

# REZOVATION BOOKING ENGINE QUICKSTART GUIDE

*March 24, 2005*

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## ABOUT THIS GUIDE

This QuickStart Guide is meant to provide RezOvation Desktop users with the required steps for taking the RezOvation Booking Engine live. The following list summarizes the steps outlined in this guide.

1. Prepare to Upload RezOvation Desktop Data.
2. Upload RezOvation Desktop Data to the RezOvation Booking Engine.
3. Complete the RezOvation Booking Engine's Account Level Setup Menu.
4. Complete the RezOvation Booking Engine's Property Level Setup Menu.
5. Complete the RezOvation Booking Engine's Unit Level Setup Menu.
6. Add a hyperlink on your website to the RezOvation Booking Engine.

## CONTACT US

RezOvation Support Team:  
 (512) 322-2777  
 Support Hours: 8:00AM – 5:00PM, Monday through Friday, CST.

## 1. PREPARE TO UPLOAD REZOVATION DESKTOP DATA

In order to upload data from RezOvation Desktop to the RezOvation Booking Engine, you must be running RezOvation Desktop version 2004.5.0 or higher. To confirm your RezOvation Desktop version, login to the Desktop software and click Help > About.

Prior to uploading any data from RezOvation Desktop to the RezOvation Booking Engine, confirm that the following settings contain current information and that they are formatted in the recommended manner.

1. Business Data
2. Rate Plans, Rate Names, and Rate Seasons
3. Unit Long Names and Standard Descriptions
4. Individual Taxes and Tax Groupings

In addition to the settings listed above, two confirmation letters defined in RezOvation Desktop are uploaded to the RezOvation Booking Engine. These letters can be viewed by clicking Tools > Letter Design. For additional information, please review the Letters heading in this section.

## BUSINESS DATA

A property's main contact information is stored in RezOvation Desktop and accessed by clicking Tools > Configure and selecting the Business Data tab. Prior to configuring the RezOvation Booking Engine, verify that this basic contact information is correct.

Field	Value
Business Name	The Gull Reef Resort
Address 1	Maxwell Coast Road
Address 2	Box 4708
City, State Zip	Christ Church
Country/Fax	Barbados
Phone/Phone2	246-681-2214, 800-555-6696
Email	res@gullreefresort.com
Web Address	www.gullreefresort.com

## RATE PLANS, RATE NAMES AND RATE SEASONS

Click Tools > Unit and Rate Setup and select the Unit Rate Plans tab to verify that Rate Plans, Rate Names and Rate Seasons are configured correctly for the RezOvation Booking Engine.

### RATE PLANS

The RezOvation Booking Engine can be configured to allow Internet guests to make reservations for a room type, without selecting a specific room. For example, an Internet guest may book a reservation for a "King" room. In this guide, this type of reservation will be referred to as an Inventory reservation.

If your property intends to allow Inventory reservations, Rate Plans should describe room types. In addition, the name of each Rate Plan should be clear and concise, allowing the Internet guest to easily recognize the type of accommodation he is booking. Rate Plan names are viewed by Internet guests booking reservations via the RezOvation Booking Engine. In the example below, an Internet guest has already entered his arrival and departure dates in the RezOvation Booking Engine. Next, available Rate Plans are displayed – King, Queen Queen, and Suite.

Select Room		Step 2 of 4	
Check in:	1/28/2005	<b>The Gull Reef Resort</b>	
Check out:	1/30/2005	Maxwell Coast Road	
Length:	2 Night(s)	Christ Church, Barbados	
		246-681-2341	
Room	Description	Avg. Rate	Note # of Rooms
King	Enjoy a room with a King-sized bed.	\$132.50 Double Occupancy	0
Queen Queen	All rooms with 2 queen beds are non-smoking.	\$105.00 Double Occupancy	0
Suite	All suites include an over-sized tub and private balcony.	\$62.50 Double Occupancy	0

The Rate Plans displayed in the RezOvation Booking Engine were previously defined in RezOvation Desktop.

Unit Type / Rate Plan			
Rate Plan	Rental by Day or Hour	Tax Class	
King	Daily	Lodging	
The Caribbean Room	Hourly	Incidentals	
Queen Queen	Daily	Lodging	
Suite	Daily	Lodging	
Reception Hall	Hourly	Incidentals	

**In this example, Rate Plans match the Property's Unit Types (i.e. - the King Rate Plan is used for rooms with a King Bed).**

**There are also two meeting rooms:**  
 1) The Caribbean Room  
 2) Reception Hall

With descriptive Rate Plans set up in RezOvation Desktop, an Internet guest making a reservation via the RezOvation Booking Engine will be able to easily identify the types of accommodations available at your property.

### RATE NAMES

The Rate Names section of the Unit Rate Plans tab contains a "Bookable" checkbox. This checkbox determines whether or not the Rate Name/Rate Plan will be available in the RezOvation Booking Engine. Click the Bookable checkbox for all Rate Names that will be available to potential online guests.

Unit Type / Rate Plan			
Rate Plan	Rental by Day or Hour	Tax Class	
King	Daily	Lodging	
The Caribbean Room	Hourly	Incidentals	
Queen Queen	Daily	Lodging	
Suite	Daily	Lodging	
Reception Hall	Hourly	Incidentals	

Rate Names				
Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None		<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>

### RATE SEASONS

Most properties will configure the RezOvation Booking Engine to accept reservations up to one year in the future. It is imperative that rates are also defined for that same time period. In the example below, the Rack Rate Name for the King Rate Plan has been defined through 12/22/2005, accounting for seasonal rate fluctuations.

Seasonal Rates															
Standard Settings						Weekend Settings (Select days that apply)									
Start Date	Rate	Base Cap	Ex Adult	Ex Child	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len	
09/01/2004	\$145.00	2	\$10.00	\$5.00	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$155.00	0
11/16/2004	\$125.00	2	\$10.00	\$5.00	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$140.00	0	
12/23/2004	\$175.00	2	\$10.00	\$5.00	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$195.00	0	
01/03/2005	\$125.00	2	\$10.00	\$5.00	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$140.00	0	
04/15/2005	\$100.00	2	\$10.00	\$5.00	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$110.00	0	
09/01/2005	\$150.00	2	\$10.00	\$5.00	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$160.00	0	
11/17/2005	\$130.00	2	\$10.00	\$5.00	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$145.00	0	
12/22/2005	\$180.00	2	\$10.00	\$5.00	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$200.00	0	

**3** Add New Season Copy All Seasons Copy Single Season

With the above Rate Seasons defined, an Internet guest making a reservation through the RezOvation Booking Engine for 9/3/05 – 9/10/05 would be charged \$150/night on weekdays and \$160/night on weekends.

Now, let's take a look at the Rate Season table for the same property's AAA Rate Name for the King Rate Plan (Unit Type).

Standard Settings							Seasonal Rates									
Start Date	Rate	Base Cap	Ex Adult	Ex Child	Min Len		Weekend Settings (Select days that apply)									
							Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len	
11/15/1999	\$75.00	2	\$10.00	\$5.00	0		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$85.00	0	

In the sample Rate Season table displayed above, the property has never taken the time to update Rate Seasons for the AAA Rate. It is highly likely that reservationists at the property override the AAA Rate Name and manually assign a dollar amount for the nightly charge. While this method works for RezOvation Desktop, it **WILL NOT WORK** for the RezOvation Booking Engine. In this example, all guests selecting the AAA Rate Name for a King Rate Plan/Unit Type will be charged \$75/night during the week and \$85/night on weekends. In this scenario, the property stands to lose a considerable amount of revenue!



**Do NOT upload your RezOvation Desktop settings to the RezOvation Booking Engine until each rate season is defined for one year in advance.**

## UNIT LONG NAMES AND STANDARD DESCRIPTIONS

Click Tools > Unit and Rate Setup and then select the Individual Units tab to verify that Unit Long Names and Standard Descriptions have been configured correctly for the RezOvation Booking Engine. Both of these settings are critical for companies that configure the RezOvation Booking Engine to accept reservations for individual units. A descriptive Unit Long Name helps the Internet guest identify the type of room he is booking. The RezOvation Booking Engine displays each room's Standard Description when displaying available rooms. If a room does not have a Standard Description, the RezOvation booking Engine's "Select a Room" page will appear incomplete.



**Do not proceed with step #2, Upload RezOvation Desktop Data, until you have verified each Unit Long Name and entered a Standard Description for each unit.**

### UNIT LONG NAMES

Many properties configure the RezOvation Booking Engine to assign a room when a guest makes a reservation via the RezOvation Booking Engine. This Guide refers to this type of reservation as a **Pre-Assign** reservation.

With the RezOvation Booking Engine configured to make Pre-Assign reservations, the Internet guest enters arrival and departure dates and then views a list of available rooms. This list of available rooms displays the Unit Long Name.

Step 2 of 4

### Select Room

**Check in:** 3/25/2005      **The Gull Reef Resort**

**Check out:** 3/27/2005      Maxwell Coast Road

**Length:** 2 Night(s)      Christ Church, Barbados

246-681-2341

Room	Description	Avg. Rate	Note Reserve
<b>101 - King</b>	Enjoy a view of the Caribbean Sea from this luxurious room with a King-s... <a href="#">more&gt;</a>	<b>\$140.00</b>	Double Occupancy <span style="float: right; border: 1px solid #0070C0; padding: 2px 5px; color: white;">Book</span>

In order to make it easy for Internet guests to know what type of room they are booking, RezOvation recommends appending the Unit Type onto the room number. For example, 101 – King, where King is the Unit Type.

## STANDARD DESCRIPTION

When the RezOvation Booking Engine is configured to make Pre-Assign reservations, the Internet guest enters arrival and departure dates and then views a list of available rooms. This available rooms list displays the unit Standard Description.

Select Room		Step 2 of 4
<b>Check in:</b>	3/25/2005	<b>The Gull Reef Resort</b>
<b>Check out:</b>	3/27/2005	Maxwell Coast Road Christ Church, Barbados 246-681-2341
<b>Length:</b>	2 Night(s)	
Room	Description	Avg. Rate Note Reserve
101 - King	Enjoy a view of the Caribbean Sea from this luxurious room with a King <a href="#">more&gt;</a>	<b>\$140.00</b> Double Occupancy <a href="#">Book</a>

## INDIVIDUAL TAXES AND TAX GROUPINGS

Click Tools > Unit and Rate Setup and then select the Taxes, Deposits, Discounts tab to verify that each Individual Tax and Tax Grouping defined in RezOvation Desktop should be uploaded to the RezOvation Booking Engine.



**Every Individual Tax and Tax Grouping defined in RezOvation Desktop will be uploaded to the RezOvation Booking Engine. If there are Individual Taxes and/or Tax Groupings defined that are no longer used, they should be deleted from RezOvation Desktop.**

## LETTERS

Two guest confirmation letters are automatically uploaded from RezOvation Desktop to the RezOvation Booking Engine.

1. No Payment
2. Deposit Paid

These confirmation letters can be used as a starting point for defining online confirmations. Online confirmation letters may be customized to more appropriately reflect an online booking. While some properties elect to create new confirmation letters for online bookings, others will use the same letters for online bookings as they use in RezOvation Desktop.

## 2. UPLOAD REZOvation DESKTOP DATA

Once the settings in RezOvation Desktop have been verified using the steps outlined in the preceding section, the second step in taking your RezOvation Booking Engine live is to upload RezOvation Desktop data to the RezOvation Booking Engine. The following information is uploaded directly from the RezOvation Desktop software.

