

WebReserv.com

User Guide

January 18, 2006

Index

Index	2
Introduction	3
Getting started	4
How to set up your online reservation system	5
Setup Company Information	5
Address	5
Description	6
Pictures	8
Search.....	9
Reservations	10
Setup Products	11
Description	12
Pictures	13
Rules	14
Rates.....	16
Schedules	18
Setup Rates	19
Website Setup	21
Reservations	23

Introduction

Welcome to the WebReserv.com, the most flexible Internet based reservation system.

WebReserv.com was founded in 2002 to create a competitive and effective online reservation system for hotels, vacation rentals and B&B's. Since then, WebReserv.com has been extended to support virtually any kind of reservations.

Some examples are:

- Airplane and Hot Air Balloon rental and Scheduling
- Bike, Boat and Car Reservations
- Camp Sites, Nature Parks and RV parks
- Company Event Planning
- Educational Classes and Cooking Classes
- Equipment Rental
- Event Planners
- Formal Ware and Dress Rental
- Golf Tee Times
- Hotels, Villa and B&B Reservations
- Hunting and Fishing Guides
- Jet Ski Rental
- Limo and Taxi Services
- Movers and Moving Truck Rental
- Office Space Leasing
- Party Room Reservation
- Scuba and Adventure Training/Rental
- Self-help classes
- Spa Reservation
- Storage Center Reservation
- Timeshare and Vacation Clubs

Getting started

Getting your products listed on WebReserv.com is very easy and can usually be completed in just a couple of hours. You will need a username and password for your reservation account. If you do not have a username and password already, go to <http://www.webreserv.com/gettingstarted.do> to set up an account.

To access your WebReserv.com administration account, go to <http://www.webreserv.com>, and click **Login** in the upper, right-hand corner.

Every time you log onto WebReserv.com, the first screen you will see is the reservation home page. The home page shows you all the important information right away, including new reservations and today's guests.

The screenshot shows the WebReserv.com administration interface. At the top left is the logo "WebReserv.com" with the tagline "Online Reservations Made Easy". Below the logo is a navigation menu with categories: Menu (Home, Help, Logout), Reservations (Reservations, Availability), and Setup (Company, Products, Rates, Website, Email templates, Users). The main content area displays a welcome message for "John Petersen" and two tables of reservation data. The first table is titled "Today's guests" and the second is "New reservations (last 5 days)". Both tables have columns for Res, Status, Reserved, Check In, Check out, Name, Product, and #.

WebReserv.com
Online Reservations Made Easy

Last updated February 11, 2006 1:33:13 PM EST

Welcome, John Petersen.

Today's guests							
Res:	Status:	Reserved:	Check In:	Check out:	Name:	Product:	#:
WRSA-1QL8	Pending	2/27/05	2/28/06	3/1/06	Yvonne White	Standard single	1
WRSA-2V50	Confirmed	2/27/05	2/28/05	3/1/05	Rob Castro	Standard single	1
WRSA-1QLZ	Confirmed	3/21/05	3/23/05	3/26/05	Jane Smith	Standard single	1
WRSA-1QMI	Confirmed	3/24/05	3/25/05	3/26/05	George Adams	Standard single	1

Previous | Next Showing 1 - 4 of 4

New reservations (last 5 days)							
Res:	Status:	Reserved:	Check In:	Check out:	Name:	Product:	#:
WRSA-1QL8	Pending	2/27/05	2/28/06	3/1/06	Yvonne White	Standard single	1
WRSA-2V50	Confirmed	2/27/05	2/28/05	3/1/05	Rob Castro	Standard single	1
WRSA-1QLZ	Confirmed	3/21/05	3/23/05	3/26/05	Jane Smith	Standard single	1
WRSA-1QMI	Confirmed	3/24/05	3/25/05	3/26/05	George Adams	Standard single	1

Previous | Next Showing 1 - 4 of 4

The navigation menu is located on the left side of the screen. The menu is divided into three sections; General, Reservations and Setup.

General section

The general section contains links to the home page, online help and logout.

Reservations

The reservations section contains links to view and modify reservations and to view and modify availability.

Setup

The setup section contains links to setup the listings, products and rates and other administrative tasks such as user management.

How to set up your online reservation system

Setting up your online reservation system is easy. It can usually be accomplished in 1-2 hours, depending on the number of products and rates. The setup consists of 3 main tasks; company, products and rates.

