

WebReserv

User Guide



© 2012 Web Reservation Systems, Inc.

WebReserv User Guide

© 2012 Web Reservation Systems, Inc.

All rights reserved. No parts of this work may be reproduced in any form or by any means - graphic, electronic, or mechanical, including photocopying, recording, taping, or information storage and retrieval systems - without the written permission of the publisher.

Products that are referred to in this document may be either trademarks and/or registered trademarks of the respective owners. The publisher and the author make no claim to these trademarks.

While every precaution has been taken in the preparation of this document, the publisher and the author assume no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall the publisher and the author be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

Publisher

*Web Reservation Systems, Inc.
Atlanta, GA
United States*

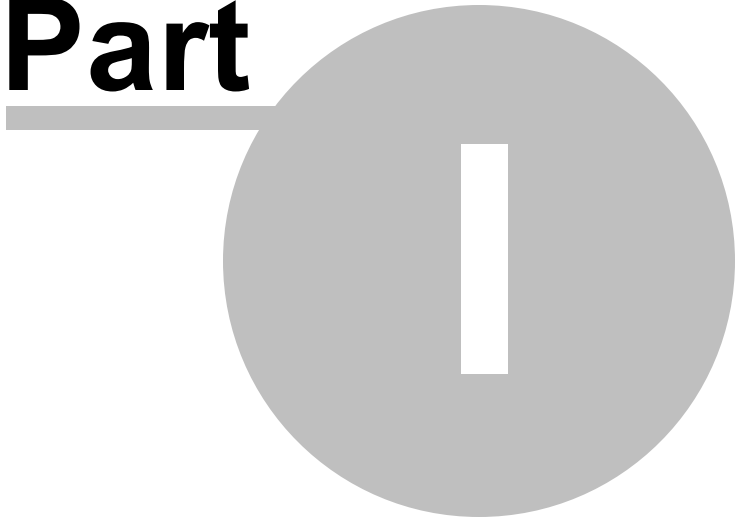
Table of Contents

Part I Welcome	7
Part II Getting Started With WebReserv	9
1 Overview	9
Booking Calendar	9
Reservation Management System	10
WebReserv Portal	11
2 Registering for an account.....	12
3 Initial Setup.....	13
4 Quickstart Guides.....	17
Part III Setup	20
1 Business Information.....	20
Address	20
Description	21
Business Category	22
Pictures	23
Features & Attractions	23
Terms & Conditions	24
Map & Directions	25
Search Keywords	26
Payments	27
2 Products & Reservation Rules.....	28
Description	29
Reservation Type	29
Reservation Rules	30
Customer Information	33
Email Notifications	33
Tax / Deposit	34
3 Rates.....	35
Rate Categories	36
Rate Lists	38
Rates: Per reservation.....	40
Rates: Per person (variable).....	41
Rates: Per person (flat).....	42
Rate Tips	42
Creating a Tuesday - Thursday rate.....	42
Troubleshooting "not able to find any rates".....	43
Testing Your Rates	45
Migrating from old rate categories to new	45
4 Discount Codes.....	47
Add Discount Code	47
Using Discount Codes	49
Handling Groupon and other deal codes	49

5	Email and Print Templates.....	51
	Creating a new template	51
	Template keywords	53
6	Custom Fields.....	57
	Add custom field	58
	Edit custom field	58
	Custom lists	59
	Using custom fields	60
	Example: Adding lunch baskets to tour bookings	60
	Example: Handling fees with custom fields	63
7	Users and Agents.....	66
	Managing Users	67
	Managing Agents	68
8	Access Control List.....	70
	Configure Access Control	71
	Upload Access Control List	71
9	Entry Codes.....	73
	Create entry code custom field	73
	Upload entry codes	74
	Testing entry codes	76
	Entry Codes (.CSV) File Format	76
Part IV Using The Booking Calendar		79
1	Adding the booking calendar to your website	80
2	Advanced Booking Calendar features.....	86
Part V Managing Reservations		91
1	Create new reservation.....	91
2	Find reservation.....	93
3	View/change reservation.....	93
4	Confirm a pending reservation.....	95
5	Cancel a reservation.....	96
6	Check availability.....	96
7	Change availability.....	97
8	Email Confirmations.....	98
	Post-visit Email	98
	Pre-visit Email	99
	Rejected Reservation	100
	Canceled Reservation	101
	Confirmed Reservation	102
	Pending Reservation	104
Part VI Online Payments		107
1	Comparing payment methods.....	107
	Check/Cash	107
	PayPal	108
	Credit cards	108

2	Configuring payment processing.....	109
	Cash/Check	109
	PayPal	109
	Creditcards	110
3	Charging a deposit.....	111
4	Safe payment tips.....	112
5	Virtual Terminal.....	113
Part VII	Gift cards	115
1	Creating gift cards.....	115
2	Gift card purchases.....	117
3	Gift card usage.....	118
Part VIII	Reporting	120
1	Customer Report.....	120
2	Reservations Report.....	120
3	Revenue Report.....	120
4	Transaction Report.....	120
Part IX	Frequently Asked Questions	123
1	General.....	123
2	Taking Reservations.....	125
3	Booking Calendar.....	127
4	Payment Processing.....	129
5	Reporting.....	130
Part X	Support	132
	Index	0

Part



1 Welcome

Welcome!

We are excited that you have chosen the best and most flexible general booking system on the Internet.

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

This guide consists of the following sections:

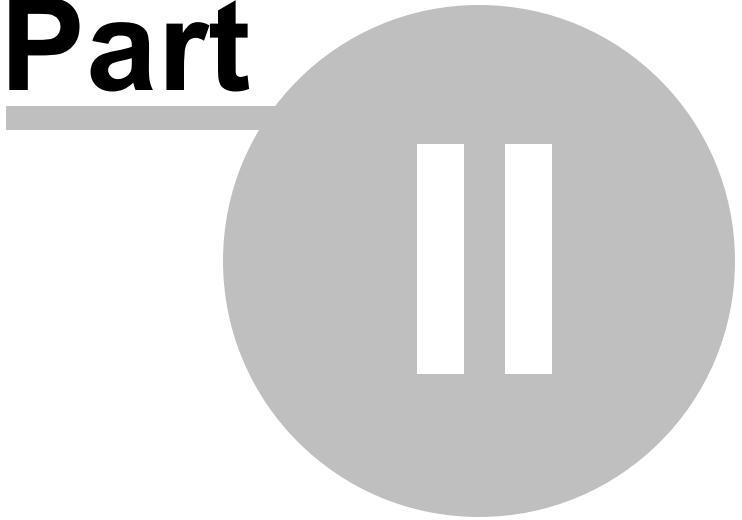
- [Getting started with WebReserv](#). This section describes WebReserv, how you get your WebReserv account and the initial setup process.
- [Setup](#). This section describes how to modify your business information, add or remove products, update rates, discount codes and email templates.
- [Using the booking calendar](#). This section describes how the booking calendar works and how you can add it to your own website.
- [Managing reservations](#). This section describes how to manage reservations and availability with WebReserv.
- [Online payments](#). This section describes how to manage online payments with WebReserv, using check/cash, PayPal and creditcards.
- [Reporting](#). This section describes the various reports built into the booking system.
- [Frequently Asked Questions](#) contains frequently asked questions and their answers.
- [Support](#) describes how you can get in touch with us for technical support or sales.

To help you get your booking system online faster, we have created a number of Quickstart guides for different types of businesses, including bed & breakfasts, tours, rentals and much more. You can find our Quickstart guides on the WebReserv portal:

<http://www.webreserv.com/articles.do>

Please note that some of the features described on this guide are only available to certain account types such as the Gold or Multi-Location account.

Part



2 Getting Started With WebReserv

.This section describes how to get starting using WebReserv.

- [Overview](#) of WebReserv
- [Registering](#) for an account
- [Initial Setup](#) of your account
- [Quickstart Guides](#) contains real-life examples on how to set up the booking system for different businesses.

2.1 Overview

WebReserv is a sophisticated online booking system. It automatically manages the entire booking process for you and your customers. Unlike many older booking systems, WebReserv was created specifically to work well over the Internet. That means that you can access the booking system from your office, from your home or anywhere in the world. All you need is an Internet connection and a compatible browser.

WebReserv has three distinct modules, all working together to effectively manage the reservation process for you.

- A [Booking Calendar](#) that allows customers to make reservation directly from your own website
- A [Reservation Management System](#) where you manage your reservations, inventory/availability and reports
- A [WebReserv Portal](#) where your business is listed to increase market visibility.

2.1.1 Booking Calendar

The **Booking Calendar** is a completely self-contained availability calendar, booking and payment form. It can be added to your existing website (or websites if you have multiple) to allow your customers to view availability and pricing and make bookings right away.

Select Dates

Product: From: To: No. units:
 Standard double 5/21/09 5/22/09 1

May 2009							June 2009							July 2009						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
					1	2	1	2	3	4	5	6				1	2	3	4	
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25
24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31	
31																				

■ Available
 ■ Sold out
 ■ No Information
 [Next](#)

Continue

Secure reservations provided by WebReserv.com

Booking Calendar

The booking calendar is always synchronized with the Reservation Management System and the WebReserv Portal. This eliminates the risk of your business being double-booked and it ensures that whenever you make a change to your availability, pricing or anything else, those changes are reflected in the booking calendar right away.

[Next - The Reservation Management System](#)

2.1.2 Reservation Management System

The **Reservation Management System** 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 business, products/units/rooms, price lists, discount codes and everything else you need to manage your bookings.

Every time you log onto WebReserv, 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.

Administration - Microsoft Internet Explorer

Address: http://www.webreserv.com/admin_home.do

WebReserv
- Online Reservations Made Easy

Home Frontdesk Setup Website Administration

Overview Help Logout

Home
Overview
Help
Logout

Last updated April 16, 2007 10:35:54 PM EDT

Active Reservations (next 5 days)

Reservation:	Status:	Reserved:	From:	To:	Name:	Product:	#:
W RSA-819C	Confirmed	4/16/07	4/18/07	4/20/07	Andrew Bridger	Standard double	1
W RSA-9WTS	Confirmed	4/16/07	4/18/07	4/20/07	Yvonne Anderson	Suite	1
W RSA-BBE8	Confirmed	4/16/07	4/18/07	4/20/07	Yvonne Anderson	Standard single	1

Previous | Next Showing 1 - 3 of 3

Pending and confirmed reservations (last 7 days)

Reservation:	Status:	Reserved:	From:	To:	Name:	Product:	#:
W RSA-5P4G	Confirmed	4/16/07	4/24/07	4/30/07	Peter Jensen	Standard double	1
W RSA-73OW	Pending	4/16/07	5/14/07	5/21/07	Peter Jensen	Standard single	1
W RSA-819C	Confirmed	4/16/07	4/18/07	4/20/07	Andrew Bridger	Standard double	1
W RSA-9WTS	Confirmed	4/16/07	4/18/07	4/20/07	Yvonne Anderson	Suite	1
W RSA-BBE8	Confirmed	4/16/07	4/18/07	4/20/07	Yvonne Anderson	Standard single	1

Previous | Next Showing 1 - 5 of 5

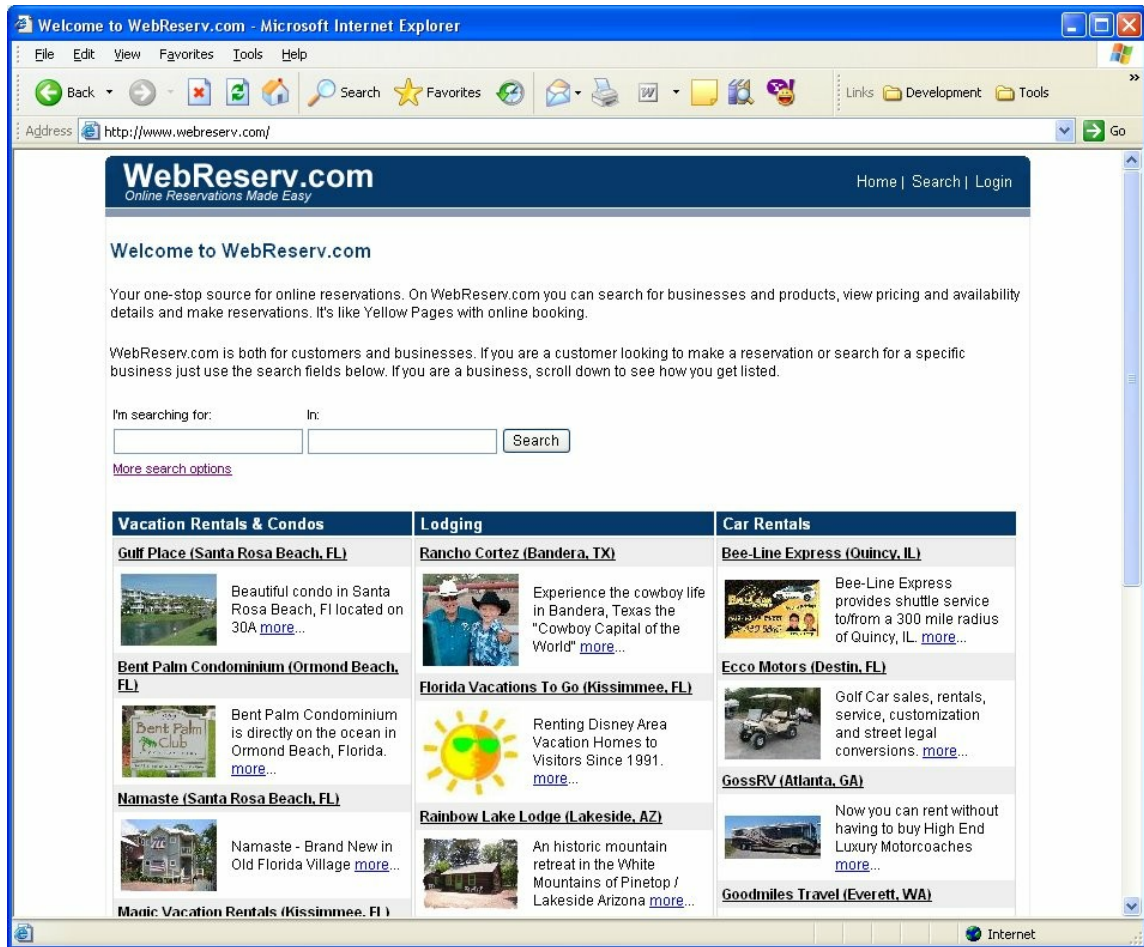
© 2002-2007 Web Reservation Systems.

Administration Home

[Next: The WebReserv Portal](#)

2.1.3 WebReserv Portal

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



WebReserv Portal

2.2 Registering for an account

You will need a username and password for your WebReserv account. If you do not have a username and password already, you will need to request one.

For businesses located in the Americas, Asia and Africa, go to <http://www.webreserv.com/start>

For businesses located in the European Union, go to <http://www.webreserv.eu/start>

When you apply for a WebReserv 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

To access your WebReserv administration account, go to the WebReserv website, 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.

User Login

Welcome to WebReserv.com - the most flexible online reservation and scheduling system.

Please enter your username and password.

Username:

Password:

[Return to WebReserv.com](#)

[Forgot password?](#)

2.3 Initial Setup

When you first log on to your WebReserv account, you will be greeted with a setup wizard that will take you through the initial setup steps for your account. The setup has 5 steps and will normally not take more than 15 minutes.

Tip: Before you start, we recommend that you take a look at our **Quickstart guides**. You can find our Quickstart guides on the WebReserv portal:

<http://www.webreserv.com/articles.do>

Step 1 - Business Information

On the first setup screen, you will enter the business information - business name, address, phone number, email address and website address. Make sure that you get the email address correct. This is the email address that will receive email notifications whenever a new reservation is made.

WebReserv Setup - Step 1 of 5

On this page you can review your business information. This is the information you provided when you requested the account. Please make any changes necessary and click **continue** to continue.

Business Address

Name*:	<input type="text" value="Florida Rentals"/>
Address*:	<input type="text" value="123 Water Way"/>
	<input type="text"/>
Zip/Postal code*:	<input type="text" value="30000"/>
City*:	<input type="text" value="Miami"/>
City area:	<input type="text"/>
State:	<input type="text" value="Florida"/>
Country:	<input type="text" value="United States"/>

Phone and Fax

Phone Number*:	<input type="text" value="555-555-5555"/>
Fax number:	<input type="text"/>

Web & Email

Website address:	<input type="text"/>
------------------	----------------------

Enter the address of your current website. If you don't have a website, leave the field empty.

Email address*:	<input type="text" value="floridatours@webreserv.com"/>
-----------------	---

Enter the email address that you want to use when receiving reservation messages.

<input type="button" value="Back"/>	<input type="button" value="Continue"/>
-------------------------------------	---

Step 1 - Business Address

Step 2 - Business Category

On this page you specify your business category. Make sure you get the business category correct. The booking system use this information to determine how to handle your bookings and how your business will be presented on the WebReserv portal. If you cannot find the exact category for your business, select the closest category and [contact our support](#) to have your business category added.

WebReserv Setup - Step 2 of 5

Please select the appropriate business category for your business.

This information is used to categories your business on WebReserv and is also used to configure your WebReserv setup correctly.

When you have selected the appropriate category click **continue** to continue.

Category:

Select the main category for your business. If no categories match, please select **other**.

Subcategory:

Select the sub category. If no sub categories match, please select **other**.

Step 2 - Business Category

Step 3 - General booking settings

On this page you specify general booking settings. These settings help the booking system determine how to manage your reservations. Depending on your business category, you may not need to specify these settings as WebReserv has already determined the best setting based on your category.

WebReserv Setup - Step 3 of 5

Please select the reservation type.

Please make any changes necessary and click **continue** to continue.

Type of booking

How would you best describe the type of booking?

- Daily.** Customers reserve your products or services one or more days at a time. *Example: A hotel room.*
- Hourly.** Customers reserve your products or services one or more hours at a time. *Example: A car reservation.*
- Schedules.** Customers reserve your products or services by schedule. *Example: A daily tour bus.*

Inventory / Availability

What is your availability based on?

- Number of units.** My availability is based on how many units can be rented at the same time. *Example: A hotel with 80 rooms.*
- Number of people.** My availability is based on how many people makes a reservation for the same time. *Example: A tour with 40 seats.*

Rates

Do you charge your customers a fee for this product?

- Yes.** Customers pay for this product.
- No.** Customers do not pay for this product.

Step 3 - General Booking Rules

Step 4 - Rates

On this page you can enter rates for your products/rooms/vehicles. You can enter up to five different rate periods, for example, hourly/daily/weekly/monthly or any other rate schedule of your choice. Some business may have more detailed rules than what can be entered here. Don't worry, just enter as much or as little information as you can - it is easy to change the rates later one and add more rate periods.

WebReserv Setup - Step 4 of 5

Please enter the rates for your room(s) in the columns below.

If you have more units or rates than specified below, don't worry. You will have the ability to add more products and rates later.

When you have entered your rates click **continue** to continue.

Rates							
Room(s):	# Units:	Rates per::		Rates per::		Rates per::	
		1 Day(s)	7 Day(s)	0 Day(s)	0 Day(s)	0 Day(s)	
Double Room	10	\$ 120.00	\$ 600.00	\$	\$	\$	
Single Room	20	\$ 100.00	\$ 500.00	\$	\$	\$	
Suite	10	\$ 200.00	\$ 900.00	\$	\$	\$	
	0	\$	\$	\$	\$	\$	
	0	\$	\$	\$	\$	\$	

Rates listed above are: Per person

Currency: USD - U.S. Dollar

Step 4 - Rates

Step 5 - Setup complete

Congratulations! Your WebReserv account has been configured. You can now test out some of the many features in the WebReserv system or continue to the regular setup for more [setup options](#).

WebReserv Setup - Completed

Congratulations! Your WebReserv account has been setup.

Now you can explore all the features that WebReserv provides.



[Reservations](#)

Click here to view and update reservations



[Availability Calendar](#)

Click here to view and update your availability calendar



[Setup](#)

Click here to setup your units



[Reports](#)

Click here to view and print reports



[WebReserv Listing](#)

Click here to view your WebReserv listing



[Help](#)

Click here to get help using WebReserv

Step 5 - Setup Complete

2.4 Quickstart Guides

To help you get your WebReserv booking system set up faster, we have created a number of **Quickstart Guides**. Our **Quickstart Guide** series include:

Quickstart Guide: Configuring Vacation Rental Booking Calendar

This guide describes how to set up the WebReserv Booking System for Vacation Rentals. The guide can also be used for property managers to set up a booking system for multiple vacation rentals.

Quickstart Guide: Configuring Bed & Breakfast Booking Calendar

This guide describes how to set up the WebReserv Booking System for Bed & Breakfasts.

Quickstart Guide: Configuring Campground Rentals

This guide describes how to set up and take reservations for campgrounds using WebReserv.com.

Quickstart Guide: Configuring Bike Rentals And Tours

This guide describes how to set up and take reservations for bike rentals and tours using WebReserv.com.