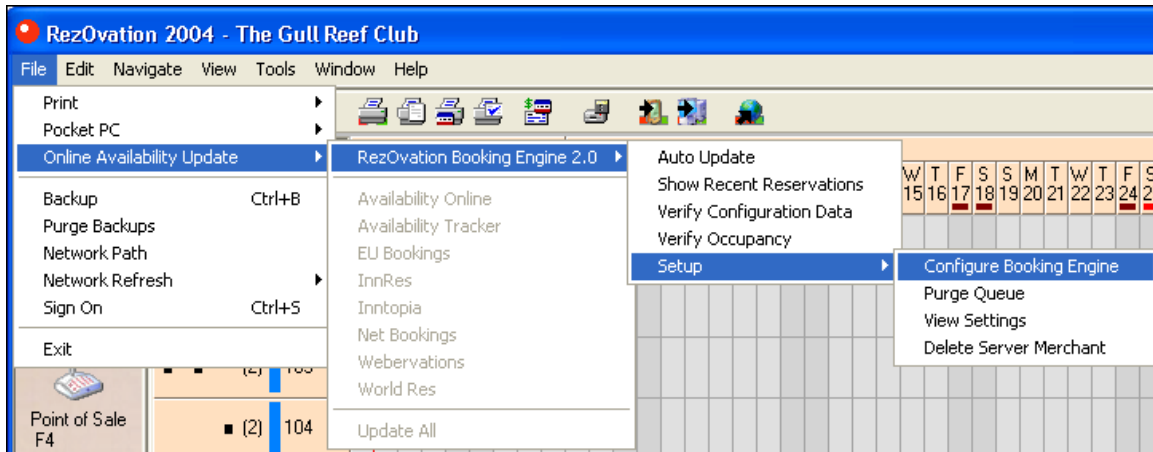
- Account Information (property address, phone, e-mail address, website)
- Taxes
- Point of Sale Items
- Packages
- Rates
- Referral Sources
- Reasons for Reservation



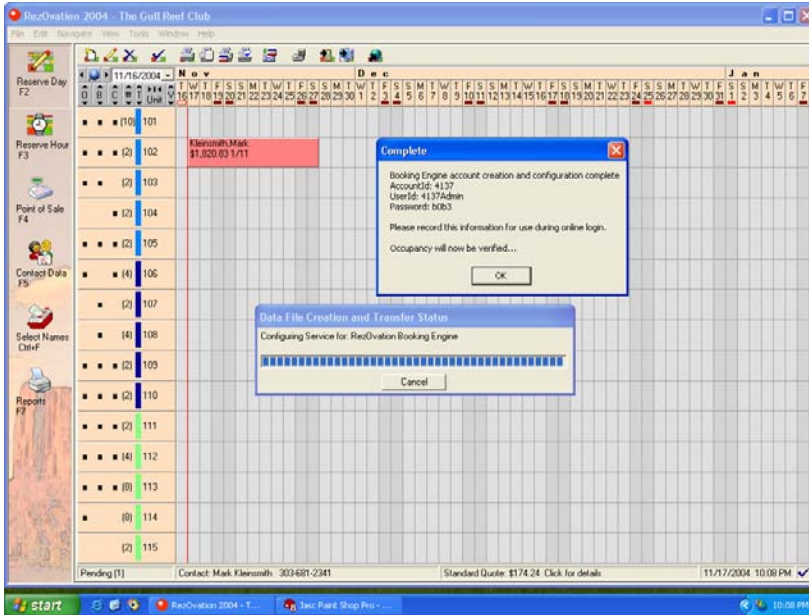
**Please contact the RezOvation Support Desk if you have any questions about configuring your RezOvation Desktop data prior to uploading to the RezOvation Booking Engine.**

To upload RezOvation Desktop settings to the RezOvation Booking Engine, launch RezOvation Desktop and click:

File > Online Availability Update > RezOvation Booking Engine 2.0 > Setup > Configure Booking Engine



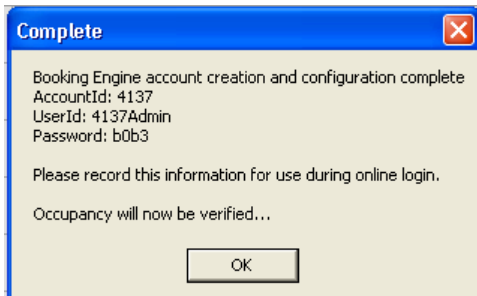
After selecting the “Configure Booking Engine” option, RezOvation Desktop settings are automatically transferred to the RezOvation Booking Engine and the “Complete” window is displayed.



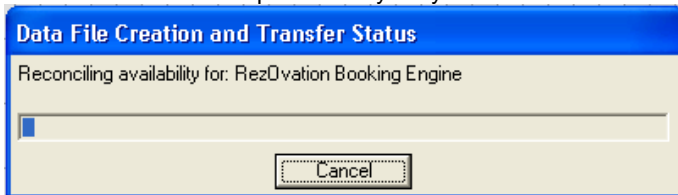
The “Complete” window lists important information for logging into the RezOvation Booking Engine’s Online Administrative Interface, including your property’s UserID and Password.



***Make a note of the UserID and Password displayed in the Complete window. This information is required for accessing the RezOvation Booking Engine’s Online Administrative Interface. The Online Administrative Interface is used for completing settings that are specific to the RezOvation Booking Engine.***



After writing down the UserID and Password, click OK in the Complete window. Next, occupancy is verified and RezOvation Desktop availability is synchronized with the RezOvation Booking Engine.



***The password assigned during the upload process can be changed when logging into the RezOvation Booking Engine for the first time.***

## AUTO UPDATE

After completing the initial RezOvation Booking Engine configuration, turn on the Auto Update feature in RezOvation Desktop (File > Online Availability Update > RezOvation Booking Engine 2.0 > Auto Update).

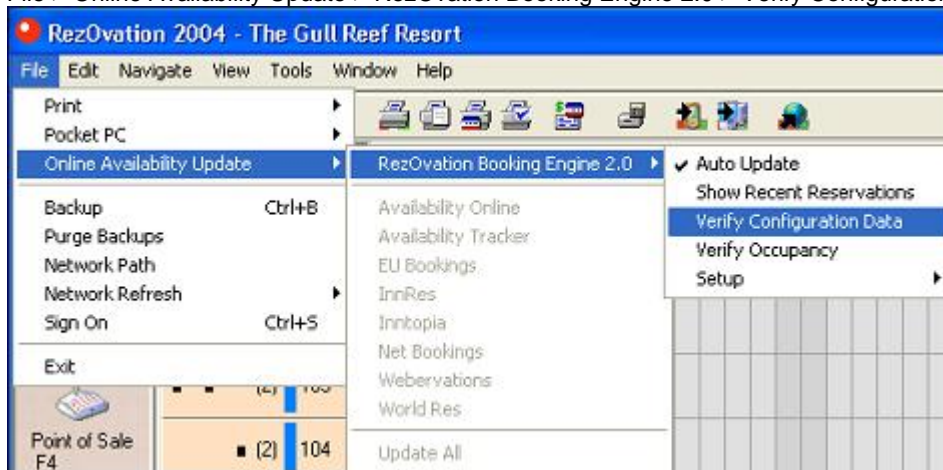


The Auto Update feature automatically synchronizes availability between RezOvation Desktop and the RezOvation Booking Engine.

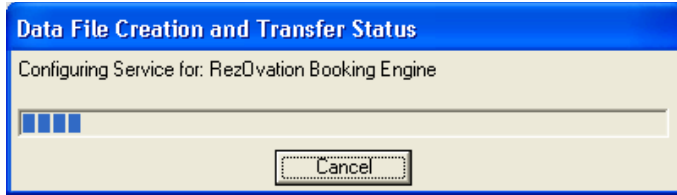
## UPLOADING REZOvation DESKTOP CHANGES

From time to time you may want to change settings that were uploaded from RezOvation Desktop to the RezOvation Booking Engine, for example, unit rates, taxes, or point of sale items. You should ONLY make changes to these settings in RezOvation Desktop. Once you have changed key information within RezOvation Desktop, you may then upload these changes to an existing RezOvation Booking Engine account. When these RezOvation Desktop configuration settings are changed, for example, a new Reason for Reservation is added, the change is made in RezOvation Desktop and then uploaded to the Booking Engine using the following RezOvation Desktop menu option.

File > Online Availability Update > RezOvation Booking Engine 2.0 > Verify Configuration Data



After selecting the Verify Configuration Data option, RezOvation Desktop automatically creates a configuration file and uploads it to the RezOvation Booking Engine.



After transferring the configuration file to the RezOvation Booking Engine, the Complete window is displayed and occupancy is synchronized between RezOvation Desktop and the RezOvation Booking Engine.



**RezOvation recommends making a batch of changes in RezOvation Desktop and then uploading the batch to the RezOvation Booking Engine. Because occupancy is verified as part of the Verify Configuration process, as more and more reservations are added, it will take longer to complete this process.**

### **NOTE REGARDING CONFIRMATION LETTERS**

The “No Payment” and “Deposit Paid” confirmation letters are uploaded from RezOvation Desktop to the RezOvation Booking Engine during the initial configuration ONLY. They are NOT uploaded as part of the Verify Configuration Data utility described above. Changes to letters that should be reflected in both RezOvation Desktop and the RezOvation Booking Engine must be made twice, once in the Desktop software and again in the Booking Engine’s Online Administrative Interface.

## **3. ACCOUNT LEVEL SETUP**

Once RezOvation Desktop data is uploaded to the RezOvation Booking Engine, Booking Engine specific settings can be completed using the RezOvation Booking Engine’s Online Administrative Interface. Access the Online Administrative Interface by entering the following URL in your Internet Browser.

[http://www.rezovation.net/booking\\_engine/](http://www.rezovation.net/booking_engine/)

(Please note there is an underscore between the words ‘booking’ and ‘engine’.)

Login to the RezOvation Booking Engine’s Online Administrative Interface and select your property.



After selecting your property, expand the Account Level Setup Menu. There are twelve links in the Account Level Setup Menu, each described below.



**Optional Account Level Setup Menu links, Point of Sale, Packages, Upload Images, and Assign Unit Type Images are not required for taking the RezOvation Booking Engine live.**

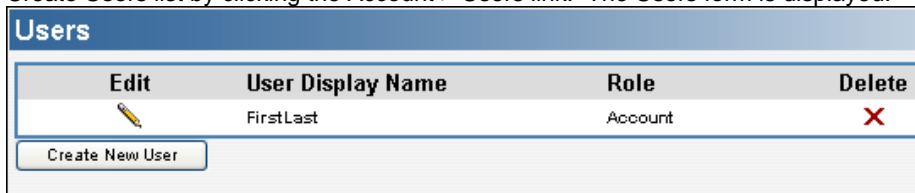
## ACCOUNT INFORMATION

Click the Account > Account Information link to display the Account Details form. All of the information contained in this form is uploaded from RezOvation Desktop except:

1. Account Type - For companies configuring a single property in the RezOvation Booking Engine, set this field to "Single Property."
2. Primary Contact – Normally the property's owner.
3. Secondary Contact – One of the property's managers.

## USERS

You will need to create a user profile for each employee that will use the RezOvation Booking Engine. The RezOvation Booking Engine allows for multiple users with similar or different account permission settings. Permission settings grant full or limited access to key property information such as unit rates and policies. Create Users list by clicking the Account > Users link. The Users form is displayed.



Click the Create New User button. A blank User Details form is displayed. Complete the form for each user that will have access to the RezOvation Booking Engine.

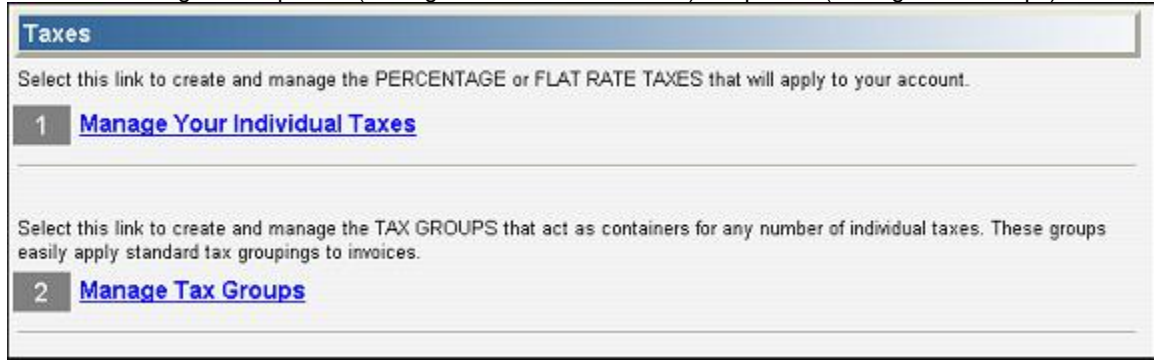
A description of each field in the User Details form is included in the following table.

FIELD	DESCRIPTION
First Name	Enter the user's first name.
Last Name	Enter the user's last name.
User Name	Enter a unique name that this user will use when logging into the RezOvation Booking Engine's Online Administrative Interface.
Password	Enter the password that this user will use when logging into the RezOvation Booking Engine's Online Administrative Interface.
Confirm	Enter the password a second time.
E-Mail Address	Enter the user's e-mail address.
User Role	If the User should have access to the Account menu, set the User Role to Account. To restrict the user from seeing the Account menu, set the User Role to Property.
Permissions	Users with Administrator permissions are allowed to add other users.

## TAXES

Taxes are configured in RezOvation Desktop using the Taxes, Deposits, Discounts tab, accessed by clicking Tools > Unit and Rate Setup. The Taxes defined in RezOvation Desktop are transferred as Individual Taxes in the RezOvation Booking Engine. The Tax Class Groupings defined in RezOvation Desktop are transferred as Tax Groups in the RezOvation Booking Engine.

View Individual Taxes and Tax Groups in the RezOvation Booking Engine by clicking the Account > Taxes link and selecting either option 1 (Manage Your Individual Taxes) or option 2 (Manage Tax Groups).



