

Set Up Manual For Online Reservation Systems Management

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Overview

This document describes how to 'Set up' the Member's Area for a business that takes reservations over the Internet (most often for accommodation). The Member's Area is an Internet based management system used to control -

- pictures and descriptions,
- terms and conditions for bookings,
- booking rules,
- product availability and seasonally adjusted pricing,
- agent or sales channel management,
- manage incoming bookings,
- access guest credit cards,
- control commissions

The Member's Area will run on most computers with Internet Access. You must have a Site ID and Password to access the Member's Area. If you are unsure of your id and password, call (02) 66848101.

Throughout this Manual, you will find hyperlinks that can be clicked to go directly to a specific section of your Member's Area. You will be asked for your Id and Password to begin each new session. Therefore, you will get best results from this document if you use it in electronic form with an Internet enabled computer.

Basics

The Member's Area is divided into sections. Each section is opened by clicking a 'tab' like a file folder. When you click a 'tab' you will see functions for that section in a brown bar below the tab. The active function always has a check mark.



Changes made in the Members Area immediately update your live booking system. Please don't be afraid to click things and play around. For really important actions like Delete or Cancel, the system always asks you to confirm before the action is completed.

Often, you will see words and Id's in **blue font**; this usually indicates a hyperlink that you can click to get more information.

We hope you will find the lay out of the system logical and intuitive. Naturally, there are many accommodation types. As options are turned on and off this will customize the display in ways that will hopefully better communicate the values of your service. We welcome your feedback and hope you find the Member's Area a useful tool.

So, let's get started!

Log On

BookingCenter Members Area



Welcome BookingCenter Members!

Please enter your ID and password:

ID

Password



To start, every supplier is assigned a “Site” ID and Password. Your Site ID is unique to your business and can not be changed. Your Password is personal to you and can be changed as often as needed. Please protect your password and change it whenever you feel the need. This will prevent unauthorized access to your private management system which stores guest details, credit cards, and other private business information.

If you loose your password or have trouble accessing the system, call support at (02) 66 848 101 or e-mail support@webreservations.com.au.

** Please bookmark your Member’s Area, or create an icon on your computer desktop to provide easy access.*

[Modify Your Password](#)

If you would like to enter a new password, please click [Modify Your Password](#) and follow the prompts.

** Remember, passwords are case sensitive and they should not contain spaces.*

Settings



The 'Settings' section contains the controls that influence how your product is displayed to buyers. Please complete the following steps to the best of your ability.

[Contact Information](#)

Please Enter Your Business details - complete all fields to the best of your ability.

For website address must use the following format – '*www.mybusiness.com*'. Please do not include *http://* in your website address.

You will need to enter at least 2 e-mail addresses –

- **Main Email** – where you will receive guest booking notification
- **Billing Email** – where you will receive billing information from Web Reservation Systems
- **Booking CC Email** (*optional*) – used to send a second guest booking notification to the property at another address.

**** Be sure to Click Update to save your changes!***

Tax Configuration

Currency

Please select the Currency used for bookings.

Tax Rate

In Australia, most businesses charge 10% tax that is inclusive in their rate. If you do not charge tax, don't tick either box for "Collect". If you do Collect Tax, enter the percentage and tick the box if your prices are tax inclusive.

Tax Configuration

The primary currency in which we transact business is the

Collect GST of % my prices already include GST
 Collect Secondary Tax

GST and Secondary Tax are calculated:
 independently with GST applied on top of Secondary Tax with Secondary Tax applied on top of GST

In Australia, we don't have a secondary tax, but other countries have local taxes, bed taxes and other costs that the system needs to track. If you do not have Secondary Tax, then leave this box blank.

*** Be sure to Click Update to save your changes!**

General Settings

Some fields in General Settings the GDS ([Global Distribution System](#)). If you have not elected to use the GDS, you can skip over some fields. If you are not sure, or have questions contact Web Reservation Systems.

- **(GDS) “Adult rates pertain to all guests over X years old”**. If you give a reduced rate for Children, this field determines the age of Adults.

When guests make bookings, the system will ask how many occupants. The number of occupants controls the maximum number of guests that can be booked into a specific room type and it may determine price if you use ‘Per-person’ pricing.

No Children and Infants

There are 3 fields on the booking form for occupants that are often labelled – ‘Adults’, ‘Children’ and ‘Infants’. These are just labels that could be changed to ‘Dogs’, ‘Cats’ and ‘Mice’. Many properties turn off the labels for Children and Infants and change the label for Adults to Guests.

- **No ‘Children’ Allowed** – tick this box if you do not differentiate rates for adults and children. In fact, Children probably are allowed; this will simply turn off the box on the booking form asking how many Children.
- **No Infants Allowed** – same as above; tick this box if you do not differentiate rates for adults and Infants. In fact, Infants probably are allowed; this will simply turn off the box on the booking form asking how many Infants.

The following are used by properties listing on the GDS:

- **(GDS) Local Time Zone**
- **(GDS) Latitude and Longitude** – if you buy the option to upload your property to the Global Booking systems, then you must enter your town’s Latitude and Longitude. This will indicate you location, which is used to create a list of [Airports](#) in Parameters. Try this website if you don’t know your location details - <http://life.csu.edu.au/geo/findlatlong.html>
- **(GDS) Check In Time**
- **(GDS) Check Out Time**

Weekend nights are: Friday Saturday Sunday - Some properties have differential rates for Weekends vs. Weekdays. If you have special Weekend Rates, then you must tick the box for the days that have special rates.