Quickstart Guide: Configuring a Boat Rental Booking System

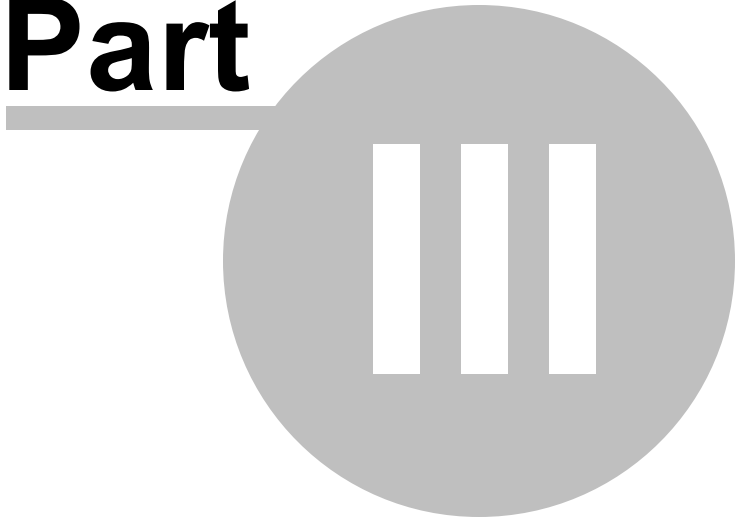
This guide describes how to set up the WebReserv Booking System for Boat Rentals.

Quickstart Guide: Configuring Tour Bookings

This guide describes how to set up and take reservations for tours using WebReserv.com

You can view and download the Quickstart guides from the articles section on WebReserv: <http://www.webreserv.com/articles.do>

Part



3 Setup

WebReserv is an highly configurable booking system. Almost any type of booking can be managed through the booking system. This section guides you through the setup screens in WebReserv.

Note that some features are available only in WebReserv Silver and WebReserv Gold.

- [Business Information](#)
- [Products & Reservation Rules](#)
- [Rates](#)
- [Discount Codes](#)
- [Email and Print Templates](#)
- [Custom Fields](#)
- [Access Control List](#)
- [Entry Codes](#)

3.1 Business Information

The **Business Information** setup pages are used to manage general information about your business:

- [Address](#)
- [Description](#)
- [Business Category](#)
- [Pictures](#)
- [Features & Attractions](#)
- [Terms & Conditions](#)
- [Map & Directions](#)
- [Search Keywords](#)
- [Payments](#)

3.1.1 Address

On the **Business Information - Address** screen you can enter the primary address of the business as well as website address, email address and phone/fax numbers.

Address (Casa Deco)

Please enter the address, phonenumber and email address for this business location. Note: if you change the address, you should also update maps & directions.

Name*:	<input type="text" value="Casa Deco"/>
Address*:	<input type="text" value="9680 Coconut Road"/>
	<input type="text"/>
Zip/Postal code*:	<input type="text" value="30319"/>
City*:	<input type="text" value="Miami"/>
City area:	<input type="text"/>
State:	<input type="text" value="Florida"/>
Country:	<input type="text" value="United States"/>
Phone Number*:	<input type="text" value="819-561-1300"/>
Fax number:	<input type="text" value="819-561-8000"/>
Website address:	<input type="text"/>
Email address*:	<input type="text" value="casadeco@webreserv.com"/>

Setup Business Address

The **email address** on this page will automatically receive an email confirmation whenever a customer makes a new reservation. You can specify more than one email address, separated by commas.

When you are done with your changes click **save** to save your changes.

3.1.2 Description

On this page you can enter a **brief description** and a **detailed description** for your business.

The **brief description** is the description that will be showed when a customer searches for your business on the WebReserv portal. You want to provide a short, but powerful description of your business in this field.

The **detailed description** is the description that will be showed when a customer views your business on the WebReserv portal.

Customers favor businesses with comprehensive descriptions of the business and each rental unit or service, so make sure that you enter a good description of your business.

Description (Casa Deco)

Please enter a description for this business location.

Brief description*

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

The brief description is shown in listings (i.e. search listings and alphabetical listings).

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....

Use the description field for general description of your business.

Previous

Save and continue

Back to setup menu

Business Description

When you are done with your changes click **save** to save your changes.

3.1.3 Business Category

On this page you specify your **business category**. The business category is very important to the WebReserv system. The booking system use this information to determine how to handle your bookings and it is also used to determine how to present your business on the WebReserv Portal.

Category (Casa Deco)

Please select a category for this business location.

Category: Lodging

Subcategory: Bed & Breakfast Inns

Label inventory as: Rooms (default)

Can't find a category for your business? Please [email](#) us to get it added.

WebReserv Listing

Include my business on WebReserv.com

Previous

Save and continue

Back to setup menu

Select business category

If you cannot find the exact category for your business, select the closest category and [contact our support](#) to have your business category added.

When you are done with your changes click **save** to save your changes.

3.1.4 Pictures

Pictures are used many places in the booking system. Customers can view the pictures of your business on the WebReserv portal and in the booking calendar. A picture of your business is also included in the reservation email to customers.

You can upload one or more pictures for your business. Be sure to include a description of each picture, so the customer will know what they are looking at.

Pictures (Casa Deco)

On this page you can add pictures of your business.

Pictures			
Picture:	Display order	Description:	
	1	This is a picture from Casa Deco	Delete

Add Picture

You can have up to 10 pictures.

To upload another picture enter the filename or click the *browse* button. When you have selected the file, click the *upload* button.

Filename:

Pictures

When you are done uploading and describing pictures, click **save** to save your changes.

3.1.5 Features & Attractions

On this page you can specify **features** (or **amenities**) for your business. Be sure to provide a good listing of all your features or amenities so your customers know what they get.

You can also specify nearby **attractions**. Nearby attractions may include parks, landmarks, shopping areas, museums, recreational parks etc.

Features & Attractions (Casa Deco)

Use the features and attractions fields to describe features and nearby attractions.

Features

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

Attractions

Art-Deco district (<1 mile)

Previous

Save and continue

Back to setup menu

Features and attractions

When you are done with your changes click **save** to save your changes.

3.1.6 Terms & Conditions

Use the **terms and conditions** page to describe the terms and conditions for your customers. Terms and conditions typically should include:

- Cancellation policy
- Change policy
- Refund policy
- General rules

If necessary you can include links to additional policies on your own website.

Terms & Conditions (Casa Deco)

Use the Terms & Conditions field to describe reservation, cancellation and refund policies. The customer is required to accept your Terms & Conditions when making a reservation.

Terms & Conditions

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

Previous

Save and continue

Back to setup menu

Terms & Conditions

If terms and conditions have been entered for your business, the customer will automatically be required to accept the terms and conditions in order to complete a reservation.

When you are done with your changes click **save** to save your changes.

3.1.7 Map & Directions

The **map and directions** page shows customers where to find our business. The location of your business is automatically calculated based on the address you entered on the address page. You can also enter directions to your business location. We recommend that you describe the directions from major highways or intersections. This will make it easier for your customers to locate your businesses.

In some cases the system may not be able to calculate the map location correctly. If the location is not shown correctly for your business follow these tips to correct the map location. First, click "Get coordinates from address". This will reset the marker to a geographical location calculated based on your address. Inspect the map (zoom in if necessary). If the marker is a little bit off, just move the marker to the correct location.

In rare instances it is not possible to position the marker correctly based on the address. This can happen if the address isn't know in the map database or if the address format is different from what is expected by the system. In those cases, the marker might be placed on a big white or blue background.

If you get the big white or blue background, simply enter the longitude and latitude of your business and the marker will be positioned correctly. Don't have access to a GPS that can give you longitude and latitude? Don't worry – just zoom out on the map, move the marker to a place near your location, zoom in a bit, readjust the marker, and repeat until the marker is at your exact business location.

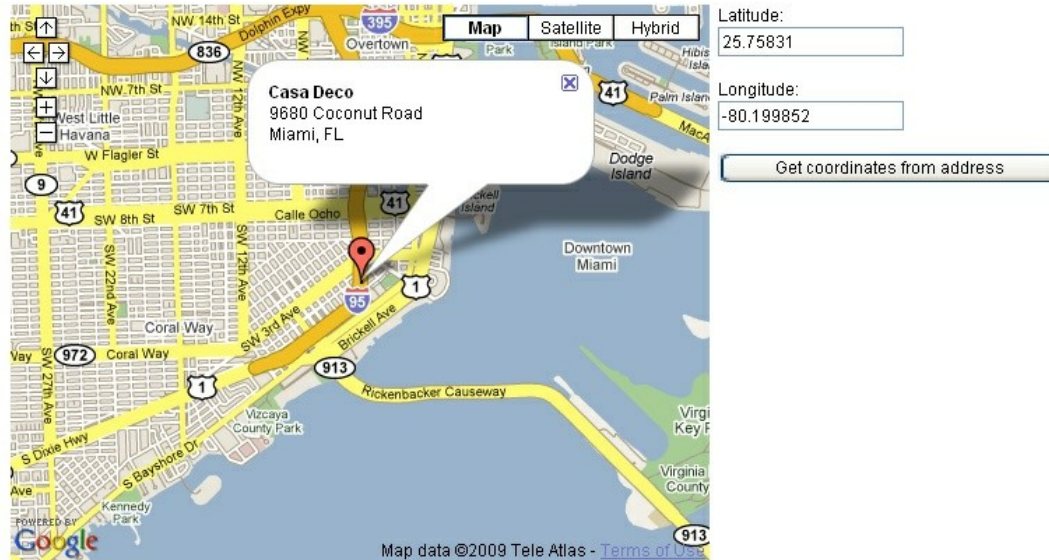
When you are done with your changes click **save** to save your changes.

Map & Directions (Casa Deco)

On this page you can provide directions to this business location and setup map coordinates for the online map.

Map

Review the map position to ensure that the coordinates are correct. If the coordinates are not correct, click *Get coordinates from address* to calculate the coordinates automatically or move the marker to the correct address.



Map Satellite Hybrid

Latitude: 25.75831

Longitude: -80.199852

Get coordinates from address

Casa Deco
9680 Coconut Road
Miami, FL

Map data ©2009 Tele Atlas - [Terms of Use](#)

Directions

Enter the directions to this business location:

Map & Directions

3.1.8 Search Keywords

The **search keywords** is what makes Google, Yahoo, MSN and other websites look for when customers search for your business on the Internet. The keywords should as a minimum include what you provide, where you are located and business name. For example, if you have a boat rental company in Miami, Florida, your keywords could look like this: *Miami Boat Rentals, Boat Rentals, Miami, Florida, luxury boat rental, motor boat rental, watercraft rentals, Joe's boat rental.*

Search Keywords (Casa Deco)

The keywords are the keywords that users search for. Add keywords to ensure that customers will find your business on WebReserv.com and the Internet. Separate each keyword by comma, example: *hotel, hotelroom, lodging* (for a hotel)

Search keywords

When you are done with your changes click **save** to save your changes.

3.1.9 Payments

On the **payments screen** you can specify the methods of payment that you accept, the credit cards that you accept and currency. You can also view the payment gateway information (if applicable). For more information on payment methods in WebReserv, please see the [online payments](#) section.

Note: For each product you should also specify the [deposit rules](#).

When you are done with your changes click **save** to save your changes.

Payments (Casa Deco)

On this page you can specify payment options for this business.

Currency

Select the currency being used for this business.

USD - U.S. Dollar

Payment Processing

Select how you want payments to be processed when a booking is made.

- Cash/Check** Select this option if you process payments on your own, for example, by receiving a check from the customer.
- PayPal** Select this option if you want to use PayPal for payments. To use this option, enter your PayPal email address below.
PayPal email address:
- Creditcard** Select this option if you want to accept creditcards and select processing type below.
- Capture only** Select this option if you want to receive creditcard information with the reservation, but process the transaction using your own terminal.
- Auto process** Select this option if you want customer creditcards to be processed automatically when a reservation is made. Note: This function requires gateway setup as specified below.

Accepted Creditcards (for Creditcard Capture and Processing)

Select the creditcard types that you accept.



Payment Gateway

To use credit card auto-processing and the [Virtual Terminal](#), you must have *Payment Gateway* information specified below. Please contact WebReserv support to have your account configured.

Gateway: Not configured
Merchant ID: Not configured
BIN Number: Not configured
Terminal ID: Not configured
Password 1: *****
Password 2:

Payment options

3.2 Products & Reservation Rules

On the **Products & Reservation Rules** 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.

For each product can you specify:

- [Name and description](#) for the product
- The [reservation type](#)
- What [reservation rules](#) should be used when making a new reservation
- What [customer information and custom fields](#) are required
- What [email template](#) to use when sending customer emails
- [Tax and deposit](#) rules

3.2.1 Description

On this page you can enter a **name** and a **description** this product.

The name and description is shown to customers when making a new reservation.

Description (Standard double)

Enter name and description for this product.

Location: Casa Deco

Name*:

Description*:

Name & Description

3.2.2 Reservation Type

On the **Reservation Type** page you select the type of reservation for this product. The reservation types are:

Daily

Daily reservations are used for products or units that can be reserved for one or more days at a time. Typical examples include **hotel rooms, bed & breakfasts, vacation rentals, RV rentals, car rentals and boat rentals.**

Fixed Schedule

The fixed schedule type is used for reservations that repeat every week indefinitely. Typical examples include **scheduled tours** and **shuttles.**

Hourly Schedules

The hourly schedule type is used for schedules that do not repeat every week. Typical examples include **seasonal reservations** and **tours.**

Custom

The custom reservation type is used for reservations that does not fall into any of the other categories. Typical examples include reservations that can be less than a day.

Point-To-Point

The point-to-point reservation type is used for reservations between different geographical locations. Typical examples include **shuttles** and **limousines.**

Reservation Type (Standard double)

Select the reservation type.

Daily Reservation

Use this setting if reservations are made on a daily basis, i.e. one or more days.

Example: From: To:

Fixed Schedule

Use this setting if the customer can select between specific date and time schedules that you provide.

Select schedule:
 Example:

- 7/5 - Beginner class
- 7/15 - Intermediate class
- 7/20 - Advanced class

Hourly - fixed schedule

Use this setting if the customer can select a specific time of the day based on a schedule that you provide.

Example: Date: Time:

- 9:00 AM - 10:00 AM
- 10:00 AM - 11:00 AM
- 1:00 PM - 2:00 PM
- 2:00 PM - 3:00 PM

Custom

Use this setting to create reservation with specific needs, such as 15-minute interval and/or fixed length.

Example: Date: Time:

- 00
- 15
- 30
- 45

Point-To-Point

Use this setting to create point-to-point reservations.

Example: Date: Time: Route:

- Atlanta to Birmingham
- Atlanta to Miami
- Atlanta to New York
- Denver to Atlanta
- New York to Atlanta

3.2.3 Reservation Rules

On the **Reservation Rules** page you specify what rules should be used to determine if a reservation is

valid or not. The settings are:

Availability Calculation

Valid options are **number of products** and **number of people**. Number of products is the default option and it is used for all reservations where you have a fixed set of units that can be rented, such as a room or a vehicle. Choose number of people if the availability is based on the number of people that can reserve at the same time, this option is typically used for **tours** and **charters**.

Number of people per reservation

Specify if there is a minimum or maximum number of people on a single reservation. In most cases you should only specify the maximum number of people.

Length of reservation

Specify if there is a minimum or maximum length of a reservation.

Required days

Specify if certain days are required for this product. In most cases you want to leave this setting blank.

Reservation Handling

Specify if the system should allow for reservations that are shorter than the minimum length. The default setting is to allow the reservation, but charge the customer an amount equal to the minimum time.

Reservation time

Specify the minimum time in advance a reservation has to be made.

Daily/Nightly reservation

Use Daily/Nightly to specify if the reservation is for a day or for a night. For example, if a reservation from the 5th to 7th counts as 2 days, select nightly reservation. If it counts as 3 days select daily reservation.

Rate Calculation

Specify how fractional minutes, hours or days should be calculated. For example, if a unit has daily and weekly rates, should the system calculate the rate for an 8 day reservation as $1 \frac{1}{7} * \text{weekly} + 1 * \text{daily}$ rate or $1 * \text{weekly rate} + \frac{1}{7} * \text{weekly rate}$.

Valid Period

If this product can only be reserved for a specific timeframe, enter the from and to dates here.

Booking Information

Enter booking information that should be shown to customer upon making a reservation. This information can include opening hours, check-in/check-out times and similar.

Reservation Type (Standard double)

Select the reservation type.

Daily Reservation

Use this setting if reservations are made on a daily basis, i.e. one or more days.

Example: From: To:

Fixed Schedule

Use this setting if the customer can select between specific date and time schedules that you provide.

Select schedule:
 Example:

Hourly - fixed schedule

Use this setting if the customer can select a specific time of the day based on a schedule that you provide.

Date: Time:
 Example:

Custom

Use this setting to create reservation with specific needs, such as 15-minute interval and/or fixed length.

Date: Time:
 Example:

Point-To-Point

Use this setting to create point-to-point reservations.

Date: Time: Route:
 Example:

Reservation Rules

3.2.4 Customer Information

On the **Customer Information** page you specify what customer information that has to be provided at time of reservation. You can also specify what [customer fields](#) should be used for this product.

Customer Information (Standard double)

Specify what information is requested and/or required when from the customer when a new reservation is made.

Customer Name	<input type="radio"/> Dont ask <input type="radio"/> Optional <input checked="" type="radio"/> Required
Company name:	<input checked="" type="radio"/> Dont ask <input type="radio"/> Optional <input type="radio"/> Required
Address:	<input type="radio"/> Dont ask <input type="radio"/> Optional <input checked="" type="radio"/> Required
Phone Number:	<input type="radio"/> Dont ask <input checked="" type="radio"/> Optional <input type="radio"/> Required
Email address:	<input type="radio"/> Dont ask <input checked="" type="radio"/> Optional <input type="radio"/> Required
Number of units:	<input type="radio"/> Dont ask <input type="radio"/> Optional <input checked="" type="radio"/> Required
Number of people:	<input checked="" type="radio"/> Dont ask <input type="radio"/> Optional <input type="radio"/> Required
Number of adults/children:	<input checked="" type="radio"/> Dont ask <input type="radio"/> Optional <input type="radio"/> Required
Comments:	<input type="radio"/> Dont ask <input checked="" type="radio"/> Optional

Custom Fields

Additional customer information fields. [Click here](#) to create or modify custom fields.

Website ID:	<input checked="" type="radio"/> Dont ask <input type="radio"/> Optional <input type="radio"/> Required
Extras:	<input checked="" type="radio"/> Dont ask <input type="radio"/> Optional <input type="radio"/> Required
Optional selections:	<input checked="" type="radio"/> Dont ask <input type="radio"/> Optional <input type="radio"/> Required
Scuba gear (Mask, Fins, Snorkel):	<input type="radio"/> Dont ask <input checked="" type="radio"/> Optional <input type="radio"/> Required
Boating License No.:	<input checked="" type="radio"/> Dont ask <input type="radio"/> Optional <input type="radio"/> Required
Birthday:	<input type="radio"/> Dont ask <input checked="" type="radio"/> Optional <input type="radio"/> Required
Lifevest:	<input checked="" type="radio"/> Dont ask <input type="radio"/> Optional <input type="radio"/> Required

Customer Information and Custom Fields

3.2.5 Email Notifications

With WebReserv you can select what email template to use when a reservation is pending, confirmed, declined or cancelled. In addition to the default templates provided by WebReserv, you can [define your own email templates](#).

A customer will automatically receive a reservation email under the following circumstances:

- A new reservation is made
- Reservation status changes from *pending* to *confirmed*
- Start date/time or end date/time is changed
- The product has been changed.

In any of these circumstances a reservation email is automatically sent to the customer.

In addition to sending to your customers, you will receive a notification email whenever a new

reservation is made.

Automatic Email Notifications (Standard double)

Here you can select and preview the emails that will be sent to the customer when a reservation is made or changed.

Pending email:	<input type="text" value="Pending Reservation"/>	<input type="button" value="Preview"/>
Confirmed email:	<input type="text" value="Confirmed Reservation"/>	<input type="button" value="Preview"/>
Declined email:	<input type="text" value="None (no message/email)"/>	<input type="button" value="Preview"/>
Cancelled email:	<input type="text" value="None (no message/email)"/>	<input type="button" value="Preview"/>

[Click here](#) to view and modify email templates.

<input type="button" value="Previous"/>	<input type="button" value="Save and continue"/>	<input type="button" value="Back to setup menu"/>
---	--	---

3.2.6 Tax / Deposit

On the **Tax / Deposit** page you can specify:

Additional Charges

Additional charges are added to each and every reservation. This field is typically used for cleaning fees and similar. You can specify up to two additional charges per product.

Deposit Calculation

The deposit is the payment required at the time of reservation. Here you can specify if the deposit is the full amount, a percentage, a fixed amount or a combination. See our tips on [charging a deposit](#) amount in the online payments section.

Deposit Information

In the deposit information field you can describe what deposit is required at the time of reservation.

Tax Calculation

In the Tax Calculation field you can specify the tax rate and whether custom fields and additional charges should be taxed as well.