**Any changes to Individual Taxes or Tax Groups MUST be made through RezOvation Desktop. After making changes to Individual Taxes or Tax Groupings in RezOvation Desktop, upload the changes to the RezOvation Booking Engine using the Verify Configuration Data utility. To reduce processing time, upload changes in a batch.**

## POINT OF SALE (OPTIONAL)

POS Categories and POS Items are uploaded from RezOvation Desktop to the RezOvation Booking Engine via the configuration upload. POS Items and Categories are then accessed in the RezOvation Booking Engine's Online Administrative Interface through the Account > Point of Sale menu.

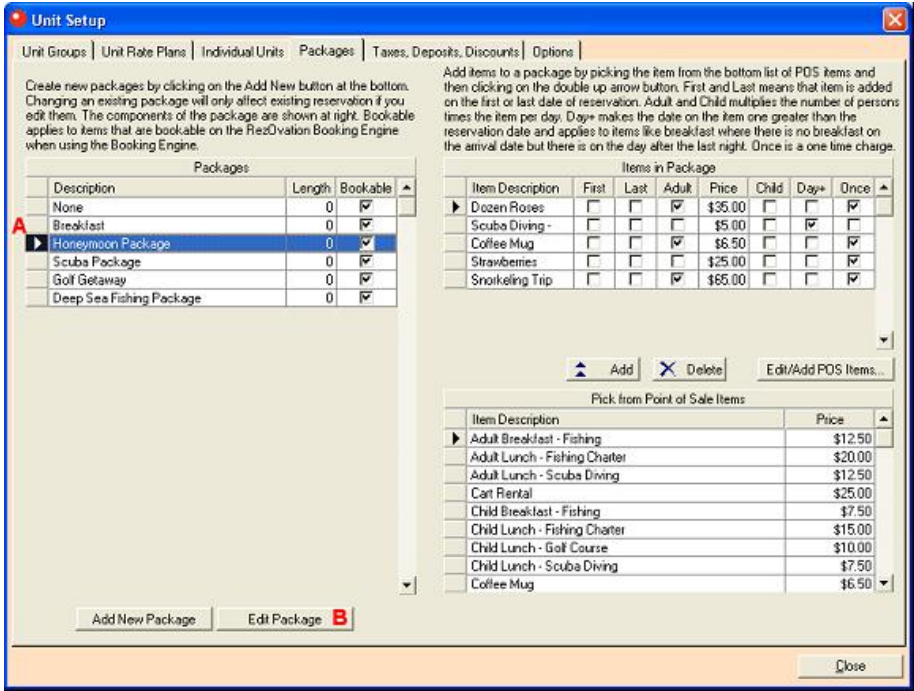


**Any changes to POS Categories or Items MUST be made through RezOvation Desktop. After making changes to POS Categories or Items in RezOvation Desktop, upload the changes to the RezOvation Booking Engine using the Verify Configuration Data utility. To reduce processing time, upload changes in a batch.**

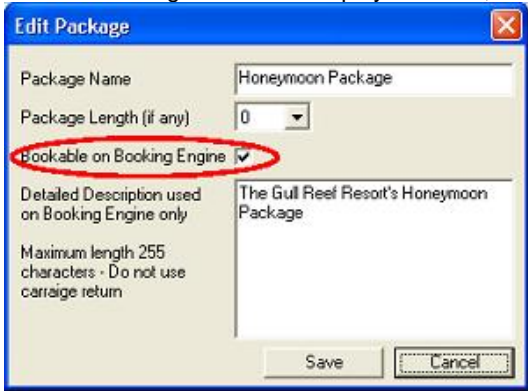
## PACKAGES (OPTIONAL)

Packages are defined in RezOvation Desktop by clicking Tools > Unit and Rate Setup and selecting the Packages link.

To make a Package available to guests making reservations through the RezOvation Booking Engine, highlight the Package (A) and click the Edit Package button (B).



The Edit Package window is displayed. Here, enter a checkmark in the “Bookable on Booking Engine” field.



Packages that are marked as “Bookable” in RezOvation Desktop are automatically transferred to the Booking Engine via the configuration upload. Once Packages are uploaded to the RezOvation Booking Engine, they can be viewed by clicking the Account > Packages link.



**Any changes to Packages MUST be made through RezOvation Desktop. After making changes to Packages in RezOvation Desktop, upload the changes to the RezOvation Booking Engine using the Verify Configuration Data utility. To reduce processing time, upload changes in a batch.**

## RATES

In RezOvation Desktop, Rate Plans, Rate Names, and Rate Seasons are configured by clicking Tools > Units and Rate Setup and selecting the Unit Rate Plans tab. All current and future rate information configured in RezOvation Desktop is uploaded to the RezOvation Booking Engine via the configuration upload.

Once uploaded, rate information can be viewed by clicking the Account > Rates link. Here, each Rate Plan is listed. By clicking the "+" associated with a specific Rate Plan, the file will expand to show Rate Names and Rate Seasons.



**Rates for dates in the past are NOT uploaded from RezOvation Desktop to the RezOvation Booking Engine.**



**Any changes to Rate Plans, Rates Names, or Rate Seasons MUST be made through RezOvation Desktop. After making changes to Rate Information in RezOvation Desktop, upload the changes to the RezOvation Booking Engine using the Verify Configuration Data utility. To reduce processing time, upload changes in a batch.**

## UPLOAD IMAGES (OPTIONAL)

Images are **NOT** uploaded from RezOvation Desktop to the RezOvation Booking Engine. Images can be used to entice Internet guests to book reservations at your property. They can be uploaded to the RezOvation Booking Engine and assigned to one of the image categories listed in the following table.

CATEGORY	DESCRIPTION
PropertyOnly	A photo of the property, a room type, or a common guest area.
UnitOnly	A photo of a specific accommodation.
PointofSaleOnly	A photo of a point of sale item.
NoCategory	A photo that has been uploaded but not currently in use.

Upload images using the Account > Upload Images link. Images should be in digital format, using high quality JPEG photos no larger than 200 pixels high by 300 pixels wide.

Sample images, along with a brief description and the applicable Image Category, are included in the following table.



IMAGE	DESCRIPTION	IMAGE CATEGORY
	Pool Deck View	Property
	The Beach	Property

PHOTO	DESCRIPTION	IMAGE CATEGORY
	Property Gardens	Property
	Rooms with a King Bed	Property
	Rooms with Two Queen Beds	Property
	The Honeymoon Suite	Unit

## ADD A NEW IMAGE

Use the following steps for adding images.

1. From the Online Administrative Interface, click the Account > Upload Images link.
2. The Upload Images form is displayed. Click the Add a New Photo button.
3. The Photo Details form is displayed.
4. Enter a description (1) and the path to the image (2). The Browse button can be used to locate the image. Choose a photo category from the drop-down list (3). Categories include PropertyOnly, UnitOnly, PointofSaleOnly, and NoCategory.

5. Click the "Upload File!" button.
6. The image is now listed in the Upload Images form. Click the Add a New Photo button again to upload the next image.

## CREATE AMENITIES

Amenities are **NOT** uploaded from RezOvation Desktop to the RezOvation Booking Engine. In the RezOvation Booking Engine, amenities can be used by Internet guests when searching for rooms or for describing the property as a whole. Amenities that help guests search for rooms are called searchable amenities.

For example, an Internet guest at a beachfront property may be looking for a room with an "Ocean View." In this example, the term "Ocean View" is a searchable unit-level amenity that will allow a guest to find accommodations with an "Ocean View."

Amenities that describe the property as a whole are known as standard amenities. An example of a standard amenity is the Pool/Pool Bar at a beachfront hotel. All guests have access to this amenity.

The following table lists examples of Standard and Unit-Level Amenities.

STANDARD AMENITIES	UNIT-LEVEL AMENITIES
Pool/Pool Bar	Jacuzzi Tub
Spa	Balcony
Exercise Room	King Bed
Watersport Rentals	Ocean View
Scuba Diving	Handicap Accessible
	Non-Smoking



**All amenities are defined in the RezOvation Booking Engine Account Level Setup Menu. They are flagged as searchable or non-searchable during Unit Level Setup. Use the following steps for adding a new amenity that will later be assigned to either the property as a whole or a specific unit.**

## ADD A NEW AMENITY

1. In the RezOvation Booking Engine Online Administrative Interface, click the Account > Create Amenities link.
2. The Create Amenities form is displayed. Click the New Amenity button.
3. The Amenity Details form is displayed. Here, enter a description for the amenity (A) and click the Save Amenity button (B).

The screenshot shows the 'Amenity Details' form. At the top, there is a pencil icon and the title 'Amenity Details'. Below that is a 'Description' text box containing the text 'Pool/Pool Bar'. To the right of the text box is a red letter 'A'. Below the text box are two buttons: 'Cancel' on the left and 'Save Amenity' on the right. The 'Save Amenity' button is circled in red, and a red letter 'B' is placed to its right.

The new amenity is displayed in the amenity grid on the Create Amenities form.

The screenshot shows the 'Create Amenities' form. At the top, there is a pencil icon and the title 'Create Amenities'. Below that is a table with two columns: 'Edit Amenity Description' and 'Delete'. The first row of the table contains a pencil icon, the text 'Pool/Pool Bar', and a red 'X' icon. Below the table is a 'New Amenity' button. At the bottom of the form, there is a message: 'Your Amenity Was Saved Successfully'.

To add the next amenity, click the New Amenity button.

## REFERRAL SOURCES

Referral Sources are defined in RezOvation Desktop by clicking Tools > List Edit and selecting the Source/Reason tab. Entering a checkmark in the Bookable column makes the Referral Source available when guests book accommodations through the RezOvation Booking Engine.

The screenshot shows the 'List Edit' window. At the top, there are several tabs: 'States/Countries', 'Source/Reason', 'Occasions/Holidays', 'Interests/Titles', 'Payments', and 'Labels'. The 'Source/Reason' tab is selected and circled in red. Below the tabs is a text box with instructions: 'Sources can have categories and sub-categories. Enter the category, a colon (:), and the sub-category. Once you have assigned a source to contacts or invoices, any changes you make to the line will be carried over to all previously assigned to that line.' Below this is another text box: 'Enter the guest's reason for visiting your property.' Below the text boxes are two tables. The first table is titled 'Referral Source Description' and has two columns: 'Description' and 'Bookable'. The second table is titled 'Reasons for Reservation' and has two columns: 'Description' and 'Bookable'. Both tables have checkmarks in the 'Bookable' column. At the bottom of the window, there are two 'Add New' buttons and a 'Close' button. A red message at the bottom reads: 'Quotation ( " " ) marks are not allowed in list items. Do not use the quote character.'

Referral Sources defined in RezOvation Desktop and marked as Bookable are uploaded to the RezOvation Booking Engine via the initial configuration upload.

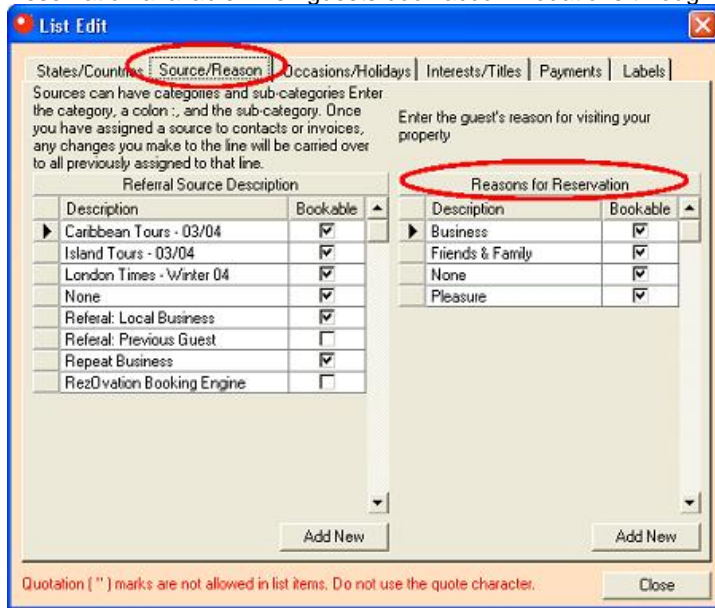
From the RezOvation Booking Engine's Online Administrative Interface, click the Account > Referral Sources link to view Referral Sources uploaded from RezOvation Desktop.



**Any changes to Referral Sources MUST be made through RezOvation Desktop. After making changes to Referral Sources, upload the changes to the RezOvation Booking Engine using the Verify Configuration Data utility. To reduce processing time, upload changes in a batch.**

## REASONS FOR RESERVATION

The “Reasons for Reservation” list is defined in RezOvation Desktop by clicking Tools > List Edit and selecting the Source/Reason tab. Entering a checkmark in the Bookable column makes the Reason for Reservation available when guests book accommodations through the RezOvation Booking Engine.



“Reasons for Reservation” defined in RezOvation Desktop and marked as Bookable are uploaded to the RezOvation Booking Engine via the initial configuration upload.

