

# MyBooking - User Guide

MyBooking (<https://mybooking.bookingcenter.com/>) is an online booking app that offers a personalized site for guests to manage their booking and personal information. By logging in to <https://mybooking.bookingcenter.com/>, a guest can:

- View, email, or print their Booking Details of upcoming bookings.
- Cancel an upcoming booking (and pay a cancellation fee, if needed).
- Print the current Folio or any signed document on file for the booking.
- Edit Guest Profile information.
- Add a new credit card to become the 'Guarantee by:' payment for the booking.

All changes made by the guest are automatically updated to MyPMS. When a guest cancels a booking in MyBooking, the booking will be charged the cancellation fee that was saved with hotel booking when it was made (if applicable), and update the status to Cancelled, freeing the room for re-sell. Likewise, any changes made to Guest information is automatically updated.

Below is a step-by-step User Guide for the MyBooking App.

## MyBooking

- [MyBooking - Getting Started](#)
- [Self Check-in | MyBooking](#)
- [MyBooking - How does it work?](#)
- [MyBooking - User Guide](#)
- [MyBooking - Create Guest Password](#)
- [MyBooking - Email/Print Custom Letter](#)
- [MyBooking - Customize to Property](#)
- [MyBooking - Guest Update Only \(MYBK\)](#)

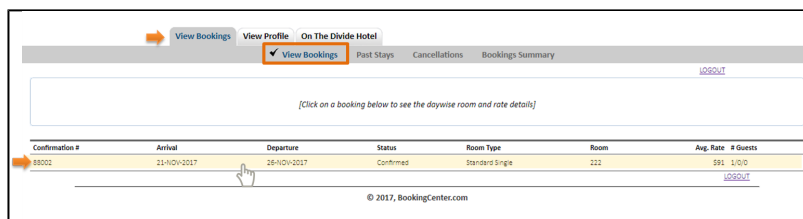
After logging in to MyBooking, you will see three Tabs: **View Bookings**, **View Profile** and **Property Information**

## TAB 1: View Bookings

### View Bookings

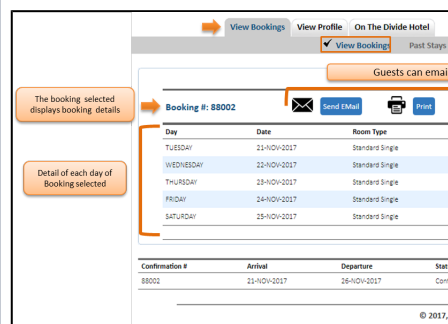
Displays a list of all upcoming Confirmed Bookings.

By clicking on a booking in the list, the booking details expand



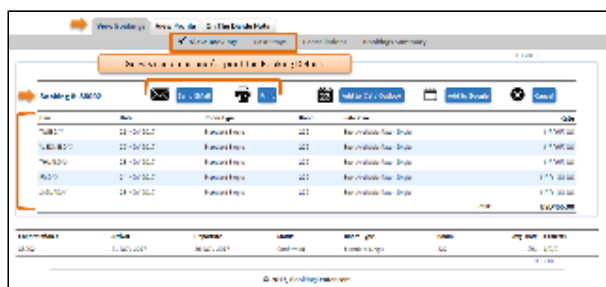
*Click image to enlarge*

By clicking on a booking in the list, the booking details expand, showing the booking type, room and rate information for each day of the booking. There is also an option to email, print, add to calendar or cancel the booking.

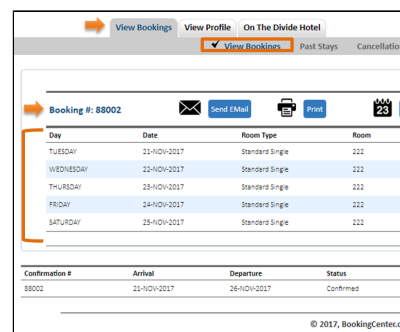


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### Email/Print Booking Details



### Cancel Booking



## Past Stays

Confirmation #	Arrival	Departure	Status	Room Type	Room	Avg. Rate	# Guests
68505	05-MAY-2016	06-MAY-2016	Complete	Standard Queen	101	\$0	1/0/0
94509	04-SEP-2015	08-SEP-2015	Complete	Deluxe Suite	220	\$300	1/0/0
40503	06-JUL-2015	08-JUL-2015	Complete	Cottage- 2 Bedrooms		\$0	1/0/0
35002	30-JUN-2015	05-JUL-2015	Complete	Standard Queen	104	\$75	1/0/0
15002	07-NOV-2014	12-NOV-2014	Complete	Standard King	106	\$0	1/0/0
9501	28-AUG-2014	28-AUG-2014	Complete	Conference Room		\$0	1/0/0
501	31-OCT-2013	01-NOV-2013	Complete	Standard Queen	102	\$0	1/0/0

Click image to enlarge

Displays a list of all past Completed Bookings.

