
WebReserv.com

Getting Started

Updated August 2, 2007

Introduction

Dear Business Owner,

Welcome to the future with WebReserv.com! In this guide you can read about the features provided by WebReserv.com, the best and most flexible general reservation system on the Internet.

Our mission at WebReserv.com is to provide you with the best possible online reservation system, while managing technical issues for you. With WebReserv.com you never have to worry about whether you have the latest software version installed or whether your online availability information is working. All you need is a connection to the Internet. We manage everything else, so you can concentrate on your business.

This guide describes the various components of WebReserv.com. To get the most value of your WebReserv.com, we recommend that you read this guide before setting up your WebReserv.com account.

Note: Some of the features described on this guide are only available to certain account types such as the Gold or Multi-Location account.

Tip:

To get the most out of WebReserv.com, you need a reasonable up-to-date Internet Browser. We recommend **Microsoft Internet Explorer 6.0** or later and **Firefox 2.0** or later. We strongly urge you to upgrade your browser if you are using any version prior to the ones listed above. The newer browsers are more secure and work better than the older browsers.

Microsoft Internet Explorer can be downloaded from <http://www.microsoft.com/ie>. Firefox can be downloaded from <http://www.firefox.com>.

Did you know?

WebReserv.com is the only online reservation system that easily can be configured to handle reservations across virtually all businesses in the service industry, including vacation rentals, bed & breakfasts, taxi and limo service, moving and storage reservations, training classes, spa reservations and office space leasing.

Overview of WebReserv.com

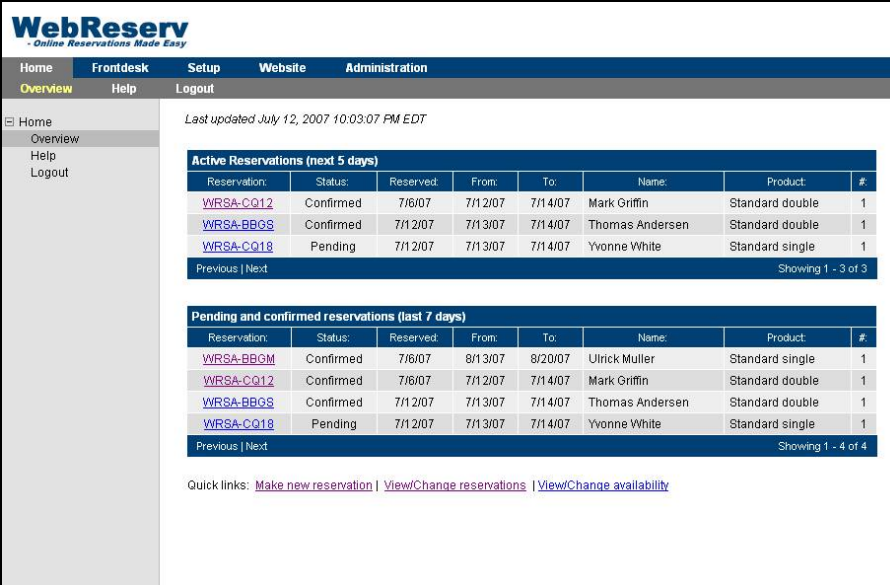
WebReserv.com consists of several components, all working together to effectively manage the reservation process for you. You will quickly learn to find your way through WebReserv.com and this guide is here to help you get started.

The following sections provide a tour of the WebReserv.com components.

Reservation Management System

The Reservation Management System (RMS) manages your reservations for you. This online system enables you to create, view and modify reservations. You can use the Reservation Management System to manage reservations that are made over the Internet as well as walk-in customers or guests. You can also use the Reservation Management System when customers call in to make a reservation.

The Reservation Management System also provides functionality to setup and maintain information about your products (or units), pricelists and so forth.



The screenshot displays the WebReserv.com interface. At the top, the logo reads "WebReserv - Online Reservations Made Easy". Below the logo is a navigation menu with tabs for Home, Frontdesk, Setup, Website, and Administration. Under the Home tab, there are sub-links for Overview, Help, and Logout. The main content area shows a timestamp: "Last updated July 12, 2007 10:03:07 PM EDT".