Setup Company Information

To setup the company information, click setup – company from the main menu. The company information section consists of 5 different page (address, description, pictures, search, reservations), each of which as described in the following.

When you have completed the information on a page, click the **save** button before continuing with the next page. If you want to see the result as it appears on WebReserv.com, click **View page**.

Address

WebReserv.com
Online Reservations Made Easy

Menu
Home
Help
Logout
Reservations
Reservations
Availability
Setup
Company
Products
Rates
Website
Email Templates
Users

Change Company Information

Address | Description | Pictures | Search | Reservations | View page

Please provide information about this location. This is the information that the customer will see when they view your location on the website.

When you have entered the information click **save** to save the information.

Name*:

Address*:

Zip/Postal code*:

City:

Country:

Phone number*:

Fax number:

Email address*:

The address section contains the business address, phonenumber and faxnumber. Enter the business address and contact information and click the save button.

Description

WebReserv.com
Online Reservations Made Easy

Menu
Home
Help
Logout
Reservations
Availability
Setup
Company
Products
Rates
Website
Email templates
Users

Change Company Information

[Address](#) | [Description](#) | [Pictures](#) | [Search](#) | [Reservations](#) | [View page](#)

Brief description:

Casa Beach combines Miami atmosphere on South Beach with European art-deco styles

Description:

The Casa Deco is a new, european-influenced hotel located in the historic Art-Deco district of Miami. Casa Deco is just blocks away from the best shopping and dining district of Miami.

Our name says it all. Our rooms are modern with Italian furniture, TV-on-demand, Internet access and 24-hour room service. Stereo and CD players are available in our suites, and the exclusive downstairs-upstairs bar is the place to meet famous people.

Don't miss the opportunity to stay at this unique hotel when visting Miami.

Features:

- <I>Business center
- <I>Children's pool
- <I>Game room
- <I>Lounge
- <I>Meeting facilities
- <I>Poolside bar

Attractions:

Art-Deco district (<1 mile)

Policies:

Cancellations permitted before 4pm on day of arrival.
No pets.

The description page is used to describe the business and consists of the following sections:

Brief description

The brief description is the description that will be showed when the user sees the listing on WebReserv.com. The short description is also used to generate “meta” tags on your hosted page. The meta tag is used by search engines such as Google, Yahoo and MSN to optimize your search. You want to provide a short, but powerful description of your business in this field.

Description

The full description is the description that will be showed when the user views your business information on WebReserv.com. The full description is limited to xxx characters.

Features

The features section can be used to describe general features about the business. For example, a hotel or vacation rental may use this space to describe swimming pool, conference and leisure activities.

Attractions

The attractions section can be used to describe attractions in the vicinity of the business.

Policies

The policies section is used to describe policies pertinent to the business. This may include minimum age, minimum reservation time etc.

Pictures


WebReserv.com
Online Reservations Made Easy

Change Company Information
Address | Description | Pictures | Search | Reservations | View page

Menu
Home
Help
Logout

Reservations
Reservations
Availability

Setup
Company
Products
Rates
Website
Email templates
Users

 Number:
Description:
View image as it is shown: [On website](#) [When clicked](#)

To upload more pictures enter the filename or click the *browse* button. When you are done click the *upload* button.

Filename:

To add one or more pictures of the business, click the **browse...** button to select the picture or pictures that you want to upload. When you are done selecting the picture(s), click the **upload** button to upload the picture to the system.

Tip: The pictures that you upload should be of type JPEG (with .JPG extension) and have the size of 640 by 480 or 800 by 600. It is possible to use other pictures sizes, however, pictures with these dimensions will look the best.

Thumbnail

When you upload a picture, the system will automatically generate thumbnail images the picture. The thumbnail picture is show when the user views the location information on the site. The user can click on the image and will then be able to see the full size image as you uploaded it.

Sequence number

If you have more than one picture for your location, you can specify a sequence number. The sequence number controls in which order the pictures are presented to the customer. The picture with the lowest sequence number is always shown first.

Description

The description field allows you to enter a short description for the picture. This description is shown to the customer when the customer puts the mouse over the picture.

Search

WebReserv.com
Online Reservations Made Easy

Menu
Home
Help
Logout

Reservations
Reservations
Availability

Setup
Company
Products
Rates
Website
Email templates
Users

Change Company Information
Address | Description | Pictures | Search | Reservations | View page

On this page you can specify how your customers find your business on WebReserv.com and on other websites.

