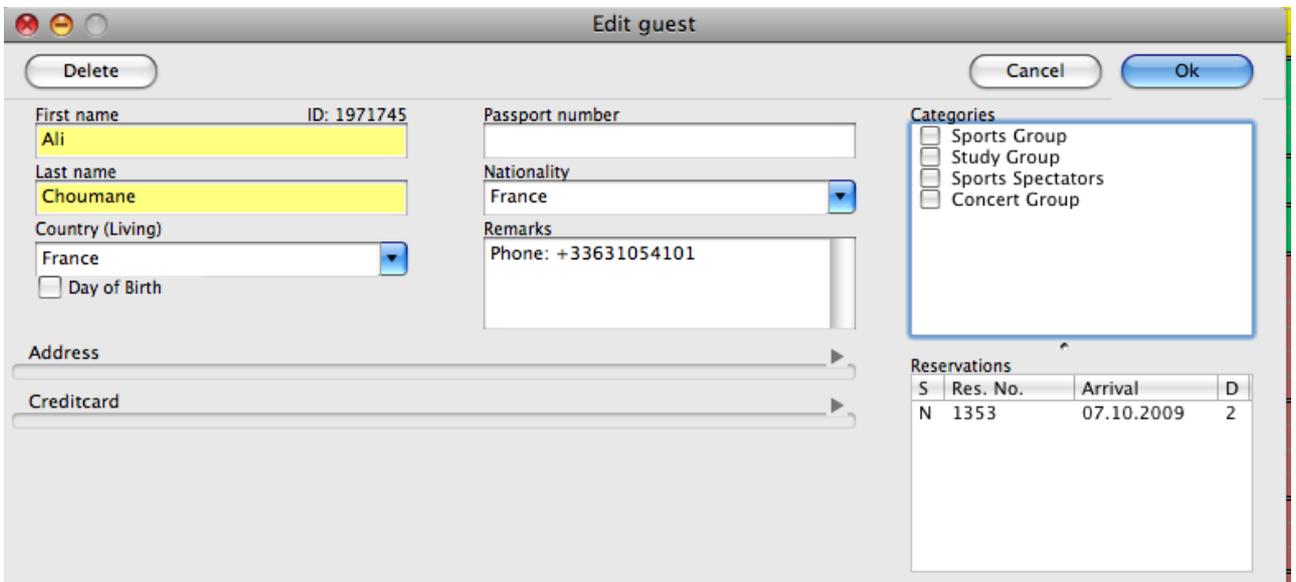
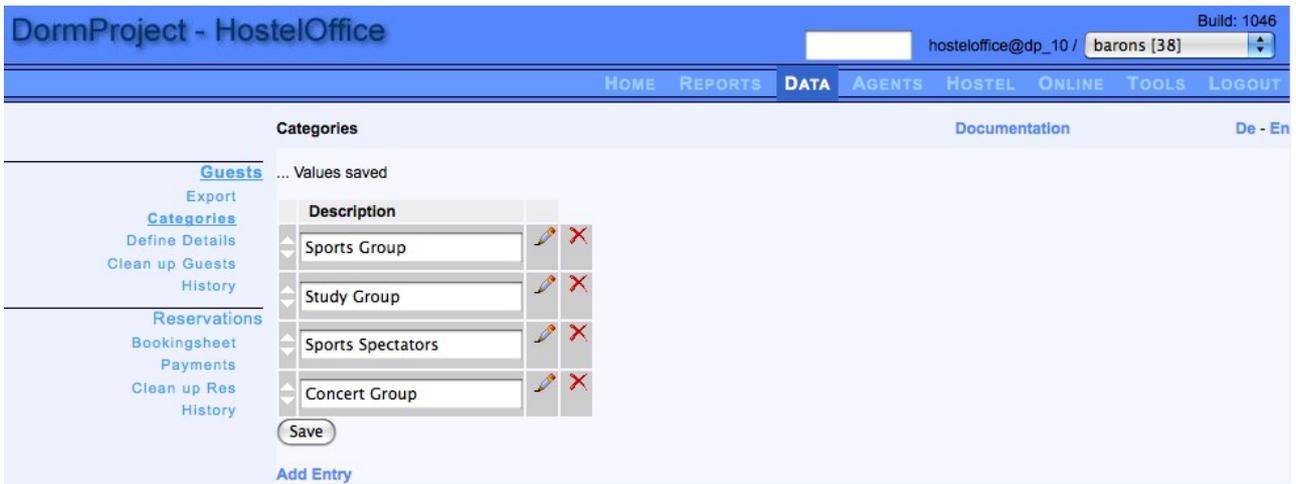
## Data export



Export of data like email addresses for mail outs.