Use seasonal pricing - If you have Seasonal Prices or Seasonal Minimum Stays, then you tick this box to turn on more complex rate tables.

The minimum stay for weekly pricing is: 7 nights or 6 nights - if you have Weekly or ‘Extended Stay’ rates; the system will automatically apply these rates to bookings over 6 or 7 nights. 7 nights is the default.

Use weekend prices even during weekly (“extended”) stays – if you do not want to use Weekly or ‘Extended Stay’ rates then tick this box.

Stay Restriction default values: if you use Seasons, then Minimum Stay Restrictions will be controlled in Seasons. If you do not use Seasons, and want to apply Minimum Stay Restrictions that will apply to all bookings - enter the minimum stay here.

General Settings

Guests rates pertain to all guests over years old

No Children Allowed No Infants Allowed

Local Time Zone

Latitude

Longitude

Check In Time

Check Out Time

Weekend nights are: Friday Saturday Sunday

Use seasonal pricing

The minimum stay for weekly pricing is 7 nights 6 nights

Use weekend prices even during weekly ("extended") stays

Tip: Prevent weekly pricing by setting each weekday and weekly price equal, and checking the above box

Stay Restriction default values:

These initialize newly created seasons, but may subsequently be modified for each particular season.

Minimum Weekday Stay

Minimum Weekend Stay

Bookings may not begin on the following days:

Friday Saturday Sunday

Monday Tuesday Wednesday Thursday

[Booking Engine Settings](#)

Booking Engine Settings effect display and information required from guests.

Enquiry Screens

- **Advertise rates tax exempt** - if your property is tax exempt tick this box.
- **Display room capacity and number of beds on results page** – displays under each available room on the results screen - helpful information.
- **Don't prompt for number of guests on enquiry page** – Every Room Type has a Maximum Capacity. If you prompt for 'the number of guests' on the enquiry page, then results will be limited to Room Types with capacity to match the number of guests. In fact, guests often book several rooms; if you limit the available options to rooms that match the group capacity then you may miss out on bookings. For example, 4 people may prefer to book 2 Double Rooms (max capacity 2) rather than a Family Room (max capacity 4).
- **Do Not Show Availability** – on the results screen, there is a column that will display the number of available rooms for each room type. Some properties want to prefer to hide this information.
- **Round Bookings to Whole Number** – tick this box to round bookings
- **Show Room Type Calendars** – if you tick this box, a menu appears below the calendar so that guests can see availability for specific Room Types. Useful for properties with many room types, or properties where each room type is a unique room such as a Holiday Letting Agency or a B&B with theme rooms.

Please tell us when you would like to visit, then click "Check Availability"

Arrival date: 19 Feb 2007

Staying for: 2 nights

Check Availability

Please note... This booking system is used for demonstrations only.

February 2007							Next->	2007
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Feb 2007	
				1	2	3	Mar 2007	
4	5	6	7	8	9	10	Apr 2007	
11	12	13	14	15	16	17	May 2007	
18	19	20	21	22	23	24	Jun 2007	
25	26	27	28				Jul 2007	
							Aug 2007	
							Sep 2007	
							Oct 2007	
							Nov 2007	
							Dec 2007	
							2008	
							Jan 2008	
							Feb 2008	

Red colored days indicate nothing is available for that day

Show Availability for:

- All
- All
- Deluxe Twin Room
- Double Room

Guest Information

- **Don't ask for Dietary Information** – if you serve meals and need to know preferences then tick this box.
- **Don't ask for Special Needs Information** – if you want guests to indicate special needs tick this box.
- **Phone number Mandatory** – if you require a phone number with every booking tick this box.
- **Address Mandatory** - if you require an address with every booking tick this box.
- **Guest Must Agree to Terms** – some people would suggest that the terms and conditions at the time of booking are a binding agreement, but in reality we all know this must be tested on a case by case basis. Still, requiring the guest to tick a box to agree to your terms may help you in case of disputes.

Typical Selection

<input type="checkbox"/> Advertise rates tax exempt	<input checked="" type="checkbox"/> Don't ask for Dietary Information
<input checked="" type="checkbox"/> Display suite capacity and number of beds on results page	<input checked="" type="checkbox"/> Don't ask for Special Needs Information
<input checked="" type="checkbox"/> Don't prompt for number of guests on enquiry page	<input checked="" type="checkbox"/> Phone number Mandatory
<input checked="" type="checkbox"/> Do Not Show Availability	<input type="checkbox"/> Address Mandatory
<input type="checkbox"/> Round Bookings to Whole Number	<input checked="" type="checkbox"/> Guest Must Agree to Terms
<input checked="" type="checkbox"/> Show Room Type Calendars	

Notification of Bookings

Every new booking will debit availability for future bookings. In addition, the system can send the property notification of bookings by e-mail or SMS. You also have the option to send an automated booking confirmation to the guest.

SMS is will send a special message to the operator. There is a set up fee, monthly fees and per message fee to receive SMS booking confirmations. Please ring (02) 66848101 for a quote.

- **Send me email notification of web site bookings** – tick this box to receive e-mail notification of bookings. **(Highly recommended)**.
- **Do not send booking confirmation email to guests** – tick this box if you prefer to send manually generated confirmations to guests.
- **Enquiry System Theme** – Changes the background colours of the Enquiry screens used by guests to make bookings.