From the RezOvation Booking Engine’s Online Administrative Interface, click the Account > Reasons for Reservation link for viewing the Reasons for Reservation list.



**Any changes to the Reasons for Reservation list MUST be made through RezOvation Desktop. After making changes to the Reasons for Reservation list, upload the changes to the Booking Engine using the Verify Configuration Data utility. To reduce processing time, upload changes in a batch.**

## ASSIGN UNIT TYPE IMAGES (OPTIONAL)

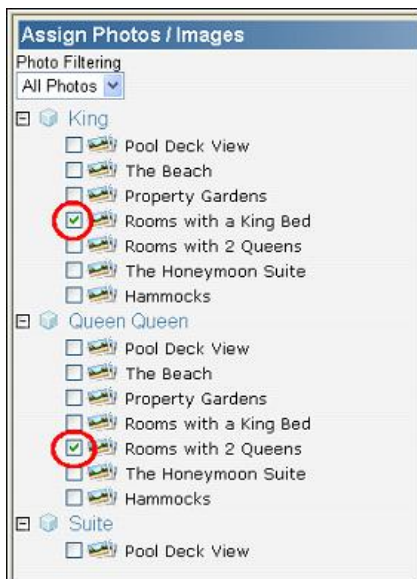
In order for Internet guests to become familiar with a property's unit types (King, Queen Queen, and Suite), the RezOvation Booking Engine Account > Assign Unit Type Images link can be used to assign an image to a unit type. Only those images uploaded using the Account > Upload Images link can be assigned to a unit type. Use the following steps for assigning an image to a unit type.

1. In the RezOvation Booking Engine Online Administrative Interface, click the Account > Assign Unit Type Images link.
2. The Assign Photos/Images form is displayed. Here, a list of unit types is displayed along with a description of each image uploaded in the Account > Upload Images link.



The screenshot shows the 'Assign Photos / Images' form. At the top, there is a 'Photo Filtering' section with a dropdown menu set to 'All Photos'. Below this, there are three main categories: King, Queen Queen, and Suite. Each category has a list of images with checkboxes next to them. The King category includes: Pool Deck View, The Beach, Property Gardens, Rooms with a King Bed, Rooms with 2 Queens, The Honeymoon Suite, and Hammocks. The Queen Queen category includes: Pool Deck View, The Beach, Property Gardens, Rooms with a King Bed, Rooms with 2 Queens, The Honeymoon Suite, and Hammocks. The Suite category includes: Pool Deck View.

To assign an image to unit type, enter a checkmark next to the appropriate image description.



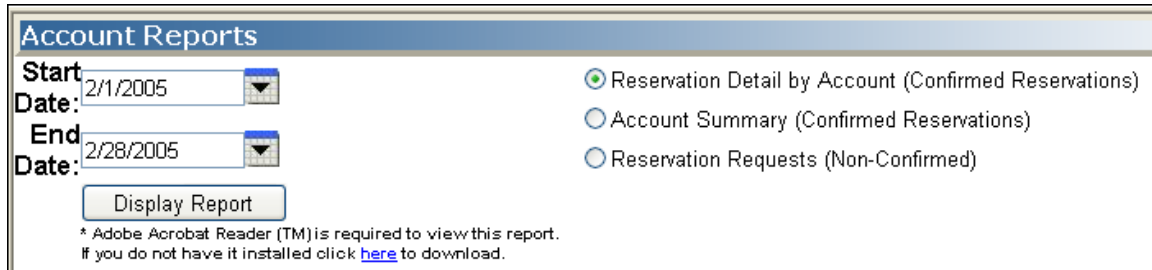
This screenshot is identical to the previous one, but with two checkboxes checked. In the King category, the checkbox for 'Rooms with a King Bed' is checked. In the Queen Queen category, the checkbox for 'Rooms with 2 Queens' is checked. Both checked checkboxes are circled in red.

## REPORTS

There are three reservation reports included with the RezOvation Booking Engine.

1. Reservation Detail by Account (Confirmed Reservations)
2. Account Summary (Confirmed Reservations)
3. Reservation Requests (Non-Confirmed)

To run a report, select its corresponding radio button, enter beginning and ending reservation dates from drop-down calendars, and click the Display Report button.




**Note – the Adobe Acrobat Reader is required for viewing Account Reports. The Adobe Acrobat Reader can be downloaded free of charge from the Adobe website – [www.adobe.com](http://www.adobe.com).**

## 4. PROPERTY LEVEL SETUP

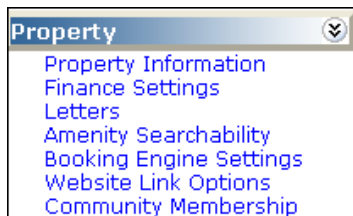
The Property Level Setup Menu can be used for configuring the RezOvation Booking Engine for multiple properties. For example, a group of three related properties owned by the same company would be configured under one Account. However, specific information about each property would be defined in the Property Level Setup Menus. An example of the specific information for each property that is defined in the Property Level Setup Menu is a guest letter. While many of the policies for individual properties owned by the same company may apply to all three properties (cancellation policies and deposit rules), the letters that guests receive will be unique, even if the changes are subtle, such as property addresses, directions, and specific amenities.



**For companies configuring a single property in the RezOvation Booking Engine, the Account Level and Property Level Setup Menus have a one-to-one correlation.**

This section takes you through the Property Level Setup Menu for a single property. The variance for multiple property situations is that a unique Property Level configuration is created for each specific entity.

The Property Level Setup Menu is organized in the order in which forms should be completed, beginning with Property Information and ending with Community Membership.



## PROPERTY INFORMATION

The RezOvation Booking Engine Property > Property Information link is used for viewing, adding, editing, and deleting property specific information. For companies with multiple properties, a Property Information form will be completed for each unique property. For companies managing only one property, the Property Information form is essentially a review of the details entered in the Account > Account Information form.

Click the Property > Property Information link and then the "Create New Property" button to display the Property Details form.

**Property Details**

Business Name: The Gull Reef Resort

Description: The Gull Reef Resort - feel at home at the most inviting Caribbean getaway this side of paradise.

Address: Maxwell Coast Road

Address 2: Box 4708

City: Christ Church

State: [Dropdown] Zip: [Input]

Country: Barbados [Dropdown]

Primary Contact: [Input]

Secondary Contact: [Input]

Primary Phone: 246-681-2341

Fax Number: 246-681-9999

Toll-Free Number: 800-555-1111

Email: res@gullreefresort.com

Web Address: www.yahoo.com

Property Type: Bed and Breakfast [Dropdown]

Date Format: mm/dd/yyyy [Dropdown]

Desktop Software: RezOvation [Dropdown]

Community:  Bookable?:

DemoMode?:  Active?:

ODS Property Code: NONE

Buttons: Save Property, Cancel

All fields on the Property Details form have been previously defined in the Account Information form, except:

1. Description
2. Property E-Mail
3. Property Type
4. Date Format
5. Desktop Software

## FINANCE SETTINGS

The RezOvation Booking Engine Property > Finance Settings link is used to specify billing information for deducting RezOvation commissions for online reservations.

Use the following steps for completing the Billing Information form.

1. Click the Property > Finance Settings link.
2. The Finance Settings form is displayed for the selected property.

Finance Settings			
Edit	Business Name	Description	Contact Phone # Email Web
	The Gull Reef Resort	The Gull Reef Resort - feel at home at the most inviting Caribbean getaway this side of paradise.	246-681-2341 <a href="#">email</a> <a href="#">web</a>

Click the edit icon ().

3. Complete the Billing Information form.

The following table describes the fields in the Billing Information form.

FIELD	DESCRIPTION
Billing Name	Enter the property's billing contact.
Billing Address	Enter the billing contact's street address.
Address 2	PO Box or additional address information.
City	Billing City
State	Billing State
Zip	Billing Zip
Billing Phone Number	Billing Phone Number
Credit Card Number	Enter the credit card number that will be used to pay commissions for RezOvation Booking Engine reservations.
Expiration Month	Credit Card Expiration Month
Expiration Year	Credit Card Expiration Year
ECX Login ID	Enter the FNP Merchant Account login ID required to process transactions against the property's merchant account.
ECX Transaction Key	Enter the transaction key required to process transactions against the property's merchant account.

4. Click the "Save Billing Information" button.

---

## LETTERS

Two guest confirmation letters are automatically uploaded from RezOvation Desktop to the RezOvation Booking Engine during the initial configuration process.

1. No Payment
2. Deposit Paid

After configuring the RezOvation Booking Engine, letters can be viewed by clicking the Property > Letters link and selecting a letter.



***The Deposit Paid letter is uploaded from RezOvation Desktop to the RezOvation Booking Engine and named "Reservation Confirmation." The "No Payment" letter is uploaded and named "Reservation Request."***



***Letters are ONLY uploaded when the Booking Engine is initially configured. They are NOT uploaded as part of the Verify Configuration Data utility (see page 10). Changes to letters that should be reflected in both RezOvation Desktop and the RezOvation Booking Engine must be made twice, once in the Desktop software and again in the Booking Engine's Online Administrative Interface.***

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## AMENITY SEARCHABILITY

Amenities describe property features. There are two scenarios for Property Level Amenities, each described below.

### **PROPERTY LEVEL AMENITIES – MULTIPLE PROPERTIES**

All amenities, regardless of property, are defined using the RezOvation Booking Engine Account > Create Amenities link. The Property > Property Amenity Searchability link is then used to assign specific amenities to their respective property.

While assigning amenities to specific properties, property-wide amenities may be marked as searchable. With searchable property-wide amenities, Internet guests would be able to find a property with specific amenities (i.e. – an Indoor Pool) as well as rooms with specific amenities (i.e. – a King Bed).

### **PROPERTY LEVEL AMENITIES – SINGLE PROPERTIES**

For companies configuring a single property in the RezOvation Booking Engine, the Property > Property Amenity Searchability link is used for defining "Property-wide" amenities. A Property-wide amenity is one that all guests have access to, for example, a Pool and Pool Bar.

While attaching amenities to a specific property, the amenity can be marked as "searchable" for the benefit of customers investigating specifics in an online reservation. For companies configuring a single property in the RezOvation Booking Engine, marking Property-wide amenities as searchable would offer little benefit as all guests would have access. For example, a beachfront property may have an amenity called Pool/Pool Bar. Marking this amenity as searchable would have little benefit to Internet guests because regardless of the unit the guest stays in, he or she will have access to the Pool and Pool Bar. In other words, marking the amenity Pool/Pool Bar will not help the guest find a room.

## **ASSIGN AN AMENITY**

Use the following steps for assigning property-level amenities in the RezOvation Booking Engine.

1. Click the Property > Amenity Searchability link.
2. All amenities previously defined in the RezOvation Booking Engine Account Level Setup are displayed. To mark a property-wide amenity as searchable, enter a checkmark next to its description.

**Property Amenity Searchability**

Check the property amenities below to use them as a 'searchable' criteria (or filter). This will allow your guests to perform complex searches.

**Be aware that this may also significantly limit the availability that is returned to your guests.**

The Gull Reef Resort

- Exercise Room
- Watersport Rentals
- Spa
- Scuba Diving
- Pool/Swim-Up Pool Bar

## **BOOKING ENGINE SETTINGS**

The Booking Engine Settings link on the Property menu is the gateway for defining how the RezOvation Booking Engine reacts when an Internet guest makes an online booking. The categories for configuring the RezOvation Booking Engine are listed below.

- Customer Payment Setting
- Guest Page Design
- Reservation Defaults
- Property Details
- Availability Calendars
- Guest Tracking
- Guest Page Behavior

Each main category is an expandable list that contains specific default settings.



***When configuring the RezOvation Booking Engine for the first time, it is important to work through the specific default settings in each main category, setting each one so that the RezOvation Booking Engine is configured to meet your property's needs.***

## **CUSTOMER PAYMENT SETTING**

Use the Customer Payment Settings to define:

1. How the RezOvation Booking Engine reacts when a customer payment is rejected.
2. Accepted forms of payment at the property.
3. Online deposit requirements.

### ***When Customer Payment is Rejected***

When an Internet guest makes an online reservation, the RezOvation Booking Engine is normally configured to require payment. If the Internet guest's credit card is rejected, the RezOvation Booking Engine can react in one of four ways, each described below.

1. The booking is processed in RezOvation Desktop as a "Reservation No Payment." The Internet guest receives a Reservation Request e-mail confirmation.
2. The reservation is processed as a confirmed booking but marked as a reservation with a balance due. It is then the property's responsibility to contact the guest and process a valid deposit. The guest receives a Reservation Confirmation e-mail.
3. The reservation is NOT processed. However, the property's primary contact is notified via e-mail that the Internet guest attempted a booking.
4. The reservation is NOT processed. The Internet guest is prompted to submit a valid form of payment.

### ***Accepted Forms of Payment***

Use the Accepted Forms of Payment form for defining the types of online payment accepted at the property.

