Attractions

Used exclusively with the GDS. Fill in as many as you can because these are use to help consumers and agents find properties to book. *Room Type Amenities*

Amenities are a preset list of features specific to a Room Type. Tick the box for all Amenities applicable to a Room Type and then Update to save your changes

If you have multiple Room Types, please set Amenities for each Room Type. Select any Room Type from the list, then click Display to load Amenities each Room Type.

Amenities for the Deluxe Twin Room [TWIN] Suite

Display Current Amenities for a	Deluxe Twin Room [TWIIN]	X	Suite	display
	Deluxe Twin Room [TWIIN]	1		
leck each amenity you offer.	Double Room [DBL]			

Images and Room Type Images

Images communicate the values of your business. Images should be optimized for the Internet – set up with the appropriate file size and dimension. Images straight out of a digital camera are not optimized for the Internet – they are very high resolution for printing. The average image size should be between 15 and 50k.

If you need help, contact support with accurate descriptions of each image. We can then size them for you and upload to your booking system.

To upload an image to the Internet, click 'Browse' and select the image desired from your computer. Then, click 'Submit' or 'Replace' to upload the image. * Tip - If you are replacing an image, often your browser will continue to display the old image even though you have uploaded a new image. Click ctrl + F5

to Refresh your screen. Room Type Images

Each Room type is allowed 1 image. In some cases, it is attractive to make a collage of images. If you are selling through the GDS, you are not allowed to use collages and the images must be (300 x 300 min and 480 x 480 max). If you are not selling through the GDS then it does not matter what size images are used.

Thumbnail Images - these are part of the room type images section. All thumbnails need to conform to (100 x 100 min and 200 x 200 max). A special tip: is to make them all the same size. It will look best on the booking engine.

Property Images

The Main Images used are:

- Banner Image Header above the Booking Screens. The optimum image is no more that 150 pixels high. Must not include phone numbers or e-mail.
- Exterior (300 x 300 min 480 x 480 max):- Usually a road shot of the property.
- Exterior Thumbnail (110 x 110 max)
- Map (300 x 300 min 430 x 430 max)

In addition, we are now uploading images to select websites linked to the GDS distribution. If you do not use the option to sell through the GDS you can ignore these images. Images size restriction - (300 x 300 min - 480 x 480 max)

- Conference
- Golf
- Lobby
- Pool
- Property
- Recreation
- Restaurant
- Spa

Relationships

Your website is the centrepiece of your Internet Marketing, but you can't afford to stop there. The Booking System is a powerful sales and marketing tool that helps you build a presence across a wide variety of websites, the Global Distribution Systems (GDS), and Online Travel Agencies (OTAs) such as Expedia, Travelocity, Orbitz, Booking.com, etc - collectively known as the Global Booking Network. In the past, you bought ads in travel websites just like ads in magazines. Today, the leading travel websites work on commissions instead of fixed fees. That means you only pay for results. With a small budget you can list on more websites.

The Online Booking system gives you centralized control over many sales channels. A change to availability or pricing immediately updates all linked websites. Booking made at one website immediately update availability for all websites. Advance payments are always paid direct to the property based on their own terms and conditions.

Tracking the origin of bookings and paying commissions is also simplified. Any booking that is cancelled will automatically reconcile commissions payable to Agents. Agents have a special management system to view booking history. Agents are issued an ID and password. This gives them the ability to track bookings and commissions. If you have specific agents you want enabled to make online bookings, please contact BookingCenter at +1-707-874-3922 ext. 201.

Our goal is to help you develop a network of agents and travel websites we call the Global Booking Network – and specifically those relevant to your business targeting local, regional and topical travel websites. Especially attractive is the opportunity to sell through Global Distribution Systems used by Domestic and International Travel Agents as well as links in over 10,000 Online Travel Agencies (OTAs) such as Expedia, Orbitz, Travelocity. The GDS is a special service that requires a one time enrolment fee. Contact BookingCenter at +1-707-874-3922 ext. 201. Agent Relationships and Agent Allocations

Most properties give all agents equal access to sell all rooms on a first come first serve basis. From time to time, there is need to provide special allocations. Examples:

- A wholesale agent that buys at an entirely different rate,
- Websites that are do not see all Room Types,
- Prices are adjusted up or down to reflect commissions

To View all agents currently able to sell for your property, click Agent Relationships. Click Agent Id to view contact details for agents. Click Rooms Allocated to view the specific rooms this agent can sell.

