BookingCenter
Empowering the Hospitality Industry

QuickStart Guide and Tutorial

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Desktop PMS QuickStart Tutorial

Introduction

Welcome to BookingCenter – the easy to use property management software that empowers your business ino the online travel world - 24 hours a day, 7 days a week. BookingCenter software streamlines your day-to-day functions by easily managing your bookings, guest rooms, and incidental sales with the click of a mouse. Not only do you have instant access to room availability and the power to run a full range of reports, but you may also accept real-time bookings from travellers visiting thousands of travel web sites and travel agents using the major Global Distribution Systems. BookingCenter automates and expands the reach of your business while being straight forward and easy to use.

This QuickStart Guide walks you through the BookingCenter system running under any Windows or Macintosh system. As you follow this Guide, you may find it useful to refer to the Reference Manual also provided for detailed instructions on the features that this Guide introduces.

Features and Benefits

Applications	BookingCenter is ideal for use in small to medium-sized properties such as B&Bs, Hotels, Motels, Vacation Rentals, Inns, Lodges, Hostels, Time Share Condominiums, and Resorts.
Easy installation & setup	Get started easily and quickly. If your existing records are available as a text file, they can be imported directly into BookingCenter.
Customization	BookingCenter adapts to your needs. Customize the terminology and codes that are specific to your property.
Easy to Use	Everything is available with just a click of your mouse in the BookingCenter 'Home' window. from instantly checking room availability to running an occupancy report.
Bookings	Make individual and group bookings for any type of inventory. Online or locally. In single user or multiple user environments. BookingCenter can even allocate inventory automatically. Enjoy features which link each booking to an agent or owner and record gross costs, discounts, commissions, and receipts for future analysis.
Online Bookings	Accept real-time internet bookings and allow your guests to modify, add, or cancel their bookings online.
Group Bookings	Group together a number of standard bookings and charge a single account.
Flexible Rates	Automatically price your rooms based on the season, day of the week, room type, and distribution agent.
Room Availability	BookingCenter provides a graphical view of your room availability that is easy to read and ready to print. Now you will quickly find available rooms for your guests' desired dates.

Features and Benefits

Guests	Save and access detailed information on each guest such as address, home phone, work phone, email, fax, contact name, gender, guest type, and more. Track and analyze their previous bookings and purchases over time.
Rooms	Set up your rooms as Standard, Overflow, and Non-Bookable and assign each room to a Room Type of your choice (i.e. Single, Double, Ocean View, etc.) and a Floor (or Owner). Detailed rate information and the number of persons per room may also be set.
Allocations	Allocate rooms on a block basis or individually.
Agents	Record detailed information on agents including address, phone, fax, commission rate, turnover and more. Review reports showing each agent's last booking and each agency's total bookings and average rates.
Look Up Codes Quickly	Codes will never be hard to remember. BookingCenter provides Lookup Lists to choose the proper codes quickly without having to leave the window where you are currently working.
Help	BookingCenter's integrated on-line Help provides help on many topics at any time. You can even add your own notes to each Help topic.
Password Protection	BookingCenter allows multiple users with full password and access control.
Receipts	Receipts may be entered quickly against a single booking or a group of bookings. Additionally, receipts may be issued for any type of sale.
Point of Sale	The Point of Sale feature provides total control over all functions required for POS operation - receipt printer, bar code scanner/reader, credit/debit swipes, and a cash drawer. An account history is kept for each booking, and separate accounts may be set up for guests who are sharing a room. With a few clicks you can print out a guest account which contains a complete statement for that guest. **Note** The Point of Sale section is an additional module.
Product Inventory	BookingCenter holds detailed information on each product you sell and generates inventory lists. You may also set up an unlimited number of inventory groups and run sales analysis reports to determine which products are most profitable.
Audit Trail	Booking Center keeps an audit trail of information.
Booking Reports	Run reports to track daily, monthly, or weekly occupancy. Review check ins, check outs, and unpaid balances.
Guest Reports	View and analyze guest lists by type, source, or agent and easily email or print mailing labels and form letters.
Tax Reports	A detailed account summary can be quickly and easily viewed or printed from the booking window.
Financial Reports	Analyze details of bookings, discounts, payments, refunds and outstanding balances.
Allocation Reports	Run a daily room allocation report to help manage cleaning.
Source and Agent Analysis	Track the source of each booking and learn from where your business is being generated. Also, automatically settle any Agent commissions.