### Guest categories

Categories can be set up in the above area and will appear in the Edit Screen within Dorm Book shown below:



Categories appear in the window above and assist you to keep track of the type of groups staying at your hostel. Reports will show you where you can increase targeted marketing efforts to gain more bookings from the groups good for business.

# DormProject - HostelOffice

HOME
REPORTS
DATA

### Define Details

Guests

Export

Categories

**Define Details**

Clean up Guests

History

---

Reservations

Bookingsheet

Payments

Clean up Res

History

Title German		
Title English		Regular Guest
Field 1 German		
Field 1 English		Favourite Room
Field 2 German		
Field 2 English		Discount
Field 3 German		
Field 3 English		Special Requirements
Field 4 German		
Field 4 English		
Field 5 German		
Field 5 English		
Field 6 German		
Field 6 English		

Save

Then once the above is saved you will see the new Group Section appear in Dorm Book as below. Regular Guest and Banned Guest are the new Sections Created so that specific details can be recorded.

Delete
Cancel
Ok

**First name** ID: 1860909

**Last name**

**Country (Living)**  

▼

Day of Birth

**Address** ▶

**Creditcard** ▶

**Regular Guest** ▶

**Banned Guest** ▶

**Passport number**

**Nationality**  

▼

**Remarks**

**Categories**

- Sports Group
- Study Group
- Sports Spectators
- Concert Group

**Reservations**

S	Res. No.	Arrival	D
N	1405	11.10.2009	1
x	1406	10.10.2009	1
N	1616	09.10.2009	2
N	1478	26.09.2009	1
N	1429	24.09.2009	1
N	1434	19.09.2009	1
N	1270	02.09.2009	3

Data will show in the sections above when Look Up Guest is used to select the name of the guest

that has previously stayed at your hostel.

Address

Creditcard

Regular Guest

Favourite Room  Discount

Special Requirements

Banned Guest

If the arrows are not closed within one booking then they will remain open for all guests in all bookings so that these details can be seen immediately.

**DormProject - HostelOffice**

HOME REPORTS DATA A

**Clean up Guests**

Number of guests: 925  
without eservation: 839  
with reservation: 86

[Clean up](#)  
[View](#)

**Guests**  
Export  
Categories  
Define Details  
**Clean up Guests**  
History

**Reservations**  
Bookingsheet  
Payments  
Clean up Res  
History

This function cleans out rubbish data.

**Clean up Guests**

86 Entries deleted

Number of guests: 839  
without eservation: 839  
with reservation: 0

[Clean up](#)  
[View](#)

HOME REPORTS DATA A

**History**

Guest number: 1860909 [View](#)

ID	Date	Action	Portal	Info
5942959	10.05.2009   12:25:01	edited	DormBook	Name: Dean First name: blocked Country: ??? Birthday: 0 Nationality: ??? Email: id: 5942959
10798217	08.10.2009   06:55:07	edited	DormBook	Name: Dean First name: blocked Country: ??? Birthday: 0 Nationality: ??? Email: id: 10798217
10798223	08.10.2009   06:59:15	edited	DormBook	Name: Dean First name: blocked Country: ??? Birthday: 0 Nationality: ??? Email: id: 10798223
10798225	08.10.2009   06:59:27	edited	DormBook	Name: Dean First name: blocked Country: ??? Birthday: 0 Nationality: ??? Email: id: 10798225

Don't worry about the Guests History as the Reservation History is more detailed.

## Agents, Edit Agents

HOME REPORTS DATA AGENTS HOSTEL ONLIN			
Edit agents			Documentation
<a href="#">Edit agents</a>	Page: 1 per Page: 30 <a href="#">set</a>		
<a href="#">Contracts</a>	17 of 17 <a href="#">all</a> <a href="#">A</a> <a href="#">B</a> <a href="#">C</a> <a href="#">D</a> <a href="#">E</a> <a href="#">F</a> <a href="#">G</a> <a href="#">H</a> <a href="#">I</a> <a href="#">J</a> <a href="#">K</a> <a href="#">L</a> <a href="#">M</a> <a href="#">N</a> <a href="#">O</a> <a href="#">P</a> <a href="#">Q</a> <a href="#">R</a> <a href="#">S</a> <a href="#">T</a> <a href="#">U</a> <a href="#">V</a> <a href="#">W</a> <a href="#">X</a> <a href="#">Y</a> <a href="#">Z</a>		<input type="text"/> <a href="#">search</a>
Organisation	City		
Andrew Wade			
booking.com (Interface)			
David Deighton			
Dee Ja'afar			
Dom			
DormOnline (direct)			
Gomio (direct)			
hihostels.com (direct)			
Hostelbookers (Interface)			
HostelsClub.com (Interface)			
Hostelworld (Interface)			
Interlaken Hostels and Adventures			
Michelle			
Peter Pan			
Rachel Wade			
Switzerland Travel Centre (Interface)			
Tribal Travel			