Day	Date	Room Type	Rate
WED	04-SEP-2015	Deluxe Suite	220
THUR	05-SEP-2015	Deluxe Suite	220
FRI	06-SEP-2015	Deluxe Suite	220
SAT	07-SEP-2015	Deluxe Suite	220

Click image to enlarge

By clicking on a booking in the list, the booking details view displays the booking type, room and rate information for each day of the booking. The view also includes the option to email, print, add to calendar or print an invoice.

## Cancelled

Displays a list of all Cancelled Bookings

Confirmation #	Arrival	Departure	Status	Room Type	Room	Avg. Rate	# Guests
29004	21-MAY-2015	26-MAY-2015	Cancelled	Standard Single		\$0	1/0/0

Click image to enlarge

## Booking Summary

Displays a summary of booking activity for the Guest with the following information.

- Avg # of Nights: 2
- Cancellation Ratio: 0%
- Most Freq Room Type: Standard Queen
- Most Freq Room: 220
- Avg Rate: \$225.00
- Active Stays: 0
- Total Stays: 3

Summary Item	Value
Avg # of Nights	1.556
Cancellation Ratio	0%
Avg Rate	USD145.00
Most Freq Room	222
Active Stays	0
Total Stays	9

Click image to enlarge

## TAB 2: View Profile

Displays Guest Details as entered in the [Booking Data Tab](#) in MyPMS as well as additional fields for Dietary Requirements, etc.

The Guest can click Edit to enter more information or modify the existing information.

Click image to enlarge

## TAB 3: Property Information

### General Information:

Basic contact property Information, phone, address, Address of the property. The information displayed here is entered in MyPMS in SETUP | SITE DETAILS. See [Site Details](#)

View Bookings
View Profile
On The Divide Hotel

General Information
Policies
Location Map

### General Details

Name	On The Divide Hotel
Email	<a href="mailto:erica@bookingcenter.com">erica@bookingcenter.com</a>
URL	
Phone	1-800-111-1111
City	Nederland
State	CO

[LOGOUT](#)

Click image to enlarge

## Policies:

Deposit, Confirmation, and Cancellation Policy Message. The information displayed here is entered in MyPMS in SETUP | SETTINGS | MARKETING POLICIES. See [Marketing And Policies](#)

View Bookings
View Profile
On The Divide Hotel

General Information
Policies
Location Map

### Policies

Deposit, Confirmation, and Cancellation Policy Message

We require a valid Credit Card to guarantee your reservation. A deposit equal to the first night of your first night stay will be charged to your credit card to guarantee your reservation. Cancellations made less than 48 hours prior to arrival will avoid a 1 night cancellation fee.

Driving Directions

We are located 38 miles West of Denver, Colorado.

Location Description

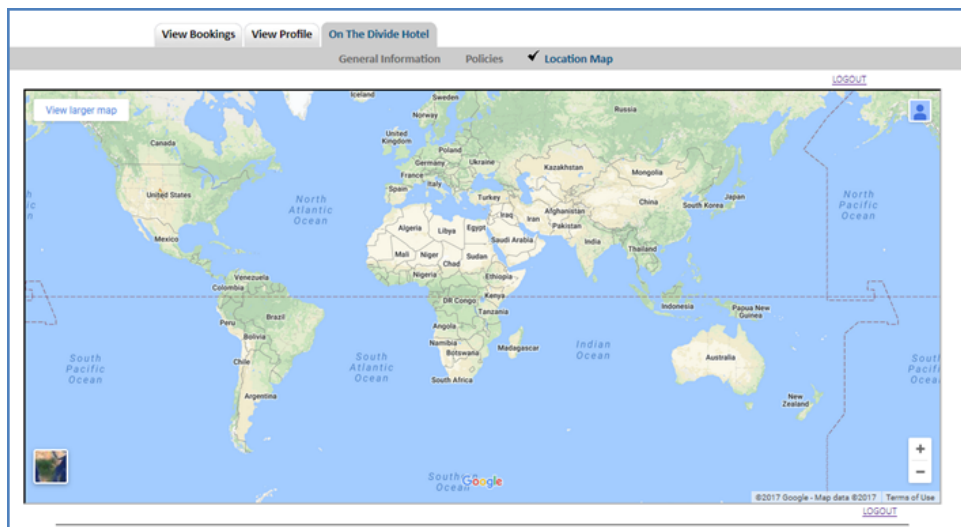
We are located in Nederland, CO, 38 miles West of Denver and 15 miles West of Boulder in the front range foothills.

[LOGOUT](#)

Click image to enlarge

## Location Map:

Interactive map showing property location. This map is automatically displayed with your location. Location is entered in MyPMS in SETUP | GENERAL SETTINGS. Under Geography Section - Latitude and Longitude. See [General Settings](#)



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