<input type="checkbox"/> SMS Active	<input checked="" type="checkbox"/> Send me email notification of web site bookings
SMS Number <input type="text"/>	<input type="checkbox"/> Do not send booking confirmation email to guests
SMS Option 1 <input type="text" value="None"/>	Enquiry System Theme <input type="text" value="blue"/>
SMS Option 2 <input type="text" value="New Only"/>	<input type="text" value="white"/>
	<input type="text" value="blue"/>
	<input type="text" value="green"/>
	<input type="text" value="gold"/>

Online Items Header

To Sell Items with bookings, you must purchase the Point of Sale module. Items are displayed for sale during the booking. For example, you may want to sell tours and services with a booking. Items will allow you to upload pictures and descriptions for Items.

There are no commissions on the value of Item sales, but you must pay a one-time fee to use this feature. Ring (02) 6684 8101 for a Quote.

If you do not use this feature ignore the box titled Online Items Header. If you do use this feature, enter the Header that will display above your Inventory Items.

Online Items Header:

Additional Dining and tour activities booked from the Cape: indicate day required in message above

Example for Cape Schanck Lightstation -

<http://requests.bookingcenter.com/enquiry.phtml?site=SHANCK>

Additional Dining and tour activities booked from the Cape: indicate day required in message above

Item	Price	Qty
Breakfast continental	8.00 person	<input type="text"/>
Light house Tour one Adult	10.00 person	<input type="text"/>
Lighthouse tour one child	8.00 person	<input type="text"/>
Allyday winery Tours	135.00 person	<input type="text"/>
Ashcombe Maze midweek Lunch and Tour	30.00 person	<input type="text"/>
Attraction Park Pass Adult	33.00 person	<input type="text"/>
Attraction Park Pass Child	23.50 person	<input type="text"/>
Barbeque pack for dinner or lunch	30.00 person	<input type="text"/>
Guided Walk two days and lunch each day	200.00 person	<input type="text"/>
Lighthouse Tour Family (2 Ad & 4 Ch)	29.00 person	<input type="text"/>
Lighthouse keepers picnic basket	29.00 person	<input type="text"/>
Montalto weekend lunch Package	70.00 person	<input type="text"/>
Montalto winery midweek lunch package	60.00 person	<input type="text"/>

Customized Enquiry System Labelling:

Please change the labels to suit your property, i.e., Suites, Cabins, Camp sites, Beds, etc. If your tax is called GST, change the label.

There are 3 fields on the booking form that are often labelled – ‘Adults’, ‘Children’ and ‘Infants’. The first label (Adults) must be used. The 2nd (Children) and 3rd (Infants) labels are optional. Many properties switch off the 2nd and 3rd label and change the first label to Guests. If that is your preference, change the field for Adults to “Guests” and go back [No Children and No Infants in General Settings](#) and tick the boxes “No Children Allowed” and “No Infants Allowed”.

Examples – Cape Schanck Lightstation - Adults, Children and Infants



Rooms available between Monday 26-Feb-2007 and Wednesday 28-Feb-2007 suitable for 2 Adults

Please enter the number of Rooms requested, together with the number of Guests

Rooms	Available	Requested	Adults/Children/Infants	Rate
Three Bedroom Cottage With Kitchen ⓘ Number of Beds 6 Maximum Guests 9	2	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>	\$250.00 Per night ⓘ
Queen Bed Ensuite Bathroom No Cooking ⓘ Number of Beds 1 Maximum Guests 2	1	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>	\$150.00 Per night ⓘ

Example - The Observatory in Port Macquarie - Guests



Apartments available between Monday 26-Feb-2007 and Thursday 01-Mar-2007

Please enter the number of Apartments requested, together with the number of Guests

Apartments	Requested	Guests	Rate
1 Bedroom Tower ⓘ	<input type="text"/>	<input type="text"/>	\$159.00 Per night ⓘ
2 Bedroom Apartment ⓘ	<input type="text"/>	<input type="text"/>	\$225.00 Per night ⓘ
3 Bedroom Apartment ⓘ	<input type="text"/>	<input type="text"/>	\$280.00 Per night ⓘ
Terrace ⓘ	<input type="text"/>	<input type="text"/>	

Examples of Typical Settings

Booking Engine Settings

Advertise rates tax exempt

Display suite capacity and number of beds on results page

Don't prompt for number of guests on enquiry page

Do Not Show Availability

Round Bookings to Whole Number

Show Room Type Calendars

Don't ask for Dietary Information

Don't ask for Special Needs Information

Phone number Mandatory

Address Mandatory

Guest Must Agree to Terms

SMS Active

SMS Number

SMS Option 1

SMS Option 2

Send me email notification of web site bookings

Do not send booking confirmation email to guests

Enquiry System Theme

Online Items Header:

Customized Enquiry System Labeling:

Room Type Room Types (plural)

Room Rooms (plural)

Primary Tax

Secondary Tax

Adults (plural)

Children (plural)

Infants (plural)