Features and Benefits

Import and Export	BookingCenter makes upgrading from previous systems simple and stress-free. Import all your previous guest data. Export to mail merges, QuickBooks, MYOB, or to/from another property management system.

CHAPTER 2

Before You Begin

Installation

Follow the instructions below to install the BookingCenter Property Management Software from a:

- BookingCenter CD
- BookingCenter.com website (www.BookingCenter.com)

Installing from the BookingCenter Installation CD

☛ Insert the BookingCenter Installation CD into your CD-ROM drive and follow the on sceen instructions.

Installing from the BookingCenter.com website

☛ You can download our demo Desktop software from the Demo and *Download* area of BookingCenter at *http://www.BookingCenter.com/download.html and http://www.BookingCenter.com /demo . Here you should* choose the platform your computer uses - the platforms are: Windows Vista/XP/2000/98 and Macintosh OS X/Power Mac/Older Macs. Your platform will determine the correct file you would then download and install.

☛ Download the BookingCenter software and follow the on sceen instructions.

Launching the BookingCenter Software

After installing the demo software, a 'short-cut' icon appears on your desktop:
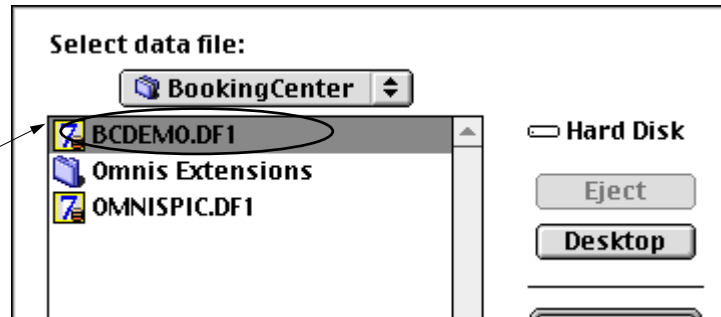
Figure 6. BookingCenter Icon.
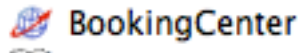
☞ **Double-click on the BookingCenter icon to launch (run) the program.**

If this is the first time you have launched BookingCenter, you may initially see the 'Select data file' dialog box:

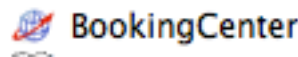Figure 7. The Select data file dialog box.

Double click on the demonstration datafile BCDEMO.DF1.

☞ **Double click on the file *BCDEMO.DF1* OR highlight it and click the *Open* button.**

This file contains all the demonstration data we will now use for the Tutorial.

Note The datafile is where all of the information (guest names, rooms, rates, etc.) used in BookingCenter is stored. You may change the BCDEMO datafiles by editing it and then changing its name to your property's name.' For the BookingCenter Administration demonstration datafile BCDEMO.df1. Reference Manual instructions to your software.

The BookingCenter splash screen will then be displayed. The splash screen displays the current version number of the software as well as the name and path of the datafile currently in use.

Figure 9. BookingCenter Splash Screen.

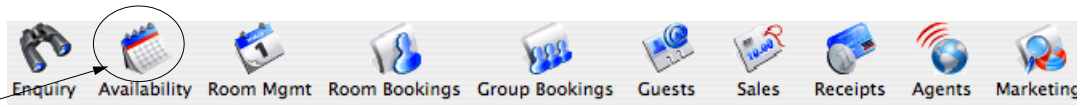Indicates the current datafile in use as well as its location.

☞ **Click on the splash screen or wait momentarily for it to close.**

You are now at the BookingCenter Tool bar which provides quick and easy access to all of the day-to-day functions of the software.

Clicking on any of the buttons on the tool bar will access that feature.

The BookingCenter Property Management Software is now installed and ready to use!

☞ **Go to Chapter 3 to learn how to use BookingCenter with the Tutorial.**

BookingCenter Tutorial

Follow along with the BookingCenter Tutorial to learn how to use many of the Software's features. We will start you off by entering a guest, checking availability, making a booking, issuing a receipt, through checking out the guest.