**Accepted Forms of Payment**

Mastercard     Carte Blanche     Cash

Visa     Electronic Check     Bed & Breakfast.com Gift Certificate

Discover     Pay Pal     Diners Club

American Express     Check

### ***Online Deposits***

The Internet guest is required to submit a deposit while booking an online reservation. There are several online deposit options available. These options are stored in the "Online Booking Deposits Setup" form.

**Online Booking Deposits Setup**

% of Total     % of Last Day

% of Avg. Day     FIXED AMOUNT

% of 1st Day

Include Tax?

Calculate Single Day at 100%?

Percentage/  
Dollar Amount  
Field

In the example above, 100% of the first day's rate is required as a deposit.

## ONLINE RESERVATION PAGE APPEARANCE

Use the Online Reservation Page Appearance link for customizing the look and feel of the RezOvation Booking Engine. There are two text sections of the RezOvation Booking Engine that can be customized – the header and the footer. Examples of each are displayed below.

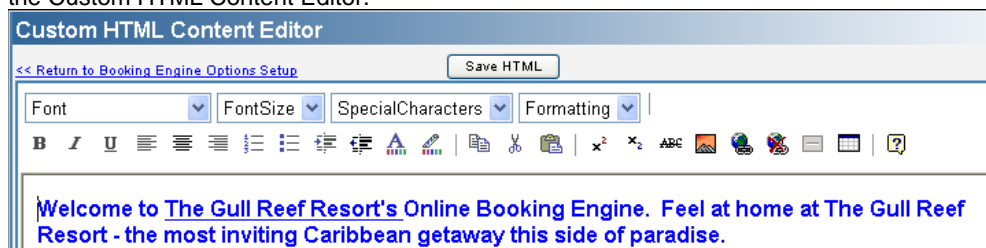


Text displayed in the header and footer sections is displayed throughout the online booking process. Therefore, text entered in the header and footer should be general in nature, describing the property. In addition to text, hyperlinks and images can be displayed in the header and footer. Hyperlinks are clickable text and/or images that re-direct the Internet guest to another web page. By default, hyperlinks are displayed as underlined text. In the sample above, the text "The Gull Reef Resort's" is a hyperlink. When a guest clicks this text, he is re-directed to the Property's website home page (<http://www.gullreefresort.com>).

The RezOvation Booking Engine's background and default text colors are also set using the Booking Page Configuration link on the Property menu.

### Design Header/Footer

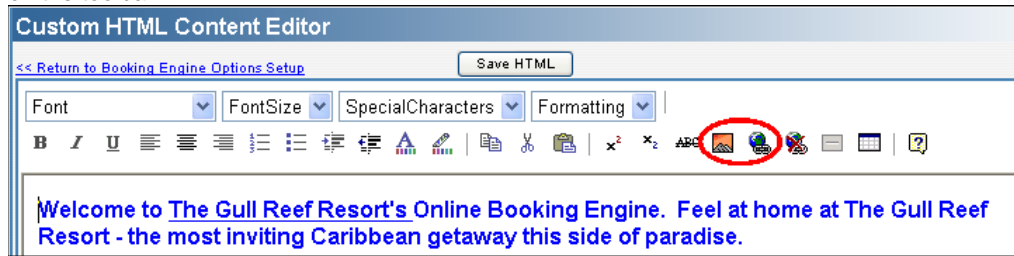
Formatted text, hyperlinks, and graphics can be added to the RezOvation Booking Engine's header and footer sections. The header and footer sections are updated using the Custom HTML Content Editor.



The Custom HTML Content Editor can be used like a word processing program. Text can be entered and then formatted using the Font Type and Font Size drop-downs, in addition to the Bold, Italic, Underline, Alignment, Bullet/Numbering, Indent, Font Color, and Text Highlighting tools.



In addition to these tools, graphics and hyperlinks can be added to the RezOvation Booking Engine's header and footer sections using the Insert Image and Add Link buttons on the toolbar.

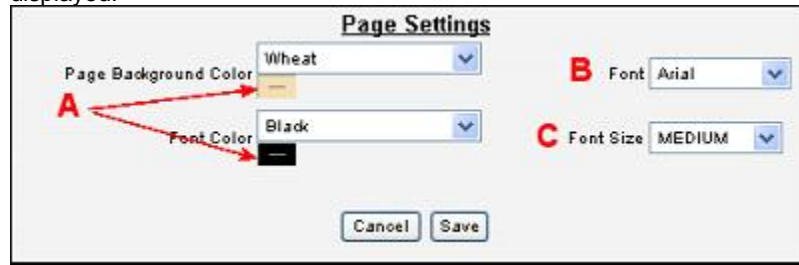


*For additional information about customizing the RezOvation Booking Engine's Header and Footer sections, please contact the RezOvation Support Desk.*

### Set Page Colors/Fonts

The RezOvation Booking Engine's background and default font colors, font style, and font size can be customized in the Page Settings form. Use the following steps for setting these defaults.

1. Click the Property > Booking Engine Settings link.
2. Click the "+" to the left of the Guest Page Design heading.
3. Select the option for "Set Page Colors/Fonts." The Page Settings form is displayed.



- A. Select a default Page Background Color from the color drop-down menu. After selecting a color, a preview (A) is displayed beneath the drop-down list. Use the same procedure for selecting the default font color.
  - B. Select a font style from the Font drop-down menu (B).
  - C. Set the default Font Size from the Font Size drop-down list (C).
4. Click the Save button.

## Preview My Pages

The Preview My Pages link can be used to view the changes made in the Design Header, Design Footer, and Set Page Fonts/Colors forms. Use the following steps for viewing these changes.

1. Select the Property > Booking Engine Settings link.
2. The Booking Engine Settings form is displayed. Click the "+" to the left of the Guest Page Design heading.
3. Select the Preview My Pages link. A sample page from the RezOvation Booking Engine is displayed. This sample displays the form guests see when searching for an available room.



Welcome to [The Gull Reef Resort's Online Booking Engine](#). Feel at home at [The Gull Reef Resort - the most inviting Caribbean getaway this side of paradise](#).

Check Availability Step 1 of 4

Arrive:

Depart:

Nights:

Reservations powered by  RezOvation Booking Engine

[The Gull Reef Resort](#)



## RESERVATION DEFAULTS

The following settings are stored in the Reservation Defaults section of the "Booking Engine Settings" form.

1. The setting that determines how the Booking Engine reacts when an Internet guest searches for a room when there are no rooms available.
2. Settings for the default number of adults, children, and length of stay.
3. The setting that defines the maximum number of days, weeks, months, or years in the future in which online bookings will be accepted.
4. The minimum number of days (from the current date) in which online reservations are accepted.
5. The setting that defines how reservation Sources & Reasons will be selected or assigned to online bookings.
6. The setting that determines the amount of detail displayed to guests when viewing reservation charges online.

## When No Availability is Returned

The following options are available when an Internet guest searches for a room during sold out dates. These options are listed under the Booking Engine Settings > Reservation Defaults > When No Availability is Returned link.

OPTION	DESCRIPTION
Do Nothing	The Internet guest only sees that there are no rooms available. The guest must then search for a room using different arrival and departure dates.
Display the Following Message	A message can be entered that displays when an Internet guest searches for a room during a sold out period. When this option is selected, a text box is displayed in the "When No Availability is Returned" form. Use the text box for entering a "sold out" message.
Display the Following Message & Send Me an E-Mail with the Guest's Contact Info.	With this option selected, a "sold out" message is entered in the text box. This message is displayed when a guest searches for a room during sold out dates. In addition to displaying the sold out message, the guest's contact information is e-mailed to the property contact.
Display the Following Message and Add to Wait List (RezOvation Desktop Users Only)	As with the previous setting, a "sold out" message is entered in the text box. This message is displayed when a guest searches for a room during sold out dates. In addition to displaying the sold out message, the guest is added to the wait list for the requested arrival and departure dates.  <i>This option is only available to RezOvation Desktop users.</i>

## Default Reservation Values


The Internet guest's first step in booking an online reservation is to enter arrival and departure dates along with the number of adults and children in the party. This information is entered in the Check Availability form.

**Check Availability**

Arrive:  Adults:

Depart:  Children:

Length:  night(s)

Reservations Powered by  RezOvation Booking Engine

Default values for the number of adults, children, and number of nights can be specified in the Online Booking Defaults form, accessed by clicking the Booking Engine Settings > Reservation Defaults > Default Reservation Values link.

### **Max Time to Accept Reservations**

Use the Property > Booking Engine Settings > Reservation Defaults > Max Time to Accept Reservations link for defining the amount of time in the future in which online bookings will be accepted. The number of days, weeks, months, or years is specified by selecting the corresponding radio button.

### **Min. Time (from today) to Accept Reservations**

In order to reduce confusion at the Front Desk, a property can elect to restrict online reservations for guests arriving on the current date, or guests arriving one or two days from the current date. This setting is defined by clicking the Property > Booking Engine Settings > Reservation Defaults > Min. Time (from today) to Accept Reservations link.

### **Sources & Reasons**

Sources are used for determining how Internet guests found out about your property. Reasons describe why an Internet guest is visiting your property. When used effectively, Sources & Reasons can identify successful advertising campaigns and profitable market segments.

There are three options available for determining how the RezOvation Booking Engine handles Sources & Reasons for online bookings.

1. Allow the Internet guest to choose a Source and a Reason. Using this option, the Internet guest is prompted for how he/she found out about the property and why they are visiting. However, with option 1, the Internet guest is **not required** to enter a Source or Reason.
2. Force the Internet guest to select a Source and a Reason. With option 2 selected, the Internet guest cannot bypass these fields when making an online reservation.
3. Automatically assign a Source and Reason to all Internet bookings. With this option selected, the guest is not prompted for either a Source or a Reason. These two fields are completed automatically based on the pre-defined settings in the Sources/Reasons form. Properties selecting this option may be satisfied by knowing the booking came from the RezOvation Booking Engine.



**Sources & Reasons are uploaded from RezOvation Desktop to the RezOvation Booking Engine.**

### **Guest View Invoice Type**

The RezOvation Booking Engine's invoice can be customized based on the amount of detail that is displayed. Guest invoices, based on estimated charges, are displayed during the booking process.

There are three Guest Invoice options, described below.

1. Line Item Summary - each charge is displayed on the guest invoice.
2. Daily Summary - the guest views an invoice that sub-totals charges by day.
3. Reservation Summary - the guest invoice displays one total for the entire reservation.

Select a Guest Invoice Type by clicking the Booking Engine Settings > Reservation Defaults > Guest View Invoice Type link.

## **PROPERTY DETAILS**

A default property logo, photo, and description can be defined under the Property Details heading on the Booking Engine Settings form. In addition, reservation Terms & Conditions along with any property Restrictions are defined using links under this same heading.

The property photo and logo are displayed throughout the online booking process. The description, terms, and restrictions entered in this section can be displayed once the online booking is complete and used in the confirmation e-mail sent to the Internet guest.

### ***Set Property Photo/Logo***

Use the following steps for defining a property logo and/or photo.

1. Click the Property > Booking Engine Settings link.
2. Click the "+" to the left of the Property Details heading and select the option for Set Property Photo/Logo.
3. The Property Photo/Logo form displays. Use the drop-down lists for selecting a property photo and or logo. Images available in these drop-down lists were previously uploaded using the RezOvation Booking Engine Account > Upload Images link. Images added to the "PropertyOnly" category are displayed in the drop-down lists.



***The property photo is displayed during intra-property searches for companies configuring multiple properties. It is also used as the property photo for Global Distribution System (GDS) and Onward Distribution System (ODS) reservations.***

### ***Property Description***

Enter a detailed property description that can be displayed during intra-property searches for companies configuring multiple properties. This description is also used for Global Distribution System (GDS) and Onward Distribution System (ODS) reservations. The Property Description is entered using the following steps.

1. Click the Property > Booking Engine Settings link.
2. The Booking Engine Settings form is displayed. Click the "+" to the left of the Property Details heading.
3. Select the option for Property Description. The Property Detailed Description form is displayed.
4. Enter a detailed text description and click the Save button.

## Terms & Conditions

During the online booking process, a hyperlink to the property's Terms & Conditions is displayed after an Internet guest enters personal information and billing information.

<b>Name on Card:</b>	Jimmy Buffett
<b>Billing Address:</b>	1977 You Had to Be There Ln.
<b>Billing City:</b>	West Palm Beach
<b>Billing State:</b>	Margaritaville
<b>Postal Code:</b>	222A1A
<small>Please enter your credit card number with NO SPACES or DASHES. i.e: 4444444444444444</small>	
<b>Card Number:</b>	1111222233334444
<b>Expiration Date:</b>	09 / 09 (MM/YY)
<input type="checkbox"/> I accept the <a href="#">Terms &amp; Conditions</a> of this property.*	
<input type="button" value="Book Now !!!"/>	

If the Internet guest clicks the hyperlink "Terms & Conditions," the Property's Terms & Conditions are displayed.

