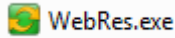

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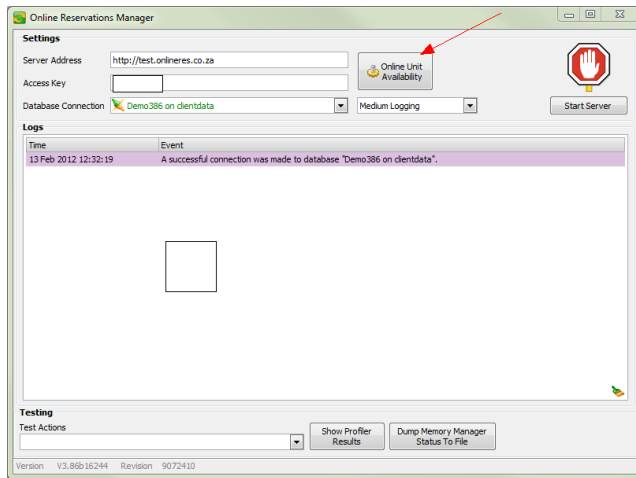
1 Unit Configuration

The user may configure the unit availability so that units are not available for booking to the average internet user but are available to any person who has access to the Group Reservations Facility.

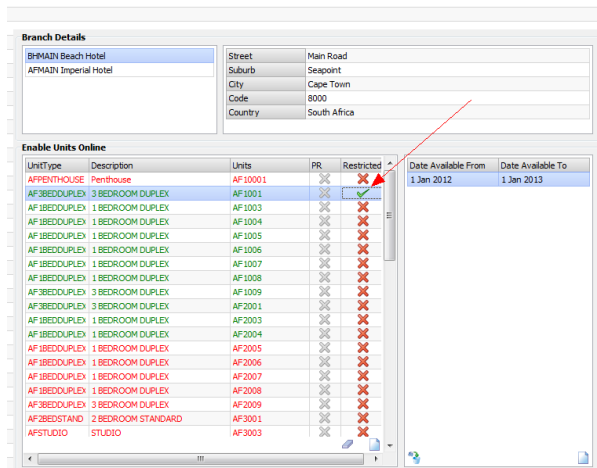
* Note: These units must be licensed with CIMSO.



- Click the Webres.exe to open the application. This application may only have one instance running so will be found in the task bar on the server or workstation where Webres is managed.

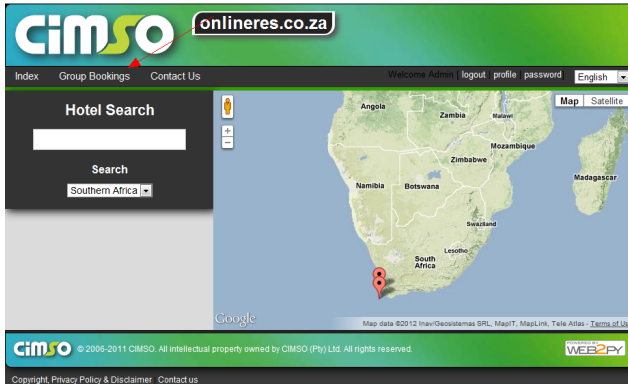


- select the Online Unit Availability Button

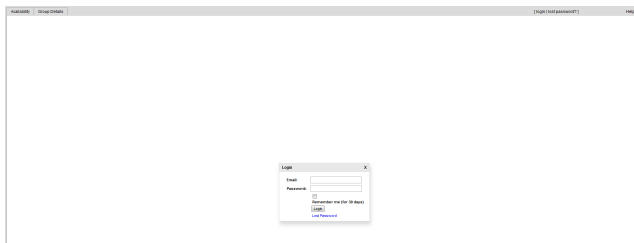


- Select the restricted access cell for any unit that is available (green) that may not be available on the standard FIT internet booking screen.

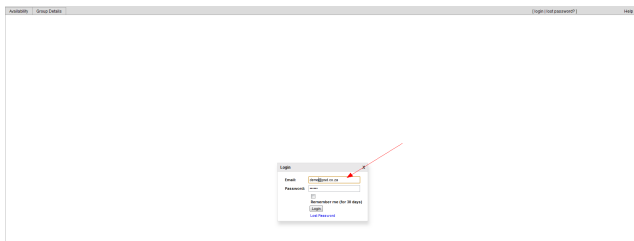
2 Creating Hotel Webres Users and Clients



The user can select the Group Bookings tab available at:
<http://www.onlineres.co.za>



or alternatively, the webres group bookings screen is available at:
<http://www.onlineres.co.za/groupbookings/user/login>



Each Hotel will be issued with a unique login and password for Administration purposes. This will enable a certified person to create a log in facility for the users and create webres clients that link up with profiles that exist in INNKeeper. The administrator will also be able to create new INNKeeper profiles from the administration Screen

Users	Profile	First Name	Last Name	Email	Phone	Address	Language	Company Name	Company Email
21	Lara	van Wyk		arlene@onlineres.co.za	None		English	Four Seasons	l.wyk@four.com
22	Devi		W. Devi	devi@onlineres.co.za		Adress	English India	Southline Tours and Travel	devi@onlineres.com

- When the administrator logs in they will automatically be on the Availability Screen.