> **Note** Most of the screenshots in the Tutorial will be those of the BookingCenter Windows version; however, they do not differ from the Macintosh screens.
>
> **Tip!** With most of the software's functions, you have the choice of clicking on the button in the Home window, using the drop-down menus above the Home window, or using a combination of keys called 'short-cut keys.'
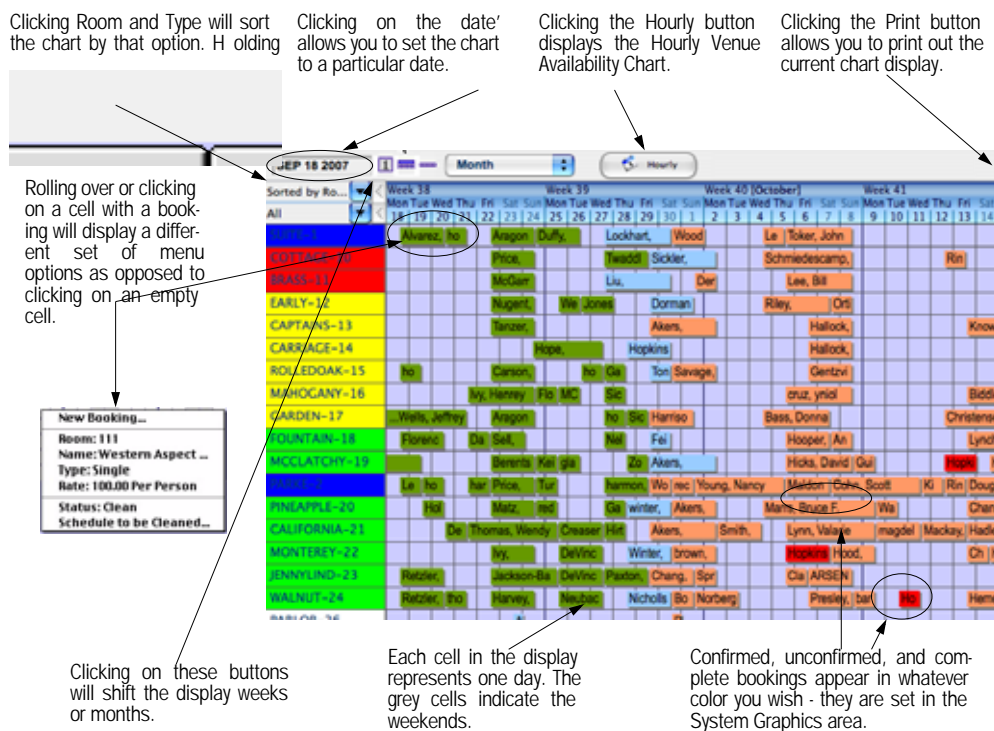
The Daily Room Availability Chart

The Daily Room Availability Chart provides a visual representation of the status of all your rooms for a <u>particular period</u> of time of about five weeks and also allows you to directly perform associated room management tasks such as checking in/out guests, entering new bookings, and confirming an uncomfirmed booking.

A guest named Sue Smith calls to check availability for tomorrow night.

☞ **Click on the Availability button on the toolbar, select Availability from the BookingCenter menu or Ctrl + 2 to display the Daily Room Availability chart.**

Figure 1. Daily Room Availability Chart.

Clicking Room and Type will sort the chart by that option. H olding

Clicking on the date' allows you to set the chart to a particular date.

Clicking the Hourly button displays the Hourly Venue Availability Chart.

Clicking the Print button allows you to print out the current chart display.

Rolling over or clicking on a cell with a booking will display a different set of menu options as opposed to clicking on an empty cell.

New Booking...
Room: 111
Name: Western Aspect ...
Type: Single
Rate: 100.00 Per Person
Status: Clean
Schedule to be Cleaned...

Clicking on these buttons will shift the display weeks or months.

Each cell in the display represents one day. The grey cells indicate the weekends.

Confirmed, unconfirmed, and complete bookings appear in whatever color you wish - they are set in the System Graphics area.

Set the chart view date

☛ Enter today's date in the Date box in the upper left and click OK.

The Daily Room Availability chart will now be updated to show the period specified.