*** Be sure to Click Update to save your changes!**

Marketing And Policies

Terms for Advance Payments

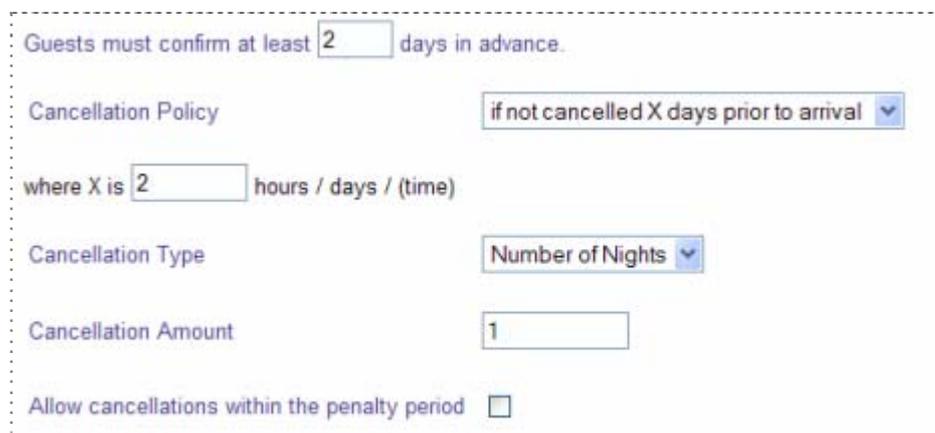
The Online Booking system gives you a secure facility to collect credit cards. ***The Online Booking system does not process credit cards. Processing Credit Cards is a manual step performed by the property.*** When a guest provides you with credit card details, you must process their cards like a ‘phone order’ based on your ‘Deposit, Confirmation, and Cancellation Policy Message’.



Options - “No Deposit”, “1-night deposit”, or “a percentage deposit” (set the percentage).
“A credit card guarantee” is not a valid option in Australia.

Advance Payment Terms for GDS enabled Properties

If you do not use the GDS, skip to ‘Deposit, Confirmation, and Cancellation Policy Message’



Deposit, Confirmation, and Cancellation Policy Message – explain in ‘your own words’ policies for advance deposits, conditions for cancellations and refunds and any special conditions specific to your property. Be sure to tick the box, “[Guest Must Agree to Terms](#)”, in Booking Engine Settings if you want the guest to confirm they agree to your terms.

**Tip Confirmed Bookings vs. Enquiries - if you are not able to provide immediate confirmation for bookings then you should include a statement in your terms and conditions that ‘all bookings must be confirmed before they are final’.*

This Policy Message displays on the confirmation screen, phone or fax form, on the Site Profile page and GDS listings, at the bottom of the guest booking confirmation e-mail, and in the guest booking details.

Restrictions – Displays a small message on the first enquiry screen to warn guests of special conditions.

The booking system holds enough information about your property to build a mini-website. This information may be linked to some agent websites. This information is also used to complete listings on GDS websites like Yahoo Travel, Orbitz, Expedia and others. Please complete this information to the best of your ability.

Please note that it is forbidden to place phone numbers, website addresses or e-mail addresses in any description except the 'Thank you for Booking Message'. If you are listed on the GDS, it is forbidden to use html tags.

- **Site Description**
- **Marketing Message**
- **Location Description**
- **Customer Reviews**
- **Driving Directions**

- **Registration Message** – not used, please ignore.

- **"Thank you for Booking" Message** – this message appears at the top of the automated guest booking confirmation e-mail. This is a good place to include a contact phone number along with a personalized message.

[Network Partner Marketing](#)

Please complete all that applies and click Update. Please note that AAA is a rating program in the United States. They do not have ½ star ratings. For Australian properties, leave this blank unless you have an even number star rating.

Parameters

[Sources](#)

Sources, like Agents, are used to track the origin of bookings. Unlike Agents, Sources do not affect pricing, availability or commissions. When bookings are made with links that do not have source codes, then the system uses the default source WEB. Sources are viewed on the booking details for all guest bookings.

Common Examples of Source Codes: WEBSITE for the properties main website, EMAIL for links added to your outgoing e-mail signature.

[Guest Types](#)

Not used.

Receipt Types

Every booking requires the guest to nominate a payment method. Receipt Types are the methods you accept for payment, i.e. Visa and MasterCard. The Booking form uses 128 bit SSL encryption to protect guest credit card details.

Despite the fact that it is safe to give credit card numbers with bookings, many guests are afraid. You may wish to give them payment options that do not require providing a credit card. One option is 'Phone or Fax'. This allows the guest to make a booking, print a special form that can be used to send follow up payment by phone or fax.

Receipt Types are activated when it says 'Yes' in the Live column. Not all Receipt Types are credit cards. To start, all Receipts are set to No. To change a Receipt Type; click the Id in Blue to open the Receipt Details page. Then click Edit to change the status to Live.

To Add a new Receipt Type, click Add at the bottom left corner of the page. Use 2 character codes for Receipt Types. The code for Phone or Fax should be 'PF'.

ID	Description	Credit Card	Live
A3	Air Plus	Yes	No
AX	American Express	Yes	Yes
BC	BankCard	Yes	No
CA	Mastercard	Yes	Yes
CB	Carte Blanche	Yes	No
DC	Diners Club	Yes	No
EC	Eurocard	Yes	No
ER	En Route	Yes	No
JC	Japan Credit Bureau	Yes	No
ND	NoDepositRequired	No	No
O1	Optima	Yes	No
PF	Phone or Fax	No	Yes
VI	Visa	Yes	Yes

[Inventory Groups](#) and [Inventory Items](#)

To use Inventory, you must purchase the Point of Sale module. Inventory allows guests to buy additional items when they make room bookings. There is no commission over the value of Inventory Items, but you must pay a one-time fee to use this feature. Ring (02) 6684 8101 for a Quote. ***If you do not want to buy this module, please skip this section.***

When a guest has selected a Room to buy, they are asked to enter their contact details. If you have the Point of Sale module, a shopping cart appears at the bottom of this page. You can create Items with pictures, descriptions and prices.