1. Select the Administration Tab

Add/Edit User X

First Name

Last Name

Email

Password

Tel. Work

Tel. Home

Tel. Cell

2. Select the add user button to add a user

- First name, Last Name and Email are required fields. The other fields are optional.

Add/Edit Client X

First Name

Last Name

Company Name

Email

Tel. Work

Tel. Home

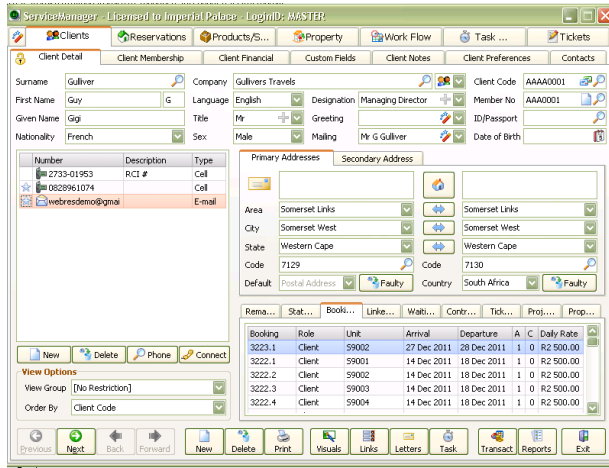
Tel. Cell

3. Select the add client button to add a client

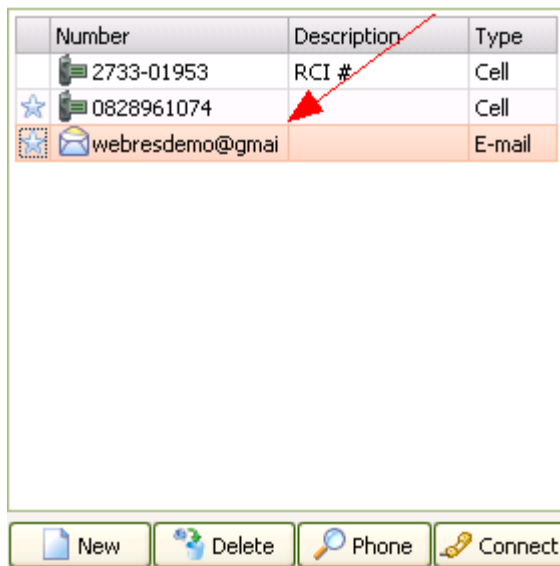
- Company or First Name and Last Name and Email address are required fields.

NOTE: Only the administrator may log in and create Client profiles and User profiles. The administrator must create all of the required profiles with the exact Company or Name / Surname and email fields so that accurate mapping to INNKeeper Administration takes place. This will avoid duplicate client profiles in INNKeeper and ensure that any special rates linked via statuses are available for selection. In the event that a profile is created online but there is no corresponding profile in INNKeeper a new profile will be created in INNKeeper.

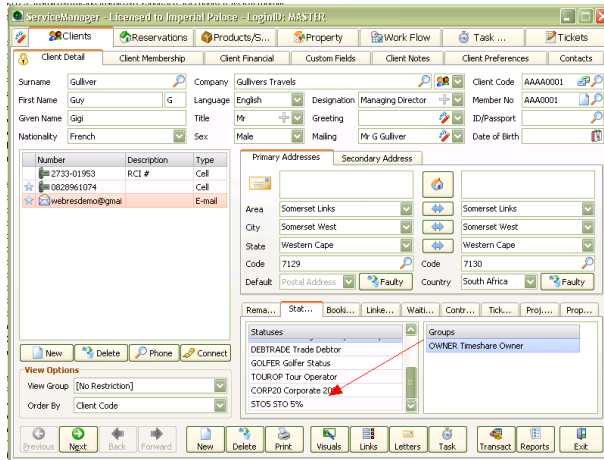
3 Creating Client Group Booking Access



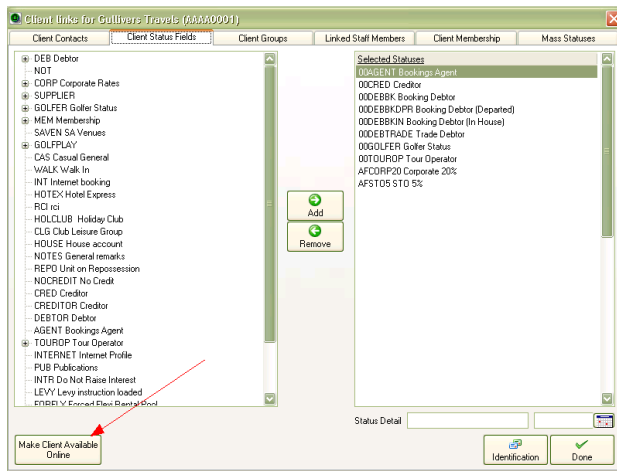
Log into INNKeeper and select the relevant client that you wish to allow access.