There are two tables of reservations:

Active Reservations (next 5 days)

| Reservation: | Status: | Reserved: | From: | To: | Name: | Product: | # |
|---------------------------|-----------|-----------|---------|---------|-----------------|-----------------|---|
| WRSA-CQ12 | Confirmed | 7/6/07 | 7/12/07 | 7/14/07 | Mark Griffin | Standard double | 1 |
| WRSA-BBGS | Confirmed | 7/12/07 | 7/13/07 | 7/14/07 | Thomas Andersen | Standard double | 1 |
| WRSA-CQ18 | Pending | 7/12/07 | 7/13/07 | 7/14/07 | Yvonne White | Standard single | 1 |

Previous | Next Showing 1 - 3 of 3

Pending and confirmed reservations (last 7 days)

| Reservation: | Status: | Reserved: | From: | To: | Name: | Product: | # |
|---------------------------|-----------|-----------|---------|---------|-----------------|-----------------|---|
| WRSA-BBGM | Confirmed | 7/6/07 | 8/13/07 | 8/20/07 | Ulrick Muller | Standard single | 1 |
| WRSA-CQ12 | Confirmed | 7/6/07 | 7/12/07 | 7/14/07 | Mark Griffin | Standard double | 1 |
| WRSA-BBGS | Confirmed | 7/12/07 | 7/13/07 | 7/14/07 | Thomas Andersen | Standard double | 1 |
| WRSA-CQ18 | Pending | 7/12/07 | 7/13/07 | 7/14/07 | Yvonne White | Standard single | 1 |

Previous | Next Showing 1 - 4 of 4

Quick links: [Make new reservation](#) | [View/Change reservations](#) | [View/Change availability](#)

Reservation Management System

WebReserv.com Consumer Portal

When you use WebReserv.com as your reservation system, you will automatically be included on the WebReserv.com website. This helps the visibility of your business, and will help you to get more reservations from customers over the Internet.

The screenshot shows the WebReserv.com homepage. At the top, there is a navigation bar with the logo "WebReserv.com" and the tagline "Online Reservations Made Easy". To the right of the logo are links for "Home", "Search", and "Login". Below the navigation bar, there is a "Welcome to WebReserv.com" section. This section contains a brief description of the website as a one-stop source for online reservations and a search form. The search form has two input fields: "I'm searching for:" and "In:", with "florida" entered in the second field. Below the search form are three columns of featured listings. Each listing includes a small image, a title, and a short description with a "more..." link. The columns are titled "Vacation Rentals & Condos", "Lodging", and "Car/RV/Boat Rentals".

WebReserv.com Consumer Portal

Reservation Widget / Availability Calendar

The reservation widget is a component that you can add to your own website or websites. The reservation widget provides an availability calendar, product/unit and pricing information and can manage the entire reservation process for your customers.

The screenshot shows the Reservation Widget interface. At the top, it says "Select product and date/time:". Below this, there are fields for "Product" (a dropdown menu showing "Standard double"), "From:" (a date picker showing "7/13/07"), "To:" (a date picker showing "7/14/07"), "Adults:" (a text input showing "1"), and "Children:" (a text input showing "0"). Below these fields is a calendar grid for July, August, and September 2007. The calendar grid shows days of the week (S, M, T, W, T, F, S) and dates. The dates are color-coded: green for "Available", red for "Sold Out", and grey for "No Information". Below the calendar grid, there are "Previous" and "Next" links, and a legend for the color coding. At the bottom, there is a "Continue" button and a prompt: "Please select reservation dates and click continue."

Reservation Widget

The reservation widget can be customized to match the colors for your site so it will completely blend in with your website.

How does WebReserv.com Work?

WebReserv.com is an advanced, yet easy to use, online reservation system. Based on the product information and reservation criteria that you enter in the system, it helps you to make as many reservations as possible, while ensuring that you won't get overbooked. That is, making multiple reservations for the same product at the same time.