Rate Loading is a simple way to adjust the prices paid by guests for a specific agent.

From the Agent Relationship screen you can see Agent details including: AgentID, Agent Name, Number of Rooms Allocated, Commission percentage and Rate Loading percentage.

Agent Relationships

Find records where Agent ID ID <thid< th=""></thid<>									
Agent ID	Agent Name	Rooms Allocated	Commission	Rate Loading	Action				
WR	Global Booking Network	8 of 9	15.00%	2	Change				
BCM	BookingCenter.com Members Area	8 of 9	0.00%	0	Change				
USS	Ultimate Software Solutions	7 of 9	7.00%	0	Change				
WRS	WRS - Controls your website and Retail Bookings	9 of 9	3.00%	0	Change				
BBCC	Byron Bay Community Centre - Charity Agent	4 of 9	5.00%	0	Change				
BRENT	Australia Holiday House & Accommodation Directory	7 of 9	7.00%	0	Change				
RACWA	Royal Automobile Club of Western Australia	8 of 9	10.00%	10	Change				
SCPRO	South Coast Promotions	7 of 9	7.00%	0	Change				
AAARAA	Royal Automobile Association of SA	8 of 9	10.00%	0	Change				
JASONS	Jasons Travel Media Pty Ltd	8 of 9	7.00%	0	Change				
TAKEAB	Take a Break Away Pty Ltd	8 of 9	3.00%	0	Change				
TRAAND	Demo - Tracey Anderssen	8 of 9	\$25.00 per-booking	0	Change				
AAANRMA	National Roads & Motorists Association	8 of 9	10.00%	0	Change				
AAARACQ	RACQ Travel & Touring	8 of 9	10.00%	0	Change				
AAARACV	RACV Sales and Marketing	8 of 9	10.00%	0	Change				
MILDURA	Mildura Visitor Information & Booking Centre	8 of 9	7.00%	0	Change				

To adjust Room Type allocations for specific agents, go to Agent Allocations. Page down to the Agent that you want to adjust. Set the number of Rooms Allocated for each Room Type and click Update to save changes.

Agent: WRS - Controls your website and Retail Bookings [WRS] Type: Booking Portal Commission Terms: 3% Network Loading: 0 % (was: 0%) Tip: Use a negative loading value to decrease the price.								
Suite Suites Default Rate Allocated Allocation Rate								
Double Room [DBL]	Double Room [DBL] 4 Double Room [DBL] 4 Double Room [DBL]							
Honeymoon Spa Suite [EXSPA]	1	Double Room [DBL]	1	Double Room (DBL)				
Deluxe Twin Room [TWIN] 4 Twin Room [TWIN] 4 Twin Room [TWIN]								
Update All								

If you have 4 Double Rooms, and you allocate 2 to Agent BC, this means buyers booking from this agent source can only book the first 2 available Double rooms on any given day. Therefore, if you have 4 Double Rooms available the buyer can see and book 2 rooms. If you have 2 rooms available, the buyer will not see any available Double Rooms and therefore can not make a booking.

Agent Allocations to MYPMS

Find records where Room Type 🝷	has 👻 So	t by Room Type	✓ down ✓ Disp	olay 100 Records	Fetch	
Room Type	Rate	Number of Rooms	Rooms Allocated	Percentage Allocated	Modify	Delete
Conventional Non Smoking [CONV]	BCCONV rate [BCCONV]	9	9	100	Change	Delete
Petite Suite Non Smoking (PETITE)	BCPETITE rate [BCPETITE]	9	9	100	Change	Delete
Grand Suite Non Smoking [GRAND]	BCGRAND rate [BCGRAND]	9	9	100	Change	Delete
3 room types	3 rates	27 rooms total	27 rooms allocated	100.00% (avg)		

Add Allocation

To see what rooms are allocated to an agent, or to allocate additional rates click on the blue link under Rooms Allocated for that agent. In the example below we have 100% of our rooms allocated to the MyPMS agent at the rack rate for each room type.