Here you can see the agents that are possible to synchronise with your hostel's Dorm Book. You can add an agent to create a booking engine for a Sister Hostel or Tourism office to book guests direct in to your hostel. Then in reports you will be able to see bookings that were booked via these agents you created.

**Contracts** [Documentation](#)

CC Booking fee is set to 1

[Edit agents](#)

... Values saved

[Contracts](#)

	Organisation	City	Book	on Top	Fee	Type	no CC	Link	DormOnline		
↕	DormOnline (direct)		-1	1	1	Book net price	0	0	<a href="#">Link</a>		
↕	Hostelworld (Interface)		10	0	0	Book net price	0	0			
↕	Hostelbookers (Interface)		10	0	0	Book net price	0	0			
↕	Group Booking		0	0	1	Book net price	0	0	<a href="#">Link</a>		
↕	Gomio (direct)		10	1	0	Book net price	0	0			
↕	hihostels.com (direct)		5	0	1	Book net price	0	0			
↕	booking.com (Interface)		15	0	0	Book gross price	0	0			
↕	HostelsClub.com (Interface)		10	0	1	Book net price	0	0			
↕	Sister Hostel		-1	0	1	Book gross price	0	0	<a href="#">Link</a>		

[Add Entry](#)

The background colors of each row is the same as shown in the DormBook applicatoin with the color set 'agent'.

**Contracts**

[Edit agents](#)

[Contracts](#)

**URL Booked by Agent (Booking Channel: Agent):**  
 English:  
<https://secure.dormproject.ch/online/?id=38&agent=SisH&book=1&lang=en>

Agent Contracts are set up according to our technical regulations and to conform to your contracts with the various Agents. If there are irregular changes done by a hostel in this area then disconnection can be the result.

In the above you can see the hostel has created a Sister Hostel as an agent. When you click on the Link icon to the right of the Sister Hostel you will then be shown the code for the dedicated booking engine that the Sister Hostel will use to make bookings for guests at your hostel. Then in Reports you will see how many bookings were sent via the Sister Hostel. The guest still needs to make a 1 euro deposit to secure the booking.



**DormProject - HostelOffice** Build: 1046

hostelloffice@dp\_10 / barons [38]

HOME REPORTS **DATA** AGENTS HOSTEL ONLINE TOOLS LOGOUT

---

History Documentation De - En

Reservation number:  Reservation Reservation (id) Group Group (id)

ID	Date	Action	Portal	Info
10716249	30.09.2009   19:19:41	added	bc	<b>Guest:</b> Oinonen, Marja, FI (id=1999085) <b>Arrival:</b> 20091104 <b>Nights:</b> 3 <b>Departure:</b> 20091107 <b>Num of persons:</b> 2 <b>Beds:</b> Apart 5 A, Apart 5 B, Apart 5 C, Apart 5 D, Apart 5 E, Details: Apart 5 A M A 15.00 Oinonen, Marja, FI (id=1999085) Apart 5 B M A 15.00 Oinonen, Marja, FI (id=1999085) Apart 5 C E 0 0.00 Oinonen, Marja, FI (id=1999085) Apart 5 D E 0 0.00 Oinonen, Marja, FI (id=1999085) Apart 5 E E 0 0.00 Oinonen, Marja, FI (id=1999085) <b>Agent:</b> bc <b>Status:</b> Normal <b>Booking channel:</b> Internet <b>Important:</b> 0 <b>Reminder:</b> <b>Paid:</b> 0 <b>Net:</b> 90.006 <b>Payments:</b> <b>Remark:</b> bc: 130976553 C: we want a balcony or,preferably ,a smoking room. this is essential.

The audit trail per booking is rather long and seen by scrolling down. Each entry includes the date and time for every single modification to the booking.

