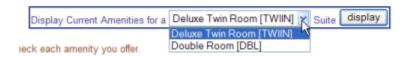# Attractions

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 [TWIIN] Suite

Display Current Amenities for a Deluxe Twin Room [TWIIN] Suite display
Deluxe Twin Room [TWIIN]
Double Room [DBL]

eck each amenity you offer.

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.

Agent Relationships

Find records where [Agent ID] [has] [____] Sort by [Agent ID] [up] Display
[50] Records [Fetch]

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]	4	Double Room [DBL]	4	Double Room [DBL]
Honeymoon Spa Suite [EXSPA]	1	Double Room [DBL]	1	Double Room [DBL]
Deluxe Twin Room [TWIIN]	4	Twin Room [TWIN]	4	Twin Room [TWIN]

Double Room [DBL]
Honeymonn Suite [EXAPS]
Traand's special ... [TRAAND]
Twin Room [TWIN]

[Update All]   [Re...]

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 ▼] [_____] Sort by [Room Type ▼] [down ▼] Display [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]

[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.)

Make 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.

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 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.
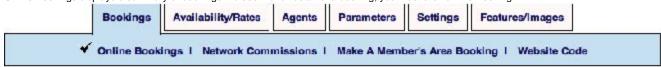
Tip – Any Month will display all bookings, and sorting makes it easy to find specific results. If a booking has been cancelled, it will not display if your report criterion calls for 'cancellations' excluded.

Online Bookings

Booking ID		Agent	Guest	Date	Arrive	Depart	Currency	Value	Status
0 bookings		0 agents	GRAND TOTAL:					$0.00	

Find records in Last 7 days where Booking ID has , cancellations excluded

Sort by Booking Any Month / Last 7 days / Last 14 days / Last 30 days / Apr 2006 / May 2006 / Jun 2006 / Jul 2006 Display 50 Records Fetch

B2O Online Bookings   Apr-11: 7:35:47pm (+11:00)

Booking Details
Online Bookings displays a summary of bookings. To see the full detail of a booking, you must click on the Booking ID.

| Bookings | Availability/Rates | Agents | Parameters | Settings | Features/Images |

✔ Online Bookings | Network Commissions | Make A Member's Area Booking | Website Code

LAVRID:- Bookings > Online Bookings   Sep-22: 12:14:16pm (-8:00)

Online Bookings

Find records in Last 7 days where Booking ID has , cancellations excluded Sort by

Booking ID down Display 100 Records Fetch

Booking ID	Portal	Agent	Guest	Date	Arrive	Depart	Source	Value	Total	Status
29736W	BC	BC	Farmer, Steve	20-MAY-2009	20-MAY-2009	22-MAY-2009	WEB	$480.00	$480.00	Review
18738W	BC	BC	Farmer, Steve	20-MAR-2008	20-MAR-2008	21-MAR-2008	WEB	$100.00	$100.00	Review
2 bookings	1 portals	1 agents					GRAND TOTAL:	$580.00	$580.00	

Booking Details

Summary

Property:	JEFTWE
Booking Number:	21688351W
Status:	Review
Date Made:	08-MAY-2008

[Confirm Booking]   [Cancel Booking]   [Open Availability]

Guest Details

Guest	Tester, Test		Email	jeff@bookingcenter.com
Company			Address	1495 Coleman Valley
			Suburb	Occidental
Phone	707-874-3922		State	CA
Mobile			Postcode	95465
Fax			Country	Usa

Booking Details

Room Type	Twin Room [TWIN]		Package	Wine Tour, Room, And Dinner [WINETOUR] Rate [E]
Room	Second Floor Double [3]		Adults	1
Arrive	08-MAY-2008		Children	0
Depart	09-MAY-2008		Infants	0

This is a booking that included a Dynamic Package (WINETOUR) based on the E rate. Link to view rate used to price the booking.

Additional Information

Message	
Guest Diet	
Special Req.	
Office Only	

Details of Items purchased with the booking - or were part of a Package - are presented here.

Items Included

Item	Price	Qty	Sub Tot
Breakfast	54.00	1	54.00
Excellent Lunch	12.00	1	12.00
Wine Tour	120.00	1	120.00

Payment Details

[Add Receipt]

[Edit]

Edit the value to adjust the commmiission basis

Additional receipts can be added to track payments against bookings, including via credit card if using the POS Module,

The Receipt details are held here IF USING automatic deposits. If not, the credit card details are presented here and you process payment 'offline'.

	Accommodation	Extras	Total	Deposit
Cost	$90.00	$186.00	$276.00	$286.00
Discount	$0.00	$0.00	$0.00	$0.00
Adjustments	$0.00	$0.00	$0.00	$0.00
state tax	$9.00	$13.20	$22.20	$0.50
local tax	$4.50	$0.90	$5.40	$0.75
Total		$103.50 $200.10	$303.60	$287.25
Pay by	Phone or Fax			Paid

Receipt	Date	Type	Total
71256	08-MAY-2008	PF	286.00
		Balance:	17.60

Deposit details presented to the user when they bought are summarized here. A break down of room, item, and tax revenue - for USA and VAT/GST systems - are presented here.

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	Type:	American Express
Extras:	$0.00	Name:	Test Tester
Discount:	$0.00	Card Num:	370000000000028'
		Expires:	01/10
Total:	$36.00	Auth Num:	000000

Authorization number is held here, as well as card and expiry and CCv2 if.

Address:	1495 Coleman Valley		
City:	Occidental	State:	CA
Postcode:	95465	Country:	Usa

The Booking this Receipt links to

Booking	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 policy and charge 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