You can add multiple rate or package allocations by clicking the Add Allocation button in the lower right hand corner. Add Agent Allocations

Agent ID:	MYPMS
Company:	BookingCenter
Room Type:	Grand Suite Non Smoking •
Rate or Package ID:	GRANDAAA
Percentage Alloc:	50
	[Court]
	Save Cancel

Be aware it is possible to **over allocate a room type**, so that it is bookable at more than 1 rate – such as a Rack Rate, AAA rate, and a CORP rate at the same time. Don't worry, though. The system will never over-sell the room type, only allow the user to select the rate most applicable to them. **Reports**

The Reports area is available to users who upgraded to the Management Tool Pro. The purpose of these Reports are for managers who many of the conveniences of a property management system, but don't wish for a full-blown system. The Management Tool Pro – and specifically the reports area - has been especially helpful for rental management companies or agencies who manage a large number of properties and wish each one to be managed individually (per owner, in some cases) concurrently allowing for consolidated reporting via the Portal Admin area. To see if this upgrade is right for you, see: http://www.bookingcenter.com/products/management_tool_pro.html and then contact BookingCenter to upgrade. The Reports area is divided into functional groupings and are intended to be run for property-by-property needs. Included are the following reports:

Accounting Reports

- » Advance Deposits (A list of monies which have been received in advance of the arrival date)
- » Receipts (Receipts List)

Daily Reports

- » Arrival Report (A report detailing who ought to be arriving from bookings in the system not cancelled.)
- » Cancellations (All bookings that have been cancelled)
- » Departures Report (Departures for a day)
- » In-House Report (In House (Active))
- » Reservations (Bookings by Source, Company, Market etc)

Managers Reports

- » Bookings Report (Bookings Report/Summary)
- » Revenue (Revenue by Agent, Country, State and Source.)

a Test Booking

Make A Member's Area Booking

If you have not already done so, please make a test booking. There is not cost to make test bookings. Please make as many bookings as needed to learn the system and train your staff.

Make

The easiest way to make a Test Booking is to click Online Bookings and then "Make a Members Area Booking". It's always a good idea to cancel test bookings when they have served their purpose.

Online Bookings Online Bookings Online Bookings is used to create reports that display a summary of bookings. The default report displays bookings made in the 'Last 7 Days'. To change the results; select the desired month or time period and click 'Fetch'. Use 'where' to find bookings with specific criterion such as guest name, arrival date, etc. Sorting bookings will order a large report to make results easy to use. **Tip* – *Any Month will display all bookings, and sorting makes it easy to find specific results. If a booking has been cancelled, it will not display if your report*

criterion calls for 'cancellations' excluded.

poking ID Last 14	days A	lgent	Guest	Date	Arrive	Depart	Currency	Value	Status
ookings Last 30	days 0	agents	GRAND TO	OTAL:				\$0.00	
B20 Jun 200	106 06 Dr	nline Booking	15				Apr-11: 7:	35:47pm (+11:	:00)
1.0.0.200									
oking Details ine Bookings display	ys a summa	ary of bookir	ngs. To see	the full de	etail of a bo	oking, you m	ust click on the	Booking ID.	
oking Details line Bookings display	ys a summa Iookings	ary of bookir	ngs. To see illity/Rates	the full de	etail of a bo	ooking, you m	ust click on the	Booking ID.	nages
oking Details line Bookings display B	ys a summa Bookings nline Book	Availat	ngs. To see illity/Rates letwork Co	the full de Age	etail of a bo ents Pr ons I Ma	ooking, you m arameters ake A Memb	ust click on the Scttings	Booking ID. Features/im king 1 Web	nages baite Code
boking Details Iline Bookings display B V Or LAVRID:- E	ys a summa Iookings niine Book Bookings >	Availab kings 1 N > Online Bo	ngs. To see ill ity/Rates letwork Co ickings	the full de Age	etail of a bo ents Po ons I Ma	ooking, you m arameters ake A Memb	ust click on the Settings	Booking ID. Features/Im king I Web Sep-22: 12:1	nages bsite Code 14:18pm (-8:00