Category

Select the primary business category of your business. Please contact [support](#) if your city and/or cityarea isn't listed.

Category:

Subcategory:

Keywords

The keywords are the keywords that users search for. Add additional keywords to ensure that your business are included in as many search results as possible.

City/Area

Select the city and optional cityarea that this location will appear under on website listings. Please contact [support](#) if your city and/or cityarea isn't listed.

State: City: City Area:

On the search page you can control how your business appears on WebReserv.com.

Category

The category is used to provide a general description of the business.

Keywords

The keywords section is used to provide all the keywords for your business. The keywords are used to match the search string entered by users on WebReserv.com. Make sure to include as many keywords as possible for you business.

City/Area

The city/area field is used to describe the physical location of your business.

Reservations

WebReserv.com
Online Reservations Made Easy

Change Company Information
Address | Description | Pictures | Search | Reservations | View page

On this page you can specify additional settings related to the reservation process:

Sender email address is the email address that will be used as the sender, when emails are send to the customer. Leave this field blank to use your regular email address.

Sender email address:

Status email address is the address that will be used to send copies of reservations, confirmations etc. to you. Leave this field blank to use your regular email address.

Status email address:

Send copies of pending, confirmed, declined and cancelled reservations.

The reservations page allows you to specify email addresses for reservations.

Setup Products

WebReserv.com
Online Reservations Made Easy

Menu
Home
Help
Logout

Reservations
Reservations
Availability
Setup

Company
Products
Rates
Website
Email templates
Users

Setup Products

Back to main page

Active:	Name:	Description:		
<input checked="" type="checkbox"/>	Standard double	Two Double Beds plus sitting area	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input checked="" type="checkbox"/>	Standard single	Single room with no view	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input checked="" type="checkbox"/>	Suite	Suite with view of the harbor	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

On the products page you can add, edit and delete products for your business. Click an existing product or **Add product** to modify the details for that product.

When you have completed the information on a page, click the **save** button before continuing with the next page. If you want to see the result as it appears on WebReserv.com, click **View page**.

Description

WebReserv.com
Online Reservations Made Easy

Change Product (Standard double)
Description | Pictures | Rules | Rates | View page

On this page you can provide information about this product.

Active: Yes No

Category*:

Name*:

Description*:

Features:

The description tab contains general information about the product.

Active

The active setting is used to control whether a customer can select this product. Set to no only if you don't want the users to see this product.

Category

The category field is used to describe the product type.

Name

The name field contains the name of the product

Description

The description field contains the description of the product.

Features

The features field can be used to provide additional features for this product.

Pictures

WebReserv.com
Online Reservations Made Easy

Menu
Home
Help
Logout

Reservations
Availability


Setup
Company
Products
Rates
Website
Email templates
Users

Change Product (Standard double)

Description | Pictures | Rules | Rates | View page

On this page you can upload one or more images for this product.

Use the *sequence number* to control which image is shown first. The *description* will be show when the user moves the mouse over the image.

 Number:
Description:
View image as it is shown: [On website](#) [When clicked](#)

To upload more pictures enter the filename or click the *browse* button. When you are done click the *upload* button.

Filename:

To add one or more pictures, click the **browse...** button to select the picture or pictures that you want to upload. When you are done selecting the picture(s), click the **upload** button to upload the picture to the system.

Tip: The pictures that you upload should be of type JPEG (with .JPG extension) and have the size of 640 by 480 or 800 by 600. It is possible to use other pictures sizes, however, pictures with these dimensions will look the best.

Thumbnail

When you upload a picture, the system will automatically generate thumbnail images the picture. The thumbnail picture is show when the user views the location information on the site. The user can click on the image and will then be able to see the full size image as you uploaded it.

Sequence number

If you have more than one picture for your location, you can specify a sequence number. The sequence number controls in which order the pictures are presented to the customer. The picture with the lowest sequence number is always shown first.

Description

The description field allows you to enter a short description for the picture. This description is shown to the customer when the customer puts the mouse over the picture.

Rules

WebReserv.com
Online Reservations Made Easy

Menu
Home
Help
Logout
Reservations
Reservations
Availability
Setup
Company
Products
Rates
Website
Email templates
Users

Change Product (Standard double)

Description | Pictures | Rules | Rates | View page

On this page you can set the reservation rules for this product.