Welcome to [The Gull Reef Resort's Online Booking Engine](#). Feel at home at [The Gull Reef Resort - the most inviting Caribbean getaway this side of paradise.](#)

**Terms & Conditions**

By booking this reservation, the guest agrees to the policies and procedures of The Gull Reef Club. Any changes or cancellations may be subject to a \$25 booking fee and possibly the forfeiture of any applicable deposit.

[The Gull Reef Resort](#)



These Terms and Conditions are entered using the following steps.

1. Click the Property > Booking Engine Settings link.
2. The Booking Engine Settings form is displayed. Click the "+" to the left of the Property Details heading.
3. Select the option for Terms & Conditions. The Terms & Conditions form is displayed.
4. Enter your property's Terms & Conditions and click the Save button.

## Restrictions

Property restrictions are displayed during the online booking process on the Reservation Details form.

Reservation Details:	Rate Details:
Unit Name: 103 - King	Avg. Rate: \$185.00 per night
Check In: 12/30/2004	Room Total: \$370.00
Check Out: 1/1/2005	Fees Total: \$0.00
Length: 2	Taxes: \$32.94
Max. Capacity: 2	Total Cost: \$402.94
Total Adults: 2	Due Now: \$175.00
Total Children: 0	
Purpose of your Visit? <input type="text"/>	
How Did you Find Us? <input type="text"/>	
<b>Policies</b> Cats are not allowed at The Gull Reef Club. Dogs are allowed in specified rooms with an additional \$125 security deposit. Smoking is NOT allowed in common areas or guest rooms.	
Reserve >>	
	
Reservations powered by  RezOvation Booking Engine	

Use the following steps for adding restrictions.

1. Click the Booking Engine Settings link on the Property menu.
2. The Booking Engine Settings form is displayed. Click the "+" to the left of the Property Details heading.
3. Select the option for Restrictions. The Restrictions form is displayed. Enter your property's restrictions and click the Save button. These Restrictions will then be displayed as Policies to the guest on the Reservation Details form.

## AVAILABILITY CALENDARS

The following settings are stored in the Availability Calendars section of the Booking Engine Settings form.

1. Select Calendar Type
2. Design Calendar
3. Get Calendar Link

### Select Calendar Type

By default, the first screen Internet guests see when booking accommodations on the RezOvation Booking Engine is the "Check Availability" form, displayed below.

Check Availability		Step 1 of 4
Arrive:	<input type="text" value="1/3/2005"/>	Adults: <input type="text" value="2"/>
Depart:	<input type="text" value="1/5/2005"/>	Children: <input type="text" value="0"/>
Nights:	<input type="text" value="2"/>	
Check Now !		
Reservations powered by  RezOvation Booking Engine		

Alternatively, an availability calendar may be used as a starting point for guests booking accommodations via the RezOvation Booking Engine. A calendar allows Internet guests to view either unit-level or property-level availability at a glance. With an availability calendar, the Internet guest can immediately see whether or not availability exists for specific dates.

RezOvation Booking Engine availability calendars can be displayed for:

1. A specific unit
2. The entire property

For properties who wish to display an availability calendar as the starting point for booking online reservations, select a RezOvation Booking Engine availability calendar by clicking the Property > Booking Engine Settings link. The Booking Engine Settings form is displayed. Here, click the Select Calendar Type link, listed under the Availability Calendars heading.

Five calendar options are listed in the Availability Calendar Selection form. The first two options are for displaying calendars for specific units. These options are used for properties who book online reservations for **specific units**. The last three options display a calendar for the entire property. These options are used for properties who book online reservations for **unit types**, for example King, Queen Queen, and Suite.

**Availability Calendar Selection**  
 << [Back To Booking Engine Setup](#)

Unit Availability - Scrollable Three Month Calendar View [see demo](#)

Unit Availability - Scrollable Single Month Calendar View [see demo](#)

Property Availability - Scrollable Single Week By Unit Grid [see demo](#)

Property Availability - Scrollable Three Month Calendar View [see demo](#)

Property Availability - Scrollable Single Month Calendar View [see demo](#)

This Calendar conveniently displays availability for the specified UNIT over a three month period. This calendar is scrollable on either the client computer or using a serverside postback depending on the clients browser configuration.

This Calendar displays availability for the specified UNIT using a single month classic calendar view. This Calendar is scrollable and will refresh the the client computer or through a server-side postback depending on the clients browser.

This Calendar is a Fully-Customizable Grid that lists all of your units down one column and a weeks worth of dates across the top. Availability & Occupancy can be displayed however you choose when you design the Calendar. This Calendar is also scrollable as far in the future as your choose to display your occupancy.

This Calendar conveniently displays availability for the specified UNIT over a three month period. This calendar is scrollable on either the client computer or using a serverside postback depending on the clients browser configuration.

This Calendar displays availability for the specified PROPERTY using a single month classic calendar view. This Calendar is scrollable and will refresh on the the client computer or through a server-side postback depending on the clients browser.

After reviewing the Availability Calendar Selection form, select an Availability Calendar by clicking the corresponding radio button. The "see demo" link after each calendar option can be used to view an example of how an availability calendar can be incorporated into your property's marketing website. In the following image, option 4, Property Availability - Scrollable Three Month Calendar View, is displayed.

The screenshot shows the website for 'INN A Texas Bed & Breakfast'. It features a navigation menu on the left with links for Gift Certificates, Reservations/Contact, Inn Accommodations, Location/Directions, Recreational Activities, and Seasonal Packages. The main content area includes a photo of the inn, a 'Current News and Events' section, and a 'Request a Brochure' button. Below this is a reservation interface with two main sections: '1. Select Arrival Date' and '2. Select Request Details:'. The first section shows three calendar grids for November 2004, December 2004, and January 2005. The second section is a 'Details of Request' form with fields for 'Arrive:', 'Depart:', 'Length:' (set to 2), '# Adults:' (set to 2), and '# Children:' (set to 0). A 'Make Request >>' button is at the bottom of the form. The footer of the page reads 'Reservations powered by RezOvation Booking Engine'.

### Design Calendar

The Availability Calendar is an optional starting point from which Internet guests can book online reservations. The default starting point for Internet guests to book reservations is from the Check Availability form displayed below.

The screenshot shows the 'Check Availability' form, labeled as 'Step 1 of 4'. It contains the following fields: 'Arrive:' with a date input of 1/3/2005 and a calendar icon; 'Depart:' with a date input of 1/5/2005 and a calendar icon; 'Nights:' with a dropdown menu set to 2; 'Adults:' with a dropdown menu set to 2; and 'Children:' with a dropdown menu set to 0. A 'Check Now!' button is centered below these fields. The footer of the form reads 'Reservations powered by RezOvation Booking Engine'.

However, properties can also elect to use one of the calendar options described in the previous section titled Select Calendar Type. If the property elects to use an availability calendar as the Booking Engine’s reservation starting point, the Availability Calendar Design form is used to customize the calendar. Use the following steps to access the Availability Calendar Design form.

1. Click the Property > Booking Engine Settings link.
2. The Booking Engine Settings form is displayed.
3. Click the “+” to the left of the Availability Calendars link.
4. Click the Design Calendar link. The Availability Calendar Design form is displayed.

There are four radio buttons at the top of the form that can be used as starting points for designing an availability calendar. A sample of each availability calendar starting point is displayed below, along with a brief description.

**Availability Calendar Design**  
 << Back To Booking Engine Setup

Select one of our pre-designed templates as a starting point for your own design or apply it directly to your own website

- Design My Own
- Forest Green - Check Mark if Available
- Guest Tracker Default Calendar
- Professional - Red & Green Squares

Availability Calendar Starting Points

**Design My Own**

The Design My Own option displays an availability calendar with default settings and allows you to customize it to match the look and feel of your marketing website. A sample calendar is displayed below along with pointers that highlight settings that have been changed.



The abbreviation **BG** in the following images and in the General Grid/Grid Header Design table stands for **Background**.

The Availability Design Calendar form is displayed below – completed in the manner that produces the sample Availability Calendar displayed above. Highlighted fields in the image below correspond to the pointers in the image above.

General Grid Design		Grid Header Design	
Calendar Align: LEFT	BG Color if Occupied: White	Header BG Color: MediumSeaGreen	
Col. Text Align: CENTER	Grid Lines: BOTH	Header BG Image: Hammocks	
Grid Width (px): 0	Border Style: SOLID	Header Font Name: Arial	
Grid Height (px): 0	Border Width: 8 px	Header Font Color: LightGray	
Grid BG Image: None-	Border Color: Black	Header Font Size: XX-SMALL	
Grid BG Color: MediumSeaGreen	Font Name: Arial	Header Font Align: CENTER	
Image if Available: Green Square	Font Color: Black	Header Date Format: MM/DD	
BG Color if Available: White	Font Size: XX-SMALL	Font Extra: <input type="checkbox"/> Bold <input type="checkbox"/> Italic <input type="checkbox"/> Underline	
Image if Occupied: Red Square	Font Extra: <input type="checkbox"/> Bold <input type="checkbox"/> Italic <input type="checkbox"/> Underline		

Notes about the Grid Design fields listed above.

1. The fields "Image if Available" and "Image if Occupied" refer to images that display in the calendar if the room is available or occupied on a particular date.
2. In addition to standard RezOvation Booking Engine images, image fields (Grid BG Image and Header BG Image) can be populated with images uploaded to the Booking Engine. In this example, an image labeled "Hammocks" has been uploaded.

**Forest Green – Checkmark if Available**

The Forest Green – Checkmark if Available calendar is a starting point for designing your availability calendar. In this option, a checkmark is displayed if a unit is available on a particular date.

	12/28	12/29	12/30	12/31	01/01	01/02	01/03	01/04	01/05	01/06	01/07	01/08	01/09	01/10
Unit #1	✓													
Unit #2			✓	✓	✓					✓	✓	✓		
Unit #3							✓	✓	✓					
Unit #4				✓	✓				✓	✓	✓			
Unit #5	✓	✓												✓

**Guest Tracker Default Calendar**

The Guest Tracker Default Calendar is similar to the one used in the Guest Tracker Desktop Software. The word "Book" is displayed in the grid when a unit is available.

Unit Name	05/06	05/07	05/08	05/09	05/10	05/11	05/12	05/13	05/14	05/15	05/16	05/17	05/18	05/19
Unit #1	book	X	X	X	X	X	X	X	X	X	X	X	X	X
Unit #2	X	X	book	book	book	X	X	X	X	book	book	book	X	X
Unit #3	X	X	X	X	X	X	book	book	book	X	X	X	X	X
Unit #4	X	X	X	book	book	X	X	X	book	book	book	X	X	X
Unit #5	book	book	X	X	X	X	X	X	X	X	X	X	X	book

**Professional – Red and Green Squares**

The Professional – Red and Green Squares calendar is a starting point for designing your availability calendar. The red and green squares in the grid signify rooms that are booked and available, respectively.

Unit Name	05/06	05/07	05/08	05/09	05/10	05/11	05/12	05/13	05/14	05/15	05/16	05/17	05/18	05/19
Unit #1	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Unit #2	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Unit #3	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Unit #4	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Unit #5	■	■	■	■	■	■	■	■	■	■	■	■	■	■

**Get Calendar Link**

To add an Availability Calendar to your website, simply identify which calendar type you would like to use and then copy the corresponding HTML from the Availability Calendar Links form.

The five HTML options displayed in the Availability Calendar Links form correspond directly to the five calendar options in the Booking Engine Settings > Availability Calendars > Select Calendar Type form. Both forms are displayed below.