The Reservation Process

The typical reservation process consists of the following steps:

1



Step 1 – Find company and product/unit

The customer finds your product on your website, WebReserv.com or other websites that utilize WebReserv.com

2

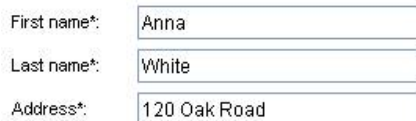


A screenshot of a calendar interface showing two months: July 2007 and August 2007. The days are color-coded: red for unavailable, green for available, and grey for weekends. In July, days 1-7 are grey, 8-14 are green, 15-21 are red, 22-28 are green, and 29-31 are red. In August, days 1-4 are red, 5-11 are green, 12-18 are red, 19-25 are green, and 26-31 are red.

Step 2 – Select date(s) and/or times

The customer sees that the product (or unit for hotels and Bed & Breakfasts) is available at the desired date and time.

3



A screenshot of a form for entering customer information. It has three input fields: "First name*" with the value "Anna", "Last name*" with the value "White", and "Address*" with the value "120 Oak Road".

Step 3 – Customer information

The customer enters name, address, phone number, email address and other information (you can specify exactly what information the customer will be required to enter).

4

A credit card is required to confirm this reservation



A screenshot of a form for entering credit card information. It has two input fields: "Credit Card*" with the value "5323 1132 8712 1100" and "Expiration Date*" with a dropdown menu showing "08" and "2007".

Step 4 - Payment

If a payment is required, the customer will enter credit card or other payment information.

5

Thanks for making your reservation with Casa Deco.

Your reservation code is WRSA-2W25

Step 5 - Confirmation


The customer completes the reservation

Email Confirmations

Immediately after the customer confirms the reservation, both you and the customer will receive an email with the reservation details.

Note: This is an automated email message, please do not reply to this email.

Reservation Information (WRSA-2W25)



Dear Anna White,

Thank you for making your reservation with [Casa Deco](#). The status of your reservation is: **Pending**.

Reservation Details:
Confirmation code: WRSA-2W25
For: Standard double
From: 8/7/07
To: 8/8/07
No. reservations: 1
Adults: 1
Children: 0

Customer Reservation Email

Depending on how you configure your WebReserv.com account, a new reservation will either be **pending** or **confirmed**.

Pending and Confirmed Reservations

A pending reservation means that you can review the reservation request and either confirm or cancel (reject) the reservation. This is useful if you have other reservation systems that you want to keep in sync, or if you need to check availability of other resources, for example, in-house staff or equipment.

| Pending and confirmed reservations (last 7 days) | | | | | | | |
|--|-----------|-----------|---------|---------|-----------------|-----------------|----|
| Reservation: | Status: | Reserved: | From: | To: | Name: | Product: | #: |
| WRSA-BBGM | Confirmed | 7/6/07 | 8/13/07 | 8/20/07 | Ulrick Muller | Standard single | 1 |
| WRSA-CQ12 | Confirmed | 7/6/07 | 7/12/07 | 7/14/07 | Mark Griffin | Standard double | 1 |
| WRSA-BBGS | Confirmed | 7/12/07 | 7/13/07 | 7/14/07 | Thomas Andersen | Standard double | 1 |
| WRSA-2W25 | Pending | 7/13/07 | 8/7/07 | 8/8/07 | Anna White | Standard double | 1 |

Previous | Next Showing 1 - 4 of 4

Pending and Confirmed Reservations

In most cases you will probably not need to check availability of other resources (remember that WebReserv.com checks your availability automatically) and you will let WebReserv.com confirm the reservation automatically and immediately when it's made.

In addition to the email that is sent out to you and the customer, you can see all reservations directly in the Reservation Management System. From the Reservation Management System you can also confirm a pending reservation. When you confirm, change or cancel a reservation, the customer will automatically receive an email with the change information.

Managing Availability

Throughout this entire process, the Reservation Management System continuously monitors your availability to ensure that no products get overbooked. In the setup guide, you will learn how to configure WebReserv.com to know what products you have and how many you have of each.

You can also make adjustments to the availability. For example, if a unit or product is unavailable due to maintenance or needs to be held for other reasons, you can quickly mark this in the availability calendar.