Tax/Deposit (Standard double)

Specify tax and deposit information for your product and any additional charges.

Additional charges

Here you can specify additional charges that will be applied to the reservation (i.e. cleaning fees, pick-up fees or similar). The charges will be applied to the total amount.

Description:	<input type="text" value="Cleaning Fee"/>
Amount:	<input type="text" value="25.00"/> USD
Description:	<input type="text"/>
Amount:	<input type="text"/> USD

Deposit calculation

Deposit Rule:	<input type="text" value="Percent (specify in percent)"/>
Deposit percent:	<input type="text" value="50.00"/> %

Security Deposit

Security Deposit:	<input type="text"/> USD
Deposit information:	<input type="text" value="A deposit of 50% is required at time of reservation."/>

The deposit information is shown to customers when making a reservation.

Tax calculation

Tax rate:	<input type="text" value="10.00"/> %
Calculate tax on additional charges and custom fields:	<input checked="" type="radio"/> Yes <input type="radio"/> No

Tax and Deposit

3.3 Rates

WebReserv's flexible rate calculation system allows you to setup rates for hourly, daily, weekly and monthly reservations. You can also specify rates for weekdays, weekends, holidays and much more. This section describes how to configure, test and use your rates.

WebReserv's rate system consists of **rate categories** and **rate lists**.

Rate Categories

Rate categories are used to define a **rental period of time**. When you use WebReserv for the first time, the system will automatically create rate categories that are applicable for your business. You can edit existing rate categories and add new rate categories if needed.

Rate Categories	
Name:	
Hourly	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Daily	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Weekdays	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Weekends	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Holidays	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
1-4 Days	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
5-8 Days	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
9-15 Days	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
16+ Days	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Rate Categories

Rate Lists

A rate list contains the rates for all your products/units for a certain date range. Typically you will only need to create rate lists whenever your rates changes. For example, if you have different rates for spring, summer, fall and winter, you will have 4 rate lists, one for each season. If your rates don't change throughout the year, you will need just one rate list.

Rate Lists			
Name:	Valid From:	Valid To:	
Spring Rates	3/1/11	6/1/11	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Summer Rates	6/1/11	8/1/11	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Fall Rates	8/1/11	12/1/11	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Winter Rates	12/1/11	3/1/12	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Rate Lists

Additional topics:

- [Adding and modifying rate categories](#)
- [Adding and modifying rate lists](#)
- [Testing your rate setup](#)
- [Rate setup tips and troubleshooting](#)

3.3.1 Rate Categories

Rate categories are used to define a **rental period of time** such as hourly, daily, weekly, weekdays, weekends and holidays. You can edit rate categories and add your own categories to the booking system.

To modify your categories, click the **Category link** from the rate list.

Rate is:	Category:	Hourly	Daily	W
		Rate per hour	Rate per day	
Per reservation		80	240	

Rate Category link

The rate category list will show all rate categories that has been set up for your account.

Select a category to edit or click **Add category** to create a new category.

Rate Categories	
Name:	
Weekdays	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Weekends	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Holidays	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Setup Rate Category List

From the rate category list screen, you can add a new rate category, edit an existing rate category or delete a rate category.

Add rate category

To add a new rate category, click the **Add category** button. You will get a new blank rate category ready to be configured.

Enter the name and length for this category.

Name*:

Description:

Type:

Blank rate category

In the **name** field enter an appropriate name for this rate category.

In the **description** field we can enter a description for this rate.

The **type** field is used to select the rules for this rate category. Valid options are:

Type	Meaning
Daily	All days of the week

Type	Meaning
Weekdays	Sunday to Thursday
Weekends	Friday and Saturday
Holidays	Holidays as defined in the system
Weekly	A weekly rental
Monthly	A monthly rental
Period of time	A specific number of days, for example 1 - 4 days or 5 - 10 days.
Day Range	A specific range of days, for example Tuesday - Thursday or Monday to Wednesday.

Additional topics:

➔ [Example: Adding a Tuesday - Thursday rate category](#)

3.3.2 Rate Lists

Rate lists are used to specify the rates for your products/units. A rate list is valid for a certain period of time and this allows you to have different rates for different seasons, such as high season and low season. If your rates don't change throughout the year, you will need just one rate list.

Accessing the rate lists

To access your rate lists, click **Setup - Rates**.

Setup Rates

The rate lists contain the rates for your products or units. You can create multiple rate lists, for example summer and winter rates. You can also set up rules for each rate list, for example, that a rate is only valid on Thursday to Sunday.

When you have entered your rates, you can click [Test Rates](#) to verify your rates.

Select a rate list to edit or click **Add rate list** to create a new rate list.

Rate Lists			
Name:	Valid From:	Valid To:	
Spring Rates	3/1/11	6/1/11	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Summer Rates	6/1/11	8/1/11	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Fall Rates	8/1/11	12/1/11	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Winter Rates	12/1/11	3/1/12	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Setup rate lists

From the rate list screen, you can *add a new rate list*, *edit an existing rate list* or *delete a rate list*.

Add a rate list

To add a new rate list, click **Add rate list**. You will get a blank rate list as shown in the picture below.


Edit Rates (New)


Enter a name, description, start and end dates for this rate list. After clicking **save and continue** you will be able to enter rates for this rate list.

Location*: Casa Deco ▾

Name*:

Description*:

Valid From*: 

Valid To*: 

Blank rate list

In the **name** field, enter a name for this rate list, such as Winter Rates.

In the **description** field, you may enter specific details about this rate list.

In the **valid from** field, enter the first date for which this rate list is valid.

In the **valid to** field, enter the last date for which this rate list is valid.

Click **save and continue** to enter the rates for this rate list.

Edit Rates (Winter Rates)


Enter the rate details for this rate list.

Location: Casa Deco

Name*:

Description*:

Valid From*: 

Valid To*: 

Room Type:	Rate is:	Category:	Weekdays	Weekends	Holidays
			Rate per day	Rate per day	Rate per day
Standard double	Per person (flat)		100.00	120.00	135.00
Standard single	Per reservation		100.00	110.00	120.00
Suite	Per reservation	Adults			
		Children			

The rate list has a grid of rates. The grid has [rate categories](#) at the top and products on the left side. The rates are defined within each cell in the grid.

The in the example shown above, we see that the rate for the Standard Double is \$100 per person, per day on weekdays and \$120 per person, per day on weekends.

For each product you can specify if the rate is:

- [Per person \(flat\)](#)
- [Per person \(variable\)](#)
- [Per reservation](#)

3.3.2.1 Rates: Per reservation

If the rate is **per reservation**, the booking system will use a fixed rate regardless of the number of persons in the reservation.

Number of days x rate = total rate

Example: If the rate is set to **per reservation** and a reservation is made for 2 persons for 4 days, the total rate will be

$$4 \text{ (days)} \times 300 = 1200$$

Valid From*:

Valid To*:

On days: Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Tip: Make sure that a rate is defined for the minimum time for which a reservation can be made. For example, if the minimum length for a reservation is one hour, you should enter rates in the one-hour column. To add or remove time-frame columns, [click here](#).

Room:	Rate is:	Length: Person:	Daily				Weekly			
			1	2	3	4	1	2	3	4
Standard double	Per person (variable)	Adult	200	200	250	300	1200	1200	1500	1600
		Child								
Standard single	Per person (flat)		90.00	180.00	270.00	360.00	600	1200.00	1800.00	2400.00
Suite	Per reservation		300.00	300.00	300.00	300.00	1900	1900.00	1900.00	1900.00

Note: If you are using per person rates, the rate in each column is the total rate for all the persons in that column.

[Back to edit rate list](#)

3.3.2.2 Rates: Per person (variable)

If the rate is **per person (variable)**, the booking system will can use different rates depending on the number of people. To calculate the total rate, the system will multiply the rate with the duration of the reservation.

Number of days x rate (for number of persons) = total rate

Example: If the rate is set to **per person (variable)** and a reservation is made for 3 persons for 2 days, the total rate will be

2 (days) x 250 (rate for 3 persons) = 500

Valid From*:

Valid To*:

On days: Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Tip: Make sure that a rate is defined for the minimum time for which a reservation can be made. For example, if the minimum length for a reservation is one hour, you should enter rates in the one-hour column. To add or remove time-frame columns, [click here](#).

Room:	Rate is:	Length: Person:	Daily				Weekly			
			1	2	3	4	1	2	3	4
Standard double	Per person (variable)	Adult	200	200	250	300	1200	1200	1500	1600
		Child								
Standard single	Per person (flat)		90.00	180.00	270.00	360.00	600	1200.00	1800.00	2400.00
Suite	Per reservation		300.00	300.00	300.00	300.00	1900	1900.00	1900.00	1900.00

Note: If you are using per person rates, the rate in each column is the total rate for all the persons in that column.

[Back to edit rate list](#)

3.3.2.3 Rates: Per person (flat)

If the rate is **per person (flat)**, the booking system will use the same rate per person. To calculate the total rate, the system will multiply the rate with the number of persons on the reservation and the duration of the reservation.

Number of persons x number of days x flat rate = total rate

Example: If the rate is set to **per person (flat)** with a daily of 90.00 and a reservation is made for 2 persons for 3 days, the total rate will be

2 (persons) x 3 (days) x 90 = 540

Valid From*:

Valid To*:

On days: Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Tip: Make sure that a rate is defined for the minimum time for which a reservation can be made. For example, if the minimum length for a reservation is one hour, you should enter rates in the one-hour column. To add or remove time-frame columns, [click here](#).

Room:	Rate is:	Length: Person:	Daily				Weekly			
			1	2	3	4	1	2	3	4
Standard double	Per person (variable) ▾	Adult	200	200	250	300	1200	1200	1500	1600
		Child								
Standard single	Per person (flat) ▾		90.00	180.00	270.00	360.00	600	1200.00	1800.00	2400.00
Suite	Per reservation ▾		300.00	300.00	300.00	300.00	1900	1900.00	1900.00	1900.00

Note: If you are using **per person** rates, the rate in each column is the total rate for all the persons in that column.

[Back to edit rate list](#)

3.3.3 Rate Tips

This section contains tips for getting your rates to work.

- [Creating a rate category for Tuesday - Thursday rentals](#)
- [Troubleshooting "Not able to find any any rates" errors](#)

3.3.3.1 Creating a Tuesday - Thursday rate

In this example we want to create a rate category to entice customers to visit us on the slow weekdays: **Tuesday to Thursday**.

Go to **Setup - Rates** and select **Rate Categories** from the left-hand menu.

To add a new rate category, click the **Add category** button. You will get a new blank rate category ready to be configured.

Enter the name and length for this category.

Name*:

Description:

Type:

Blank rate category

In the **name** field enter an appropriate name for this rate category. Since this is a Tuesday - Thursday rental, enter **Tue-Thur** in the name field.

In the **description** field we can enter a description for this rate. We'll enter "**Special rate for Tuesday - Thursday rentals**".

The **type** field is used to select the rules for this rate category. Since this is for a specific range of days, select **Day Range**. In the first day field select Tuesday and in the second day field select Thursday.

Click **save and continue** to save the rate category.

Edit Category (Tue-Thur)

Enter the name and length for this category.

Name*:

Description:

Type:

Day(s): to

Tuesday - Thursday category

3.3.3.2 Troubleshooting "not able to find any rates"

Sometimes you may experience that the system is not able to find any rates for a given product or

timeframe.



We are not able to find any rates that are valid for this reservation. Reservation cannot be completed.

Please contact Casa Deco directly to make this reservation.

Room Type: From: To: Persons:

Rate Calculation Error

There can be several reasons why the system cannot find any rates. The common reasons why the system can't find any rates are:

- **No rate list defined for the specific date range**

There are no rate lists defined for the period of time requested. Go to Setup - Rates to view the **valid from** and **valid to** dates for your rates. In the example below, there are no rate lists that are valid between 9/1/2010 and 3/1/2011 and the system will not be able to calculate a rate for any reservation in that time frame.

Select a rate list to edit or click **Add rate list** to create a new rate list.

Rate Lists			
Name:	Valid From:	Valid To:	
Winter Rates	1/1/10	9/1/10	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Spring Rates	3/1/11	6/1/11	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Summer Rates	6/1/11	8/1/11	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Fall Rates	8/1/11	12/1/11	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

- **No rate exists in rate list**

If a valid rate list exist for the specified period of time, open the rate list to ensure that all necessary rates have been entered. In the example below, there are no rates defined for the suite and the system will not be able to calculate a rate.

Valid From*:

Valid To*:

Room Type:	Rate is:	Category:	Weekdays	Weekends	Holidays
			Rate per day	Rate per day	Rate per day
Standard double	Per reservation		<input type="text" value="120"/>	<input type="text" value="130"/>	<input type="text" value="140"/>
Standard single	Per reservation		<input type="text" value="100"/>	<input type="text" value="110"/>	<input type="text" value="120"/>
Suite	Per reservation		<input type="text"/>	<input type="text"/>	<input type="text"/>

3.3.4 Testing Your Rates

After entering or updating your rates, it is recommend that you test the rate calculation to ensure that the rates are calculated correctly. To test your rates, go to **Setup - Rates** and select **Rate Tester** from the left-hand menu.

From the rate tester screen, select a product/schedule a start date and end date and click **Calculate rate**. The rate tester will display a break down of which rate list(s) and rate categories was selected to calculate the rate. It also shows additional charges and taxes as well as the total amount.

Rate Tester

On this page you can validate that your rates are set up correctly. To check your rates, select product and other reservation information and click **calculate rate**.

Room Type: From: To: Persons:

Standard double 1

Rate Calculation									
From:	To:	Rate:	Cat.:	Adults:	Rate:	= Linetotal:	Subtotal:		
Tue	2/1/11	Wed	2/2/11	Winter Rates(per reservation)	Weekdays	1	120.00	120.00	120.00
Wed	2/2/11	Thu	2/3/11	Winter Rates(per reservation)	Weekdays	1	120.00	120.00	240.00
Thu	2/3/11	Fri	2/4/11	Winter Rates(per reservation)	Weekdays	1	120.00	120.00	360.00
Fri	2/4/11	Sat	2/5/11	Winter Rates(per reservation)	Weekends	1	130.00	130.00	490.00
Sat	2/5/11	Sun	2/6/11	Winter Rates(per reservation)	Weekends	1	130.00	130.00	620.00
Sun	2/6/11	Mon	2/7/11	Winter Rates(per reservation)	Weekdays	1	120.00	120.00	740.00
Additional Charges									
Cleaning Fee								25.00	765.00
Service Fee (5.00%)								37.00	802.00
Subtotal									802.00
Tax (10.00 %)								80.20	
Total									USD 882.20

Rate Tester

Additional topics:

➔ [Troubleshooting "Not able to find any rates"](#)

3.3.5 Migrating from old rate categories to new

If your WebReserv system was set up prior to November 15, 2010, your rate categories and rate lists will be using a legacy rate categories.

We have added a new type of rate categories to the system. The new rate categories are easier to use and more flexible. This section describes the benefits of the new rate categories and how to start using them.

What's the difference?

The new rate categories can now be for weekdays, weekends and holidays which is typical for hotels, bed & breakfasts, vacation rentals etc.:

Room Type:	Rate is:	Category:	Weekday	Weekend	Holidays	Weekly
			Rate per day	Rate per day	Rate per day	Rate per week
Standard double	Per reservation ▼		100.00	120.00	140.00	600.00
Standard single	Per reservation ▼		100.00	120.00	140.00	500.00
Suite	Per reservation ▼	Adults	200.00	230.00	260.00	900.00
		Children				

The rate categories can also be set up to be specific for a certain period of time, regardless of the day of the week. This rate setup is common for boat rentals, car rentals, RV rentals etc.:

Room Type:	Rate is:	Category:	Hourly	4 Hours	1-4 Days	5-7 Days	8+ Days
			Rate per hour	Rate per 4 hours	Rate per day	Rate per day	Rate per day
22" Boat	Per reservation ▼		50	150	200	180	160

To ensure full compatibility with your existing rate lists, existing rate lists will be using existing (legacy) rate categories, where new rate lists will be using new rate categories.

How do I enable the new rate categories

To start using the new rate categories, go to **Setup - Rates - Rate Categories** and click the link **Click here to enable new rate categories**. When you click the link, a number of standard categories will automatically be added to your setup. You can then adjust the new rate categories as necessary.

Important: Your setup is currently using legacy rate categories. We recommend that you switch to new rate categories to make rate setup easier in the future. For a detailed description on the new rate categories, please see our [helpfile](#).

[Click here to enable new rate categories](#)

Rate Categories	
Name:	
Daily*	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Weekly*	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

How do I start using the rate categories

Once you have enabled the new rate categories, all new rate lists will automatically be using the new rate categories whereas old rate lists will continue to use the old rate categories.

We recommend that you try out a few rates using the rate tester to ensure that the system is calculating your rates the way you want it.

3.4 Discount Codes

Discount codes are a very powerful way to increase sales to new and existing customers. By offering a limited-time discount, you encourage your customers in several ways.

First, everybody loves a good deal and by offering a good deal to new or existing customers, they are more likely to do business with you instead of somebody else. A time-limited discount encourages your customers to make the reservation now instead of waiting, which also helps to drive sales. And finally a discount is a useful tool to increase business during slow periods.

- [Add new discount code](#)
- [Use a discount code](#)
- [Handling Groupon and other deal codes](#)

3.4.1 Add Discount Code

To add a discount code, go to **Setup – Discount Codes** and click **Add Discount Code**. You will now have an empty discount code field as shown in the screenshot below.

Edit Discount Code (AUG08)

Enter a discount code, for example, **FRIENDS** or **SUMMER2009**. This is the code that the customer or you will enter to add this discount to a reservation. Only characters and numbers are allowed - no spaces.

Code*:

Enter the dates for which this discount code is valid.

Valid From*:

Valid To*:

Enter the dates for which reservations can be made.

Reservation From Date*:

Reservation To Date*:

Enter either a discount percentage or discount amount, but not both. This is the discount that will be applied to the reservation.

Discount Percentage*: %

Discount Amount*:

Optional: Specify a minimum and/or maximum discount amount that can be applied. This can be used to set a maximum for percentage discounts. For example, for a 10% discount up to \$100.00, enter 10 in the discount percent field and 100 in the maximum amount field.

Minimum Amount:

Maximum Amount:

Create/Edit discount code

Code:

This is the code that must be entered in the discount code field when making a reservation. A code can be up to 20 characters long and consist of characters or numbers, but no spaces or special characters. Use easy to use codes such as SUMMER08 or FRIEND. If you are advertising through several channels, for example flyers and ads, you can create a different code for each type of ad and use the code to track the responses.

To control when a discount code can be used, enter a **Valid From** date and a **Valid To** date. A reservation must be booked within the valid from and valid to dates for the discount code to be valid.

You must also specify a **Reservation From Date** and a **Reservation To Date**. Use these dates to specify when the reservation must start for the code to be valid.

Finally you must enter either a **Discount Percentage** or a **Discount Amount**. This is the discount that will be applied to the reservation. The discount will be applied before taxes, if any.

When using a discount percentage, you can also specify a minimum or maximum discount amount. Use

can use this feature to give a percentage discount up to a certain level, for example, 10% up to a maximum of \$100.00.

When you have entered the discount information simply click **Save** and you will be taken back to the list of discount codes.

3.4.2 Using Discount Codes

WebReserv will automatically show a discount code field in the payment section whenever one or more valid discount codes exist for the selected product. If no discount codes are valid, the discount code field will not be shown.

Rate Details:

Daily
8/5/08 - 8/8/08 (4 days)

Rate:	200.00
Discount AUG08: -	20.00
Subtotal:	+ 180.00
Total:	= \$ 180.00

Deposit: \$ 180.00

If you have a discount coupon or code, please enter it below.

Discount Code:

A credit card is required to complete this reservation. Please click continue to enter customer and credit card information.

3.4.3 Handling Groupon and other deal codes

The webreserv booking system now allows for both multi-use and single-use discount codes.

Multi-use discount codes can be used multiple times. I.e. you can create a discount code called **SUMMER2011** and advertise this discount code on your website to all your customers.

Edit Discount Code (New)

Select **Multi-use** (default) if a single discount code can be used multiple times. Select **Single-use** to specify multiple codes where each code can only be used once.

Type:

Enter a discount code, for example, **FRIENDS** or **SUMMER2010**. This is the code that the customer or you will enter to add this discount to a reservation. Only characters and numbers are allowed - no spaces.

Code*:

Select the location this discount code is valid for.

Location:

Select the room(s) this discount can be used for.

Room(s):
 All
 Standard single
 Suite
 Standard double
 RV One

Single-use discount codes can only be used once. When you create the discount code, you can upload a list of valid codes, such as **SUMMER0001**, **SUMMER0002**, **SUMMER0003** etc. Whenever a discount code is used in a reservation, it is marked as being used and cannot be used again. The single-use discount code works well with Groupon, Living Social and other coupon sites.

Edit Discount Code (New)

Select **Multi-use** (default) if a single discount code can be used multiple times. Select **Single-use** to specify multiple codes where each code can only be used once.

Type:

Enter a name for this discount code.