Scheduling type:

Number of products*:

Minimum number of persons:

Maximum number of persons:

Minimum time (duration):

Maximum time (duration):

Reservation cut-off time:

Customer information

Specify what information is requested and/or required when the customer makes a reservation.

Customer Name: Don't ask Optional Required

Company Name: Don't ask Optional Required

Address: Don't ask Optional Required

Phonenumber: Don't ask Optional Required

Emailaddress: Don't ask Optional Required

Number of people: Don't ask Optional Required

Number of children: Don't ask Optional Required

Auto confirm

Use *Auto confirm* to automatically confirm a reservation. If auto confirm is set to no, reservations will be marked as pending until you confirm it.

Auto confirm:

Emails

Here you can select and preview the emails that will be sent to the guest when the status of a reservation changes. [Click here](#) to view and modify email templates.

Pending email:

Confirmed email:

Declined email:

Cancelled email:

The rules page contains the rules for how and when a product can be reserved.

Reservation Type

Reservation type indicates the timeframe for a reservation. It can be set one of the following three options:

- **Daily.** Indicates that the product can only be reserved one or more days.
- **Anytime, variable.** Indicates that a reservation can be made for any time within the opening hours specified on the *schedules* tab.
- **Anytime, fixed.** Indicates that the customer must select a specific schedule as specified on the *schedules* tab.

Number of products

Indicates the total number of product that can be reserved at any given time.

Minimum number of persons

Indicates the minimum number of persons per reservation. Leave this field blank if there is no minimum.

Maximum number of persons

Indicates the maximum number of persons per unit/reservation. Leave this field blank if there is no maximum.

Minimum time (duration)

Indicate the minimum duration in minutes, hours or days a reservation is allowed to be. Leave this field blank if there is no minimum time.

Maximum time (duration)

Indicate the maximum duration in minutes, hours or days a reservation is allowed to be. Leave this field blank if there is no maximum time.

Reservation cut-off time:

Indicates the minimum time a reservation will have to be made in advance. Leave blank if there is no cut-off time. *(Martin: Think that the system currently requires one day, even if this field is blank)*

Customer Information

Select what customer information that is required or optional when the customer makes a reservation.

Auto confirm

This setting controls whether new reservations are set to *pending* or *confirmed*. Pending reservations must be confirmed manually by the business. The valid options are:

- Do not auto confirm. Reservations will never be auto confirmed
- Always auto confirm. Reservations will always be auto confirmed, regardless of availability
- Auto confirm if available. Reservations will be confirmed if there is availability, otherwise the reservation will be set to pending.

Auto confirm cut-off time

Indicates the minimum time a reservation will have to be made in advance for auto confirm to take place. Leave blank if there is no cut-off time.

Emails

The emails option allows you to specify what emails should be sent when a reservation is pending, confirmed, declined or cancelled. You can select the built-in email templates, or you can customize your own template in the templates module.

Rates

The rates page allows you to define how rates for the reservation should be calculated.

WebReserv.com
Online Reservations Made Easy

Menu
Home
Help
Logout

Reservations
Reservations
Availability
Setup

Company
Products
Rates
Website
Email templates
Users

Change Product (Standard double)

Description | Pictures | Rules | Rates | View page

On this page you can set the rate calculation and deposit rules.

Use rates indicates if there is a rate for this product. Set to no if there is no cost for this reservation.

Use rates: Yes No

If there are different rates for adults and children then set *Use different adult/child rates* to yes, if the rates are the same, set it to no.

Use different adult/child rates: Yes No

Rate calculation rules

Rate calculation/People:

Rate calculation/Time:

Rate Time/Unit:

Deposit calculation

Deposit:

Deposit amount:

Deposit percent:

Tax calculation

Tax rate:

Use rates

If a reservation has a rate (price) that you want to show to the user when making the reservation, set this field to yes. If there is not price, i.e. a dinner reservation, set this field to no.

Use different adult/child rates

If adults and children have different rates, set this field to yes, otherwise set this field to no.

Rate calculation rules

The rate calculation rules defines how the rates will be interpreted.

Rate calculation/people

Indicates how the rate scheme should be interpreted.

- Rate is per person. Indicates that the same is for each person
- Rate is for all persons. Indicates that the rate is for one or more persons
- Rate changes with number of persons. Indicates that the rate per person can change depending on the number of persons

Rate calculation/time

Indicates how the rates are calculated. Options are:

- Rate is for the visit. Indicates that the rate is for the entire visit, regardless of length
- Rate is for one day. Indicates that the rate is for one day
- Rate is for one hour. Indicates that the rate is for one hour
- Rate is for one unit of time. Indicates that the rate is for one unit of time. Specify the time and unit of time below.