**Availability Calendar Selection**  
[<< Back To Booking Engine Setup](#)

Unit Availability - Scrollable Three Month Calendar View [see demo](#)

Unit Availability - Scrollable Single Month Calendar View [see demo](#)

Property Availability - Scrollable Single Week By Unit Grid [see demo](#)

Property Availability - Scrollable Three Month Calendar View [see demo](#)

Property Availability - Scrollable Single Month Calendar View [see demo](#)

**Availability Calendar Links**  
[<< Return to Booking Engine Options Setup](#)  
 To add an Availability Calendar to your website, simply identify which calendar type you would like to use, then copy the corresponding tag from the box below. This tag must be placed in the desired location on your website. The calendar will display real time availability to your potential guests. These Calendars can be used as "Display Only", they can be used to take "Reservation Requests" or the can also be used in conjunction with our "Real-Time" online booking engine. Your Property Finance Settings will determine this behavior

**Property Availability Options**

**Single Month Scrollable**  
 Link to display a single month scrollable availability calendar. This calendar link will display availability of your entire property.

```
<IFRAME SRC=http://www.rezovation.net/booking_availability/wfSingleMonth.aspx?acct=4030&prop=4078 target=_blank Width=550 Height=250 border=0 FrameBorder=no allowTransparency Scrolling=no target=_blank></IFRAME>
```

**Three Month Scrollable**  
 Link to display a three month scrollable availability calendar. This calendar link will display availability of your entire property.

```
<IFRAME SRC=http://www.rezovation.net/booking_availability/wfThreeMonth.aspx?acct=4030&prop=4078 target=_blank Width=550 Height=250 border=0 FrameBorder=no allowTransparency Scrolling=no target=_blank></IFRAME>
```

**Customizable Unit Grid**  
 Links to display you customized unit by two week availability grid. This calendar link will display availability of your entire property.

```
<IFRAME SRC=http://www.rezovation.net/booking_availability/wfUnitsTwoWeek.aspx?acct=4030&prop=4078 target=_blank Width=550 Height=250 border=0 FrameBorder=no allowTransparency Scrolling=no target=_blank></IFRAME>
```

**Unit Availability Options**

**Single Month Scrollable**  
 Link to display a single month scrollable availability calendar. This calendar link will display availability of a particular room or unit. **YOU MUST REPLACE 'XXX' IN THE LINK WITH THE INFORMATION FOR EACH UNIT FOR WHICH YOU ARE DISPLAYING AVAILABILITY.**

```
<IFRAME SRC=http://www.rezovation.net/booking_availability/wfSingleMonth.aspx?acct=4030&prop=4078&unit=XXX target=_blank Width=550 Height=250 border=0 FrameBorder=no allowTransparency Scrolling=no target=_blank></IFRAME>
```

**Three Month Scrollable**  
 Link to display a three month scrollable availability calendar. This calendar link will display availability of a particular room or unit. **YOU MUST REPLACE 'XXX' IN THE LINK WITH THE INFORMATION FOR EACH UNIT FOR WHICH YOU ARE DISPLAYING AVAILABILITY.**

```
<IFRAME SRC=http://www.rezovation.net/booking_availability/wfThreeMonth.aspx?acct=4030&prop=4078&unit=XXX target=_blank Width=550 Height=250 border=0 FrameBorder=no allowTransparency Scrolling=no target=_blank></IFRAME>
```



**Note:** If you do not maintain your own marketing website, the process of copying the above HTML to your property's website can be easily completed by the website design company that maintains your site.

## GUEST TRACKING

Currently the only method for tracking guest activity on your website and in the RezOvation Booking Engine is Blizzard Tracker.

### **Blizzard Tracker**

Blizzard Tracker can be used to accumulate a host of statistics about visitor traffic on your website. This information highlights what time visitors spend on each page as well as how much time they spend in the RezOvation Booking Engine. In addition, statistics can be generated that can help you determine when guests are abandoning the online reservation process. This information can help you make changes to the RezOvation Booking Engine in order to generate more online revenue.

**For additional information on the Blizzard Tracker, please contact RezOvation Sales at 866-565-1800.**

## ONLINE RESERVATION PAGES

The Guest Page Behavior > Return Availability setting controls whether Booking Engine availability is returned by individual unit or unit type.

### **Return Availability**

Click the Online Reservation Pages > Return Availability link to define how the RezOvation Booking Engine displays property availability. There are three options listed in the Display Availability Return form.

**Display Availability Return**

By Individual Unit

By Unit Type (Rate Plan)

Allow my Guests to Choose

The RezOvation Booking Engine default is to display availability by Individual Unit. With this option selected, the Internet Guest enters arrival and departure dates. Next, a list of available rooms is displayed.

Select Room		Step 2 of 4	
Check in:	1/28/2005	<b>The Gull Reef Resort</b>	
Check out:	1/30/2005	Maxwell Coast Road Christ Church, Barbados 246-681-2341	
Length:	2 Night(s)		
Room	Description	Avg. Rate	Note Reserve
101 - King	Enjoy a view of the Caribbean Sea from this luxurious room with a King-s... <a href="#">more&gt;</a>	<b>\$140.00</b> Double Occupancy	<a href="#">Book</a>
102 - King	Enjoy a view of the Caribbean Sea from this luxurious room with a King-s... <a href="#">more&gt;</a>	<b>\$140.00</b> Double Occupancy	<a href="#">Book</a>
103 - King	Enjoy a view of the Caribbean Sea from this luxurious room with a King-s... <a href="#">more&gt;</a>	<b>\$140.00</b> Double Occupancy	<a href="#">Book</a>
104 - King	Enjoy a view of the Caribbean Sea from this luxurious room with a King-s... <a href="#">more&gt;</a>	<b>\$140.00</b> Double Occupancy	<a href="#">Book</a>
105 - King	Enjoy a view of the Caribbean Sea from this luxurious room with a King-s... <a href="#">more&gt;</a>	<b>\$140.00</b> Double Occupancy	<a href="#">Book</a>

With the second option selected, By Unit Type (Rate Plan), a form displaying a list of available unit types (rate plans) is displayed after the guest enters arrival and departure dates.

**Display Availability Return**

By Individual Unit  
 By Unit Type (Rate Plan)  
 Allow my Guests to Choose

**Select Room** Step 2 of 4

**Check in:** 1/28/2005      **The Gull Reef Resort**  
 Maxwell Coast Road  
**Check out:** 1/30/2005      Christ Church, Barbados  
 246-681-2341  
**Length:** 2 Night(s)

Room	Description	Avg. Rate	Note	# of Rooms
King	Enjoy a view of the Caribbean... <a href="#">more&gt;</a>	\$132.50 Double Occupancy		0
Queen Queen	Enjoy this luxurious room with <a href="#">more&gt;</a>	\$105.00 Double Occupancy		0
Suite	Enjoy a view of the Caribbean... <a href="#">more&gt;</a>	\$162.50 Double Occupancy		0

Reservations powered by RezOvation Booking Engine

**i** *If your property intends to use this second option, Rate Plans should describe room types. With descriptive Rate Plans, an Internet guest making a reservation via the RezOvation Booking Engine will be able to easily identify the types of accommodations available at your property.*

**i** *The Rate Plan Long Description is displayed when returning availability by Unit Type (Rate Plan). The Rate Plan Long Description is entered by clicking the Account > Rates link and selecting a Rate Plan.*

The third option, Allow my Guests to Choose, displays two additional radio buttons, allowing guests to specify if they are booking "One Room Only" or "Multiple Rooms."

**Check Availability** Step 1 of 4

**Arrive:** 3/25/2005      **Adults:** 2  
**Depart:** 3/27/2005      **Children:** 0  
**Nights:** 2     

One Room Only       Multiple Rooms

**Amenities (optional):**

King Bed       Ocean View       Non-Smoking

Reservations powered by RezOvation Booking Engine

## Finishing Touches

Use the Online Reservation Pages > Finishing Touches link for determining whether or not Packages and Point of Sale Items are available for Internet guests to book/purchase via the RezOvation Booking Engine.


After clicking the Finishing Touches link, select the corresponding check box to make Packages and/or Point of Sale Items available online.

**Make the Following Types of 'Bookable' Items Available Online**








Packages

Point of Sale Items

With Point of Sale Items checked on, the "Shopping Cart" section is included on the Reservation Details form.



This Property is offering optional Point of Sale or Add On Items. If this is a group reservation you must select the individual reservation listed above to add items to that invoice.

Description	Details	Price	Qty (EA)	
Snorkeling Trip	 /Details	\$65.00	0 <input type="button" value="v"/>	<input type="button" value="Add to Cart"/>
Scuba Diving - Full Day	 /Details	\$125.00	0 <input type="button" value="v"/>	<input type="button" value="Add to Cart"/>
Scuba Diving - Night Dive	 /Details	\$75.00	0 <input type="button" value="v"/>	<input type="button" value="Add to Cart"/>
Golf - 18 Holes	 /Details	\$65.00	0 <input type="button" value="v"/>	<input type="button" value="Add to Cart"/>
Child Lunch - Golf Course	 /Details	\$10.00	0 <input type="button" value="v"/>	<input type="button" value="Add to Cart"/>
Adult Lunch - Scuba Diving	 /Details	\$12.50	0 <input type="button" value="v"/>	<input type="button" value="Add to Cart"/>
Daily Fishing Boat Charter	 /Details	\$250.00	0 <input type="button" value="v"/>	<input type="button" value="Add to Cart"/>

The tabs in the Shopping Cart section represent the different Point of Sale Categories. Each Point of Sale Item listed as bookable is displayed after selecting a Point of Sale Category.

## Online Rates

The following options are available for displaying rates to Internet guests in the RezOvation Booking Engine.

**Guest Rate Selection**

Allow RezOvation to choose my online rate

Allow my guests to select from all 'bookable' rates

With the first option selected, Allow RezOvation to choose my online rate, the first rate defined in the RezOvation Desktop Unit Rate Plans window (Tools > Unit and Rate Setup) is displayed to Internet guests during the reservation process. In the example listed

below, the Rack Rate Name and corresponding seasonal rates would be displayed to Internet guests.

Rate Names					
Rate Name	Rate Period	Default Package	Sort	Bookable	
Rack	Daily	None	1	<input checked="" type="checkbox"/>	
AAA	Daily	None	2	<input checked="" type="checkbox"/>	

The second option, Allow my guests to select from all 'bookable' rates, gives Internet guests a choice of online rates.

**Guest Rate Selection**

Allow RezOvation to choose my online rate


Allow my guests to select from all 'bookable' rates


With this option selected, guests are able to select from all bookable rates. In Gull Reef Resort example, Internet guests would see both the Rack and AAA Rate Names and their corresponding seasonal rates. A sample Reservation Details page is displayed below. The Optional Rates drop-down field is highlighted.

Step 3 of 4

### Reservation Details

**The Gull Reef Resort**  
 Maxwell Coast Road  
 Christ Church,  
 Barbados  
 res@gullreefresort.com



 This Property offers more than one rate option for your reservation(s). If this is a group reservation, you must select the individual reservation from the list above in order to apply alternate rate. You must apply all alternate rates for each individual invoice.

**Available Rate Options**

You may be asked to provide proof of eligibility for this rate at CHECK-IN

Optional Rates

Rack ▾

Rack

AAA

- OR -

Promotional Code

Date/Time	Description	Quantity	Sub Total	Total
3/25/2005	101 - King	1	\$140.00	\$152.46
3/26/2005	101 - King	1	\$140.00	\$152.46

**Reservation Details:**

Unit Name: King  
 Check In: 3/25/2005  
 Check Out: 3/27/2005  
 Length: 2  
 Max. Capacity: 3  
 Total Adults: 2  
 Total Children: 0

**Rate Details:**

Avg. Rate: \$140.00 per night  
 Room Total: \$280.00  
 Fees Total: \$0.00  
 Add-On's:  
 Taxes: \$24.92  
**Total Cost: \$304.92**  
**Due Now: \$140.00**

When a guest books more than one room, the Reservation Details page is updated to include radio buttons for each reservation along with an option for "SEE GROUP TOTAL."

Reservation Details
Step 3 of 4

**The Gull Reef Resort**  
 Maxwell Coast Road  
 Christ Church,  
 Barbados  
[res@gullreefresort.com](mailto:res@gullreefresort.com)

---

G

Select the individual room from the list to see the totals for that room only -or- select "SEE GROUP TOTAL" to view the grand total for this reservation.

---

SEE GROUP TOTAL  
 King  
 King  
 King

---

\$

This Property offers more that one rate option for your reservation(s). If this is a group reservation, you must select the individual reservation from the list above in order to apply alternate rate. You must apply all alternates rates for each individual invoice.

---

Reservation Details:
Rate Details:

<b>Unit Name:</b> Group Totals	<b>Avg. Rate:</b> \$140.00 per night
<b>Check In:</b> 3/25/2005	<b>Room Total:</b> \$840.00
<b>Check Out:</b> 3/27/2005	<b>Fees Total:</b> \$0.00

Here, Internet guests are able to highlight a room and view reservation charges that pertain to that specific reservation. Alternatively, the Internet guest is able to select the "SEE GROUP TOTAL" radio button and view total charges for all rooms.

### Display Currency In

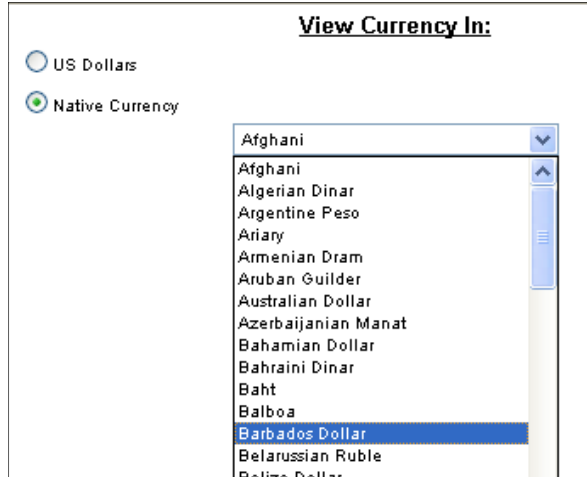
Use the Property > Booking Engine Settings > Online Reservation Pages > Display Currency In link for selecting the RezOvation Booking Engine's default currency display. After clicking this link, two options are displayed.