Name*:

Enter one or more discount codes, one on each line. These are the codes that the customer or you will enter to add this discount to a reservation. Only characters and numbers are allowed - no spaces.

Codes*:
S91B5002
S91B5003
S91B5004
S91B5005
S91B5006

3.5 Email and Print Templates

With WebReserv you can fully customize email templates and print templates.

Email Templates

When a reservation is created or modified, an email is automatically sent to the customer. The emails can be customized to meet your business needs. The customizable emails are:

- [Pending Reservation](#)
- [Confirmed Reservation](#)
- [Canceled Reservation](#)
- [Rejected Reservation](#)
- [Pre-visit Email](#)
- [Post-visit Email](#)

Print Templates

Print Templates are templates that can be used to print reservation details, payment details and other information.

Creating new templates

In addition to the pre-defined templates, you can create your own custom templates. This feature allows you to customize emails and print outs to work exactly as you want it for your business.

- [Creating a new template](#)
- [Template Keywords](#)

3.5.1 Creating a new template

In addition to using the built-in email templates, you can define your own email templates for a more personalized touch. To create your own email templates, go to **Setup - Email** and select **Add Template**.

Setup Email Templates

The email templates define the emails that automatically are sent to customers when reservations are made, confirmed, cancelled or changed.

Select a template to edit or click **Add template** to create a new email template.

Email Templates			
Template Type:	Status Type:	Name:	
System	Cancelled	Cancelled Reservation	<input type="button" value="View"/>
System	Confirmed	Confirmed Reservation	<input type="button" value="View"/>
System	Declined	Declined Reservation	<input type="button" value="View"/>
System	Pending	Pending Reservation	<input type="button" value="View"/>

Email template list

In the template editor you have the following options:

Template Type

Select the type of template you are creating

Name

Enter a name for this template. The name is used when you later associate the email template with one or more product(s).

Subject

Enter the email subject in the subject line. The subject line can include one or more email keywords.

Body

Enter the email body. You can either enter plain text or HTML encoded text. The body text can include one or more email keywords.

Edit Template (New)

Edit template information and click **save** to continue.

You can view a list of the email template keywords here: [Email Template Keyword List](#)

Template Type: User

Message Type:

Name:

Subject:

Language:

Body:

```
Dear @customername,

Thank you for making your reservation with Casa Deco. We have confirmed your reservation for:

@reservationcode
@productname
@startdatetime
@enddatetime

Check out our website at http://www.webreserv.com/dcsa for links to nearby restaurants and shops. You will also find
links to the latest weather information and directions to Casa Deco.

We look forward to seeing you!

Sincerely,

The Casa Deco Family
```

When you are done with your changes click **save** to save your changes.

After you have created a new email template, you must select the email template from the [product setup](#)

3.5.2 Template keywords

Use the following keywords when customizing printable forms and emails.

Business Location Information	
#locationname	Name
#locationaddress1	Address line 1
#locationaddress2	Address line 2
#locationcity	City
#locationcityarea	City area
#locationcountry	Country
#locationemail	Email Address
#locationwebsite	Location website address
#locationcitystatezip	City, State (if applicable) and zip/postal code

Customer	
#customerfirstname	First name
#customerlastname	Last name
#customerfullname	First name + last name
#customercompanyname	Company name
#customeraddress1	Address line 1
#customeraddress2	Address line 2
#customercity	City
#customerstate	State
#customerzip	Zip (postal code)
#customercitystatezip	City, State (if applicable) and zip/postal code
#customercountry	Country
#customerphone	Phone
#customeremail	Email
Rates & Payments	
#ratedetails	All rate details (rate, extras, total, balance)
#baserateamount	Base rate (rate for actual time).
#rateadjustmentamount	Rate adjustment amount for minimum length/time
#additionalchargesamount	Additional charges such as cleaning fee etc
#customeroptionsamount	Amount for options selected by the customer
#subtotalamount	Sub total amount
#taxrate	Tax rate in percent
#taxamount	Tax amount
#totalamount	Total amount
#depositamount	Amount to be paid at reservation time
#paymentsamount	Amount paid (all payments)
#balanceafterdeposit	Balance after deposit has been paid
#balancedue	Total amount minus all payments
#currencycode	Currency code, i.e. \$ or Euro
#creditcardnumber	Last 4 digits of the creditcard number
#depositinformation	The deposit information text, taken from product setup.
#transactionamount	The transaction amount for partial or full payments
#transactionresult	The result of the transaction, such as OK or declined

Product	
#productname	Product name
#productdescription	The description of the product

Reservation	
#discountcodes	Discount codes, if applicable
#enddate	Reservation end date
#enddatetime	Reservation end date and time
#endtime	Reservation end time
#noproducts	Number of products
#noadults	Number of adults
#nochildren	Number of children
#nopersons3	Number of persons for the 3rd person field
#nopersons4	Number of persons for the 4th person field
#startdate	Reservation start date
#starttime	Reservation start time
#startdatetime	Reservation start date and time
#reservationcode	Reservation code
#reservationdate	Date of reservation
#reservationdetails	All reservation details (date, time, product, no persons)
#reservationtime	Time of reservation
#reservationdatetime	Date and time of reservation
#reservationstatus	Status of the reservation
#reservationcomments	Comments for the reservation
#unitnames	Name(s) for the selected units(s) (i.e. room/site/seat numbers)

Misc.	
#barcodeimg	Bar code
#customfield[id]	Custom field name and value. Example: #customfield1022
#customfieldname[id]	Name of the custom field. Example: #customfieldname1022
#customfieldvalue[id]	Value of the custom field. Example: #customfieldvalue1022
#entrycode	Facility entry code (if enabled under setup)
#termsandconditionsurl	URL to the terms and conditions page
#myreservationsurl	URL to the "My Reservations" page

Gift cards

The following keywords are valid only in gift card templates.	
#giftcardrecipient	The name of the person(s) the gift card is for
#giftcardsender	The name of person(s) giving the gift card
#giftcardmessage	The message to the recipient
#giftcardname	The name of the gift card
#giftcarddescription	The description of the gift card
#giftcardvouchercode	The unique gift card code
#giftcardexpirationdate	The gift card expiration date

Agents	
The following keywords are valid if the booking agent feature is used.	
#agentcode	The agent's
#agentfirstname	The first name of the booking agent
#agentlastname	The last name of the booking agent
#agentfullname	The full name of the booking agent
#agentphonenumber	The phone number of the booking agent
#agentemailaddress	The email address of the booking agent

Users	
The following keywords are valid if the a user list is used.	
#userlistfirstname	The first name of the user
#userlistlastname	The last name of the user
#userlistfullname	The full name of the user
#userlistphonenumber	The phone number of the user
#userlistemailaddress	The email address of the user

3.6 Custom Fields

Custom fields are an extremely powerful way of extending the WebReserv functionality. With custom fields, you can define your own fields in the booking system. For example, if you need to know a customers destination, drivers license number and other type of information.

Custom fields are not limited to text information only. You can create selection lists that will ask the customer to select a specific item and you can create yes/no fields.

- [Add custom field](#)
- [Edit custom field](#)
- [Custom lists](#)
- [Using custom fields](#)
- [Example: Adding lunch baskets to tour bookings](#)

- [Example: Handling fees with custom fields](#)

3.6.1 Add custom field

To add a new custom field, go to **Setup - Custom Fields**. You will be presented with a list of custom fields in the system. Select an existing custom field to edit or click **add new custom field** to create a new custom field.

Setup Custom Fields

Custom Fields are used to define additional data entry fields for reservations. Custom fields can be used to prompt the user for additional details such as smoking/non-smoking, room size, amenities, membership numbers and so forth.

Select custom field to edit or click **Add new custom field** to create a new custom field.

Custom Fields		
Name:	Type:	
Birthday	Text	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Boating License No.	Text	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Extras	List	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Lifevest	Yes/No	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Optional selections	List	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Scuba gear (Mask, Fins, Snorkel)	Yes/No	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Website ID	Text	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

[Click here to customize the display order](#)

Select the custom field type (text, number, list, yes/no). Select the custom field type you want and click **continue**.

3.6.2 Edit custom field

On the edit custom field screen, you have the following options:

Name

Enter a name for this custom field. This is the name that you and your customers will see on the booking form and in print-outs.

Minimum Length

This option can be specified for text and numeric fields. If given, it sets the minimum required number of characters (for text fields) or numeric value (for number fields).

Maximum Length

This option can be specified for text and numeric fields. If given, it sets the maximum allowed number of characters (for text fields) or numeric value (for number fields).

Include in print-outs

Check this checkbox to have this custom field included in print-outs such as print reservation.

Include in reports

Check this checkbox to have this custom field included in reports.

Edit custom field (New)

Provide a name for this field. The name should not be longer than 40 characters, and should describe the content of the field. Example: *Company Name*

Name:

Optional: You can define the minimum and/or maximum number of characters. Just leave the fields below blank if there is no minimum and maximum number of characters.

Minimum length:

Maximum length:

Include in print-outs:

Include in reports:

3.6.3 Custom lists

A **custom list** is a custom field with a list of options that the customer selects from. The customer can select only one item from the list. At time of reservation.

Custom lists can be used to get additional information from the customer during the reservation process. Custom lists are preferred whenever the customer only has a set number of choices. For example, a list of states or countries should be presented as a custom list rather than a text field (you don't have to define those lists though, both of these are standard [customer fields](#)).

Custom lists can also be used for additional charges. You can provide a price for each item in the list, and if selected by the customer, the price will automatically be added to the total price. When adding price to custom fields lists, you can specify the price time period and if the price is for the reservation (regardless of the number of people) or if it's per person. If the price is the same regardless of the length of the reservation, set the time frame period to **0 days**.

Name*:	<input type="text" value="Lunch Basket"/>
Selection label:	<input type="text"/> <small>Optional: If provided, this label will be used instead of the name when this option is selected.</small>
Rate label:	<input type="text"/> <small>Optional: If provided, this label will be used instead of the name in rate details</small>
Description	<input type="text"/> <small>Description if optional. If entered, the customer can view it by clicking a "more" link next to the field</small>
Enter the options for this selection list in the field below. One option per line.	
Options*:	<input type="text" value="None
Light lunch [10.00]
Full lunch [20.00]"/>

Custom lists are an extremely powerful way of extended your WebReserv booking system to fit your needs.

3.6.4 Using custom fields

Custom fields must be included specifically for the products/units/rooms that will need the custom field. This allows you to create custom fields that are used for certain products but not for others. To modify the custom field list for each product, to go [Setup - Products & Reservation Rules - Customer Information](#).

3.6.5 Example: Adding lunch baskets to tour bookings

This example shows how to add different types of lunch baskets to bookings, but it can be used for all other types of add-ons to bookings including tour bookings, boat tour bookings etc.

First create a custom field (**list**) with the Sandwiches. In the *list options*, create first a *None* or *No Thanks* entry. This allows a customer to decline this option. Since we want the customer to select how many lunch baskets they want, create an entry for 1 item, another entry for 2 items etc.

Name*:

Selection label:
Optional: If provided, this label will be used instead of the name when this option is selected.

Rate label:
Optional: If provided, this label will be used instead of the name in rate details

Description:
Description if optional. If entered, the customer can view it by clicking a "more" link next to the field

Enter the options for this selection list in the field below. One option per line.

Options*:

Tip: You can now specify a price for one or more items in the list, the price will be added to the total before tax calculation. To add a price

After creating the custom field. Go to the product/tour where the lunch basket is to be included and add it under **customer information**.

Custom Fields

Additional customer information fields. [Click here](#) to create or modify custom fields.

Lunch Basket: Dont ask Optional Required

The lunch basket is now added to the booking calendar so the customer can select the number of sandwiches during checkout.

Product:
 Downtown City Tour ▼

Select date:

March 2011							April 2011							May 2011						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5						1	2	1	2	3	4	5	6	7
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				

Available
 Sold out
 Not available
 [Next](#)

Lunch Basket: 2 Persons (16.00) ▼

Please click on 1 Person (8.00) 2 Persons (16.00) 3 Persons (24.00) 4 Persons (32.00) 5 Persons (40.00) None

In some cases, you may have different types of sandwiches. Say, **ham** and **turkey**. This can easily be supported using the WebReserv booking system. Just create two custom fields, one for ham and one for turkey.

Again, remember to select the custom fields under **customer information**. In this scenario, we also created a custom field of type *information* and called it *lunch options*.

Custom Fields

Additional customer information fields. [Click here](#) to create or modify custom fields.

Lunch Options: Dont ask Optional Required

Turkey Sandwiches: Dont ask Optional Required

Ham Sandwiches: Dont ask Optional Required

When the customer makes the reservation, the customer can now select how many ham sandwiches to add and how many turkey sandwiches to add.

Downtown City Tour

Select date:

March 2011							April 2011							May 2011						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5						1	2	1	2	3	4	5	6	7
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				

■ Available
 ■ Sold out
 ■ Not available
 [Next](#)

Lunch Options:

Turkey Sandwiches: 1 Turkey Sandwich (8.00)

Ham Sandwiches: 2 Ham Sandwiches (16.00)

Please click on a date

None

1 Ham Sandwich (8.00)

2 Ham Sandwiches (16.00)

3 Ham Sandwiches (24.00)

4 Ham Sandwiches (32.00)

5 Ham Sandwiches (40.00)

The cost for the sandwiches are included in the total during the check out process:

Reservation Details	(change)
Downtown City Tour	
1 Person	
4/25/11 Morning	
Rate:	50.00
Turkey Sandwiches (1 Turkey Sandwich):	+ 8.00
Ham Sandwiches (2 Ham Sandwiches):	+ 16.00
Subtotal:	+ 74.00
Total:	= \$ 74.00
Deposit due at reservation:	\$ 74.00

Please click continue to enter customer information.

3.6.6 Example: Handling fees with custom fields

The custom fields in the WebReserv booking system makes it really easy to add additional options, such as a pet fees. This example shows you how to create a custom field for pet fees, how to assign it to your room(s) and finally how it will show up on the booking calendar.

Step 1. Create the custom field.

Go to **Setup – Custom Fields** and click add new custom field. Select **List** as the custom field type and click **Continue**. You are now on the main custom field definition page.

- In the name enter **Pets** or a similar name for the custom field.

- We allow for a maximum of 2 pets. Since many customers won't have any pets at all, we'll enter 3 options in the options field: No Pets, 1 Pet and 2 Pets. The options field also allow us to enter a price (if selected). In this case we charge \$10 per pet per day, so we enter [10.00] on the line for one Pet and [20.00] on the line for two pets.

- We also have to specify that the rate is per day. By default, the booking system assumes that the price is for the entire stay, regardless of length. To change the charge to be per day, change the **Price is for** to be **1 day(s) – per unit**. This instructs the system to charge 10 (or 20) per day per room.

Your custom field should now look like this:

Name*:	<input type="text" value="Pets"/>
Selection label:	<input type="text"/> Optional: If provided, this label will be used instead of the name when this option is selected.
Rate label:	<input type="text" value="#name (#value)"/> Optional: If provided, this label will be used instead of the name in rate details
Description	<input type="text"/> Description if optional. If entered, the customer can view it by clicking a "more" link next to the field

Enter the options for this selection list in the field below. One option per line.

Options*:	<input type="text" value="No Pets
1 Pet [10.00]
2 Pets [20.00]"/>
-----------	---

Tip: You can now specify a price for one or more items in the list, the price will be added to the total before tax calculation. To add a price brackets with no dollar sign. Example: *Scuba Equipment [9.95]*

If you have defined a price above, specify the time unit for the price. If the price is the same for the entire reservation, set the time to 0.

Price is for:	<input type="text" value="1"/> Day(s) <input type="text" value="Per unit"/>
Tax Rate:	<input type="text" value="Tax (7.00%)"/> <input type="button" value="Edit Tax Rates"/>
Show price in selection list:	<input checked="" type="checkbox"/>
Include in print-outs:	<input checked="" type="checkbox"/>
Include in customer emails:	<input checked="" type="checkbox"/>

Step 2. Assign the custom field to your products/rooms

After saving the custom field, we have to assign it to one or more products/rooms. This tells the system to include the Pet custom field on the booking calendar. To go **Setup – Products & Reservation rules** and select the first product/room where you want the Pets custom field to be included. In the left-hand menu, select **Customer Information** and scroll down to the bottom. Here you'll find the custom fields. Set the Pets field to **optional**.

Customer Information (Standard double)

Specify what information is requested and/or required when from the customer when a new reservation is made.

Customer name	<input type="radio"/> Dont ask	<input type="radio"/> Optional	<input checked="" type="radio"/> Required
Company name:	<input checked="" type="radio"/> Dont ask	<input type="radio"/> Optional	<input type="radio"/> Required
Address:	<input type="radio"/> Dont ask	<input checked="" type="radio"/> Optional	<input type="radio"/> Required
Phone number:	<input type="radio"/> Dont ask	<input checked="" type="radio"/> Optional	<input type="radio"/> Required
Email address:	<input type="radio"/> Dont ask	<input type="radio"/> Optional	<input checked="" type="radio"/> Required
Number of units:	<input checked="" type="radio"/> Dont ask	<input type="radio"/> Optional	<input type="radio"/> Required
Unit selection:	<input checked="" type="radio"/> Dont ask	<input type="radio"/> Optional	<input type="radio"/> Required
Agent	<input checked="" type="radio"/> Dont ask	<input type="radio"/> Optional	
Comments:	<input type="radio"/> Dont ask	<input checked="" type="radio"/> Optional	
Office Notes:	<input checked="" type="radio"/> Dont ask	<input type="radio"/> Optional	

Custom Fields

Additional customer information fields. [Click here](#) to create or modify custom fields.

Pets:	<input type="radio"/> Dont ask	<input checked="" type="radio"/> Optional	<input type="radio"/> Required
Lunch Basket:	<input checked="" type="radio"/> Dont ask	<input type="radio"/> Optional	<input type="radio"/> Required
Birthday:	<input type="radio"/> Dont ask	<input checked="" type="radio"/> Optional	<input type="radio"/> Required

Previous

Save and continue

Back to setup menu

Click **save and continue**.

Step 3 – Validate the custom field.

To validate that your custom field is working, go to your booking calendar and select the product/room you just modified. Check that the Pets field is included.

Product: From: To: Persons:

Select date:

August 2011							September 2011							October 2011						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6				1	2	3							1	
7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8
14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15
21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22
28	29	30	31				25	26	27	28	29	30	23	24	25	26	27	28	29	
													30	31						

Available
 Sold out
 No Information
 [Next](#)

Pets:

- No Pets
- 1 Pet (10.00)
- 2 Pets (20.00)

You are done. That was easy right?

Tip: By default, custom fields will show on a separate page called **Additional Requests**. You can group custom fields on the date/time page (as shown in the example above) or you can group custom fields on the customer information page. To modify the custom field groups, go to **Setup – Custom Fields** and click the link to **customize the display order**.

3.7 Users and Agents

The WebReserv booking system allows you to define **users** and **agents**.

Users

Users can log on to the administration module. You can specify what feature(s) each user has access to. Most often, you will restrict users to only have access to view and edit reservations and to view reports.

- [Managing Users](#)

Agents

Booking agents cannot log on to the administration system. However, an agent can enter an agent code when making a reservation, thereby making it possible to track the reservation made by the agent. You can also track agent commissions using the agent/commissions report.

- [Managing Agents](#)

3.7.1 Managing Users

Users

Users can log on to the administration module. You can specify which feature(s) each user has access to. Most often, you will want to restrict users to the least only the key operational features such as *reservations* and *reports*.

To add a new user to the system, go to **Administration - Users** and click **Add user**. (Note: only the account administrator has access to the administration menu).

Users

Here you can add and modify users for your account. You can specify different access levels for each user.

Users				
Active:	Name:	Username:	Last Login:	
<input checked="" type="checkbox"/>	Mark White	mark.white@webreserv.com	13/12/11 15:02	<input type="button" value="Edit"/>
<input checked="" type="checkbox"/>	Amy Johnson	amy.johnson@casadeco.com	13/12/11 15:02	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input checked="" type="checkbox"/>	Christine Adams	christine.adams@casadeco.com	13/12/11 15:03	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Enter the user details:

Add user

Edit user information and click **save** to save the changes.

First name*:
 Last name*:
 Phone number*:
 Username/Email Address*:
 Password*:
 Timeout:
Note: Some creditcard processors require timeout to be set to a low value such as 10 or 15 minutes.
 Newsletter: Yes No

If you have multi-location account, select which location(s) this user has access to:

Locations

Select which location(s) this user has access to:

- Casa Deco
- Deco RVs
- Deco Boats
- US Campground
- Deco Segway Tours
- Deco Campground
- Deco B&B
- Deco Tours

And finally select the features(s) this user has access to:

User access

Select what feature(s) this user has access to

User access:	View:	Edit:
Availability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Reservations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Setup	<input type="checkbox"/>	<input type="checkbox"/>
Rates	<input type="checkbox"/>	<input type="checkbox"/>
Payment Center	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Save

Most users only need access to *frontdesk*, *availability*, *payment center* and *reports*.