Deposit calculation

Indicates if and how a deposit should be calculated. Options are:

- No deposit
- Full deposit required. The full amount is required as deposit
- First day deposit. The rate for the first day is required as deposit
- First hour deposit. The rate for the first hour is required as deposit
- Fixed deposit. The deposit is a fixed amount, specify the amount below.
- Percent. The deposit is a percentage of the total rate, specify the percentage in the percentage field below.

Tax Calculation

If a tax is required for this unit, specify the tax percentage in the tax calculation field. The tax will automatically be added to the total rate.

Schedules

WebReserv.com
Online Reservations Made Easy

Menu
Home
Help
Logout

Reservations
Reservations
Availability

Setup
Company
Products
Rates
Website
Email templates
Users

Change Product (Dancing Dragon)

Description | Pictures | Rules | Rates | Schedules | View page

On this page you can add one or more schedules.

For *fixed time schedules*, the user can choose between the schedules defined below.

For *variable time schedules*, the user can reserve any time that is within the boundary of a schedule.

The schedules are not used if the schedule type is set to whole days.

No.	Time		Valid									Delete:
	Start:	End:	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hol		
1	3:00 PM	4:00 PM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
2	6:00 PM	7:00 PM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
3	12:00 PM	2:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Delete
4	2:00 PM	3:00 PM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
5	4:00 PM	5:00 PM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
6	12:00 PM	2:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Delete
7	8:00 PM	9:00 PM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete

Add schedule

Save

If the reservation type is Anytime (variable or fixed), you must specify the schedules on this page. For variable time reservations, the schedules are interpreted as opening hours. For fixed time reservations, the user will be requested to pick a specific schedule when making the reservation.

Setup Rates

WebReserv.com
Online Reservations Made Easy

Menu
Home
Help
Logout

Reservations
Reservations
Availability

Setup
Company
Products
Rates
Website
Email templates
Users

Setup Rates

Back to main page

Active:	Name:	Description:		
<input checked="" type="checkbox"/>	SUMMER	Daily Rates Summer (May - Sept)	Edit	Delete
<input checked="" type="checkbox"/>	WINTER	Winter rates (Oct - April)	Edit	Delete

Add rate group

[Setup rate categories](#)

On the rate page you can add, edit and delete rate lists (called groups) for your business. Click an existing rate group or **Add rate group** to modify the details for that rate list.

WebReserv.com
Online Reservations Made Easy

Menu
Home
Help
Logout

Reservations
Reservations
Availability

Setup
Company
Products
Rates
Website
Email templates
Users

Edit Rate Group (SUMMER)

Back to rate list

Enter the rates for the rate group. When you are done editing click **ok** to continue or click **cancel** to discard the changes.

Active: Yes No

Name: SUMMER

Description: Daily Rates Summer (May - Sept)

ValidFrom: 1/1/06

ValidTo: 12/31/06

Product:	Category:		No persons:										Extra per person:			
			1	2	3	4	5	6	7	8	9	10				
Standard double	Daily	Adult	110.50	120.00	130.00	140.00										Delete
		Child	10.00	10.00	0.00	0.00										
Suite	Daily	Adult	199.50													Delete
		Child	10.00													
Standard single	Daily	Adult	108.50	118.00	128.00	138.00										Delete
		Child	0.00	0.00	0.00	0.00										

To add more rates to this rate group, select the unit type in the list below and click **Add rate**.

Add rate: Standard double Add

Save

Active

Indicates that this rate list is active. Set to no to make a rate group inactive. Default setting is Yes.

Name

Short name of this rate group

Description

Description of this rate group

Valid From

Start date for this rate group

Valid To

End date for this rate group

Rates

Add products to the list by selecting the product in the Add rate field. After adding a product to the list, select the category and enter the rate for the number of people in the list.

Website Setup

WebReserv.com
Online Reservations Made Easy

Website Setup
Back to main page

You products will automatically be listed on WebReserv.com ([Click here to view it](#)), and you can also include the reservation functionality on your own website.

Make reservations from your own website

Use the website reservation module to let your customers make reservations directly from your own website. All you need to do is to include a few lines of HTML code on your website. The reservation module can either be included in your website or it can be launched in a separate window.