## Dorm Book Options

**Calendar**  
special days

---

**prices**  
Age categories  
Payment types

---

**Rooms**  
Room categories

---

**Add. services**  
Prices

---

**Options**  
Booking sheets  
Main countries  
**DormBook Options**  
DormBook users

**DormBook Login-Levels:**

logout automatically

Change View (Calendar)

show reservations/guests

save reservations/guests

show credit card details

manually set the time for payments

save views (F-keys)

create reports (in DormBook)

**DormBook Version > 5.06.49**

never (only manually logout) ▾

limited staff ▾

limited staff ▾

limited staff ▾

manager ▾

manager ▾

manager ▾

limited staff ▾

To see staff names in the Audit Trail you must first set up Dorm Book Options and then select what each staff level can edit and see as in the above. Then as you see below in Dorm Book Users you set up staff names and permission groups are assigned to them.

**DormBook users**

Filter:

user name	Name	user group			
andrew	andrew	manager			
david	david	limited staff			
dee	dee	manager			
dom	dom	limited staff			
rachel	rachel	manager			

[Add Entry](#)

Other dorm book options allows you to choose the compulsory and default fields that will be required in your Hostel's Dorm Book.

**DormProject - HostelOffice** Build: 1046  
hosteloffice@dp\_10 / barons [38]

HOME REPORTS DATA AGENTS **HOSTEL** ONLINE TOOLS LOGOUT

**DormBook Options** Documentation De - E

**savely edit reservations and guests:**  
while edited, for other stations:  DormBook Version > 5.05.13

**Show reservations details:**  
Hide person details   
Show Birthday

**Main Window:**  
Do not warn when reservation is moved to an other room category

**Conditions for new guests:**  
Last name required   
First name required   
E-mail address required

**Conditions for new reservations:**  
booking channel required   
Default booking channel  has no effect as long a the booking channel is forced  
agent required   
Ask to adapt services

**Conditions for 'paid':**  
payment type required   
Default payment type  has no effect as long as payment type is forced

**Condition for 'Check-In':**  
country required

## Country

Main Countries allows you to set to the top of the country list those countries from which most guests come from.

**Main countries**

Country		
▲ Australia		
▲ Germany		
▲ United Kingdom		
▲ Finland		
▲ Sweden		
▲ USA		
▲ France		

## Booking Sheets



Booking Sheets is where you edit the receipt template to your own specific requirements. Be careful to not delete the existing code that will automatically import data from the booking to save you time and effort. You can add code if you want to make things more detailed. Code examples can be seen below:

```

%Events%
%Action%, %OldArrival%
%ResNo% %CreateDate% %CreatTime% %PrintDate% %PrintTime%
%Arrival% %Departure% %Duration% %ResComment% %ResState%
%BookingChannel% %Important% %Paid% %Reminder%
Guest:
%GastNo% %Firstname% %Lastname% %CountryNo% %Country%
%Birthday% %PassportNo% %NationalityNo% %Nationality% %GuestComment%
%Title% %Address% %Address2% %ZIP% %City%
%EMail% %CCType% %CCName% %CCNumber% %CCExp%
%guest_Favourite Room%, %guest_Discount%, %guest_Special Requirements%
%guest_Why Banned%
Agent:
%Agent% %AgentCode%
General:
%Guests% %Bookings:room|gender|agecat|cat|price|guest% %ResTotal%
%Services:count|countx|service|text|price|total% %ServicesTotal%
%Payments:date|type|text|amount% %PaymentsTotal%
%Total% %TotalPerPerson% %Due%
Numbers:
%NumOfBed% %NumOfPerson% %NumOfFemale% %NumOfMale% %NumOfMix%
%NumOfAge.294%, %NumOfAge.296%, %NumOfAge.323%
Reservation Groups:
%FirstArrival% %LastDeparture%
    
```

### How to Email Booking Confirmation Automatically

To be updated.

### Adding Services (Tours in your Website Booking Engine, Key Deposits etc)

<http://www.youtube.com/watch?v=95aZhvZ0ERs>



Adding Services is a very special opportunity for your hostel to gain extra income from additional services. You have the choice in the setup to sell services via the Booking Engine at the time a bed is booked or add them so the Reception can sell them. They appear in the Edit Reservation screen as below.

<input type="checkbox"/>	Walking Tour	0	0.00	0.00
<input type="checkbox"/>	Breakfast	0	0.00	0.00

**Preise**

Price

0.00

Pay

Payment type

Cash

## Prices Services

Prices		Documentation		
Description	Service	Price	Online	
All	Please select	0		
	Please select	0		
	Walking Tour	0	Not Online	
	Breakfast	0	Not Online	

There can be prices or no prices if you want. Services can be online or not online.