Tip! You can click on the '<' or '>' buttons on either side of the Calendar to shift the display forward or backward by that period of time. Also, click the Week, Month, or 6 Weeks to quickly chnage the calendar view. Or, drag the edges to exapnd to see even more time.

Changing the Room sort order

☛ Click on the button located at the top left of the chart to display the Rooms or Room Tytpes in order.

Viewing a Booking details

☛ Rolll Over or Click on any booking that appears on the chart and a pop-up menu will appear with a majority of the booking information displayed in the menu.

Tip! To view full details for this booking, select the first line in the pop-up menu with the Booking number. The Booking Details window will open with the details of the selected booking. Again, you may perform a number of tasks directly from this window.

☛ Close the Booking Details window to return to the Availability chart.

Making a new Booking directly from the chart

Note If the Guest you are making a booking for isn't on file yet, then you should enter them as a new Guest.

☛ Click on the cell where the desired room and day intersect on the chart to select a room to book.

A pop-up menu will appear.

☛ Select New Booking from the menu. You could enter a "?" and then select <tab> to 'Search for Guests' to see if this particular guest already exists in the system.

☛ Click 'Cancel' to return to the Daily Room Management chart without making the booking.

Note Although we could search for the guest and make a new booking directly from the Availability chart, we will make a booking through the next feature for the purposes of the Tutorial.

Booking Enquiries

This feature allows you to perform a more specific check of which rooms are available for a particular stay.

Making a Booking Enquiry

☛ Click on the 'Enquiry' button on the tool bar OR select 'Enquiry...' from the 'BookingCenter' menuOR hit + **1** to display the Booking Enquiry window.

Sue Smith would like to know if a Quad room is available tomorrow night for two nights.

☛ Enter the following data:.

Arrive Enter an Arrival date in any format and Press {Tab}.

> **Tip!** Use the {Tab} key on the keyboard to move the cursor from one field to the next OR point and click with your mouse. To move backwards among the fields, hold down the {SHIFT} key while pressing the {Tab} key or point and click with your mouse.

Stay Enter '2' and Press {Tab}.
Guests Enter '2' and Press {Tab}.
Additional Enter '0' for additional guests and Press {Tab}.
Type Enter 'Quad' as the desired Room Type and Press {Enter}.
> **Tip!** You can enter a '?' and Press {Tab} to display a Room Types lookup-list.

The bottom of the 'Booking Enquiry' window will now display a list of rooms that meet your enquiry criteria:

Double-clicking on any Room line in the list at the bottom of the Enquiry window once you have made a query will display the New Bookings window ready for you to enter a new booking based on the details of the current enquiry.

The number of rooms currently loaded in the list is displayed here.

Type				
Number of Rooms to load		19		
Room	**Type**		**Rate**	
101	Southern Aspect	Quad	85.00 Special	Needs Cleaning
102	Northern Aspect	Twin	105.00 Standard Rate	Needs Cleaning
103	Northern Aspect	Quad	85.00 Special	Needs Cleaning
104	Southern Aspect	Twin	105.00 Standard Rate	
105	Western Aspect	Single	105.00 Standard Rate	Needs Cleaning
106	Western Aspect	Double	105.00 Standard Rate	
107	Eastern Aspect	Single	105.00 Standard Rate	
108	Eastern Aspect	Single	105.00 Standard Rate	
109	Eastern Aspect	Double	105.00 Standard Rate	
18 Rooms found				

The rooms current status is displayed here.

Note If you leave the 'Room Type' field empty, then all room types will be checked for suitability with this enquiry.

Tip! To make another enquiry from this window simply click on the 'Enter   another enquiry...' button.

Making a new Booking from an Enquiry

You have the option of now making a booking directly from the Booking Enquiry window.

☛ **Double click on any room from the list to select a room that meets the enquiry criteria.**

The 'Search for Guests' window will now open to see if Sue Smith is already in the system.

☛ **Enter 'Smith' in the space for 'Surname.'**
☛ **Click OK.**

The 'Guests List' window is now displayed but is empty.

It looks like Sue Smith has never been a guest here before.

☛ **Click the 'Quick Search' button.**

☛ **Enter 'S' in the space for 'Surname' to view all guests with a surname beginning with 'S'.**

☛ **Click OK**

☛ You will not see Sue as she is not yet a Guest. If she had been a past Guest, you could have selected here and her information would have been automtaically entered.