Payments

With WebReserv.com you have several options for how to accept payments for your reservations.

Automated Payment Processing

The easiest way to process payments is the automated payment processing. When using the automated payment processing with WebReserv.com, your customer's credit card is automatically charged the moment the reservation is made, and the funds are forwarded to your merchant account immediately.

Manual Payment Processing

If you have fewer transactions per month, you can choose to process credit cards manually. With the manual payment processing, the customer will be asked to provide credit card information, but rather than performing the transaction on the spot, WebReserv.com forwards the credit card information to you so you can perform the transaction using your own terminal.

No Payment Processing


If there are no upfront payments, WebReserv.com can handle that as well. Simply select "no payments" in the setup and reservations can be made without a credit card.

Payment Terminal

Included in WebReserv.com is a virtual terminal that you can use to process transactions manually. This is convenient when a customer makes additional purchases or if you need to perform a refund to a customer.

ePay Virtual Terminal

To manually process a credit card transaction, enter invoice or order number, amount, credit card information and billing information and click submit.

 The transaction was **Authorized**. Authorization code: **093300**

Payment Details:

Type: Payment Refund

Invoice*:

Amount*:

Comments:

Credit card:

Credit card number*:

Expiration Date*: /

Security Code:

Billing Information:

Name on credit card*:

Address:

City:

State:

Zip/Postal code:

Virtual Payment Terminal

Along with the Virtual Terminal, you will also find the payment transaction log that includes all payment processing details for both manual and automated transactions.

Getting Started with Your WebReserv.com Account

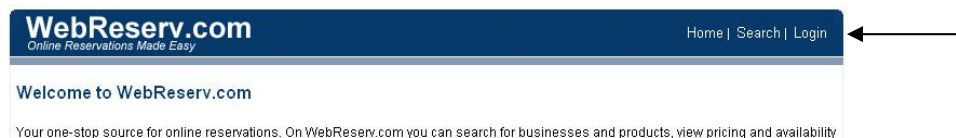
Applying for a WebReserv.com Account

You will need a username and password for your WebReserv.com account. If you do not have a username and password already, go to <http://www.webreserv.com/gettingstarted.do> to set up an account.

When you apply for a WebReserv.com account, you will receive two emails. The first email is a confirmation that your account request was submitted. Once your request has been approved, you will receive a second email with your login information.

Logging on to WebReserv.com

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



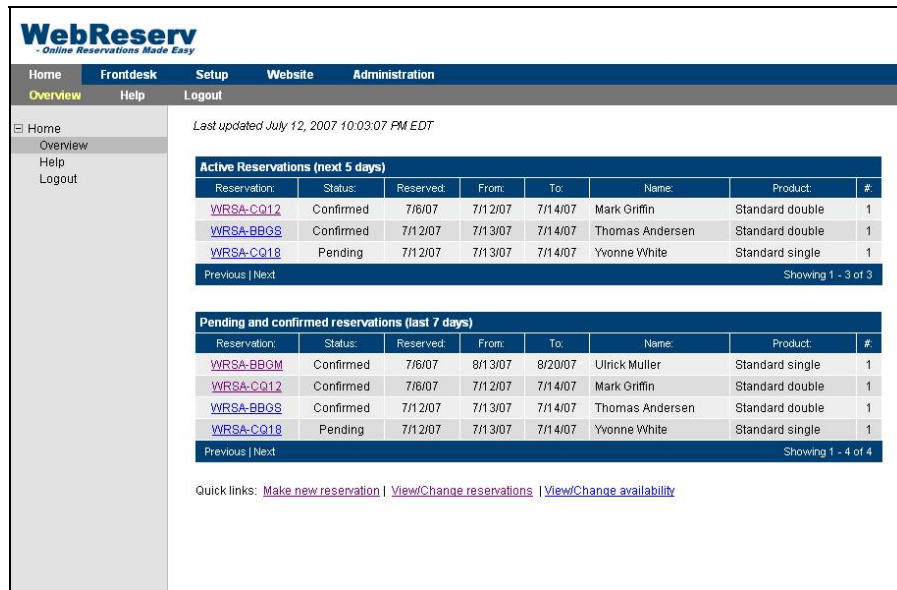
At the Login page, enter your username and your password. The username is the same as your email address.