**View Currency In:**

US Dollars  
 Native Currency

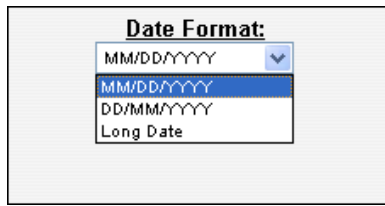
example: \$153.26

The default currency display is US Dollars. To select a different currency display, select the Native Currency radio button and use the drop-down field to select the appropriate currency.



### **Date Format**

Use the Property > Booking Engine Settings > Online Reservation Pages > Date Format link for selecting the RezOvation Booking Engine's default date format.

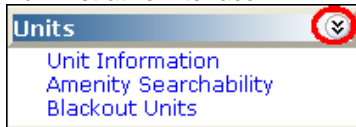


## 5. UNIT LEVEL SETUP

The RezOvation Booking Engine's Unit Level Setup Menu contains three options described in the following table.

MENU OPTION	DESCRIPTION
Unit Information	For adding, editing, and deleting Unit Information. Please note, RezOvation Desktop users will NOT add, edit, or delete units via the RezOvation Booking Engine's Online Administrative Interface. Units are added, edited, and deleted in RezOvation Desktop and then uploaded to the RezOvation Booking Engine. In addition to adding, editing, and deleting units, the Unit Information link is used for assigning unit level amenities and photos.
Amenity Searchability	Amenities describe specific units. Use this link for assigning amenities to specific units. For example, a unit at The Gull Reef Resort may have a Jacuzzi tub and a Balcony. In this example, "Jacuzzi tub" and "Balcony" are amenities. Amenities are added to the RezOvation Booking Engine using the Account > Create Amenities link.
Blackout Units	When a unit is unavailable due to maintenance or any other reason, it can be taken off-line using the Unit > Blackout Units link.

Access the three options described in the preceding table by expanding the Units menu in the Online Administrative Interface.



### UNIT INFORMATION

Units are added, edited, and deleted in RezOvation Desktop by clicking Tools > Unit and Rate Setup and selecting the Individual Units tab. The information entered in the Individual Units window is transferred to the RezOvation Booking Engine via the initial configuration upload.

After configuring the RezOvation Booking Engine, login to the Online Administrative Interface and click the Units > Unit Information link to assign unit level amenities and photos. After clicking Units > Unit Information, the Unit Information form is displayed, listing a table containing information about each unit.



**Any changes to units MUST be made through RezOvation Desktop. After making changes to units in RezOvation Desktop, upload the changes to the RezOvation Booking Engine via the Verify Configuration Data utility. To reduce processing time, upload changes in a batch.**

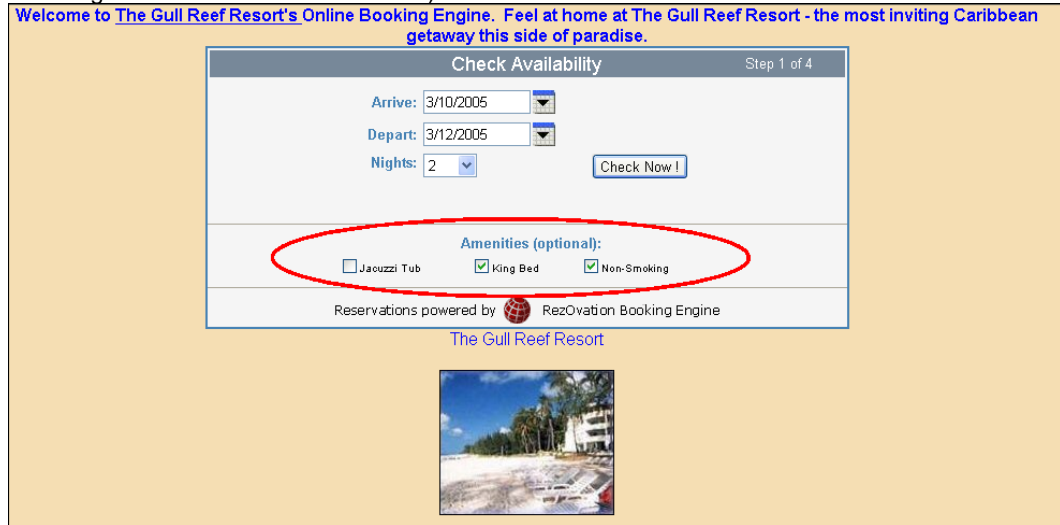
### ASSIGN UNIT AMENITIES

Amenities help describe units and were previously added to the RezOvation Booking Engine using the Account > Create Amenities link. Now it's time to assign amenities to units for the following reasons.

1. Amenities help describe the unit to assist Internet guests in determining which available room meets their needs.
2. Amenities can be flagged as searchable helping Internet guests search for rooms that meet their specific needs.

Searchable amenities allow guests to filter their accommodation search at the time they enter arrival and departure dates. By filtering the availability search at this level, the guest will only see rooms that meet their needs. A sample Check Availability form is displayed below.

Here, an Internet guest is searching for Non-Smoking rooms with a King Bed (both Non-Smoking and King Bed are searchable amenities).



Use the following steps for assigning amenities to a unit.

1. Click the Units > Unit Information link.
2. The Unit Information form is displayed. Click the Amenities icon associated with a specific unit.

	101 - King	101			
	102 - King	102			
	103 - King	103			

3. A list of unit level amenities is displayed. Check the amenities that apply to the selected unit.

**Unit Information**

Edit	Long Name	Short	Amenities	Photos	Delete
	101 - King	101			

**Amenities**

Balcony  Ocean View  
 Exercise Room  Pool/Swim-Up Pool Bar  
 Handicap Accessible  Scuba Diving  
 Jacuzzi Tub  Spa  
 King Bed  test  
 Non-Smoking  Watersport Rentals













4. Click the Save Unit Amenities button.

## ASSIGN UNIT PHOTOS

Photos help familiarize Internet guests with specific units. Photos/images were previously added to the RezOvation Booking Engine by using the Account > Upload Images link. When images were uploaded, they were assigned to one of four categories:





1. PropertyOnly
2. UnitOnly
3. PointofSaleOnly
4. NoCategory


When an image is uploaded to the Unit category, it can be assigned to a specific unit using the Units > Unit Information link and clicking the appropriate photo icon.

	110 - Two Queens	110			
	111 - Suite	111			
	112 - Two Queens	112			

After clicking the Photo icon, enter a checkmark next to the photo(s) that apply to the selected unit.

**Unit Information**

Edit	Long Name	Short	Amenities	Photos	Delete
	111 - Suite	111			


**Photos**

[Hammocks](#)  
 [The Honeymoon Suite](#)  
 [Rooms with a King Bed](#)  
 [Rooms with 2 Queens](#)  
 [Pool Deck View](#)  
 [The Beach](#)  
 [Property Gardens](#)



*To disassociate a photo with a unit, remove the checkmark next to the photo description.*

## AMENITY SEARCHABILITY

Searchable amenities allow guests to filter their accommodation search at the time they enter arrival and departure dates. By filtering the availability search at this level, the guest will only see rooms that meet their specified needs. A sample Check Availability form is displayed below. Here, an Internet guest is searching for Non-Smoking rooms with a King Bed.

Welcome to [The Gull Reef Resort's Online Booking Engine](#). Feel at home at [The Gull Reef Resort](#) - the most inviting Caribbean getaway this side of paradise.

**Check Availability** Step 1 of 4

Arrive: 3/10/2005  
 Depart: 3/12/2005  
 Nights: 2

**Amenities (optional):**

Jacuzzi Tub  King Bed  Non-Smoking

Reservations powered by RezOvation Booking Engine

The Gull Reef Resort

Use the Units > Unit Amenity Searchability link for defining searchable amenities. After clicking the Unit Amenity Searchability link, a list of units is displayed, along with the amenities assigned to them. To mark an amenity as searchable, enter a checkmark next to its description.

**Unit Amenity Searchability**

Check the unit amenities below to use them as a 'searchable' criteria (or filter). This will allow your guests to perform more complex searches.

**Be aware that this may also significantly limit the availability that is returned to your guests.**

101 - King

- Handicap Accessible
- King Bed
- Non-Smoking
- Ocean View

In the example above, the following amenities have been marked as searchable.

1. Ocean View
2. King Bed
3. Non-Smoking

## BLACKOUT UNITS

Blackout dates make a unit unavailable to Internet guests searching for availability through the RezOvation Booking Engine. Use the following steps for adding a blackout date.

1. Click the Units > Blackout Units link.
2. The "Mark Units Out of Service" form displays. The form includes a grid that lists each unit in the selected property. Units are sorted in the order in which they were entered. Enter a checkmark in the "Select" checkbox that corresponds to units that will be affected by the blackout period.

Mark Units Out of Service		
Long Name	Short	Select
101 - King	101	<input type="checkbox"/>
102 - King	102	<input type="checkbox"/>
103 - King	103	<input type="checkbox"/>
104 - King	104	<input type="checkbox"/>
105 - King	105	<input type="checkbox"/>
106 - Two Queens	106	<input type="checkbox"/>
107 - Two Queens	107	<input type="checkbox"/>
108 - Two Queens	108	<input type="checkbox"/>
109 - Two Queens	109	<input type="checkbox"/>
110 - Two Queens	110	<input type="checkbox"/>
111 - Suite	111	<input checked="" type="checkbox"/>
112 - Two Queens	112	<input type="checkbox"/>
113 - Two Queens	113	<input type="checkbox"/>
114 - Two Queens	114	<input type="checkbox"/>
115 - Two Queens	115	<input type="checkbox"/>

3. Below the "Mark Units Out of Service" grid is the Blackout Dates form. Here, enter a blackout starting date, ending date, and description that will be displayed to the online guest.

Blackout Dates	
From Date:	12/20/2004
To Date:	1/3/2005
Holiday Season. Reservations for the Honeymoon Suite taken via phone only.	
<input type="button" value="Take Units Out of Service"/> <input type="button" value="Cancel"/>	

4. Click the Take Units Out of Service button.

## 6. WEBSITE LINK OPTIONS

After completing the Account Level, Property Level, and Unit Level Setup Menus, the final step in taking the RezOvation Booking Engine “live” is to add a hyperlink from your marketing website to the RezOvation Booking Engine. Normally an Internet guest will visit your property’s marketing website to learn about the property prior to booking a reservation. On the marketing website, the Internet guest reads about the property, looks at property pictures, and becomes interested in making a reservation.

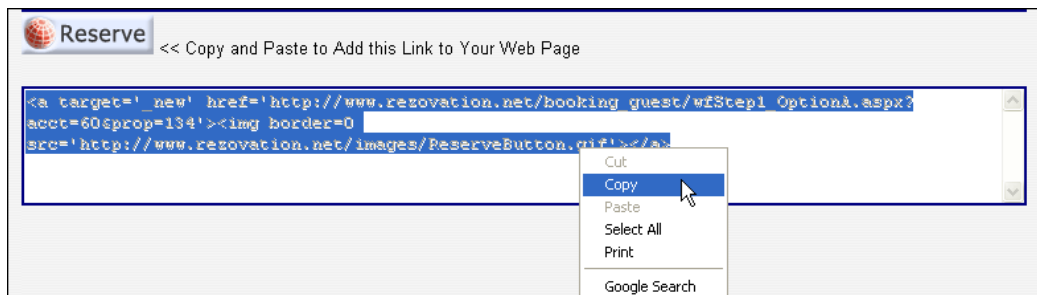
In order for the guest to book a reservation, a hyperlink is added to the marketing website that redirects the Internet guest to the RezOvation Booking Engine. This hyperlink can be text or a graphic that reads “Make a Reservation,” “Book a Reservation,” or anything else that lets the guest know that clicking the link will allow him to make a reservation. The link can be customized by the property and its web designer or one of the standard RezOvation Booking Engine hyperlinks can be copied and pasted into the property’s marketing website.

The standard options for linking to the RezOvation Booking Engine are depicted in the following table.

HYPERLINK OPTION	DESCRIPTION
<i>Note: The hyperlink on your marketing website appears exactly as it does in this table.</i>	
1	
2	
3	

Use the following steps for using one of the standard “Make a Reservation” hyperlinks.

1. Click Website Link Options on the Property menu.
2. Highlight the HTML code associated with the desired link. After highlighting the desired code, click the right mouse button and select “Copy.”



3. Using the right mouse button again, paste the HTML code into your property’s marketing website.



**Note:** If you do not maintain your own marketing website, steps 1-3 can be easily completed by the website design company that maintains your site.