Entering a New Booking

We will now enter a new booking for Sue Smith into our system. Having the guest information in the system is very useful for repeat customers, running marketing analysis, noting dietary information, keeping emergency contact information, etc.

Note You may easily import all your historical Guest data into BookingCenter. See the BookingCenter Reference Manual for detailed information.

Tip! A new guest may also be entered by clicking on the 'Guests' button from the tool bar to eneter a new one, or may be entered when entering a New Booking.

The Enter New Booking window is displayed when ckicking from the Guest Detail ('New Booking' button), Daily Room Management, Enquiry, or the Daily Availability windows. Regardless of which path you take, they all do the same thing - allow you to enter a New Booking.

Figure 4. Enter New Guest.

☞ Enter the following information:

Guest ID	The next available Guest ID in the system is *automatically* assigned. Press {Tab}.
First Name	Enter 'Sue' and Press {Tab}.
Surname	Enter 'Smith' and Press {Tab}.
Company	Enter 'Smith & Co' and Press {Tab}.
Address	Enter '14 Cross Street' and Press {Tab}.
City	Enter 'San Francisco' and Press {Tab}.
State	Enter 'CA' and Press {Tab}.
Zipcode	Enter '95465' and Press {Tab}.
Country	Enter 'United States' and Press {Tab}.
Hm Phone	Leave this field empty. Press {Tab}.
Work Phone	Leave this field empty. Press {Tab}.
Mobile (Cell)	Leave this field empty. Press {{Tab}.
Fax	Leave this field empty. Press {Tab}.
E-Mail	Enter 'sue@bookingcenter.com' (or yor email addess) and Press {Tab}.
Card Type	Enter "VI" for Visa. Press {Tab}.
Card Name	Enter 'Sue Smith"if not placed automatically. Press {Tab}.
Card Number	Enter a cedit card number, not caring if it's accuate. Press {Tab}.
Card Expies	Enter an Expiration date such as 09 09. Press {Tab}.

Note

Sue Smith has decided to stay two nights

☞ Enter the following information:

Arrive (date)	Enter today's date in any format and Press {Tab}.

Arrive (time)	The default arrival time is automatically inserted but can be changed if desired. Press {Tab} to keep it.
Stay	Enter '2' as the duration. Press {Tab}.
Check Out (date)	The check-out date is automatically calculated. Press {Tab}.
Check Out (time)	The default check out time is automatically inserted and chosen by you when you set up the program. Your default check out time can be changed if desired. Press {Tab} to accept the default check-out time.
Depart	The default departure time is automatically inserted but can be changed if desired. Press {Tab} to accept the default departure time.
Guests	Enter '1'. Press {Tab}.
Children	Leave this field empty. Press {Tab}.
Infants	Leave this field empty. Press {Tab}.
Room ID	Enter a '?' and press {Tab} to display a list of available rooms. Double click the one you wish to use.
Rate ID	'The 'default' Rate for the Room you chose should be entered as the rate. Press {Tab}.
	Note 'STD for 'Standard', for example, is a Rate ID already set up in the system. You can set your own Rate codes when you set up the program (or we do it for you).
Source ID	Automatically inserts 'YP' (Yellow Pages). Press {Tab}.
Person ID	'BC' for Brian Coleman (the assumed person making the booking). Press {Tab}.
	Note Brian Coleman has already been set up as a personnel record in the system.
Gross Cost	The gross cost is automatically calculated. Press {Tab}.
Discount	Leave this field empty as there is no discount to apply. Press {Tab}.
Extras	Leave this field empty as there are no extras to charge. Press {Tab}.
Confirm By	The Confirm by date is automatically calculated. Press {Tab}.
Pay By	The Pay by date is automatically calculated. Press {Tab}.
	Note The 'Confirm by' and 'Pay by" dates are set up in the 'Deposit & Cancellation Policies' window which is found by selecting 'Parameters' from the 'BookingCenter' drop-down menu.

Tip! You may also add notes such as 'Late Arrival" to hold the room for a Late Arrival, as these Notes appear on Arrivals reports.

☞ **Click OK or press {Enter} to save the booking.**

The system will now save the 'Booking' window with the booking status set to *Unconfirmed*.