## Rooms

<http://www.youtube.com/watch?v=uFdNgAPB3hM>

and

<http://www.youtube.com/watch?v=Hc2CATEtjTw>

## Room Categories

Room categories				
Description	Bild	s/d/r		
4 Bed Room		1/1/1		
Double Bed Room		1/1/1		
Twin Room		1/1/1		
Triple Bed Room		1/1/1		
Apartment Ground Floor		1/1/1		

In Room Categories you only setup ONE room for each room type. The photo you add as an example of the room. The photo appears in your website Booking Engine and greatly helps gain bookings.

Edit rooms							Documentat
Zimmer Gruppe: Initial							
	Description	Room category	Gender	Bed	Additional bed	Online	
01	Double Bed Room		Mixed	2	2	All	
02	4 Bed Room		Mixed	4	2	All	
03	4 Bed Room		Mixed	4	2	All	
04	Double Bed Room		Mixed	2	2	All	
05	Double Bed Room		Mixed	2	0	All	
Dup 6	Six Bed Private		Mixed	6	0	All	
Dup Four	Private 4 bed room		Mixed	4	0	All	
Dup Trip	Triple Bed Room		Mixed	3	0	All	
Dup Twin	Twin Room		Mixed	2	0	All	
Apart 3	Apartment Ground Floor		Mixed	3	1	All	
Apart 5	Apartment Top Floor		Mixed	5	1	All	

Rooms is where you assign a Room Number to a Room Type. The most bookings are gained by selecting Mixed under Gender. Additional Beds should be marked Y and Z etc.

## Payment types

Payment types	
Description	
Cash	
Credit Card	
Voucher	
Pre Payment	
Cash Cash	
STA Voucher	
Booking.com	

Add Entry

Payment Types can be anything you want – different currencies.

## Age category

Age categories		
Description	Shortcut	
Daily	Day	
Weekly	Wk	

Save

Age Categories is a bit of a misleading name. This is the area where you can setup different prices based on a Weekly Rate or Daily Rate. Maybe you would add an Internet or Walkin rate that can be quickly selected at Reception in the Edit Reservation screen to be able to give a quick answer on price for the bed/room. See <http://www.youtube.com/watch?v=XalMr3oZ5sA>

## Price periods

		prices			
		Description			
Calendar	special days	1 Low			Copy
prices	Age categories	2 Low WE			Copy
	Payment types	3 Mid			Copy
Rooms	Room categories	4 Mid WE			Copy
Add. services	Prices	5 High			Copy
Options	Booking sheets	6 High WE			Copy
	Main countries	9 Peak			Copy
	DormBook Options				
		<a href="#">Add Entry</a>			

Prices for beds and rooms are set up for each Room Type (not Room number). Make sure you have completely set up prices correctly for one Season/Price Level. Then select Copy to create a new season/ Price Level. More than ten price levels is not really necessary. DO NOT create one price level/season for each date as this is not how our system works. If you create too many levels then you will have difficulty updating each level when you change your room structure.

Room category	Age category	Occupation	Price		
4 Bed Room	Adult	0	8		
4 Bed Room	Adult	2	12		
4 Bed Room	Adult	3	8		
4 Bed Room	Adult	4	8		
Double Bed Room	Adult	1	20		
Double Bed Room	Adult	2	10		
Twin Room	Adult	1	25		
Twin Room	Adult	2	10		
Triple Bed Room	Adult	3	7		
Apartment Ground Floor	Adult	1	20		
Apartment Ground Floor	Adult	2	12		
Apartment Ground Floor	Adult	3	10		
Apartment Ground Floor	Adult	4	12		
Private 4 bed room	Adult	4	7		
Apartment Top Floor	Adult	2	15		

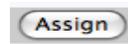
In the above example a '0' is used to enable a room to be booked as a Dorm Room and the price is for 1 bed in the dorm room. A number under Description enables a room to be booked as a Private Room and the price is per person. Your rooms will be available to be sold under multiple options via the Dorm Online Booking Engine within your website. There is no risk of double bookings. Agents only allow a room to be sold under one room type so are not as flexible as our booking engine.

You can list a room to be sold as both a Private and a Dorm room. It is the first booking that goes in to the room that determines if it continues as a dorm or a private room.