Example for Cape Schanck Lightstation -

<http://requests.bookingcenter.com/enquiry.phtml?site=SHANCK>

Additional Dining and tour activities booked from the Cape: indicate day required in message above

Item	Price	Qty
Breakfast continental	8.00 person	<input type="text"/>
Light house Tour one Adult	10.00 person	<input type="text"/>
Lighthouse tour one child	8.00 person	<input type="text"/>
Allyday winery Tours	135.00 person	<input type="text"/>
Ashcombe Maze midweek Lunch and Tour	30.00 person	<input type="text"/>
Attraction Park Pass Adult	33.00 person	<input type="text"/>
Attraction Park Pass Child	23.50 person	<input type="text"/>
Barbeque pack for dinner or lunch	30.00 person	<input type="text"/>
Guided Walk two days and lunch each day	200.00 person	<input type="text"/>
Lighthouse Tour Family (2 Ad & 4 Ch)	29.00 person	<input type="text"/>
Lighthouse keepers picnic basket	29.00 person	<input type="text"/>
Montalto weekend lunch Package	70.00 person	<input type="text"/>
Montalto winery midweek lunch package	60.00 person	<input type="text"/>

To add Inventory Items, you must first create a Group. For example, you might create 2 groups; Food and Tours. Then, you create the individual inventory offers. You can upload pictures and descriptions as well as pricing options. Again, there is no commission on the sale of Inventory Items.

Airports

If you have purchased the option to list your property on the [GDS Networks](#), then you must enter information related to the nearest airports. Assuming you have added your Latitude and Longitude on in [General Settings](#), then you should have a list of local airports.

** Try this website if you don't know your location details -*
<http://life.csu.edu.au/geo/findlatlong.html>

Availability and Rates

The Web-based Management system is a great way to simply and easily manage Online Bookings. It is not a Front Office accounting system – therefore it is not necessary to enter every Room Type and Room in the system. Instead, you will only need to load the inventory needed to represent the product you wish to sell online.

Most businesses would need to run another system to manage their accounting and reservations. For some this could be a computerized reservation system and for others it might be a paper book. The Web-based Management System will run ‘alongside’ your main accounting system.

** Tip - For those who prefer a fully integrated front office reservation system that will automatically update availability based on changes at the Front Desk – download a free 45 day trial of our [Booking Centre Software](#).*

Room Types, Rates and Seasons - Overview

The First Step will be to organize a sales strategy. A Room Type is a marketing package; it has a description, picture, maximum guest capacity and rate. A Room Type may be a common description for a number of Rooms, or it may represent a single room.

Each Room Type will have an inventory of Rooms available to book.

Example – ABC Motor Inn - 18 rooms:

- 6 - Standard Rooms with Queen Bed,
- 10 - Standard Rooms with a Queen and Single Bed
- 2 - Honeymoon Suites with a King Bed.

Loading every Room into the system could make the day to day manage of availability more complicated to manage. Often, we recommend that you load just enough rooms to meet demand. ** Guests commonly book several rooms at a time; you may risk losing larger group bookings with too few rooms.*

Room Types (Example ABC Motor Inn):

Room Type ID	Room Type Description	Default Rate ID	Num Rooms	Max Guests
STD	Double Room	STD	4	2
TWIN	Twin Room	STD	4	3
HM	Honeymoon Suite	SUITE	1	2
3 Room Types				

In the past, the ABC always called their rooms Standard Rooms. When guests booked by phone the staff would always ask the guest how many beds were required. Now, guests are booking without talking to the staff. That changes the way you communicate. Guests need a clear way to indicate how many beds they require. Therefore, it makes sense to create 2 Room Types where in the past there was only one Room Type.

For this example, instead of labelling all 16 rooms as Standard Rooms; we’ve create 2 Room Types (Double and Twin). Now every booking is clearly indicating how many beds are required. In fact, when a guest books a Double you can always put them in a Twin. Clear labelling will avoid the uncomfortable mistake of putting 2 co-workers in one bed.

Rates (Example ABC Motor Inn):

In this example, the Double and Twin Rooms both use is the same rate - STD. The

Honeymoon has a unique rate - SUITE. Create as many Rates as needed. Only 1 Rate will apply to each Room Type. Later we describe how special rates can apply to [Agent Bookings](#).

Flat Rate or Person Rate

There are 2 types of Rates:

- **Flat Rate** - is a single price for all occupants up to the capacity of the room, i.e. \$92 per night no matter how many guests.
- **Per-Person** - has a base rate for the first X guests plus an additional guest rate, i.e. the first 2 guests pay \$80 plus \$12 for each additional guest up to the capacity of the room. There is an option to set a different rate for extra adults and extra children.

Each Rate has 3 Price rules – Weekday, Weekend and Weekly or Extended Stay. This allows you to set different rates depending on the day of week and length of stay.

Weekends - To define a Weekend, go to [General Settings](#) – tick the box to include Fri, Sat and/or Sun as weekends. You must include a value in the Weekend price column. If you have the same rates for weekdays as weekends, then enter the same value in both columns.

Weekly or Extended Stay – this rate applies to stays equal to or greater than 7 nights. Enter the nightly value in this column. For example if you charge \$1,400 per week – the Extended Stay Rate is \$200.