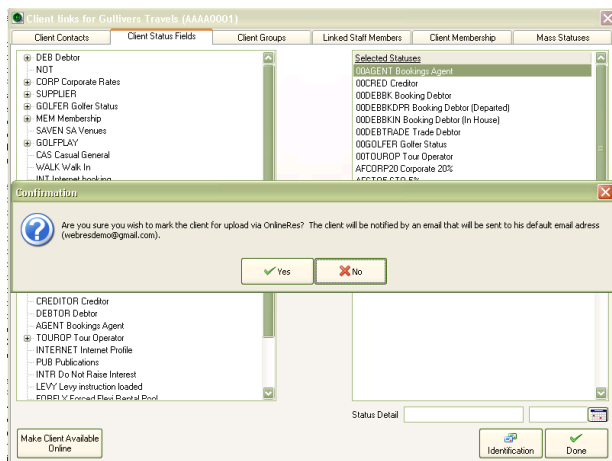
Ensure that the client profile has a valid email address



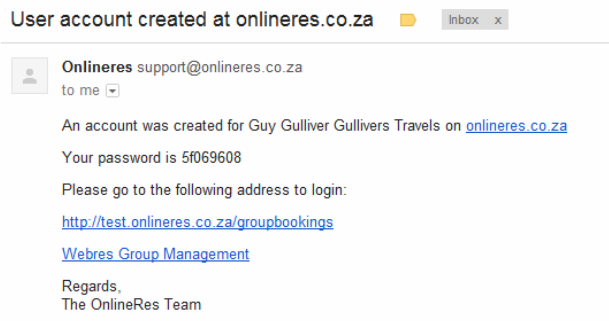
Ensure that the correct client statuses are assigned to the Client so that they have special rates available to them.



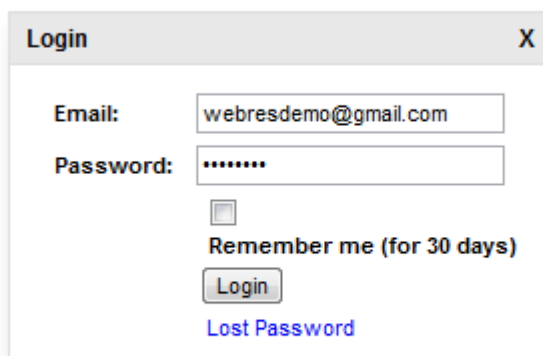
Select the links button > client status fields tab > Make available online button



A confirmation window will pop up. Select yes to confirm.

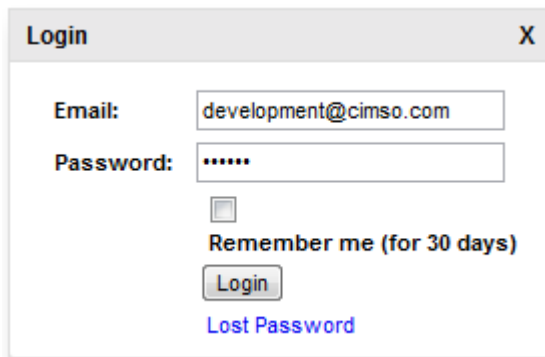


The client will receive an email detailing the relevant link and their password.

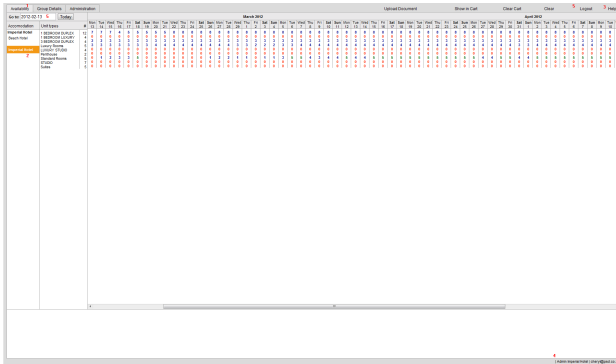


The client may now log into the Webres Group Bookings page by typing in their email address and the unique password that was emailed to them.

4 Log in and Making a Booking



- Log in using your unique Email and password.