Booking D	down	Display	LUU Recon	ds Fetch						
Booking ID	Portal	Agent	Guest	Date	Arrive	Depart	Source	Value	Total	Status
20736W	BC	BC	Farmer, Sleve	20-MAY-2009	20-MAY-2009	22-MAY-2009	WEB	\$460.00	\$430.00	Review
13738W	BC	BC	Farmer, Sleve	20-MAR-2008	20-MAR-2008	21-MAR-2008	WEB	\$100.00	\$100.00	Review
2 bookings	1 portais	1 agents				GRAN	D TOTAL:	\$580.00	\$580.00	

Bookin	g Details				Click	to cancel the	a booking:	Gives the	availability held
Summary		Click	to set s	tatus n.	free	s up availab	bility and	by this b the syst	ooking back to em so another
Property: Booking Nun Status: Date Made:	JEFTWE nber: 21688351W Review 08-MAY-20	/	<u>(</u>	anfirm Bool	king	any obligati 's a GDS bo Cance	oking. cr	op buy the	Room Type again. en Availability
Guest Deta	ils								
Guest Company	Tester, Test				Email Address Suburb	jeff@bo 1495 Co Occider	okingcenter.c oleman Valley htal	om	
Phone Mobile Fax	707-874-3922				State Postcode Country	CA 95465 Usa			
Booking De	etails								
Room Type Room Arrive Depart	Twin Room [TWII Second Floor Do 08-MAY-2008 09-MAY-2008	N] uble [3]			Package Adults Children Infants	Wine Tour, 1 0 0	Room, And D This is a bool a Dynamic Pa based on the	Vinner (WIN T King that in Ickage (WI E rate. Lin	NETOUR] Rate [E]
Additional	Information						rate used to p	orice the bo	poking.
Message Guest Diet Special Req. Office Only	D	etails of Ite r were part	ms pur of a Pa	chased wi ckage - a	ith the boo re present	king - ed here.			
Items Inclue	ded			•					
Item Breakfas Excellen Wine Tor	t t Lunch ur etails Add	Pric 54.0 12.0 120.0	Additi	ty 1 1 1 onal rece ck paymer	Sub 54 12 120 ipts can be nts against	Tot 4.00 2.00 0.00 e added t bookings.	The Receipt IF USING aut the credit ca	details are tomatic de rd details a	held here posits. If not, are presented
Edit	it the value to adj commission be	ust K	the PC	ling via cr OS Module	edit card i e,	fusing	here and you	I process	payment 'offline'.
Cost	Accommodation \$90.00	Extras \$186.00 \$ \$0.00	Total 276.00	Deposit \$286.00 \$0.00	Receipt 71256	08-MA	Date Type Y-2008 PF	¥	Total 286.00
Adjustments state tax	\$0.00 \$9.00	\$0.00 \$13.20	\$0.00	\$0.00 \$0.50			Ba	lance:	17.60
local tax	\$4.50	\$0.90	\$5.40	\$0.75	Deposit are sum	details pres marized her	ented to the u re. A break do od VAT/GST en	ser when t who of room	they bought n, item, and tax re presented here
Pay by	\$103.50 Phone or Fax	\$200.10 \$	303.60	\$287.25 Paid	in rende	and oan d	in minoar a	y Sterifs - di	re presented nere.

*Tip –The 'Booking Status' refers to:

- Incomplete: awaiting credit card authorization if no authorization is obtained in 10 minutes from booking, the booking will be automatically cancelled. This status in only available to Point of Sale (POS) users who are processing automatic deposits into their merchant accounts. Email confirmations only go to Manager and Guest after the card authorization is acquired and status is changed to 'Confirmed'.
 Review: Awaiting Confirmation
- •

Confirmed: obvious Unconfirmed: obvious •

- •
- Active: Booking has been 'checked in' Cancelled: Booking was cancelled

•

Receipt Details

A Receipt is created each time a deposit is taken or a credit card transaction is processed. If you are setup to use online processing of deposits, then 'receipts' will be automatically issued against the booking in the amount specified in the deposit. Clicking on the Receipt link shows Receipt Details, including an authorization and transaction ID when using a credit card gateway with the POS Module.