**You have the option to turn off Extended Stay rates. Go to [General Settings](#) and tick “Use weekend prices even during weekly (“extended”) stays”. This will cause the system to add up each night’s rate to make a total booking cost.*

Seasons

[Seasons](#) give you the option to set special rates and minimum stay rules for specific date ranges, i.e., Long Weekends, Holidays, Summer, etc.

Rates

Tips - I always work out rates with pencil and paper before I enter anything into the computer. You need to create Rates **before you create Room Types. Leave Seasons to last.*

Adding New Rates

Click this link > [Rates](#) go to the bottom of the page and click 'Add'.

Rate Details
Please note that all rates are designed to be entered as per day rates regardless of whether they are to be applied daily or weekly.

Rate ID:	<input type="text" value="STD"/>	Description:	<input type="text" value="Standard"/>
Number of Guests:	<input type="text" value="2"/>	Rate Type:	<input type="button" value="Per Person"/> <input type="button" value="Flat Rate"/> <input type="button" value="Per Person"/>
Minimum Stay:	<input type="text" value="0"/>	Maximum Stay:	

Adult Day	<input type="text" value="80.000"/>	Adult Weekend	<input type="text" value="90.000"/>	Adult Week	<input type="text" value="70.000"/>
Extra Day	<input type="text" value="12.000"/>	Extra Weekend	<input type="text" value="12.000"/>	Extra Week	<input type="text" value="12.000"/>
Child Day	<input type="text" value="12.000"/>	Child Weekend	<input type="text" value="12.000"/>	Child Week	<input type="text" value="12.000"/>
Infant Day	<input type="text" value="0.000"/>	Infant Weekend	<input type="text" value="0"/>	Infant Week	<input type="text" value="0"/>

1. Enter an ID (* ID's must begin with letters, it may then use numbers and letters - **no spaces and no special characters allowed**).
2. Descriptions – anything that helps you (peak, school holiday, Labour Day, etc.).
3. Number of Guests – used for Per-Person to set the rate base.
4. Rate Type – Per-person or Flat rate
5. Minimum Stay – sets the minimum number of nights for bookings with this rate. Seasons, if used, will override this minimum stay.
6. Maximum Stay - sets the maximum number of nights for bookings with this rate. Currently not an active feature.
7. Adult Day – rate for week day nights.
8. Adult Weekend – rate for weekend nights. See [General Settings](#) to set weekend nights.
9. Adult Week – rate for stays of 7 nights or more.

If using Flat Rate stop now. If using Per-person Rate continue.

10. Extra Day, Weekend and Weekly – the rate for extra Adults.
11. Extra Child/Infant Day, Weekend and Weekly – applies to the number of Child/Infant greater than the base set in 'Number of Guests'.

Be sure to Save Changes.

Room Types

Room Types are marketing descriptions. (Room Type is a label that can be changed to suit your property, i.e., Suites, Dorm Beds, Camp Sites, Holiday Units, Rooms, etc.) You can have as many Room Types as needed.

Room Types normally have consistent values; maximum guest capacity, number of beds, a picture, descriptions, amenities and rate. If Rooms don't all match a Room Type's criteria, then you *may* need to create additional Room Types. It is not unusual to have Room Types with Rooms that are very similar, but slightly different.

Most Room Types are 'private rooms' where 1 booking occupies the entire room. A Hostel may sell beds in Share Rooms or Dorm Room. If you sell Beds, then you need to create a Room Type called Dorm Bed; then every bed in the room would be a treated like a 'room' for inventory management. Then, you set the capacity of a "Dorm Bed" to 1. Guests will then make group bookings; booking as many Dorm Beds as needed. If you're unsure, ring support and let us help you.

Each Room Types has an inventory of rooms. Like the example, it is not be necessary, and may not be beneficial, to add every room to your inventory. If you have too few rooms this will limit your ability to sell.

Adding a New Room Type

Click this link > [Room Types](#) go to the bottom of the page and click 'Add'. Complete all the fields. 'Save' your changes.

Room Type Details

Room Type ID:	<input type="text" value="DBL"/>	Description:	<input type="text" value="Double Room"/>
Number of Suite:	<input type="text" value="4"/>	Max Guests:	<input type="text" value="2"/>
Number of Beds:	<input type="text" value="1"/>	Rate ID:	<input type="text" value="DBL"/> <div style="border: 1px solid black; padding: 2px; width: fit-content;">DBL DBL TWIN TRAAND</div>
Extra Beds:	<input type="text" value="0"/>		
Detail URL:	<input type="text" value="<Skip this field>"/>		
Room Desc:	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"><p>A really great room with lots of light, room and etc. Perfect for.....</p><p>(Enter a description that helps guests understand the value of the room)</p></div>		
View Desc:	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"><p>If you want to further describe the room, views, etc enter more here.</p></div>		

** Important Reminder – All ID's must start with letters and can contain numbers, but **they can never contain spaces or punctuation characters.***

** It is forbidden to enter phone numbers, websites or e-mail links to descriptions.*

Seasons

Seasons give you the ability to set special conditions (price surcharges and minimum stays) for a specific date range. Often, this is used to manage rates for peak periods – Long

Weekends, Special Events, Holidays, etc. If you don't have seasonal prices skip this section.

Each time you add a new Season, the system automatically sets the Rate for that season to the Default Rate. Once you have finished adding Seasons, you must go to each Rate and adjust prices as needed for each Season/Rate.

* *Before you can use Seasons, you must turn on Seasons in [General Settings](#).*

Adding New Seasons

Click this link > [Seasons](#). Click the Add button at the bottom of the page.