When you have completed the setup, click **save** to save the user information.

3.7.2 Managing Agents

Booking agents cannot log on to the administration system. However, an agent can enter an agent code when making a reservation, thereby making it possible to track the reservation made by the agent. You can also track agent commissions using the agent/commissions report.

To add a new user to the system, go to **Administration - Users** and click **Add agent** (Note: only the account administrator has access to the administration menu).

Agents

Here you can add and modify agents for your account. Agents cannot log in to the your account, but you can specify if agents should receive a copy of their reservation email and/or if they are required to pay at time of reservation.

Agents		
Agent code:	Email address:	
WHOTEL	wagent@gmail.com	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
TURISTINFO	turistinfo@glendaleinfo.com	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Enter the agent details:

Edit agent (W Hotel)

Edit agent information and click **save** to save the changes.

Agent code*:	<input type="text" value="WHOTEL"/>
First name*:	<input type="text" value="W"/>
Last name*:	<input type="text" value="Hotel"/>
Phone number*:	<input type="text" value="555-555-5555"/>
Email address*:	<input type="text" value="whotelagent@gmail.com"/>
Copy on reservation emails:	<input type="button" value="Yes"/> ▼
Payment Rules:	<input type="button" value="Default"/> ▼
Commission:	<input type="text" value="5,00"/> %

Copy on reservation emails

This setting allows you to specify if the booking agent should receive a copy of confirmation emails to the customer. Select **yes** to have the agent receive a copy of all reservation emails to the customer.

Payment Rules

This setting allows you to specify if a reservation made by this agent requires a deposit at time of reservation or not. *Default* indicates that the payment rules for the product/rental/tour will be used. *No payment required* indicates that it's not necessary for the agent to provide a payment.

When you have completed the setup, click **save** to save the agent information.

If order to enable agents to enter their agent code, you must also enable the agent field under **Setup - Products & Reservation Rules - [Select Product] - Customer Information**.

Customizing agent emails

In some case it's preferable to use a different email template for agents. To create a specific template for agents, go to **Setup - Templates** and select **Add Template**.

Select the existing confirmation email template as the starting point:

Create new email template

Please select a template to copy from and click **continue**.

Confirmed Reservation

Continue Cancel

Next, change the template type to be **Reservation Email (Agents Only)**:

Edit Template (New)

Edit template information and click **save** to continue.

You can view a list of the keywords here: [Form Keyword List](#)

Template Type: Reservation Email (Agents Only)

Name: Pending email

Subject: Confirmed email

Language: Declined email

Pre-visit email

Post-visit email

Business Notification

Reminder email

Print Template

Gift card Template

Reservation Email (Agents Only)

Reservation Email (Users Only)

Payment Processed

Payment Failed

Body text

Font Name and Size: Arial

Insert Item

Alignment

Lists

#removeemptytokenlines

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

Reservation Information (#reservationcode)

Make the necessary adjustments to the template and click **save**. The WebReserv booking system will automatically use this template for agents.

3.8 Access Control List

With the **Access Control List** you can ensure that only persons with a valid userid or userid/password can make bookings using the booking calendar. This feature is useful if access to the booking calendar has to be restricted to a smaller, known group of people.

- [Configure Access Control](#)
- [Upload Access Control List](#)

3.8.1 Configure Access Control

To configure Access Control in WebReserv, go to **Setup** and select **Access Control List** under **More configuration options**.

From the Access Control menu, select **Configure your Access Control setting**

Access Control

The Access Control List allows you to control who can make bookings using WebReserv.com. You can specify that users must supply an ID (i.e. account number or username) and optionally a password.

Configure your Access Control setting

To configure your Access Control settings, [click here](#)

Upload Access Control List

To upload a list of account numbers and passwords, [click here](#)

To enable Access Control for your account, select **Yes** to **Use Access Control List**. By default, WebReserv will only require a userid. If your users should be required to enter a password as well, select **Yes** to **Use Password**.

When you are done with your changes click **save** to save your changes.

Configure Access Control

On this page you can change the Access Control settings.

Note: Changing the Access Control settings will cause all existing Access Control Lists (account number/usernames) to be removed from the system, and must be reuploaded.

Use Access Control Lists: Yes No

Use Password: Yes No

Save

Back to ACL Overview

3.8.2 Upload Access Control List

To configure Access Control in WebReserv, go to **Setup** and select **Access Control List** under **More configuration options**.

From the Access Control menu, select **Upload Access Control List**

Access Control

The Access Control List allows you to control who can make bookings using WebReserv.com. You can specify that users must supply an ID (i.e. account number or username) and optionally a password.

Configure your Access Control setting

To configure your Access Control settings, [click here](#)

Upload Access Control List

To upload a list of account numbers and passwords, [click here](#)

From the Upload Access Control List screen, select file type and enter the file name in the file name field. The user id file must be a regular text file and have one user id per line.


Click **Upload** to upload the user id file to the system.

Access Control List

This screen is used to manage your Access Control List (ACL). The Access Control List allows you to control who can make bookings using WebReserv.com.

Step 1: Upload New ACL

To upload a new Access Control List, select the file below and click the **upload** button.

Select File Type: 

File:

Click **Upload** to upload the user id file to the system. Validate that the number of lines is correct and click **Import ACL** to start using the user ids in the access control file. After completing this step, open your booking calendar and try out one or two user IDs to ensure that the access control list is working correctly.

Access Control List

This screen is used to manage your Access Control List (ACL). The Access Control List allows you to control who can make bookings using WebReserv.com.

Step 2: Import ACL file

Your ACL file has been uploaded (4 lines).

Click the **Import ACL** button below to import this Access Control List.

Note: When you import the file, all existing Access Control Entries will be deleted.

3.9 Entry Codes

With the **Entry Code** feature you can send property access codes automatically with the reservation confirmation email.

This feature is useful for all business that are looking to automate access to the properties using a random generated access code. The entry code is replaced with a new entry code every 24 hours or another interval.

If this is the first time you are using entry codes, you will need to create an entry code custom field. The following article explains how to add an entry code custom field to the system: [Create entry code custom field](#).

You will also need to upload an *entry codes file*.

The file format is described in this article: [Entry Codes \(.CSV\) file format](#).

When you have the entry codes ready for upload, follow the instructions in this in this article: [Upload entry codes](#).

You can easily test the entry codes by following the steps in this article: [Testing entry codes](#).

Note: The Entry Code feature is not available with all WebReserv packages. Please contact WebReserv support to get this feature activated for your account.

3.9.1 Create entry code custom field

Before you can use entry codes in your reservations, you will need to create an entry code custom field. The entry code custom field can then be added to one or more products.

To create the custom field, go to **Setup - Custom Fields** and click **Add new custom field**.

For the field type, select **Information** as this is an information field (i.e. there is no input from the customer). On the next screen, enter **Entry code** in the name field and **#entrycode** in the Text field as shown below.

Edit custom field (Entry code)

Provide a name for this field. The name should not be longer than 40 characters, and should describe the content of the field.
Example: *Company Name*

Name*:

Description:

Description if optional. If entered, the customer can view it by clicking a "more" link next to the field

Text*:

Include in print-outs:

Include in customer emails:

Office use only:

Make sure that you check "office use only". This prevents the entry code to be shown to the customer before the reservation is complete. It will still be included in reservation emails, because we leave that option checked.

Finally, we need to add the custom field to our product(s). Go to **Setup - Products & Reservation Rules - [Product] - Customer Information**. And set the entry code custom field to **Optional**. This has to be done for each product that uses entry codes.

Custom Fields

Additional customer information fields. [Click here](#) to create or modify custom fields.

Entry code:	<input type="radio"/> Dont ask	<input checked="" type="radio"/> Optional	<input type="radio"/> Required
Height:	<input type="radio"/> Dont ask	<input checked="" type="radio"/> Optional	<input type="radio"/> Required
Helmet:	<input type="radio"/> Dont ask	<input checked="" type="radio"/> Optional	<input type="radio"/> Required

3.9.2 Upload entry codes

The Upload Entry Codes screen allows you to upload new entry codes to your booking system. Note that previous entry codes are deleted when new entry codes are uploaded.

To upload entry codes to the booking system, go to **Setup - Overview** and click **Setup Entry Codes...**

[Click here](#) to set up rates.

More configuration options...

[Email templates...](#)

[Custom Fields...](#)

[Discount Codes...](#)

[Setup Entry Codes...](#)

On the Import Entry Codes screen, select the CSV file that contains the entry codes and click **Upload**.

Import Entry Codes

This screen is used to import entry codes.

Step 1: Upload New CSV

To upload a new CSV file, select the file below and click the **upload** button.

Select File Type:

File:

Next, you have to map the field names in the booking system with the field names in the CSV file. For each of the three fields (Valid From, Valid To and Entry Code), pick the corresponding name in the CSV file. When the columns have been mapped, click **Import Entry Codes**.

Import Entry Codes

This screen is used to import entry codes.

Step 2: Import entry codes

Your CSV file has been uploaded.

Field:	CSV Field:	Default:
ValidFrom	<input type="text" value="ValidFrom"/>	<input type="text"/>
ValidTo	<input type="text" value="ValidTo"/>	<input type="text"/>
Entry Code	<input type="text" value="Code"/>	<input type="text"/>

Click the **Import CSV** button below to import these entry codes.

After importing the CSV file, the system will show you the status of the import and the number of rows imported. This number should match the number of entry codes in the CSV file.

Import Entry Codes

This screen is used to import entry codes.

Step 3: Import complete

Congratulations. Your entry codes have been imported successfully! 4 rows imported.

[Back to Setup](#)

3.9.3 Testing entry codes

To test your entry codes, click **New Reservation** from the top menu in the administration tool.

Select a product that is using entry codes and select a start date for which an entry code exists. The booking system will immediately display the entry code:

The screenshot shows the 'Reservation (New)' form with the following details:

- Navigation:** Reservations, Availability Calendar, Customers, Reports, Payment Center, Reviews
- Left Menu:** Find Reservation, New Reservation
- Title:** Reservation (New)
- Section:** Reservation Details
- Status:** New
- Product:** Basketball
- Date:** 8/23/11
- From:** 7:00 AM
- To:** 8:00 AM
- Persons:** 1
- Entry code:** U7761 (highlighted in red)
- Buttons:** Show Availability, Multi R * Basketball

You can also complete a reservation and verify that the reservation code is included in the email.

3.9.4 Entry Codes (.CSV) File Format

Entry codes are uploaded to the booking system using .CSV files (Comma Separated Values). Many keycode systems can generate these files automatically.

You can also create CSV files in Microsoft Excel, OpenOffice, Google Docs and other spreadsheet and database tools.

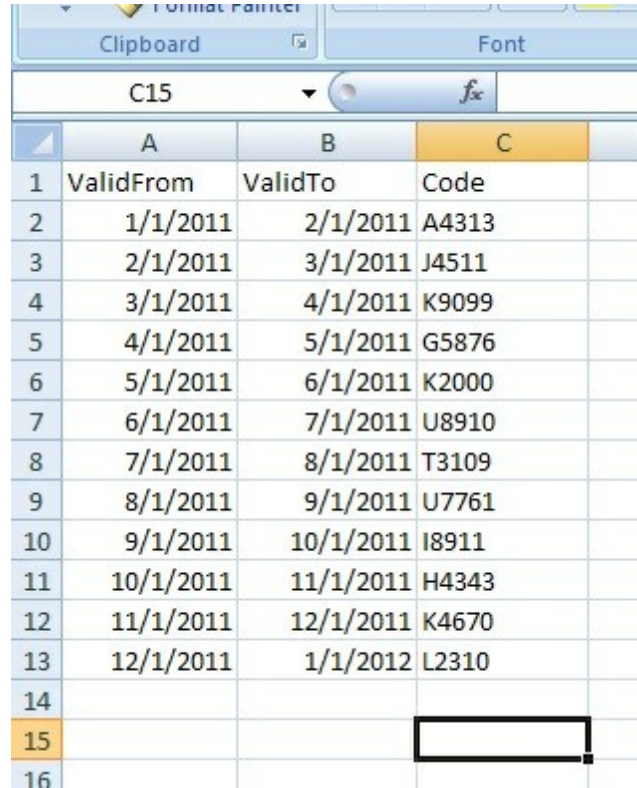
The CSV should as a minimum have these three columns:

- Valid From Date
- Valid To Date
- Entry Code

The CSV file may have other columns, but these will be ignored during file import. The booking system

will read the column names from the first row in the CSV file, so make sure that column names have been defined.

An example of a CSV file is shown below.



	A	B	C
1	ValidFrom	ValidTo	Code
2	1/1/2011	2/1/2011	A4313
3	2/1/2011	3/1/2011	J4511
4	3/1/2011	4/1/2011	K9099
5	4/1/2011	5/1/2011	G5876
6	5/1/2011	6/1/2011	K2000
7	6/1/2011	7/1/2011	U8910
8	7/1/2011	8/1/2011	T3109
9	8/1/2011	9/1/2011	U7761
10	9/1/2011	10/1/2011	I8911
11	10/1/2011	11/1/2011	H4343
12	11/1/2011	12/1/2011	K4670
13	12/1/2011	1/1/2012	L2310
14			
15			
16			

Part



4 Using The Booking Calendar

The booking calendar is a plug-in component from WebReserv that allows you to take reservations/bookings directly from your existing website or websites. The booking calendar has all the functionality needed for a customer to complete the booking process online:

- Availability search
- Rate/price details
- Deposit details
- Credit card and PayPal payment processing
- Email confirmation
- Terms & condition

Note: If you don't have a WebReserv account already, please go to <http://www.webreserv.com/online-booking-system.do> to create your free account.

Select Dates

Room: From: To: No. rooms:

May 2009							June 2009							July 2009						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2		1	2	3	4	5	6					1	2	3	4
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25
24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31	
31																				

Available
 Sold out
 No Information
 [Next](#)

Tip: The booking calendar is most often used together with the business listing on the WebReserv portal. Having your business listed multiple places greatly enhances visibility to the marketplace and helps you to get more customers.

Tip: The booking calendar can also be used for businesses that do not need a business listing on WebReserv portal. For more information about this usage, please [contact your WebReserv Support team](#).

The following topics will help you to get the booking calendar added to your website:

- [Adding the booking calendar to your website](#)
- [Advanced Booking Calendar features](#)

4.1 Adding the booking calendar to your website

Configuring the online booking calendar

To add the booking calendar to your website, log on to your WebReserv account and go to **Website - Booking Calendar**.

On the booking calendar page you can specify how the booking calendar will look on your website. The different options are detailed below.

Style: Specifies how you want the booking calendar to appear on your website. You can choose between *Link* (default), *Embedded* or *Button*. The *Embedded* option is the most popular method. With the *link* method, you'll get a link that you can add to your existing website. When a user clicks the link on your website, the user will be forwarded to the booking calendar where the availability can be viewed and reservation(s) can be made. The button works in the same way, except that the user will see a booking button instead of a booking link.

This is what the button can look like on your website:



Booking Button

When the customer click the button, they are forwarded to a page similar to this:

**Casa Deco**

9680 Coconut Road
Miami, FL
Phone Number: 819-561-1300
Fax number: 819-561-8000

Online Booking

Show pricing and availability for to
(mm/dd/yyyy) (mm/dd/yyyy)

Standard double				
	Standard double room	From 200.00 \$ per day	From 1,000.00 \$ per week	<input type="button" value="Book"/>
Standard single				
	Single room with no view.	From 100.00 \$ per day	From 600.00 \$ per week	<input type="button" value="Book"/>
Suite				
	Suite with view of the harbor	From 300.00 \$ per day	From 1,500.00 \$ per week	<input type="button" value="Book"/>

Booking calendar linked from website using button or link.

The *embedded* option is slightly different. With the embedded option, the user will stay on your website, but will see the booking calendar inside your website. There is also a difference in what is shown in the booking calendar: when the booking calendar is opened with a button or a link, it will have a header with your business name, address, contact information and a link back to the website. The embedded calendar does not show the business information as this information usually is shown on the website that contains the booking calendar.

Online Booking

Show pricing and availability for to
(mm/dd/yyyy) (mm/dd/yyyy)

Standard double				
	Standard double room	From 200.00 \$ per day	From 1,000.00 \$ per week	<input type="button" value="Book"/>
Standard single				
	Single room with no view.	From 100.00 \$ per day	From 600.00 \$ per week	<input type="button" value="Book"/>
Suite				
	Suite with view of the harbor	From 300.00 \$ per day	From 1,500.00 \$ per week	<input type="button" value="Book"/>

Secure reservations provided by WebReserv.com

Embedded booking calendar with listing

Include Search Dates: If this option (and include listing) is set to **yes**, the customer will be able to search for a specific date range to view availability and rates across all your products.

Show pricing and availability for to
(mm/dd/yyyy) (mm/dd/yyyy)

Booking calendar search bar

Note: Include search dates has no effect if include listing is set to no.

Include Listing: If this option is set to **yes**, the customer will see a list of all products/units. If it is set to **no**, the booking calendar will not show a list of products, but will instead show a detailed reservation calendar.

Select Dates

Room: From: To: No. rooms:

May 2009							June 2009							July 2009						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
					1	2		1	2	3	4	5	6				1	2	3	4
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25
24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31	
31																				

Available Sold out No Information [Next](#)

Booking calendar with no list

Preview

After selecting the style of your booking calendar, click the preview button and a preview will be shown on the right side of the screen. If necessary, you can change the options and click preview again to see how different settings affect the booking calendar.

Booking Calendar Options

1. Calendar options

Booking calendar style:

Includes Search Dates:

Include listing:

2. Appearance

Use standard Colors:

3. Preview


Click the preview button to see how the booking calendar will look.

4. Copy HTML code

When you are satisfied with the preview to the right, copy the HTML code in the textbox below and insert it on your website.

```
<a href="http://www.webreserv.com/services/bookonline.do?businessid=DCSA">Make Reservation</a>
```




Booking Calendar Preview



Casa Deco
 9680 Coconut Road
 Miami, FL
 Phone Number: 819-561-1300
 Fax number: 819-561-8000

Online Booking

Show pricing and availability for to
(mm/dd/yyyy) (mm/dd/yyyy)

Standard double				
	Standard double room	From 200.00 \$ per day	From 1,000.00 \$ per week	<input type="button" value="Book"/>
Standard single				
	Single room with no view.	From 100.00 \$ per day	From 600.00 \$ per week	<input type="button" value="Book"/>
Suite				
	Suite with view of the harbor	From 300.00 \$ per day	From 1,500.00 \$ per week	<input type="button" value="Book"/>

Booking calendar preview

Customizing booking calendar colors

In many cases you'll want to have a booking calendar that uses the same colors as your website. To customize the colors, select **no** to **Use standard colors**.

You can customize three types of colors in the booking calendar: the text color, the background color and the border color. To change a color, simply click the corresponding color field and pick the color from the color selector. If you know the RGB code (hex) you can also enter this directly in the color field.

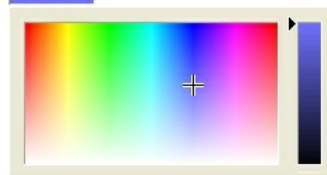
2. Appearance

Use standard Colors:

Background Color:

Text Color:

Border Color:



Booking Calendar color selector

After changing the colors, simply click the preview button again to refresh the preview on the right side.

1. Calendar options

Booking calendar style:

Includes Search Dates:

Include listing:

2. Appearance

Use standard Colors:

Background Color:

Text Color:

Border Color:

3. Preview

Click the preview button to see how the booking calendar will look.

4. Copy HTML code

When you are satisfied with the preview to the right, copy the HTML code in the textbox below and insert it on your website.

```

<iframe
src="http://www.webreserv.com/services/
bookonline.do?
businessid=DCSA&embedded=y&search=n&lis
t=n&background-
color=FFA500&color=FFFFFF&border-
color=6F6FFF" marginwidth="0"
marginheight="0" width="700"
                    
```

Select Dates

Product: From: To: No. units:

May 2009							June 2009							July 2009						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
					1	2	1	2	3	4	5	6				1	2	3	4	
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25
24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31	
31																				

■ Available
 ■ Sold out
 ■ No Information
 [Next](#)

Secure reservations provided by WebReserv.com

Customizing booking calendar colors

Adding the booking calendar code to your website

When you are done customizing the booking calendar, copy the HTML code from the code window on the left side of the screen and paste the HTML code into your website editor at the place where you want the link, button or calendar.

HTML Code Snippet

[HTML Code](#)

[HTML Code](#)

[HTML Code](#)

Default:

[WebReserv.com](#)

WebReserv.com Booking Component (Embedded)

This is an example of how the WebReserv.com booking component can be embedded in an existing website. Feel free to complete the booking process to get a better idea of the functionality. Your payments will not be processed as this is a demo website.

The booking component can also be included using a popup booking window. [Click here](#) to view an example of this popup booking window.

Select product and dates here:

Product: From: To: No. units:

May 2009							June 2009							July 2009						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
					1	2	1	2	3	4	5	6				1	2	3	4	
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25
24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31	
31																				

■ Available
 ■ Sold out
 ■ No Information
 [Next](#)

Please select reservation dates and click continue.