If you wish to use the features for adding Receipts – both credits and debits – to bookings, then make sure you upgrade to the Management Tool Pro product. To see if this upgrade is right for you, see: http://www.bookingcenter.com/products/management_tool_pro.html and then contact BookingCenter to upgrade. In addition to offering the capability for managing credits and debits, the Management Tool Pro provides a comprehensive Letters feature to allow unlimited customized communication – via printer, email, fax, or .pdf – for sending correspondence to Guests associated with bookings, as well as a full suite of Reports to better manage the system.

Receipt Details

Number:	71809	Date:	14-MAY-2008
Payment:	\$36.00	Туре:	American Express
Extras:	\$0.00	Name:	Test Tester
Discount:	\$0.00	Card Num:	37000000000028
		Expires:	01/10
Total:	\$36.00	Auth Num: Authorization number	000000
Address:	1495 Coleman Valley	held here, as well as ca and expiry and CCv2 if	ard 1
City: The Decking this	Occidental	State:	CA
Postcode: Receipt links to	95465	Country:	Usa
Booking V Payment	Extras Refunds	Total	
21690351W 36.00	0.00 0.00	36.00	

Network Commissions

Bookings are considered to be Completed and Commissionable unless they are cancelled. Commissions are payable after bookings are completed by the guest. It is good practice to cancel bookings as soon as you know the guest will not complete the stay. This restores availability to new buyers and adjusts your commissions payable to agents and the network.

On the 1st of each month, the property will receive an automated e-mail with a list of all completed bookings. If a booking was not completed, go to the Booking Details and Cancel the Booking. If a booking was completed, but the value of the booking changed; go to the Booking Details and Edit the Booking Value. **All reconciliations must be completed by the 15th of the month.**

On the 16th of the month, your account will be deemed due. Commissions are payable immediately. Failure to pay commissions by the 30th may result in having your account suspended or paying a 'late fee' as stipulated in your Account Form.

Global Booking Network

Any booking made through a Global Booking Network systems (such as Pegasus, Sabre, Galileo, WorldSpan, and Amadeus) *must be cancelled from the same place it was made.*

Example: A guest who booked at Travelocity calls/emails to cancel. He must go back and cancel directly from Travelocity.

Example: A guest who booked with a Travel Agent wants to cancel. She must go back and cancel directly from her Travel Agent.

If the booking is not cancelled from its origin, there will be a cancellation fee charged to you.

If you are sold out of a unit and want to cancel a booking, you have three options:

1. Contact the guest and see if you can switch them to a different (similar) unit so that you can retain the booking.

2. Offer to 'walk' the guest - by suggesting another local inn for the guest.

3. If you cannot accommodate the booking, please contact the guest to cancel the booking. Have the guest cancel through the channel that they booked. _Important Note About Cancellations About Network Bookings: For a Travel Agent booking, contact the Agent who made the booking to get the guest's contact details and have the Agent cancel the booking. If a booking is made on a GDS or a Global Booking Network Site – known by the Source on the booking, as well as the CRS Confirmation ID –then it is imperative that you inform the Guest he/she must cancel the booking with the Agent or the website from where it was booked. If you cancel the booking directly in the Member's Area, that booking will be considered cancelled 'Out of Channel and you will be billed US\$10. For more information on the Global Booking Network and Out of Channel Cancellations, please review the Global Booking Network Frequently Asked Questions (FAQ) at: http://www.bookingcenter.com/support/__

Modifications to the amount

Adjustment to the amount can be made until approximately the 15th on the month after check-out. This is useful if the guest extended or shortened their stay. Simply click the ADJUSTMENT button and fill in the actual booking amount. There is more detail on this process at: http://www.bookingcenter.com /help/adjust_booking.html

If you have a cancellation or a no show, your policy should cover any fees that will be incurred.

Enforce your no show policies to make sure the guest a penalty. Please review your cancellation and no show policies to make sure they will cover any commission charged through the GDS channels.

Help Us Help You

BookingCenter continually updates the Members Area to make it more useful and powerful as a sales channel. If you have any comments or advice to assist in making this product more useful, please Contact us.

In partnership,

The BookingCenter Team

http://www.BookingCenter.com