Figure 5.   Booking Details - Status Unconfirmed.

The booking's status will be set to *Unconfirmed*.

☞ **Leave this window open to continue with the next section of the Tutorial.**

Taking a Deposit

The next task in the tutorial is to take Sue Smith's deposit. This is done through the 'Receipts' function on the 'Bookings' window.

Sue Smith would like to pay her deposit - $50 - with a credit card.

☞ **Click on the 'Receipt' button OR choose 'Receipts' from the 'Bookings' drop-down menu OR hit ⌘ + R.**

The 'New Receipt' window is now displayed:

Figure 6. New Receipt.

☞ **Enter the following information:**

Date	Automatically defaults to today's date. Press {Tab}.
Type	Because we entered a Visa when entering the Booking, by default the VI (Visa) card ought to be displayed.

☞ **Enter the following data:**

Amount	Enter '50' as the deposit amount. Press {Tab}.
Name	'Sue Smith' is automatically entered.
Card No	Is automatically entered. Press {Tab}.
Card No	Is automatically entered. Press {Tab}..
Expires	Is automatically entered. Press {Tab}.
Notes	Leave this field empty. Press {Tab}.
	Note The *BookingCenter Point of Sale* module may be purchased to automatically enter credit and debit card data from a swipe and also to process the receipt.
Person	Enter 'BC' if it is not automatically entered. Press {Tab}.
Payment	'50' appears automatically. Press {Tab}.

☞ **Click OK or press {Enter}.**

The New Receipt window will now close and a Receipts list for this booking will be displayed:

☞ **Close the 'Booking Receipts' window to return to the Bookings window.**

Note the booking's status has now been set to *Confirmed* because there is money taken against the booking.

Printing a Booking Confirmation

The next task is to print a Booking Confirmation from the 'Booking Details' window or drop-down menu.

☞ **Click the 'Print' button on the 'Bookings' window OR choose 'Print' from the 'Bookings' menu OR hit ⌘ + P.**

The 'Select Printing Options' box is displayed.

☞ **Choose the 'Booking Confirmation' option.**

☞ **Choose 'Screen' as your output and then click OK or press {Enter}.**

The report is now displayed on the screen. Try again, but this time choose 'Email' as the output and email her the confimration.

Tip! If you wish to print a hard copy of the screen report, click on the small 'P' near the top right hand corner of the window to display the screen report options. Then select 'Print Page.' You may also elect to email the confirmation to your guest.

☞ Click on the Room Bookings button on the Home window, select Bookings from the BookingCenter menu or Ctrl + 8 to display the Booking Details window

Clicking on the Guest hyperlink (underlined blue) will close the Booking Details window and display the Guests window with this Guest's details loaded for review.

Displays current status of booking

Clicking on the Tax Exempt checkbox will exempt the currently displayed booking from tax.

Finding a Booking

You would use this feature to locate a particular booking to, say, confirm a booking, modify a booking, and check in a guest. Sue Smith's Booking ID (or, 'Confirmation Number') is 313 in this example.

☞ Click on the 'Find' button.
☞ Enter the following:

Booking ID Enter '313.'

☞ Click OK.

The Booking details for guest Sue Smith will appear.

Tip! You can enter either the 'Booking ID,' the ' Guest ID,' or *any* other field value that you can [Tab] into to find a booking. For example, you may also find the booking for guest Sue Smith by entering 'Smith' in the Surname field to the right of the 'Guest ID' field. You could also just enter 'S' in that same field to view all bookings of guests with a last name beginning with an 'S.' You would then cycle through all these bookings by clicking the 'Next' and 'Prev' buttons.

☞ Leave the 'Booking Details' window open for the next part of the Tutorial.

Checking In a Guest

The next task in this tutorial is to check in Sue Smith who has arrived tired from a long flight. This may be directly done from the 'Booking Details' window.

Note A booking may also be checked in through the 'Room Bookings' button on the Home window or directly through the Daily Room Availability Chart.

☞ Click on the 'Check In' button OR choose 'Check In' from the 'Booking Details' menuOR⌘ + I.

You are prompted to check this guest in and change the Arrival Date if arriving earlier or later than recorded.

☞ Click 'Yes' to check in Sue Smith.