# Calendar

Calendar is where you allocate Prices and Allocation that must be first setup under the 'Online' heading described further below.

Using the mouse to Point-and-Click you select the Start Date and End Date, then select or deselect the weekdays you want the change to apply to. In the above you can see '3 Mid' is the name of the Price selected in the drop-down menu. Then select Assign to save your changes



Date	Remark
31.12.2009	New Year Eve
30.12.2008	Football

Special Days with dates and descriptions are marked in Dorm Book with a blue colour.

# Dorm Online

Dorm online		Documentation
Description	Value	
Hostel name	Select 2 days minimum to see apartments.	
Hostel name 2	All bookings get free basic breakfast.	
Homepage URL	http://www.baronshostel.com	
Contact email	guest@hostel.lv	
Reservation URL	https://secure.dormproject.ch/online/?id=38	
Return address	guest@hostel.lv	
Credit Cards	VM	
Booking fee	1	
CVV Number	0	
Never update guests	0	
Gender choice	5	
Max number of persons	36	
Last new reservation	0	

Dorm Online is your booking engine for your website that is integrated so that allocations are reduced to all agents automatically when a booking is made via this engine. 1 euro (rounded up) is paid by the guest Per Booking from this engine. Around 10% and 0.75 to 3 euros is paid by the guest per booking to the agent when a guest books via an agent site so our charge is far lower.

Reservation URL	https://secure.dormproject.ch/online/?id=38	
-----------------	---	--

This is where you will find the link code for the Dorm Online booking engine for your website.

Max number of persons	36	
-----------------------	----	--

Adjust the maximum persons allowable at your hostel.

Last new reservation	0	
Last change / cancel	24	

You need to adjust the above also.

For DormOnline (only DormOnline and not for the interfaces) we do have the "last minute" configuration: "Last Minute Start" and "Last Minute End". between "Last Minute Start" and "Last Minute End" (in hours before midnight of the arrival day - same as "Last new reservation") the "Keep free" is set to 0 (zero)

This enables you to keep free a certain amount of beds for extension on the departure day until e.g. 10 am (Last Minute Start set to 14). So we do have 2 time windows for online reservation (DormOnline):- normal reservation up to "Last new reservation". the "keep free" number of beds of each room category can not be booking in this time window. - the time between "Last minute start" and "Last minute end". The "keep free" setting is ignored.

So if you want to keep some beds free for extensions of current guests you need to set a keep free value for each line for DormOnline (room category) for each online group. Then set the "Last new Reservation" setting to 11 (this is 1pm/13:00h), "Last Minute Start" to 11 (1pm/1300h) and the "Last Minute End" to what ever time you like (e.g. 2 (for 10pm/2200h)). So the keep free values are ignored after 1300h....

Background	#EE4000	
Text	#000000	
Links	#000000	
Text Error	#CC6600	
Title field	#eeeeee	
Title text	#222222	
Active Field	#cccccc	
Inactive Field	#eeeeee	

To change the colours for the sections above you need to enter Hex Codes.  
<http://www.december.com/html/spec/color.html>

## **Text Blocs Editing (Website Booking Engine Text)**

Text blocs					
	Title	Language			
<a href="#">Dorm online</a> <a href="#">Text blocs</a> <a href="#">Online texts</a> <a href="#">Email texts</a> <hr/> <a href="#">Online groups</a> <a href="#">Portal Information</a> <a href="#">Portal Functions</a> <a href="#">Hostelworld Functions</a> <a href="#">Hostelbookers Functions</a> <a href="#">hihostels.com Functions</a> <a href="#">booking.com Functions</a>		Neue Buchung	Deutsch		
		New Booking	English		
		Buchung geändert	Deutsch		
		Booking Changed	English		
		Buchung gelöscht	Deutsch		
		Booking Canceled	English		
		Online Titel	Deutsch		
		Online Title	English		
		Condition 1	Deutsch		
		Condition 1b	Deutsch		
		Condition 1	English		

<http://www.youtube.com/watch?v=q3Rs2tFWAOE> Dorm Online Text Blocs – You only need to edit the language you are using. You have to open each separate Title and adjust the text to suit your hostel. Use the existing content to guide you rather than deleting it all and starting again. There is embedded code that you should work around. You only need to edit the text in the top window in each Title.