To launch the reservation module in your website, insert the following HTML code on your website:

```
<iframe src="http://www.webreserv.com/book?hostcode=DCSA" marginwidth="0" marginheight="0" width="500" height="450" frameborder="0"> Click <a href="http://www.webreserv.com/book?hostcode=DCSA">here</a> to go to the reservation screen.</iframe>
```

To launch the reservation module in a separate window, insert the following HTML code on your website:

```
<a href="http://www.webreserv.com/book?hostcode=DCSA" target="new">Click here</a> to make a reservation.
```

[Click here to test](#)

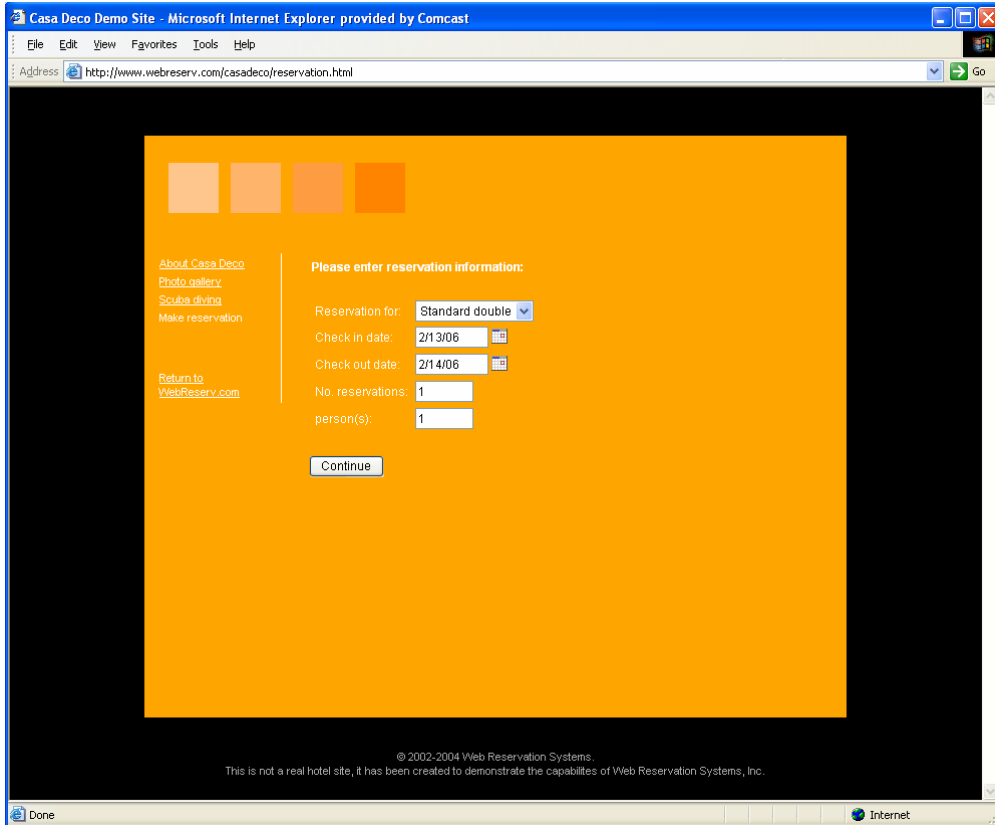
On the website setup page, you can get the HTML codes required to link or embed the reservation system to your own site.

Embedded reservation module

It is possible to embed the reservation module directly inside your own website. Embedding the reservation module provides the most professional look. An example of this is the Casa Deco demo website (<http://www.webreserv.com/casadeco>). The reservation module is embedded using the <IFRAME> HTML tag.

Linked reservation module

It is also possible to include the reservation system as linked (pop-up) reservation module. See the HTML code provided on the Website Setup page.



Reservations

When new reservations are made on WebReserv.com, you will immediately get notified to the email address specified in the [company setup](#). Depending on the reservation rules for that product, the reservation may be set to pending or confirmed.

If the reservation is pending, you must manually confirm the reservation. To confirm a reservation, find the reservation in the reservation link and click confirm. The reservation is now confirmed. You can also cancel the reservation from this screen.

When a reservation changes status from pending to confirmed, or if it gets cancelled, the customer will automatically be sent an email notification.

Support

For support questions, please email <mailto:mupport@webreserv.com>.