Congratulations - you have now completed the booking calendar customization and setup process.

4.2 Advanced Booking Calendar features

Advanced booking calendar options

Controlling what products/units are shown

In addition to colors and fonts, you can also control what product (or room/tour/unit) should be shown and selected as the default product in the list.

Here's an example of a regular availability calendar URL:

```
http://www.webreserv.com/services/bookonline.do?businessid=DCSA
```

To filter the products in the product list, add `productfilter=[productid]`. You can include multiple productid's, separated by comma. Example:

This availability calendar shows only the standard single:

```
http://www.webreserv.com/services/bookonline.do?businessid=DCSA&productfilter=5
```

And here we show the standard single and standard double:

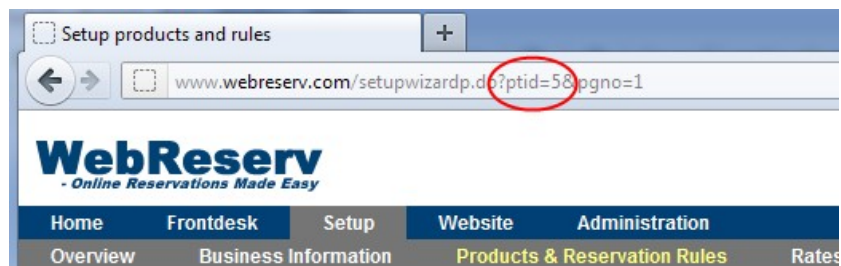
```
http://www.webreserv.com/services/bookonline.do?businessid=DCSA&productfilter=5,6
```

To make a specific product the default, include the parameter `ptid=[productid]`. In the URL below, we include all products, but default to the suite (productid 7):

```
http://www.webreserv.com/services/bookonline.do?businessid=DCSA&ptid=7
```

Finding the product ID

You can find the productid for any product by logging on to the Administration module, and select **Setup - Product & reservation rules**. The productid (ptid) is shown in the website address bar when a product is selected.



Finding the product ID (ptid)

Using the booking calendar with multiple properties/locations

For businesses with two or more business locations (or properties) it is often desired to use the booking calendar for all locations (or properties). This can easily be accomplished with WebReserv.com.

If each location is shown on a different webpage, simply add the booking calendar to each webpage with the **businessid** parameter for that particular location.

If there isn't a separate webpage for each location, as it typically happens when the locations are similar and offer similar products (or units), simply add each businessid to the **businessid** parameter. For example:

<http://www.webreserv.com/services/bookonline.do?businessid=DCSA,DCSB,DCSC>

Adding multiple businessid's to the URL will cause the booking calendar to show a drop-down list with each location next to the product selection list. (Note: activation of the drop-down list may be required. Please contact WebReserv.com support for more information).

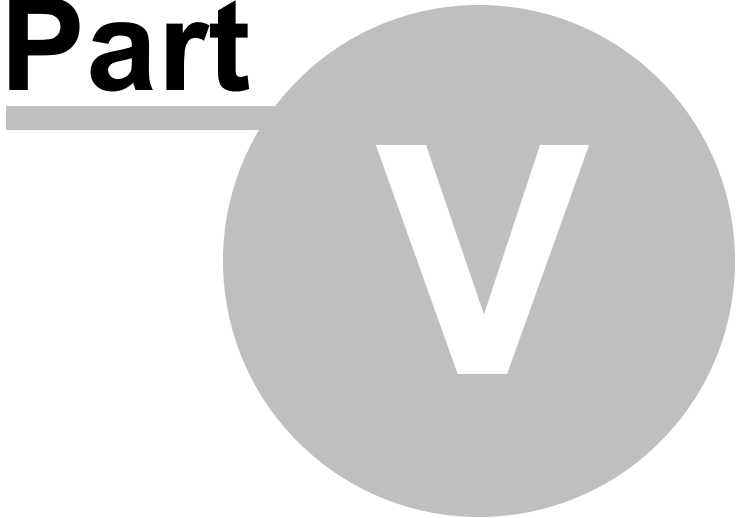
Booking Calendar Parameters

Attribute	Description	Example
agent	Instructs to use store the agent code specified in the parameter as the agent code for the reservation.	agent=supertravel
background-color	Controls the background-color. Use this parameter to change the background color. The default background color is white.	background-color=orange
businessid	The business ID of your business	businessid=dcsa
border-color	Controls the border-color. Use this parameter to change the default border color. The default border-color is light-blue.	border-color=4e4e66
color	Controls the text color. Use this parameter to change the text color. The default text color is black.	color=green
css	Rather than controlling each attribute, you can specify a stylesheet with all the attributes. Using this attribute requires more extensive knowledge of Cascading Style Sheets (CSS) and website design.	css=[URL]
dateformat	Instructs the calendar to use	dateformat=en_GB

Attribute	Description	Example
	a specific date/number format rather than the date format returned by the browser.	
displayonly	Causes the booking calendar to be show as displayonly, i. e. a customer is not able to actually complete a reservation.	displayonly=y
embedded	Instructs the booking calendar not to show the company name and picture at the top of the screen. This option is intended for embedded booking calendars.	embedded=y embedded=n
language	Controls what language will be shown. <i>This parameter is only valid on the WebReserv.eu site.</i>	language=es
list	Controls if the product list should be shown. Default is y.	list=y list=n
productfilter	Controls what products to include in the product selection list. By default all products for the specified businessid is shown.	productfilter=7,8
ptid	Controls what product is shown as the default product.	ptid=1032
search	Controls if the search dates should be shown. Default is y.	search=y search=n
showcategory	Controls if a category selector should be shown. Valid values are: 1: Don't show category selector 2: Show category selector before product list page 4: Show category selector on product list page 8: Show category selector on product page	showcategory=2

Attribute	Description	Example
showrates	<p>Controls how many rate columns to display in the product list. Valid values are 0 - 10. Set to zero to remove the rate columns from the product list.</p> <p>Note that removing the rate columns also removes the availability status from the product list (availability will still be shown in the availability calendar).</p>	showrates=0
style	<p>Controls various presentation aspects of the booking calendar. Valid values are:</p> <ul style="list-style-type: none">• auto (default). Displays a regular booking calendar. Switches to narrow mode if multiple date/time and persons fields are used.• custom. Instructs the system to use a custom developed booking calendar.• narrow. Rearranges product, date, time and number of persons to span multiple lines. Recommended when the width of the booking calendar is 700 pixels or less.• original. Original booking calendar setting. Does not re-arrange items.	style=narrow

Part



5 Managing Reservations

This section describes how to manage online reservations with your WebReserv account.

Topics covered in this section:

- [Create new reservation](#)
- [Find reservation](#)
- [View/change reservation](#)
- [Confirm a pending reservation](#)
- [Cancel a reservation](#)
- [View/check availability](#)
- [Change availability](#)
- [Email confirmations](#)

5.1 Create new reservation


To create a new reservation, go to **Frontdesk - Reservation** and click **New Reservation**.



The booking system will open up a new reservation form with the following sections:

Reservation Details

Allows you to specify what product/unit/room to reserve, date/time and number of people and/or number of adults or children. For daily and hourly bookings, click the **show availability** button to view availability for the selected product.

Reservation Details

Status: Confirmed
Reserved: 7/17/09 8:09 AM
Room: 
Unit(s): Room 568 ([change](#))

From:  To:  No. rooms: Adults: Children:

Rate Details

After selecting the product/unit/room click recalculate to get the total rate, including rate adjustments, [additional charges, tax and deposit](#).

Rate Details:

Description	Linetotal
Rate	600.00
Cleaning Fee	25.00
Subtotal	625.00
+ Tax (10.00 %)	62.50
Processing Fee	0.00
= Total	USD 687.50
Deposit due at reservation	USD 343.75

Tip: Click Recalculate after changing date/time and adding or removing charges and discount.

Customer Information

Enter customer information for this customer.

Customer Information:

First name*:	<input type="text" value="Anne"/>
Last name*:	<input type="text" value="East"/>
Address*:	<input type="text" value="4511 Riverside"/> <input type="text"/>
City*:	<input type="text" value="Smalltown"/>
State:	<input type="text" value="Colorado"/> ▼
Zip/Postal code*:	<input type="text" value="30350"/>
Country*:	<input type="text" value="United States"/> ▼
Phone Number:	<input type="text" value="123-456-1234"/>
Email address:	<input type="text" value="anne.east@smalltown.com"/>

Additional Reservation Requests

The additional requests section will show any [custom fields](#) for this reservation/product (if any).

Additional reservation requests:

Scuba gear (Mask, Fins, Snorkel) Yes (85.00) No

Save reservation

To complete the reservation, click **save as pending** or **confirm reservation**. The customer will automatically receive an [email notification](#) with the reservation details.

5.2 Find reservation

To locate an existing reservation go to **Frontdesk - Reservations**. On this screen you can select different search criteria for the reservation. Enter as much search information as possible and click search to find the reservation(s).

Reservations

Make Reservation

To make a new reservation [click here](#).

View/Change existing reservations

To view and change existing reservations, select a filter from list below and click the View button.

Search Type: Status: Sort order:

Last name:

Rooms:

Search Result							
Reservation:	Status:	Reserved:	From:	To:	Name:	Room:	#:
WRSA-9XOX	Pending	7/17/09	7/23/09	7/27/09	Tom Green	Suite	1
WRSA-116X	Pending	3/25/09	7/16/09	7/24/09	Eva Green	Standard single	1
Previous Next						Showing 1 - 2 of 2	

Tip: You can download and print reservations from the [reports menu](#).

Reservation search

[Next - View/change reservation](#)

5.3 View/change reservation

When you open a reservation in WebReserv, you get all the details on one single page. The reservation screen in WebReserv consists of the following sections:

Reservation Details

Shows what has been booked, when it was booked, the reservation status, number of units/rooms, number of people and/or number of adults and children.

Reservation Details

Status: Confirmed
 Reserved: 7/17/09 8:09 AM
 Room: Standard double
 Unit(s): Room 568 ([change](#))

From: To: No. rooms: Adults: Children:

Rate Details

The rate details section shows how the system has [calculated the rate](#) for this reservation, including rate adjustments, [additional charges, tax and deposit](#).

Rate Details:

Description	Linetotal
Rate	600.00
Cleaning Fee	25.00
Subtotal	625.00
+ Tax (10.00 %)	62.50
Processing Fee	0.00
= Total	USD 687.50
Deposit due at reservation	USD 343.75

Tip: Click Recalculate after changing date/time and adding or removing charges and discount.

Customer Information

The customer information shows the customer name, address, phone, email address and custom fields related to the customer.

Customer Information:

First name*:
 Last name*:
 Address*:

 City*:
 State:
 Zip/Postal code*:
 Country*:
 Phone Number:
 Email address:

Additional Reservation Requests

The additional requests section shows [custom fields](#) for this product.

Additional reservation requests:

Scuba gear (Mask, Fins, Snorkel) Yes (85.00) No

Payment details

The payment details section shows the payment details for this reservation. If the reservation was paid with credit card, you have the ability to make final charges to the credit card.

Payment Information

Payment Type: Credit card
Credit Card:
Card number:
Expiration date: /

[View/update payment details](#)

Customer comments

The customer comments field shows any additional comments entered by the customer.

Customer Comments:

5.4 Confirm a pending reservation

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

If a new reservation is pending, you must manually confirm the reservation. To confirm a reservation, open the reservation and scroll down to locate the confirm button.

Customer Comments:



Decline / Confirm Buttons

Click the confirm button to confirm the reservation. The booking system will automatically send a [notification email](#) to the customer, indicating that the reservation has been confirmed.

5.5 Cancel a reservation

To cancel an existing reservation, open the reservation and scroll down to locate the cancel button.

Cancel Button

Click the cancel button to cancel the reservation. If enabled, the customer will automatically be sent a [notification email](#) indicating that the reservation has been cancelled.

5.6 Check availability

The WebReserv system consistently monitors your availability to ensure that no products or units get overbooked and it will only allow new bookings to take place if you have available units, rooms or seats.

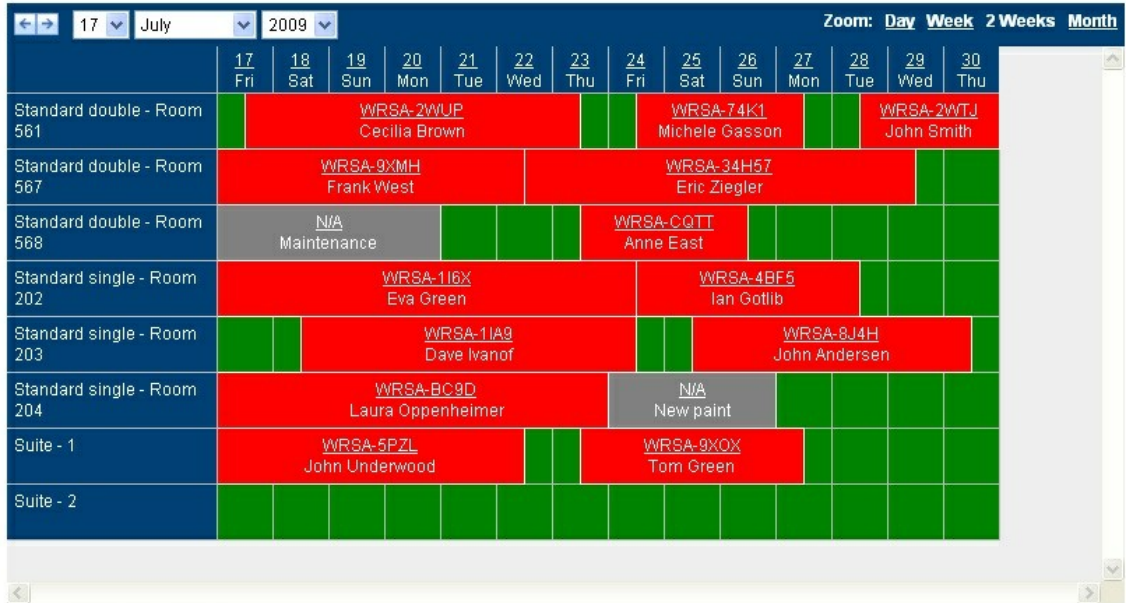
In the setup process you indicated how the system should [calculate availability](#). This is the information that the booking system is using to determine how many reservations can be made at any given point in time.

You can view your availability (sometimes called inventory) from the frontend. Go to **Frontdesk - Availability** to view past, present and future utilization.

Availability Calendar

Use this page to view and change availability for your product(s). To mark a product as unavailable, click the link below the calendar. Click on an unavailable entry to modify or delete it.

Room:



Legend: Available Reserved Not available

[Mark product as unavailable](#) | [Make new reservation](#)

Availability Calendar

You can change the date(s) and zoom level in the top-hand bar. Below the availability calendar you'll find short-cuts to [change availability](#) and make new reservations.

To get more information about a reservation or an availability adjustment, simply click the underlined title.

[Next: Changing availability](#)

5.7 Change availability

In certain cases you may need to take one or more units out of inventory. This can happen if maintenance or cleaning is needed or for other reasons. To adjust availability, go to [Frontdesk - Availability Calendar](#) and click **Change Availability**.

On the change availability screen, you select a single unit (or all units) a from date and to date. You can also add a comment for the inventory change.

When you are done with your changes click **save** to save your changes.

Change Availability

To mark a product as unavailable, select product and date(s) and click save.

Room*:	<input type="text" value="Standard double"/>
Unit*:	<input type="text" value="Room 568"/>
From*:	<input type="text" value="7/17/09"/>
To*:	<input type="text" value="7/21/09"/>
Comment (optional):	<input type="text" value="Maintenance"/>
<input type="button" value="Delete Adjustment"/> <input type="button" value="Save"/>	

[Click here to return to the availability calendar.](#)

Change availability

To change or delete an availability adjustment, simply open it from the availability calendar and click **Delete Adjustment**.

Tip: You can use change availability to block out units that has been reserved through other channels than WebReserv. However, if you block units this way (as opposed to enter the reservation in WebReserv), you will not be able to track the reservation or customer information in [reports](#).

5.8 Email Confirmations

WebReserv automatically sends an email to your customer whenever a reservation is made, changed or canceled. In addition to the reservation emails, WebReserv can automatically send a pre-visit and/or a post-visit email to your customer. Click on the links below to see a sample of what the emails can look like.

- [Pending Reservation](#)
- [Confirmed Reservation](#)
- [Canceled Reservation](#)
- [Rejected Reservation](#)
- [Pre-visit Email](#)
- [Post-visit Email](#)

5.8.1 Post-visit Email

The post-visit email is sent out after the end of the booking/rental period. The post-visit email can be used to:

- Send a warm "Thank you" for selecting your business
- Encouragement to post reviews of your business
- Discount codes for future reservations

The standard post-visit email is sent out 7 days after the booking/rental end date and contains a "Thank you" message and an encouragement to post a review for your business. You can use this email or you can [create your own email templates](#).

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

Thank You!



Dear Jane Doe,

We thank you for having selected [Casa Deco](#). We hope that you had a fantastic experience with us and hope to see you again soon.

Tell others about us!

Please take a few moments to complete an [online review](#) for us. We greatly appreciate your feedback.

Sincerely,
Casa Deco

Make your online reservations at <http://www.webreserv.com>.

Copyright © 2003-2009. All rights reserved.

5.8.2 Pre-visit Email

The pre-visit email is sent out before the date of arrival/rental. The pre-visit email can be used for multiple purposes:

- General reminder of the reservation date/time
- Practical information (clothes to bring, directions etc)
- Weather information (link to weather.com)
- Payment information if additional or full payment is required prior to arrival

The standard pre-visit email is sent out 7 days before the booking/rental date and contains a “we look forward to seeing you” message. You can use this email or you can [create your own email templates](#).

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

We look forward to seeing you!



Dear Jane Doe,

We look forward to see you at [Casa Deco](#). For your convenience we have included your reservation details below.

Reservation Details:

Confirmation code: WRSA-WETG
For: Standard double
From: 9/5/09
To: 9/6/09 (1 night)
No. reservations: 1
Adults: 1

[Click here to view your reservation status online.](#)

Casa Deco

Address: Casa Deco
 9680 Coconut Road
 Miami, Florida, 30319
Phone: 555-555-5555
Email: casadeco@webreserv.com
[Click here for map & directions](#)

Questions?

Call us at 555-555-5555 or email us at casadeco@webreserv.com.

Sincerely,
Casa Deco

Make your online reservations at <http://www.webreserv.com>.

Copyright © 2003-2009. All rights reserved.

5.8.3 Rejected Reservation

The **Rejected Reservation** email is sent when a reservation is rejected. The standard email is shown below. You can use this email or you can [create your own email templates](#).

Note: The Rejected Reservation email is not active by default. To use this email, you must select it under [Email Notifications](#).

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

Reservation Information (WRSA-WETG)



Dear Jane Doe,

Thank you for making your reservation with [Casa Deco](#). Unfortunately, we are currently unable to confirm your request for this date/time.

If availability opens up, we will contact you at this email address.

Reservation Details:

Confirmation code: WRSA-WETG
For: Standard double
From: 9/5/09
To: 9/6/09 (1 night)
No. reservations: 1
Adults: 1

Address: Casa Deco
9680 Coconut Road
Miami, Florida, 30319

Phone: 555-555-5555
Email: casadeco@webreserv.com

Customer Information:

Name: Jane Doe
Address: 4511 Riverside
New York, New York, 11111

Country: United States
Phone: 555-555-5555
Email: jane.doe@webreserv.com

Questions? Call us at 555-555-5555 or email us at casadeco@webreserv.com.

Sincerely,
Casa Deco

Make your online reservations at <http://www.webreserv.com>.

Copyright © 2003-2009. All rights reserved.

5.8.4 Canceled Reservation

The **Canceled Reservation** email is sent when a reservation is canceled. The standard email is shown below. You can use this email or you can [create your own email templates](#).

Note: The Canceled Reservation email is not active by default. To use this email, you must select it under [Email Notifications](#).

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

Reservation Information (WRSA-WETG)



Dear Jane Doe,

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

Reservation Details:

Confirmation code: WRSA-WETG
For: Standard double
From: 9/5/09
To: 9/6/09 (1 night)
No. reservations: 1
Adults: 1

Address: Casa Deco
9680 Coconut Road
Miami, Florida, 30319
Phone: 555-555-5555
Email: casadeco@webreserv.com

Customer Information:

Name: Jane Doe
Address: 4511 Riverside
New York, New York, 11111
Country: United States
Phone: 555-555-5555
Email: jane.doe@webreserv.com

Questions? Call us at 555-555-5555 or email us at casadeco@webreserv.com.

Sincerely,
Casa Deco

Make your online reservations at <http://www.webreserv.com>.

Copyright © 2003-2009. All rights reserved.

5.8.5 Confirmed Reservation

The **Confirmed Reservation** email is sent when a new reservation is made and the status is confirmed, or when a reservation changes from pending to confirmed. The standard email is shown below. You can use this email or you can [create your own email templates](#).