Season Details

Unused Date Ranges ▼

Season ID:	<input type="text" value="QB07"/>	Description	<input type="text" value="Queens Birthday"/>
From:	<input type="text" value="08-JUN-2007"/>	To:	<input type="text" value="10-JUN-2007"/>
Min Weekday Stay:	<input type="text" value="1"/>	Min Wknd Stay:	<input type="text" value="2"/>
May Not Start On:	<input type="checkbox"/>	May Not End On:	<input type="checkbox"/>
Sun:	<input type="checkbox"/>	Mon:	<input type="checkbox"/>
Tue:	<input type="checkbox"/>	Wed:	<input type="checkbox"/>
Thu:	<input type="checkbox"/>	Fri:	<input type="checkbox"/>
Sat:	<input type="checkbox"/>		
Notes:	<input type="text"/>		

Unused Date Ranges – normally, you will only enter Seasons that have a different price/min stay condition from your Default Rate. If later you wish to enter new Seasons to fill these gaps, select from Unused Date Ranges.

Id and Description – enter anything suitable.

** Important Reminder – All ID's must start with letters and can contain numbers, but they can never contain spaces or punctuation characters.*

From/To Dates – determines the beginning and end of a season.

** Dates must use the following format: DD-MMM-YYYY - example 08-JUN-2007.*

Skip 'May Not Start' and 'May Not End'.

Add Notes as needed.

Be sure to Save Changes.

Setting Season/Rate Pricing

The system automatically sets the Rate value for each new season equal to the Default Rate.

To adjust seasonal prices, go back to [Rates](#). Select a Rate by clicking the Rate Code.

Rates

Find records where Rate Code ▼ has ▼

Sort by Rate Code ▼ up ▼ Display 50 Records Fetch

Rate Code	Rate Description	Adult Day	Adult Weekend	Adult Week
DBL	Double Room	\$104.54	\$120.23	\$94.10
TRAND	Traand's special rate	\$45.99	\$57.50	\$41.81
TWIN	Twin Room	\$146.35	\$156.82	\$130.69

3 records found

Add

Clicking the Rate Code opens the Rate Details for a specific Rate. Page down to the bottom of the screen to view Seasonal Rates. To view/adjust Seasonal Rates, click the Rate Id.

**Tip – often the Seasonal Rates table is hidden until you scroll down the page.*

Rate Details

Please note that all rates are designed to be entered as per day rates regardless of whether they are to be applied daily or weekly.

Rate ID:	DBL	Description:	Double Room
Number of Guests:	2	Rate Type:	Flat Rate
Minimum Stay:	0	Maximum Stay:	0

Adult Day	\$104.54	Adult Weekend	\$120.23	Adult Week	\$94.10
Extra Day	\$0.00	Extra Weekend	\$0.00	Extra Week	\$0.00
Child Day	\$0.00	Child Weekend	\$0.00	Child Week	\$0.00
Infant Day	\$0.00	Infant Weekend	\$0.00	Infant Week	\$0.00

Delete Edit

Seasonal Rates

Find records where Start Date ▼ has ▼

Sort by Start Date ▼ up ▼ Display 50 Records Fetch

Rate	Season Description	Start Date	End Date	Season ID	Adult Day	Adult Weekend	Adult Week
:2006	Regular rates	22-NOV-2006	01-APR-2007	2006	\$104.54	\$120.23	\$94.10
:EAST07	Easter 2007	05-APR-2007	08-APR-2007	EAST07	\$104.54	\$120.23	\$94.10
:MAY07	Bendigo Race Day	04-MAY-2007	28-MAY-2007	MAY07	\$104.54	\$120.23	\$94.10

3 records found

Add

In this example, we click on the Rate 'MAY07' to change prices for the Double Rate in the Season May 07. This opens a new window which allows you to Edit or Delete. Click Edit and adjust prices to match your seasonal surcharge.

Seasonal Rate Details
Please note that all rates are designed to be entered as per day rates regardless of whether they are to be applied daily or weekly.

Rate ID:	DBL	Description	Double Room	Season ID:	151376
Adult Day	<input type="text" value="104.54"/>	Adult Weekend	<input type="text" value="120.23"/>	Adult Week	<input type="text" value="94.1"/>
Extra Day	<input type="text" value="0"/>	Extra Weekend	<input type="text" value="0"/>	Extra Week	<input type="text" value="0"/>
Child Day	<input type="text" value="0"/>	Child Weekend	<input type="text" value="0"/>	Child Week	<input type="text" value="0"/>
Infant Day	<input type="text" value="0"/>	Infant Weekend	<input type="text" value="0"/>	Infant Week	<input type="text" value="0"/>

Adjust all amounts by % \$

Review Your Work

After you have entered Room Types, Rates and Seasons there is a convenient table to view your work - [View Current Rooms, Types, and Seasons](#). This table displays the Room Types and Seasons. To view the values for each Rate, click the Rate Code.

Make a Test Booking

It is always a good idea to make a test booking to see what the Guest Sees.

** If you complete the booking; 2 e-mails are automatically sent – 1 to the property's e-mail and 1 to the guest's e-mail. If you don't want the property to receive notification of your test bookings - go to [Contact Information](#) and change the main e-mail.*

Features/Images

Activities and Amenities

Activity and Amenities apply generally to the property. Indicate if the Activities are onsite or in the area. Please tick all that apply.

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.

Deluxe Twin Room



Description

The Deluxe Twin Room with 2 really big beds (max 2 people)

Views

Over looks the River and Cricket Grounds. A Garden and Balcony are attached.