Tip:

If you forget your password, go to the login form and click the “Forgot password?” link. Note that your account will be locked if you enter an incorrect password 5 consecutive times.

Your WebReserv.com Home Page

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



The screenshot displays the WebReserv.com home page. At the top, the logo reads "WebReserv - Online Reservations Made Easy". Below the logo is a main navigation menu with "Home", "Frontdesk", "Setup", "Website", and "Administration". Under "Home", there are sub-links for "Overview", "Help", and "Logout". A sidebar on the left contains a tree view with "Home", "Overview", "Help", and "Logout". The main content area shows the date "Last updated July 12, 2007 10:03:07 PM EDT". It features two tables: "Active Reservations (next 5 days)" and "Pending and confirmed reservations (last 7 days)". Both tables have columns for Reservation, Status, Reserved, From, To, Name, Product, and #. The "Active Reservations" table lists three reservations: WRSA-CQ12 (Confirmed), WRSA-BBOS (Confirmed), and WRSA-CQ18 (Pending). The "Pending and confirmed reservations" table lists four reservations: WRSA-BBGM (Confirmed), WRSA-CQ12 (Confirmed), WRSA-BBOS (Confirmed), and WRSA-CQ18 (Pending). At the bottom, there are quick links: "Make new reservation", "View/Change reservations", and "View/Change availability".

Reservation Management System Home Page

The top menu is the main navigation menu. The main menu selections are as follows:

Home

The home page is where you arrive when you log in. In this page you can see active reservations (i.e. reservations for the next 5 days), new reservations (reservations made within the last 5 days). You also have links to make a new reservation, view/change reservations, view/change availability and to the help section.

Front Desk

The front desk provides all the features you need to manage reservations and availability. Here you can do detailed lists of new and old reservations. From here you can also make new reservations, view and change existing reservations and view and change availability.

Setup

The setup section provides you with all the features needed to setup your WebReserv.com account, such as business information, information about each product (or unit), price/rate lists, and email templates.

Website

The website contains links to your listing on WebReserv.com as well as links to your reservation widget. You can use the links on this page to include the reservation widget on your own website.

Administration

In the administration section, you can update your account information, change your account type, change user information, add users*, and view payment processing* settings.

* Requires an Enterprise or Gold account.

What's Next

Setup Guide

If you already have received your WebReserv.com account information, download the setup guide from http://www.webreserv.com/admin_help.do. The setup guide walks you through the setup process in easy-to-follow steps.

Weblog

Check our WebLog for news about WebReserv.com. You can find the Weblog here: <http://webreserv.wordpress.com/>

News

With your WebReserv.com account, you will automatically get our newsletter, filled with tips and ideas on how to make the most of your WebReserv.com account. You can read previous newsletters in the news archive: <http://www.webreserv.com/news>

Questions & Answers

Question: *Do I need to have a server installed or install new software?*

Answer: No, our services are completely hosted and managed by us. All you need is a browser and an Internet connection.

Question: I like the reservation widget, but I'd like to have a customized form instead, can you help?

Answer: Our support can help with custom designed reservation forms.

Question: *Can I use WebReserv.com with my website, without being listed on WebReserv.com?*

Answer: Yes, with the Gold Account it is possible to use the reservation widget without being listed on WebReserv.com.

Question: *What payment processors can be used with WebReserv.com?*

Answer: For automated payment processing, we currently support *Chase Paymentech* (<http://www.paymentech.net>).

Question: *I have several users who will need use WebReserv.com in our office, can I do that?*

Answer: Yes, with the Multi-user add-on, you can create additional users. Each user can have individual security settings. For example, a front desk user may have access to view and change reservations, but is not able to change the system setup.

Question: *What level of support do you provide?*

Answer: Our servers are monitored 24/7. Regular support hours are Monday – Friday 9 AM – 5:00 PM US Eastern time. For support emails and calls outside of the regular business hours, we strive to respond within 3 hours.

For more questions and answers, please go to <http://www.webreserv.com/questions.do>