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

Reservation Information (WRSA-WETG)



Dear Jane Doe,

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

Reservation Details:

Confirmation code:	WRSA-WETG
For:	Standard double
From:	9/5/09
To:	9/6/09 (1 night)
No. reservations:	1
Adults:	1

Payment Details:

Total Amount:	247.50 USD
Deposit due at reservation:	123.75 USD
Balance due:	123.75 USD

Customer Information:

Name:	Jane Doe
Address:	4511 Riverside New York, New York, 11111
Country:	United States
Phone:	555-555-5555
Email:	jane.doe@webreserv.com

Casa Deco

Address:	Casa Deco 9680 Coconut Road Miami, Florida, 30319
Phone:	555-555-5555
Email:	casadeco@webreserv.com
	Click here for map & directions

Tell others about us!

Please [post a review](#) about us.

Questions?

Call us at 555-555-5555 or email us at casadeco@webreserv.com.

Sincerely,
Casa Deco

Make your online reservations at <http://www.webreserv.com>.

5.8.6 Pending Reservation

The **Pending Reservation** email is sent when a new reservation is made and the status is pending. The standard email is shown below. You can use this email or you can [create your own email templates](#).

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

Reservation Information (WRSA-WETG)



Dear Jane Doe,

Thank you for making your reservation with [Casa Deco](#).
The status of your reservation is: **Pending**.
Your reservation will be reviewed by Casa Deco in the next 24-48 hours.

Reservation Details:

Confirmation code:	WRSA-WETG
For:	Standard double
From:	9/5/09
To:	9/6/09 (1 night)
No. reservations:	1
Adults:	1

Payment Details:

Total Amount:	247.50 USD
Deposit due at reservation:	123.75 USD
Balance due:	123.75 USD

Customer Information:

Name:	Jane Doe
Address:	4511 Riverside New York, New York, 11111
Country:	United States
Phone:	555-555-5555
Email:	jane.doe@webreserv.com

Casa Deco

Address:	Casa Deco 9680 Coconut Road Miami, Florida, 30319
Phone:	555-555-5555
Email:	casadeco@webreserv.com Click here for map & directions

Tell others about us!

Please [post a review](#) about us.

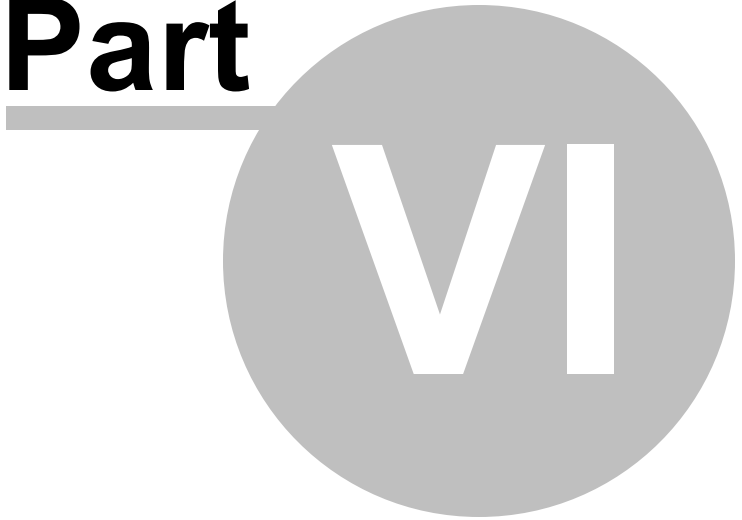
Questions?

Call us at 555-555-5555 or email us at casadeco@webreserv.com.

Sincerely,
Casa Deco

Make your online reservations at <http://www.webreserv.com>.

Part



6 Online Payments

Your business is ready to launch. You created a new website to increase customer traffic. You integrated the booking system directly to your website in order for your customers to be able to view availability and book your vacation rental, B&B, RV rental or other service online.

But one question remains unanswered – when and how should I charge my customers or guests for online bookings?

You'll find the answer to most online payment questions in this easy introduction to online payments.

- [Comparing payment methods](#)
- [Charging a deposit](#)
- [Safe payment tips](#)

6.1 Comparing payment methods

With online bookings you have several different methods for receiving payments from your customers. Which method applies to you depends on several factors, including the volume of bookings and the value of each booking.

WebReserv supports all these methods of payment:

- [Check/Cash](#)
- [PayPal](#)
- [Credit card](#)

6.1.1 Check/Cash

The use of checks (or cash) for deposit payment is declining for many businesses. There are two reasons for this; the use of checks delay the payment processing and introduces manual labor in the process. First you have to wait for the check to arrive in the mail. Secondly, you have to bring the check to the bank and sometimes you have to wait for the check to clear depending on the amount and the state in which the check is drawn.

In total, you should expect 10-15 days processing time for checks. The booking must be held during this time. This is important to take into considering, especially for bookings in the near future.

For example, say that a booking is made for your vacation rental one month from today. You receive the check in the mail and give it to the bank but unfortunately the check bounces. You cancel the booking. Now you only have 15 days left to rent out that same time that was held for this booking, and it will often be difficult to book another customer in such as short timeframe.

Tip: You can reduce the clearing time by requiring your customers to send a cashiers check.

[Next - PayPal](#)

6.1.2 PayPal

PayPal was invented to create a method for people and business to transfer funds electronically without having to go through the hassle and cost of creating a merchant account. It quickly became the preferred payment mechanism for companies like eBay. Although PayPal has gained some traction outside of eBay, it is still more common for most business to accept credit card transactions over PayPal transactions.

In order to accept PayPal transactions, you have to create a PayPal account. It's free and can be done in just a few minutes. With PayPal you can accept payments from other PayPal users. You can also upgrade to a business account and accept credit card payments from non-PayPal users. In this case, PayPal essentially becomes the merchant account for you.

PayPal charges a small fee for PayPal-to-PayPal account transfers and a larger fee for credit card payments through PayPal. For business with high volume of credit card transactions, it is worth comparing Merchant Account and PayPal rates.

There are some drawbacks of PayPal compared to credit card payments. Most importantly, PayPal payments go to a PayPal account and you will have to transfer the funds to your own bank account. While the funds are transferred around the PayPal system, and until the funds are transferred to your bank account, PayPal earns the interest, you don't.

With PayPal you don't have a credit card on file. This is an issue in cases where the business needs to charge outstanding deposits to the same card. With a credit card/merchant account, you can charge the balance due, but with PayPal you'll have to ask the customer to initiate the funds transfer.

[Next: Credit card](#)

6.1.3 Credit cards

Many businesses require a credit card to reserve a product or service. The reason is simple; credit cards allow the business to receive the payment right away. In most cases, the booking process is automated and will not even allow a booking to take place unless the customer provides a valid credit card.

Since credit card payments can be automated, businesses with many bookings tend to prefer this payment type. Another benefit of credit card payments is that many online booking systems keep the credit card on file. By keeping the credit card on file, the business can charge remaining outstanding deposits to the same card.

In order to process credit card payments, you must set up a merchant account for your business. The merchant account functions as a connection between the credit card companies and your bank account. Many banks provide this service, but specialized merchant account providers (also called ISO's) may offer better terms and are typically more familiar with online payments and credit card terminals.

The one drawback with credit card payments is the cost. It is common to pay \$25-\$30 per month just for having the merchant account, whether you use it or not. In addition to the monthly fee for the merchant account, you will be paying a transaction fee for each transaction. The transaction fee may either be a percentage of the amount or a percentage of the amount plus a fixed fee per transaction, typically \$0.30.

The transaction percentage, often called the discount rate, depends on the merchant account provider,

your industry and your sales volume among other factors. It is common to have transaction fees around 2.5% - 3.5% of the total sale.

It can be worthwhile to shop around between different merchant account providers to find the best option (low transaction cost and monthly fee). However, bear in mind that you also want to use a merchant account provider or bank that understands your business and online transactions. You also want to make sure that your merchant account is compatible with your online booking system.

6.2 Configuring payment processing

Once you have selected the [types of payment](#) and [deposit](#) that you want to accept for your business, it's time to set up your WebReserv account to allow the specified payment types. In the following section, you'll find an easy step-by-step guide for each payment type.

- [Cash/Check](#)
- [PayPal](#)
- [Creditcards](#)

6.2.1 Cash/Check

To use cash/check for payments:

1. Log on to WebReserv and go to [Setup – Business Information – Payments](#) and select **check/cash**.
2. Optional, but strongly recommended: Set your [reservation rules](#) to mark new reservations as pending.

Typical time start-to-finish: Less than 30 minutes.

Because cash/check is a manual process, you typically will need to contact the customer and let them know how to send you the payment. You can also customize the [email notifications](#) to include payment details.

Note: Even you if you remove the checkbox for cash/check on the payment setup screen, you will still have the cash/check payment option when making a reservation from the administration system. This allows you to accept cash/check payments at the frontdesk.

6.2.2 PayPal

To use PayPal for payments:

- 1) Go to <http://www.paypal.com> to create your PayPal account.
- 2) Go to [Setup – Business Information – Payments](#). Check the field for PayPal and enter the email

address that is associated with your PayPal account.

A standard PayPal account requires the customer to have a PayPal account. To avoid turning away customers that do not have a PayPal account, we strongly recommend that you set up your PayPal account to accept credit cards. To do this, you have to request a PayPal business account with PayPal.

Typical time start-to-finish: 1-3 business days.

6.2.3 Creditcards

In order to automate booking payments, you will need to have a merchant account that is compatible with WebReserv. In the following you can find more information on the following subjects:

- Choosing a merchant account provider
- Use an existing merchant account with WebReserv
- Connect your merchant account with WebReserv

Choosing a merchant account provider

We have made it easy to find a merchant account provider that is certified to be used with your WebReserv system. To see a list of all certified providers/gateways and contact information, please go to

<http://www.webreserv.com/recommended-merchant-account-providers.do>

Use an existing merchant account with WebReserv

Even if your merchant account isn't through a certified merchant account provider, it may still work with your WebReserv system. To determine if your account is compatible, please contact your merchant account provider and ask them if your account is using *Chase Paymentech Orbital* or *First Data Global Gateway*. If it is, it can be connected directly to the WebReserv system.

If your account is not using *Chase Paymentech Orbital* or *First Data Global Gateway*, you will either need to get a gateway account through Authorize.net or you will need to get a new merchant account. The latter is usually the most cost effective option. For a list of certified merchant account providers and gateway accounts, please go to

<http://www.webreserv.com/recommended-merchant-account-providers.do>

New: We now offer custom-development for lesser-used merchant account providers. If your merchant account provider is not compatible with our system, call or email us to find out if we can custom-develop an interface to your merchant account provider.

Connect your merchant account with WebReserv

How you connect your merchant account with WebReserv depends on who you are using as your merchant account provider:

[National Merchant Alliance \(NMA\)](#). This is the best option for you. When your account is through National Merchant Alliance, we will automatically set up and test your merchant

account once the account has been created. There is no additional work needed on your end.

Authorize.net. Once your merchant account has been created, you will need to send us the **API_Logon_ID** and the **Transaction Key**. When we receive this information we will add it to the system and test the account. Please notice that if you generate a new Transaction key at a later point in time, your WebReserv transactions will be declined until the new transaction key has been added to our system.

To obtain the API Login ID and Transaction Key:

1. Log into your Merchant Interface at <https://account.authorize.net>.
2. Click **Settings** in the main left side menu.
3. Click **API Login ID and Transaction Key**.
4. Under Create New Transaction Key, enter your Secret Answer.
5. Click **Submit**.

Chase Paymentech. You will need to send us the following information: **Group ID** (12 digit number), **BIN Number** (6 digit number) and **Terminal ID** (3 digit number). You can get this information from your merchant account provider or directly from Chase Paymentech. You must also add WebReserv's submitter ID to your Chase Paymentech account. The merchant account provider can contact Orbital Gateway Support at 1-866-645-1314 or GatewaySupport@ChasePaymentech.com.

First Data Global Gateway. If you have a First Data Global Gateway account, you will need to send us the API Certificate. When we receive this information we will add it to the system and test the account.

To obtain the API certificate:

1. Log into your First Data Global Gateway Virtual Terminal.
2. Click **Support - Download Center** in the top menu.
3. Click **Store Cert Files - Download Now**.
4. Enter your Tax ID and click the **API** download button.
5. Save the certificate locally and email it to us.

PayPal Website Pro. If you have a Website Pro account with PayPal, you will need to send us the **API Username**, the **API Password** and the **API Signature**. When we receive this information we will add it to the system and test the account.

Quickbooks Merchant Services. Let us know that you are using **Quickbooks Merchant Services (QBMS)** and we will configure your account for this setting. Once we have configured your account, log on to your WebReserv account and go to **Setup – Business Information – Payments** and locate the **Link QBMS account**. This will take you to an activation page where you can activate the connection between QBMS and WebReserv.

6.3 Charging a deposit

You should require an initial payment, the deposit, at the time of booking. The deposit payment is a

down-payment for the service and serves to keep the customer committed to the booking. If the customer later cancels the booking, some or all of the deposit may be refunded to the customer depending on your business rules.

If there is no deposit, the customer may not show up (often called a no-show) and you have lost revenue by keeping the service or unit reserved.

The deposit amount depends on the type of product or service, the value of the booking and the difficulty it will be for you to sell the same product or service later on if a customer decides to cancel a booking.

Below are some industry examples of typical deposit rules:

Industry	Typical deposit Rules
Vacation Rentals	50% at time of booking, remaining amount due 60 days before date of arrival
B&B	50% at time of booking, remaining amount due 60 days before date of arrival
Hotels	Many hotels do not require a deposit, but keeps the credit card on file in order to guarantee the room. They will typically charge for 1 day for no-shows.
RV's	25% at time of booking, remaining amount due 60 days before rental.
Boat Rentals	100% at time of booking
Tours	100% at time of booking

[Next: Safe payment tips](#)

6.4 Safe payment tips

The following is a list of safe payment tips.

- Never request credit card information through emails or unencrypted websites. If you need to get a credit card number from a customer, call them or ask them to call you with the credit card information.
- When processing refunds, always refund to the credit card that was used to make the payment. Never allow refund to a different card, as it can be part of a fraud scheme using stolen credit cards.
- Do not send cash in the mail and don't ask your customers to send cash in the mail either. Only checks should be mailed.
- Similar to credit card refunds, be cautious about check refunds. Do not refund a check payment until after the check has cleared. Scammers have been known to send stolen or fraudulent checks and shortly after cancel the booking and asking for a refund.
- Always keep customer credit card information stored securely. When you use WebReserv.com or WebReserv.eu, all customer and payment information is encrypted the same safe encryption methods used by banks and credit card companies (SSL or Secure Socket Layer).

6.5 Virtual Terminal

Imagine having a system that automatically process credit card payments when a reservation is made. There is no need to spend precious time calling the customer to ask for credit card information and there is no need to manually process credit card payments.

WebReserv can do all that – and much more. First and foremost there is the automated credit card processing feature. Whenever a new reservation is made, WebReserv can automatically process the credit card as part of the reservation. If the credit card is not valid, or the transaction cannot be completed for any other reason, the reservation is refused.

In addition to the automated processing during the reservation process, you can use the **ePay Virtual Terminal** to process additional credit card transactions, such as payment for additional items or services. The virtual terminal can also be used to process refunds.

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.

Payment Details:

Type: Payment Refund

Invoice*:

Amount*:

Comments:

Credit card:

Credit card number*:

Expiration Date*: /

Security Code:

ePay Virtual Terminal

WebReserv automatically groups all payments and refunds related to the same reservation code, so it's easy to keep track of payment activities related to the same customer and reservation. You can see the transactions in the integrated transaction log:

Transaction History

The transaction history shows automated payment activities and transactions made using the ePay Virtual Terminal.

Transaction History						
Time:	InvoiceID:	Amount:	Name:	Account Number:	Status	
10/26/07 1:40 PM	WRSA-73UL	64.95	Amanda Johnson	****0000	Approved	Details
10/25/07 9:15 AM	WRSA-73UL	29.95	Amanda Johnson	****0000	Approved	Details
10/21/07 2:31 PM	WRSA-73UL	350.00	Amanda Johnson	****0000	Approved	Details
Previous Next						Showing 1 - 3 of 3

ePay Transaction Log

Part



7 Gift cards

The gift card feature enables you to sell gift cards to your customers. Gift cards can be used later as payment for a reservation.

A Gift card has several components:

Gift card definition. The gift card definition is similar to a product or a discount code; it tells the system what the customer can purchase, the gift card value, how long it is valid for and any other information the system needs to be able to sell gift cards.

Gift card certificate. When a customer buys a gift card, he or she will receive a gift card certificate via email. The certificate includes important information such as who the gift card is from, the name of the gift card, a description and most importantly, a *gift card certificate number*. You can use the built-in gift card templates or create your own templates.

Gift card redemption. When a customer uses a gift card to make a reservation, the system will automatically validate the certificate code and marks the gift card certificate as used, thereby ensuring that a gift card only is used once. Note that the system does not carry over remaining value.

Gift card certificates are stored in the system alongside with your reservations. The gift cards can be distinguished from other reservations or purchases as gift cards starts with the letters **GC-**.

- [Creating gift cards](#)
- [Gift card purchases](#)
- [Gift card usage](#)

7.1 Creating gift cards

To create a new gift card, go to **Setup - Gift cards**. The gift card list shows all active gift cards.

Setup Giftcards

Giftcards are used to define giftcards that may be purchased by a customer and applied for a reservation.

You can define giftcards that may be purchased by customers. Each giftcard can be limited to a certain product or value.

Select giftcard to edit or click **Add giftcard** to create a new giftcard type.

Giftcards			
Name:	Type:	Amount:	
Giftcard \$50	Amount	50.00	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="button" value="Add giftcard"/> <input type="button" value="View Utilization"/> <input type="button" value="Back to setup menu"/>			

Click **Add Gift card**. You will see a new gift card page. Fill out the gift card information as necessary.

The gift card fields and options are described below.

- **Location** (only visible with multi-location accounts). Use the location selector to determine which location this gift card is for.
- **Name**. Enter a name for this gift card. The name is shown to the customer when purchasing the gift card, so you often want to include the gift card amount in the name.
- **Description**. In the description field you can enter a description for your business. You can also enter redemption comments, terms and conditions and other practical information.
- **Value**. Enter the value of the gift card. The value is the value that the gift card certificate has when redeemed.
- **Purchase Price**. Enter the price of the gift card. In most cases, the *value* and the *price* is the same.
- **Redemption Time**. Enter the redemption time for this gift card. The redemption time is often 12 months, but can be shorter or longer. If there is no redemption time, leave the field blank.
- **Email print/template**. Select the email/print template for this gift card. You can use templates provided by WebReserv or create your templates (see [Email and Print Templates](#)).

Edit Giftcard (Winter Fun Gift Card \$75)

Select the location this giftcard is for.

Location: Casa Deco

Enter a name for this giftcard. This is the name the customer will see when purchasing this giftcard.

Name:*

Enter a description for this giftcard. The description should describe what the giftcard is for.

Description:*

Enter the value of this giftcard.

Value:* USD

Enter the purchase price for this giftcard. In most cases this should be the same amount as the value, but you can enter a different amount if applicable.

Price:* USD

Optional: Enter the redemption time, measured from the time the giftcard is purchased. Default setting is 12 months. No value indicates that there is no expiration date.

Redemption Time:

Select the giftcard email/print template for this giftcard. You can use the same template for several or all giftcards.

Email/print template:

7.2 Gift card purchases

Gift cards for purchase are automatically shown in your booking calendar / shopping cart.

When a customer selects a gift card for purchase, the customer will need to enter **from**, **to** and a **message**.

Product:
Winter Fun Gift Card \$75 ▾

To*: Mark White

From*: Amy Johnson

Message*:
Mark,

Our best wishes to you and your family. Hope you will enjoy the stay at Casa Deco. It's a wonderful place and they have made it so easy to book online.

Amy and Paul.

Get the experience of a lifetime! Come and stay with us this winter and experience all the cool things about our area. We are open 7 days a week the entire season.