1. Upon Login you will be directed to the availability tab.
2. Select one of the Hotels to refresh the grid so that availability is displayed
3. Select the Help button for assistance with shortcut keys and color keys.
4. The current logged in user and email address will display at the bottom right of the screen
5. Select the Logout button to logout

Availability		Group Details		May 2012															
Go to: 2012-05-01 1		Today		Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Accommodation	Unit types	#																	
Imperial Hotel	1 BEDROOM DUPLEX	12		8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
Beach Hotel	1 BEDROOM LUXURY	4		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3 BEDROOM DUPLEX	4		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Imperial Hotel	Luxury Rooms	5		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
	LUXURY STUDIO	4		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Penthouse	2		5	2	5													5
	Standard Rooms	5		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	STUDIO	7		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Suites	5		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

1. Select a date
2. Select the Hotel and drag to select the units (refer to help tab for assistance with this)
3. Right click and select the option to reserve

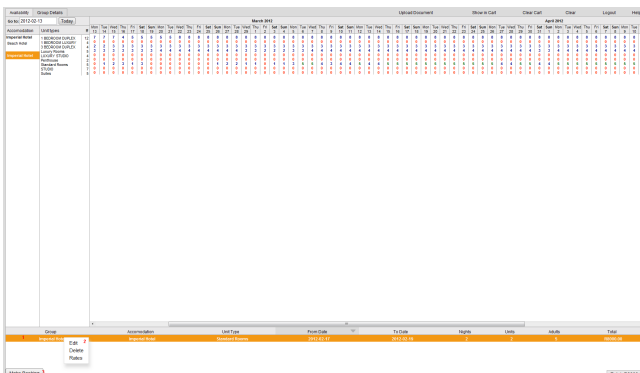
Please complete information X

Client **1** **2**

Unit Type	Units	Max Units	No of People	Max People
Standard Rooms	<input type="text" value="2"/>	5	<input type="text" value="5"/>	8 3

4

1. Type in the first few letter for the client and select the correct one from the dropdown list provided.
2. Only Administrators will be able to add new clients. Users must use a client from the list provided.
3. Insert Number of rooms and number of people. The system will fill the units with people from the top e.g 2 rooms, 5 pax = 1 room with 3 pax and 1 room with 2 pax
4. Create reservations.



1. Select the Group Entry.
2. Right Click to edit, delete or choose from the available rates.
3. Select the button to make the booking.

*NOTE: When a group is deleted online an email is sent to the hotel as well as the logged in user notifying them of the cancellation. The Hotel then need to cancel the booking in INNKeeper.

Please complete information

Group Name: TTOUR0001 1

Group Contact Details: 2

First Name: Gunter

Last Name: Gesel

Email: gunter@test.co.za

Tel: 233444

Save Group 3

1. Insert Group Name (User Defined)
2. Select, add new or edit existing Group contact details. Note that only the First Name for the group Contact is a required field.
3. Save Group

* Your group booking will synchronise to INNKeeper. The Group Name will be inserted and you will be able to view it on the Occupancy Grid and the contact name will reflect in the General notes field.

5 Managing Groups

Start Date	Group Name	Status
2010-01-01	TTOUR0001	Active
2010-01-01	TTOUR0002	Past
2010-01-01	TTOUR0003	Past
2010-01-01	TTOUR0004	Past
2010-01-01	TTOUR0005	Past
2010-01-01	TTOUR0006	Past
2010-01-01	TTOUR0007	Past
2010-01-01	TTOUR0008	Past
2010-01-01	TTOUR0009	Past
2010-01-01	TTOUR0010	Past

1. A list of groups is located under the Group Details Tab
2. User is able to order the list by Start date or group name by clicking the headings.
3. The active group is highlighted in yellow.
4. By default only groups created by the logged in user are displayed. Select Show all Groups button to see all.
5. Select Past groups button to see historic groups.
6. Group details are displayed
7. Beds booked are shown and these figures are updated as the user adds roomlist entries.

Add Roomlist Entry

Name: Mr John Smith

Email: john@test.com

Tel: 12345678

Children: None

Save

- Select Add Roomlist Entry
- Insert the roomlist details. Name and Surname are required fields. Note that the roomlist entry is not automatically inserted into INNKeeper. There is a facility to email the rooming list to the user so that the roomlist entries may be added to INNKeeper if desired.
- As you add roomlist entries the Total space, Taken and Available figures are updated.
- As you update the roomlist entries an option to email the list to the hotel appears at the bottom right of the page.

TTOUR0001

ID	Date	Title	First Name	Last Name	Email	Tel	Children	Status
1	2010-01-13	Mr	John	Smith	john@test.com	12345678	0	Added
2	2010-01-13	Mr	Jane	Long			0	Added

Options: Print, Print Roomlist, Print Roomlist (Email)

- User may print / email the Itinerary or the roomlist to a specified email address.

Email Group Details X

Who would you like to email this to?

To

Subject

Message