Amenities

- Bathroom - Private
- Shower Stall
- Tea / Coffee Making Facilities
- Hair Dryer
- Minibar
- Refrigerator
- Television
- Air Conditioning
- Balcony

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

Tick each amenity you offer.

- Deluxe Twin Room [TWIIN]
- 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, send images to support@webreservations.com.au 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.

[Property Images](#)

The Main Images used are:

- **Banner** – Image Header above the Booking Screens. The optimum image is no more than 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 | ○ Property |
| ○ Golf | ○ Recreation |
| ○ Lobby | ○ Restaurant |
| ○ Pool | ○ Spa |

Agents

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. 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 Web Reservation Systems at (02) 66848101.

Our goal is to help you develop a [network of agents and travel websites](#) specifically relevant to your business targeting local, regional and topical travel websites. There is no cost to become an agent.

Equally attractive is the opportunity to sell through [Global Distribution Systems](#) used by Domestic and International Travel Agents as well as links in over 2,400 International Travel websites such as Expedia, Orbitz, Travelocity. The GDS is a special service that requires a one time enrolment fee. Contact Web Reservation Systems at (02) 66848101 for more information.

Simplified Marketing and Sales
One Step Click Updates Many Websites
(Examples from Our Current Agent Network)

✓ Better Marketing
✓ More Exposure
✓ Increase Sales
✓ One Click Updates

Logos shown include: TakeABreak.com.au, Brent.com.au, port-macquarie.net, STAYZ, Vacansee, ozstays.com, Australian Holiday Guide, auinfo, Book it Now, Jasons, travel channel, TRAVEL VICTORIA, Vacancy4U, GOLDEN CHAIN, accommodation directory, AAA TOURISM, NEMA, RACY, RADO, RAA, AAO, hostelz.com, greateoceanroad.com.au, your Great Ocean Road Trip starts Here..., COUNTRY HAVEN Australia Motor Host, JUSTHOSTELS.com.au, visitcoffsharbour.com, travelocity, Sabre, Expedia.com, worldspan, AMADEUS, Pegasus, GALILEO

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: % (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] <input type="button" value="v"/> <input type="button" value="🔍"/>
Honeymoon Spa Suite [EXSPA]	1	Double Room [DBL]	1	Double Room [DBL] <input type="button" value="v"/> <input type="button" value="🔍"/>
Deluxe Twin Room [TWIIN]	4	Twin Room [TWIN]	4	Twin Room [TWIN] <input type="button" value="v"/> <input type="button" value="🔍"/>

If you have 4 Double Rooms, and you allocate 2 to Agent WRS, 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.

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. Member’s Area bookings have a 0% commission charge in case you forget.

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

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

Sort by **Booking ID** Display **50** Records **Fetch**

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

B20 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 the Booking ID.

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

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

B20ZP:- Bookings > Online Bookings Apr-12: 2:50:26pm (+11:00)

Online Bookings

Find records in **Jan 2007** where **Booking ID** has **excluded** cancellations

Sort by **Booking ID** up Display **50** Records **Fetch**

Booking ID	Portal	Agent	Guest	Date	Arrive	Depart	Currency	Value	Status
16079W	WRS	WRS	Mark Oliver	04-JAN-2007	09-JAN-2007	10-JAN-2007	AUD	\$110.00	Review
17577W	WRS	WRS	Mark Oliver	23-JAN-2007	24-JAN-2007	26-JAN-2007	AUD	\$220.00	Review
2 bookings	1 portals	1 agents	GRAND TOTAL:				\$330.00		

Booking Details

Summary			
Property: B202P	Cancel Booking	Confirm Booking	Open Room
Booking Number: 16079W			
Status: Review			
Guest Details			
Guest: Mark Oliver	Click to cancel Booking - restores availability to new buyers and removes commission obligations	Email: mark@webreservations.com.au	Gives the availability consumed by this booking back to the system so that another buyer can book this room type again.
Company:	Address: 9 Cape Vista Dr		
	Suburb: Ewingsdale		
Phone: 02 6684 8101	State: NSW		
Mobile:	Postcode: 2481		
Fax:	Country: Australia		
Booking Details			
Suite: Double Room [DBL]	Rate: Double Room [DBL]		Link to view rates used to price the booking
Suite: Great Double Room [2]	Adults: 2		
Arrive: 09-JAN-2007	Children: 0		
Depart: 10-JAN-2007	Infants: 0		
Additional Information			
Portal: WRS			
Agent: WRS			
Source: WEB			
Additional Information			
Message:			
Guest Diet:			
Special Req.:			
Office Only:	Edit the value of bookings to adjust the commission basis		
Payment Details			
Total: \$110.00 (AUD)	Edit		Here is where you will find Credit card details. Please remember that the Booking System never transacts credit cards. You must process credit card payments like a 'Phone Order'.
Deposit: \$27.50 (AUD) NOT PAID			
Pay by: Phone or Fax			
Deposit and Cancellation Policy			
For this example, we have set the system to ask for a 25% deposit at time of booking. This is a secure payment facility to allow the buyer to select from all the credit card types the hotel accepts. Of course you can write any message that helps you clarify your terms and conditions, i.e., "Only Happy People Allowed". XXX			

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 7th of the month.**

On the 8th of the month, you will receive a commission invoice. At this time, you no longer have the option to reconcile bookings. Commissions are payable immediately. Failure to pay commissions by the 30th may result in having your account suspended.