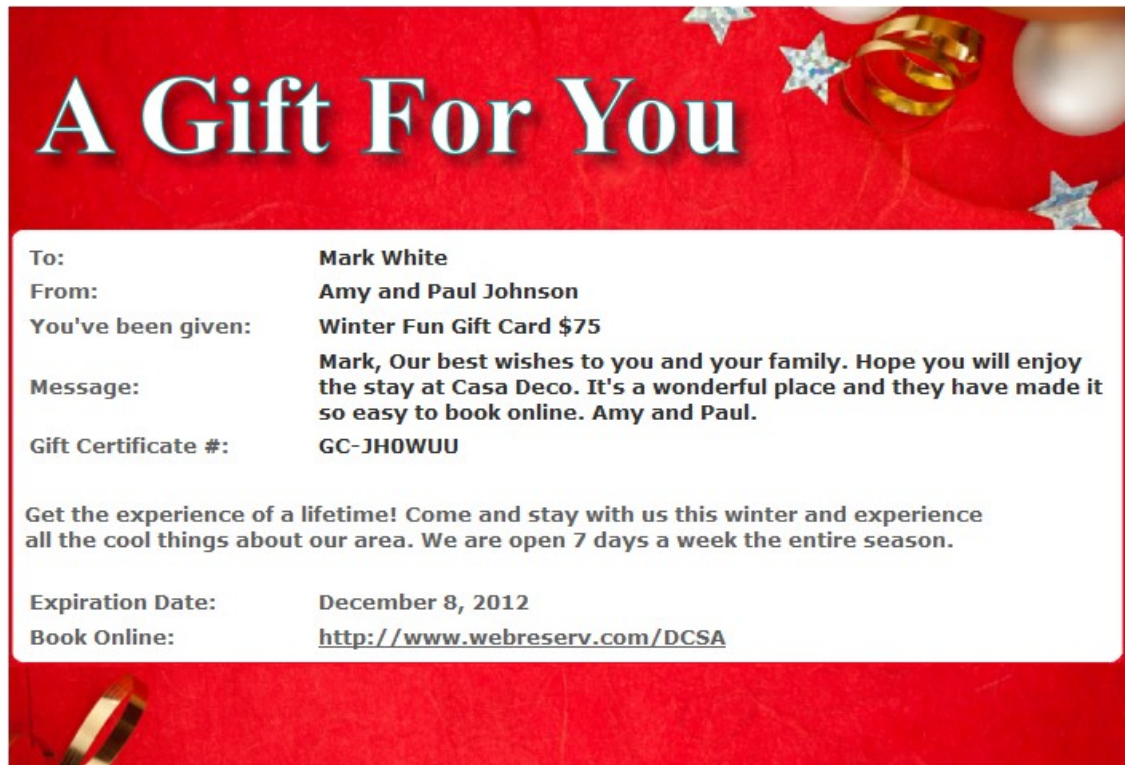
Back

Continue

The customer will be taken through the regular checkout process. At the end of the checkout process, the customer will be emailed the gift card certificate. The gift card certificate can also be printed from the frontdesk.

The gift card certificate number is a secure code. It includes a long random number/letter sequence to avoid users trying to "guess" certificate numbers.

An example of a the holiday themed gift certificate is shown below.



7.3 Gift card usage

Gift card purchases can be found in the reservation system. To find a specific gift card purchase/certificate, go to **Frontdesk - Reservations** and enter the gift certificate number (starting with GC-) in the reservation code field.

You can also view gift card purchases and utilization under **Setup - Gift cards**. Click the **Gift card utilization** button to view a list of all issued gift cards.

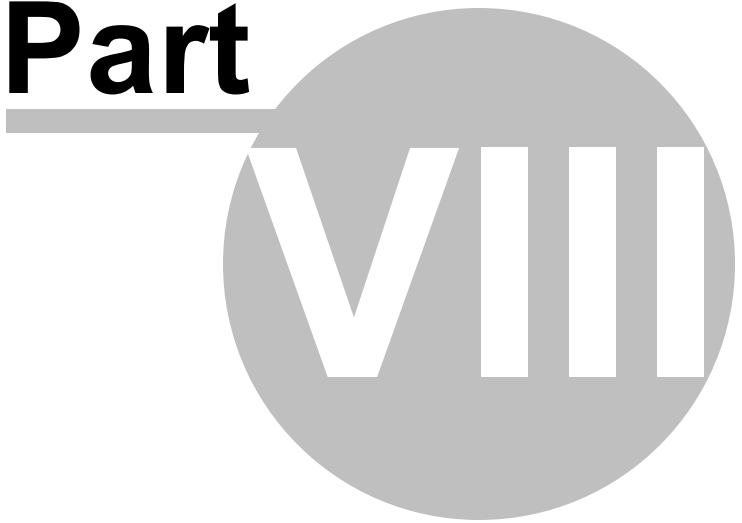
Giftcard/Voucher Utilization

Here you can view open/purchased giftcards and utilizations

Select gift card to edit or click **Add giftcard** to create a new giftcard type.

Giftcards/Vouchers					
Voucher ID:	Giftcard/Discount Code:	Issue Date:	Expiration Date:	Voucher Amount:	Reservation
Giftcard \$50	GC-GLD8WM	12/8/11	12/8/12	50.00	
Winter Fun Gift Card \$75	GC-JH0WUU	12/8/11	12/8/12	75.00	

Part



8 Reporting

The new reporting module provides reservations and revenue reports that easily can be viewed online, printed or even downloaded to Excel for personal use or tax purposes.

WebReserv provides the following standard reports:

- [Customer Report](#)
- [Reservations Report](#)
- [Revenue Report](#)
- [Transaction Report](#)

WebReserv can provide custom-developed reports for a nominal fee. Please [contact support](#) for more information about custom reports.

8.1 Customer Report

The **Customer Report** includes customer contact information and reservation code(s).

To view or print the report, select **Front Desk – Reports**. Select HTML for online viewing or printing and CSV for download to Excel.

8.2 Reservations Report

The **Reservations Report** shows all valid (*pending* and *confirmed*) reservations for a specific date or date range. The report is a convenient way to get a list of each day's customers and can also be used as a passenger manifest.

To view or print the report, select **Front Desk – Reports**, enter in a start date and an end date and format; select HTML for online viewing or printing and CSV for download to Excel.

8.3 Revenue Report

The **Revenue Reports** shows revenue on a month-by-month basis. The report includes line items for additional charges, customer options, tax and more. The revenue is calculated on the first day of the reservation, so a reservation from March 29 to May 5 will be included in the March line.

To view or print the revenue report, select **Front Desk – Reports** and, type in the reporting year and select the format; select HTML for online viewing or printing and CSV for download to Excel.

8.4 Transaction Report

The **Transaction Report** allows you to view, download and print a report containing all transactions registered in WebReserv. The report includes all automated credit card transactions, credit card

transactions performed using the Virtual Terminal and Cash/Check transactions entered for each reservation.

To view or print the report, to do **Frontdesk – Reports**.

Part



9 Frequently Asked Questions

The Frequently Asked Questions section contains answers to the most common questions, organized by topic:

- [General](#)
- [Taking Reservations](#)
- [Booking Calendar](#)
- [Payment Processing](#)
- [Reporting](#)

Have a question not answered in the FAQ? Please [contact our support](#).

9.1 General

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

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

▼ ***What level of support do you provide?***

Our servers are monitored 24/7. Regular sales and support hours are Monday – Friday 9 AM – 6:00 PM US Eastern time. For support emails and calls outside of the regular business hours, we strive to respond within 3 hours.

European sales and support hours are Monday - Friday 09:00 - 17:00 CET.

For phone numbers and contact information, please see the [support section](#).

▼ ***I have several users who will need use WebReserv in our office, can I do that?***

Yes, with the WebReserv Gold, 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.

▼ ***Do you have a demo so I can test the system?***

To see the general system in use, we recommend that you open a free account and let us know when you have it. We can then upgrade it to a Gold Trail (it's free). To sign up for a free account, go to: <http://www.webreserv.com/signup.do>

▼ ***What is your cancellation policy for Gold and Silver Memberships?***

There is no contract and you can cancel anytime, but do note that there is no refund for unused time.

▼ ***How can I modify or remove automatic email responses?***

The free version of WebReserv does not allow you to modify or remove automatic email responses. However, if you upgrade to the WebReserv Silver or WebReserv Gold version, you do have the

capability to do this function.

▼ ***Do you have a fixed monthly rate or a per ticket commission?***

We offer two different packages: WebReserv Silver and WebReserv Gold. The main difference between the two products is the ability to use credit card for online transactions and the ability to create custom fields for the reservation forms.

You can compare the features here: <http://www.webreserv.com/online-booking-system.do>

The monthly fee is \$19.95/month for WebReserv Silver and \$39.95/month for WebReserv Gold. WebReserv does not charge commissions for the booking calendar.

▼ ***I run very small resort, and am considering adding a booking engine to my website. I'm trying to get some idea on prices before we proceed. What is the ballpark figure for the booking engine with automatic notification per month?***

We have two sets of prices; \$19.95 per month for silver and \$39.95 per month for Gold.

You can compare the features here: <http://www.webreserv.com/online-booking-system.do>

▼ ***Is your system available as an App?***

Our system is completely web based; however, we have an iPhone and Android app in development for release later in 2011.

▼ ***Can you use your reservation system on any HTML enabled web browsing phone?***

Yes. WebReserv works fine on all HTML-enabled smartphones and tables, including iPhone, iPads, Android etc.

▼ ***What is the term for your contract?***

WebReserv does not require you to sign a contract (why should we?). Payment is month-to-month. We do offer a discount for pre-payment for 6 or 12 months.

▼ ***Do I own the customer's email addresses and information or does WebReserv?***

You own the customer database.

▼ ***I am having trouble logging into my account. My username and password are not working.***

To reset your account, please go to the log in window, click forgot password and enter your email address. This will reset your account and the system will you the password.

▼ ***How do I extend my account?***

To extend your account, please log on to your WebReserv account and go to **Administration** and select **Extend Account** on the left side of the screen.

▼ ***I would like to cancel my account, is there a form to fill out?***

We can delete your account for you; for security reasons, you will need to [contact our support](#).

Please note that when an account is deleted, all reservations and customer information in the system will also be deleted. You can download this reservations and customer information from the reporting section.

▼ ***Does your system support Japanese language?***

At this time we do not support Japanese.

▼ ***I need to change my email address. How do I do that?***

Log into your WebReserv account, go to **Set Up – Business Information – Address**. Update your information accordingly.

▼ ***Does the system have multi-lingual capabilities?***

Our system is using this feature in Europe, but we have not rolled it out in the United States. We expect to roll it out late this year.

▼ ***How do I mark one or more units as unavailable?***

Click View/Change availability in the upper right-hand corner to go to the master calendar. From the master calendar, click **Change Availability**.

▼ ***How do I mark units as available?***

Click View/Change availability in the upper right-hand corner to go to the master calendar. Look for the unavailable entries (gray entries). Click the **N/A link** to open the availability entry and then click **delete**.

▼ ***Our company offers multiple rental types (i.e. lodging and boat); can we set up separate booking calendars for each type?***

We have a multi-location account that allows you to set up two "businesses" in the system, each with different products and rates. Or, if you prefer, WebReserv Gold gives you the option to group your multiple rental types (i.e. lodging and boat rentals) in two different groups.

▼ ***Do you offer bar code scanning?***

Yes, bar codes can be added to receipts or emails, and they can be scanned as part of a check in process. Many barcode scanners are able to insert the code into an HTML page, and we can work directly with those scanners. Some scanners may need an Active-X or other components to work.

9.2 Taking Reservations

▼ ***Is there an upgrade option under which a client can book more than one date at a time?***

WebReserv Gold enables you to make multi-reservations, i.e. where a customer can reserve more than one item in a reservation. To enable this feature, go to **Setup - Business Information - Advanced Options** and set **Enable multiple products per reservation** to Yes.

▼ ***Will we receive a notification email when a client makes a reservation?***

The business will automatically receive an email when a new reservation is made, same for the customer. You can customize both emails, for more information please see [Email and Print Templates](#)

▼ ***Can I extend a reservation?***

Reservations can be extended or shortened from the administration screen. The system will automatically recalculate the reservation cost when the reservation is changed.

▼ ***How can I cancel a reservation?***

To cancel a reservation, you will need to open it in the administration tool and click the **cancel** button at the bottom of the screen.

▼ ***How do I set up a discount code?***

In order to use discount code, you need to define the discount code(s) under **Setup - Discount codes**. If valid discount code(s) existing when a reservation is made, a discount code field will automatically be shown during the check out process.

More information on this here: [Discount Codes](#)

▼ ***Is there a way to track sales from locations like any third party vendor selling tickets for me?***

Yes, you can include an agent code to each reservation. The agent code can be used to track third party selling. The agent code can be included as an optional field in the booking calendar and the booking calendar can also be hardcoded with a specific agent code.

For more information about the booking calendar options, please see the article <http://www.webreserv.com/adding-the-booking-calendar-to-your-website.do>

▼ ***Does your system automatically send email confirmations/changes etc?***

WebReserv automatically sends reservation and change emails whenever there are changes to product/tour/room or reservation date/time. It can also send pre-visit and post-visit emails.

▼ ***Do customers print the ticket and bring to the tour or event for verification?***

It can be configured the way you want it. Most businesses use the reservation confirmation email, but a few of our businesses require customers to print a ticket instead. We generally recommend that receipt with an embedded barcode.

▼ ***How do I set up a discount code?***

In order to use discount code, you need to define the discount code(s) under **Setup - Discount codes**. If valid discount code(s) existing when a reservation is made, a discount code field will automatically be shown during the check out process.

More information on this here: [Discount Codes](#)

▼ ***Can a customer reserve more than one product during a session or would they have to do***

separate reservations for each type of product?

WebReserv Gold enables you to make multi-reservations, i.e. where a customer can reserve more than one item in a reservation. To enable this feature, go to **Setup - Business Information - Advanced Options** and set **Enable multiple products per reservation** to Yes.

▼ ***Are the receipts sent/emails branded with my company information?***

Receipts can be branded any way you want it. Emails and receipts are HTML forms.

For more information please see [Email and Print Templates](#)

▼ ***How does a customer purchase multiple products at one time?***

To order more than one of each product, you will need to select **Number of units** as optional under **Customer Information** for each product. Note that **Number of Units** and **Unit Select** are mutually exclusive, you are not allowed to use both at the same time.

9.3 Booking Calendar

▼ ***How do I add the Booking Calendar to my website?***

Please see the article <http://www.webreserv.com/adding-the-booking-calendar-to-your-website.do>

▼ ***Why is my booking calendar gray?***

When you view the availability calendar on your website or WebReserv, you might see that the booking schedules are grayed out as show below in the example below.

Product: From: To: Adults: Children:

November 2007							December 2007							January 2008						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3						1				1	2	3	4	5
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26
25	26	27	28	29	30		23	24	25	26	27	28	29	27	28	29	30	31		
							30	31												

[Previous](#)
 Available
 Sold Out
 No Information
 [Next](#)

The gray dates happen when rates have not been set up for the specified period of time. In the example shown about, rates have only been defined to December 31st and the dates from January 1st are therefore grayed out.

It is not possible to make a reservation for dates that are grayed out, so always put in rates as far out as you have them.

Note that there is a different between the booking calendar (as shown above) and the [availability](#)

[calendar](#):

The **booking calendar** does not differentiate between booked or out-of-inventory. If the unit is not available it's red. If it is available it's green. If there are no rates it's gray.

The **availability calendar** differentiates between booking or out-of-inventory, but does not show if rates exist or not. If a unit is available it's green. If it's out of inventory it's gray.

▼ ***Can I use the booking calendar on my website, without being listed on the WebReserv Portal?***

Yes, with the Gold Account it is possible to use the booking calendar without being listed on the WebReserv portal.

▼ ***I like the booking calendar, but I'd like to have a customized form instead, can you help?***

Yes, our [support](#) can help with custom designed booking calendars, reports and everything else.

▼ ***How do I make the booking calendar "display only", where customers can view available dates, but cannot make a reservation on the calendar?***

To do this, you will need to add the parameter **&displayonly=y** to the URL for your booking calendar.

For more information about the booking calendar options, please see the article <http://www.webreserv.com/adding-the-booking-calendar-to-your-website.do>

▼ ***Am I able to set up individual property searches so that availability is shown for one product/unit instead of the entire inventory of products?***

Yes, you can filter the booking calendar to only show a subset or a single product.

For more information about the booking calendar options, please see the article <http://www.webreserv.com/adding-the-booking-calendar-to-your-website.do>

▼ ***After a reservation is made, am I able to move it to a different unit on the calendar?***

You can move reservations to different units from the reservation screen in the administration system. To change the unit, open the reservation and click "change" next to the unit details.

▼ ***How do I set up schedules on my booking calendar?***

Please see the following guide on how to set up schedules:

<http://www.webreserv.com/resources/na/downloads/WebReserv.com-Configuring-Tour-Bookings.pdf>

▼ ***Our booking calendar shows a whole month grayed out, but we do have dates open. What is the issue?***

If the calendar is grayed out, it is usually an indication that you have not entered rates that is valid for the period of time. Go to **Setup – Rates** to add rate lists or to extend your current rate lists. We recommend that you have rates for the next 12 months. The calendar will show open until all rooms have been booked for that period of time.

9.4 Payment Processing

▼ ***Are we able to manage credit card transactions with the WebReserv system?***

Yes! With the WebReserv Gold version, you can do either manual or automated transactions. With manual transactions, the system does not process the credit card transaction, but just holds on to the information and you can later process it with your own terminal or payment processing software.

With WebReserv Gold you can also integrate it to a compatible merchant account. In this case, payment processing happens automatically as part of the reservation process. You will need a compatible merchant account. To see a list of all certified providers and contact information, please go to:

<http://www.webreserv.com/recommended-merchant-account-providers.do>

▼ ***Is there is a way to store customer's credit card information to a client's profile using WebReserv?***

The ability to store the credit card on the customer profile and have them login is a feature that is supported in the WebReserv Enterprise version. Please contact us for more information.

▼ ***Is there a way to edit or delete a payment received?***

Yes, can you add manual charges to a reservation and if you are using integrated credit card processing, you can charge the card on file.

▼ ***Do you allow your clients to use other payment gateways?***

We have certified Chase Paymentech, Authorize.net, and Quickbooks Merchant Solutions to work with WebReserv. It is possible to use other gateways and processors, however, if this requires development of a new payment interface there is a development charge for the interface.

For more information please see: [Credit cards](#)

▼ ***When a walk-up customer arrives without pre-booking, can we still charge a credit card right there?***

.Yes, if you are using **WebReserv Gold**, and you have the system set up for automatic credit card processing.

▼ ***I get an error while processing a refund with Authorize.net***

A Possible answer to this error may have to do with your merchant account. To process refunds with Authorize.net, your Authorize.net must be set up for "unlinked credits". If it's not, you will get an error while processing the refund.

▼ ***How do I refund a customer for their reservation?***

You are able to refund a customer if the refund is within 14 days from the end time of the reservation. To make a refund to a reservation, follow these steps:

1. Open the reservations from administration system
2. Click "View/edit payment details"
3. Click "Refund to card on file"
4. Enter the refund amount in the amount field.

Note: You will see that the credit card and customer information fields are pre-populated.

▼ ***Is there an additional customer purchase fee charged to customers?***

No.

▼ ***I am using PayPal to process my transactions, and I noticed that there was a double sales tax added to a reservation. How do I fix this?***

WebReserv automatically calculates tax prior to payment, so you should deactivate tax on your PayPal account. Alternatively, you can deactivate it on WebReserv and activate it on PayPal.

▼ ***How do I add a PayPal option to my account?***

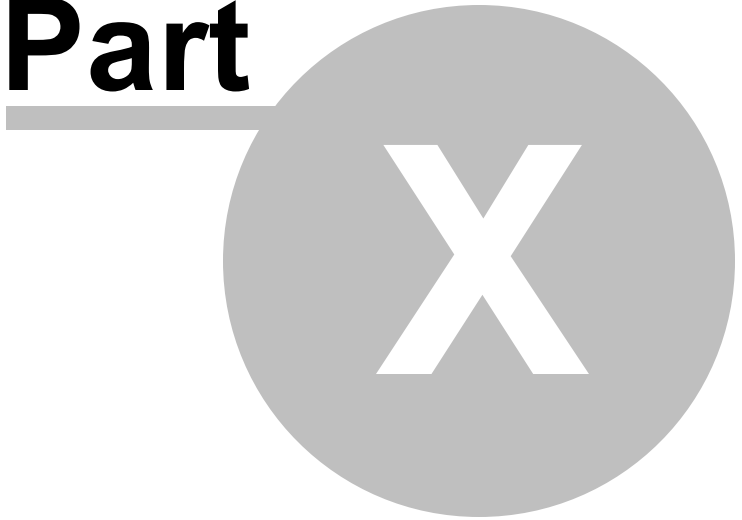
To add a PayPal button to your account, log on to your account and go to **Setup - Business Information - Payments**. On this page, click the **PayPal** checkbox and enter the email address for your PayPal account in the PayPal email address field.

9.5 Reporting

▼ ***How do I get my custom field to be included in my reports?***

To include or exclude a custom field in reports, go to **Setup - Custom Fields** and [edit the custom field](#) and set include in reports to on or off.

Part



10 Support

For support and sales please contact:

Americas, Asia & Australia:

WebReserv.com
Box 191643
Atlanta, GA, 31119-0102
United States

Office: 678-935-9635
Toll-free: 1-800-693-5131
Fax: 678-935-1274

Email: support@webreserv.com

Office hours:
Monday – Friday 9:00 AM – 5:00 PM EST

Europe:

WebReserv Europe S.L.
Parque Empresarial Nuevo Torneo
Astronomía n°1, Torre 1, 7º, Modulo 3
41015 Sevilla
Spain

Office: +34 (668) 84 04 78

Email: support@webreserv.eu

Office Hours:
Monday - Friday 09:00 - 17:00 CET

The WebReserv booking system is monitored 24/7, 365 days a year.

For support emails and calls outside of the regular business hours, we strive to respond within 3 hours.