You are returned to the 'Booking Details' window. Note that the Booking Status now is set to *Active*. Keep the Booking Details window open.

Adding a Guest Account

BookingCenter's Guest Accounting feature allows you to manage itemized guest accounts. We will now create a new itemized Guest Account for Sue Smith. Assume that she has requested room service for a late lunch.

☞ **Click on the 'Account' button OR choose 'Account' from the 'Bookings' drop-down menuOR + T.**

Figure 7.   New Guest Account.
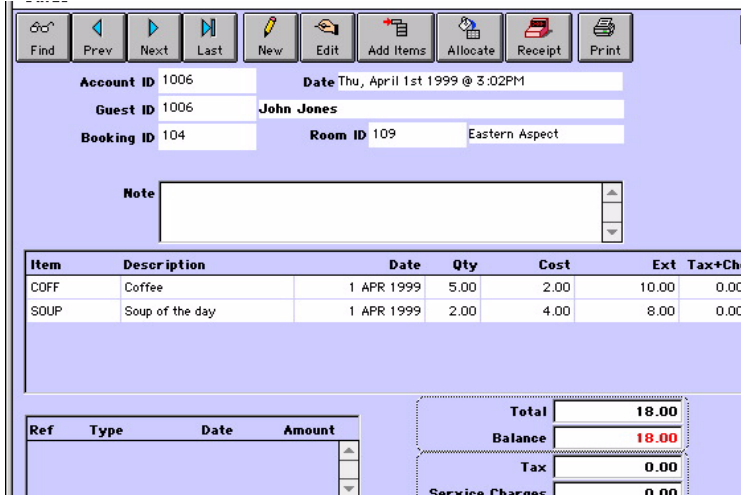
Note The relevant Guest Details for this new account are loaded automatically when you click the 'Account' button from the 'Booking Details' window.

☞ **Enter the following information:**

Person ID 'BC' for Brian Coleman is automatically inserted. Press {Tab}.
> **Note** Again, 'BC' has already been set up as a personnel record.

Item Enter '?' and then press {Tab} to display the Items lookup list.

The Items lookup list is now displayed:

☞ **Use the arrow keys OR the scrollbar and select 'Fish of the day.'**

Description The item description is automatically displayed.

Qty Enter '1' and Press {Tab}.

The cursor will move back into the item field to allow you to enter another item. To stop entering Items simply press {Tab} without entering an item code. The cursor moves onto the next field.

Item Enter 'COLA' (this is the code for Cola). Press {Tab}.

Qty Enter '2' and Press {Tab}.

☞ **Click OK or press {Enter}.**

We have just added 2 bottles of cola and one fish of the day to Sue's guest account.

The 'Guest Account Entries' list for Sue Smith are now displayed: Close the 'Guest Account Entries' list and then the 'Booking Details' window to continue.

Checking Out A Guest

Sue Smith has had a wonderful stay but unfortunately must now leave. We will now check her out.

A guest may be checked out numerous ways depending on how you choose to use BookingCenter. Some options follow:

Option 1: The Availability Window.

Figure 8. Availability Window.

☛ Click the 'Availability' button on the tool bar.
☛ Click on the blue bar representing Sue.
☛ Select the 'Check Out' option from the pop up window.

Option 3: The Booking Details Window.

Figure 9. Booking Details window.

☛ Find Sue Smith's Booking Details as described earlier.
☛ Click the 'Check Out' button on the 'Booking Details' screen.

Note Regardless of how you check out a guest, BookingCenter will always prompt you to issue a receipt for any outstanding balances or refunds owed.

Congratulations!

You have now finished the BookingCenter Tutorial. Don't be afraid to play with all the functions. We have pre-entered plenty of data in the demo data file for you to continue exploring.

Again, refer to the Reference Manual which is included the BookingCenter folder on your computer and can always be downloaded from http://www.BookingCenter.com/support/. Happy exploring and enjoy the power and simplicity of BookingCenter!

CHAPTER 4

Your BookingCenter

This chapter will help you customize and personalize the software for your own use.