Online texts			
	Description	Language	
<a href="#">Dorm online</a> <a href="#">Text blocs</a> <a href="#">Online texts</a> <a href="#">Email texts</a> <hr/> <a href="#">Online groups</a> <a href="#">Portal Information</a> <a href="#">Portal Functions</a> <a href="#">Hostelworld Functions</a> <a href="#">Hostelbookers Functions</a> <a href="#">hihostels.com Functions</a> <a href="#">booking.com Functions</a>	Title	Deutsch	
	Step 1	Deutsch	
	Step 2	Deutsch	
	Step 3	Deutsch	
	Step 4	Deutsch	
	Not available	Deutsch	
	Booking deleted	Deutsch	
	Error	Deutsch	
	Title	English	
	Step 1	English	
	Step 2	English	

Online Texts and Email Texts sections are advanced and should only be adjusted after you have become very familiar with all the other parts of the software.

# Online Groups

**Online groups**

<p><b>Dorm online</b></p> <p>Text blocs</p> <p>Online texts</p> <p>Email texts</p> <hr/> <p><b>Online groups</b></p> <p>Portal Information</p> <p>Portal Functions</p> <p>Hostelworld Functions</p> <p>Hostelbookers Functions</p> <p>hihostels.com Functions</p> <p>booking.com Functions</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4" style="background-color: #e6f2ff;">Description</th> </tr> </thead> <tbody> <tr> <td style="width: 40%;">Full Allocation</td> <td style="width: 10%; text-align: center;"></td> <td style="width: 10%; text-align: center;"></td> <td style="width: 40%; text-align: center;"><a href="#">Edit Portals</a></td> </tr> <tr> <td>Reduced Allocation</td> <td style="text-align: center;"></td> <td style="text-align: center;"></td> <td style="text-align: center;"><a href="#">Edit Portals</a></td> </tr> </tbody> </table> <p style="text-align: center;"><b>Add Entry</b></p>	Description				Full Allocation			<a href="#">Edit Portals</a>	Reduced Allocation			<a href="#">Edit Portals</a>
Description													
Full Allocation			<a href="#">Edit Portals</a>										
Reduced Allocation			<a href="#">Edit Portals</a>										

Online Groups is where you setup room allocation to agents.

Portal	Room category	Contingent	Keep free	Min	Max	Room		
DormOnline (direct)	4 Bed Room	0	0	1	14	02; 03		
DormOnline (direct)	Double Bed Room	0	0	1	14	01; 04; 05		
DormOnline (direct)	Twin Room	0	0	1	14	Dup Twin		
DormOnline (direct)	Triple Bed Room	0	0	1	14	Dup Trip		
DormOnline (direct)	Apartment Ground Floor	0	0	3	90	Apart 3		
DormOnline (direct)	Apartment Top Floor	0	0	2	14	Apart 5		
DormOnline (direct)	Six Bed Private	0	0	1	14	Dup 6		
DormOnline (direct)	Private 4 bed room	0	0	1	14	Dup Four		
Gomio (direct)	4 Bed Room	0	0	1	14	02; 03		
Gomio (direct)	Double Bed Room	0	0	1	14	01; 04; 05		
Gomio (direct)	Twin Room	0	0	1	14	Dup Twin		
Gomio (direct)	Triple Bed Room	0	0	1	14	Dup Trip		
Gomio (direct)	Apartment Ground Floor	0	0	3	90	Apart 3		
Gomio (direct)	Six Bed Private	0	0	1	14	Dup 6		

Each Agent allocation is setup as the example above.

Portal	<input type="text" value="DormOnline (direct)"/>	<b>Room</b>
Room category	<input type="text" value="4 Bed Room"/>	<input checked="" type="checkbox"/> 02 (All) --> <input type="text"/>
Contingent	<input type="text" value="0"/> bed(s)	<input checked="" type="checkbox"/> 03 (All) --> <input type="text"/>
Keep free	<input type="text" value="0"/> bed(s)	Occupations (separated by ',') in the edit field at the right are not available online for that room.
Minimum duration	<input type="text" value="1"/>	
Maximum duration	<input type="text" value="14"/>	
<input type="button" value="Save"/>		

For Dorm Online the correct example is above.

- Contingent
- Keep free

Contingent:

is used to limit to total amount of beds a portal is allowed to sell (for each night). As we have one line for each room category and portal. Never set different contingents for the same portal and different room categories.

The contingent counts all beds (regardless of the room category) and just makes sure that on a certain day no more beds are available for and agent HW if there are already 10 beds sold on HW for that day.

So please remember: Contingent counts all beds sold on a certain day with one agent.

Keep free:

Keep free simple: Keep free does just count the number of free beds within the given room category and makes sure that this can not be sold.

For DormOnline (only DormOnline and not for the interfaces) we do have the "last minute" configuration: "Last Minute Start" and "Last Minute End".

between "Last Minute Start" and "Last Minute End" (in hours before midnight of the arrival day - same as "Last new reservation") the "Keep free" is set to 0 (zero)

This enables you to keep free a certain amount of beds for extension on the departure day until e.g. 10 am (Last Minute Start set to 14). So we do have 2 time windows for online reservation (DormOnline):- normal reservation up to "Last new reservation". the "keep free" number of beds of each room category can not be booking in this time window. - the time between "Last minute start" and "Last minute end". The "keep free" setting is ignored.

So if you want to keep some beds free for extensions of current guests you need to set a keep free value for each line for DormOnline (room category) for each online group. Then set the "Last new Reservation" setting to 11 (this is 1pm/13:00h), "Last Minute Start" to 11 (1pm/1300h) and the "Last Minute End" to what ever time you like (e.g. 2 (for 10pm/2200h)). So the keep free values are ignored after 1300h....

Portal:

Room category:

Contingent:  bed(s)

Keep free:  bed(s)

Minimum duration:

Maximum duration:

**Room**

02 (All) -->

03 (All) -->

Occupations (separated by ',') in the edit field at the right are not available online for that room.

For Gomio the correct example is above.

Portal:

Room category:

Contingent:  bed(s)

Keep free:  bed(s)

Minimum duration:

Maximum duration:

**Room**

02 (All) -->

03 (All) -->

Occupations (separated by ',') in the edit field at the right are not available online for that room.

For Hi Hostels the correct example is above.

Filter:

Portal:

Room category:

Contingent:  bed(s)

Keep free:  bed(s)

Minimum duration:

Maximum duration:

**Room**

02 (All)

03 (All)

For Hostelbookers the correct example is above.

Filter:

Portal:

Room category:

Contingent:  bed(s)

Keep free:  bed(s)

Minimum duration:

Maximum duration:

**Room**

02 (All)

03 (All)

For Hostelworld the correct example is above.

## Booking.com Allocations

Room type assignment		
Room category	Occupation	booking.com
4 Bed Room (684)	0	4-Bed Dormitory Room (Standard Rate) (2617907:149747)
Double Bed Room (686)	2	Double Room Private (Standard Rate) (2617906:149747)
Twin Room (718)	2	Twin Room Private (Standard Rate) (2617903:149747)
Triple Bed Room (728)	3	Triple Room Private (Standard Rate) (2617904:149747)
Apartment Ground Floor (1037)	2	Standard Apartment (Standard Rate) (2617908:149747)
Private 4 bed room (1171)	4	4 Bed Room Private (Standard Rate) (2617905:149747)
Apartment Top Floor (1181)	2	Standard Apartment (Standard Rate) (2617908:149747)
Six Bed Private (1183)	6	6-Bed Private Room (Standard Rate) (2617901:149747)

For Booking.com the integration is set by us at Hosteloffice/Dormproject and you do not have to adjust anything to maintain the link. You simply let us know the rooms you want allocate. To restrict allocation to Booking.com for particular dates watch this film <http://www.youtube.com/watch?v=ER1Zye94Y5Q>

## Changing Passwords for Agent backoffices

### HostelBookers

If you decide you want to change a password for the HostelBookers backoffice then you need to also make the change in the Hostelbookers section of the software found under the ONLINE page.



### HostelWorld

If you decide you want to change a password for the Hostelworld backoffice then you need to first know if we have created a separate User Account for the software to use. If there is no User Account just for the software then you need to also make the change in the Hostelworld section of the software found under the ONLINE page.

If we have created this separate account for the software to use then you can change your master password anytime you want without having to inform us or make any changes in the software. Our software will automatically change this user account password to adhere to Hostelworld rules.

Remember that this software functions like a staff member would. Just like you give a staff member the login details to access the backoffice of agents then the same is for this software. So you employ this software to do manage your allocations, prices and bookings when you enter your agent

backoffice details in to the software.

### **Yield Management**

This User Manual covers mostly the settings. What it does not communicate is Yield Management techniques. You need to join our Facebook User Group to gain Yield Management information.

[Hostel Office, Dorm Project Software](#)

[http://www.facebook.com/home.php?sk=group\\_119198838163057](http://www.facebook.com/home.php?sk=group_119198838163057)

**An overview of how our software synchronises and your data security:**

<http://vimeo.com/28433997>