Registering your BookingCenter Software

Each time you launch (open) BookingCenter, you are given the option of registering. There are three primary ways to register your BookingCenter software, depending upon your needs:

• **BookingCenter PRO** is meant for properties with 10 rooms or more. PRO allows you to add modules such as Group Booking, Conference Management, full POS (Point-of-Sale), and PBX (telephone) billing features to the Software, making a complete solution for property managers. The PRO product comes Internet-ready for using the BookingCenter Service (online management) and Network (online distribution of rate, inventory, and content to the GDS' and travel websites). BookingCenter PRO can be purchased and registered from our online store at http://www.BookingCenter.com or from a local reseller.

• **BookingCenter LITE** is free for users with less than 10 rooms. To register your BookingCenter, visit www.bookingcenter.com/register/ to register online and get a FREE registration code sent to you via email.

• **BookingCenter LITE with the Network Add-on** allows use of the BookingCenter Service (online management) and Network (online distribution of rate, inventory, and content to the GDS' and travel websites). The Network Add-on for LITE users must be purchased and registered from our online store at http://www.BookingCenter.com or from a local reseller.

All products can be purchased and registered from our website. We will ship CD-ROMs for Macintosh and Windows users to anywhere in the world from our site at http://www.bookingcenter.com

Entering Registration Codes

You should have the following codes once you have registered your BookingCenter software:

• Site ID
• Password
• Serial Number
• Lock Code

What Do All These Codes Do?

• Your Site ID is used to identify you by BookingCenter.com. It must be correctly placed into your software for you enter the BookingCenter.com Member's Area, Online Support, and to market your property on the Internet.

• Your Password enables you to enter the Member's Area of the BookingCenter.com web site, enter the Online support area, and synchronize your rates and availability with the BookingCenter Service.

• Your Serial Number enables each of your computers to run the BookingCenter software.

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Customizing BookingCenter for Your Needs

• Please see the Reference Manual which is included in the BookingCenter folder on your computer and can always be downloaded from http://www.BookingCenter.com/support/ for specific instructions on customizing the demo or building a new datafile for your specific needs.

BookingCenter's Service and Network Distribution

Central Reservation Service, Global Booking Network, and GDS

The BookingCenter Service and Network features enable you to both expand the reach of your business and lower your costs of doing business by:

- Accepting real-time Internet Bookings from your website and thousands of travel sites and GDS systems.
- Allowing your guests to modify, add, or delete their bookings online themselves.
- Managing your inventory remotely from any computer with a connection to the internet.

BookingCenter Service

The BookingCenter Service seamlessly integrates the Internet into your Software. The Service allows remote property and booking management. Time and place are no longer limitations by:

- Enabling a real-time booking engine for your website.
- Allowing guests to modify, add, and cancel their bookings on line.
- Managing bookings through the Internet by making/editing bookings and communicating with guests from *anywhere* at *anytime*.
- Managing the marketing attributes and images to market your property effectively on the BookingCenter Network.
- Running commission reports of your online agents to analyze your distribution strategies.

How to take advantage of the BookingCenter Service

If you have purchased BookingCenter PRO, you already have full access to the BookingCenter Service. Your Site ID and Password will enable you to access the Member's Area (http://members.bookingcenter.com) and Online Support (http://support.bookingcenter.com to manage your online profile.

If you are a BookingCenter LITE customer, you need to purchase the Network Add-on from our online store (http://www.bookingcenter.com/store/) to take advantage of the BookingCenter Service feature. Once you have purchased the Network Add-On, your LITE Software will enable full access to the Member's Area (http://members.bookingcenter.com) and Online Support (http://support.bookingcenter.com to manage your online profile.

BookingCenter Global Booking Network and GDS

The BookingCenter Global Booking Network expands your marketplace by allowing buyers of travel products from thousands of travel websites and GDS systems to access and purchase your rooms in real-time - at the rates you set. You may:

- Sell rooms based on real-time rates and availability through a Network of over ten thousand travel websites in addition to the Global Distribution Systems (GDS).
- Price your Network Internet offerings anyway you would like with real-time rates – higher or lower than the rates you provide on your own website.

- Allocate some rooms to the Network, while reserving others for your website or local bookings.
- Manage your inventory and rates *automatically* for the Pegasus and GDS Network.

How to take advantage of the BookingCenter Network

If you purchased BookingCenter PRO, the Network feature is FREE. Just Sign-up by visiting www.bookingcenter.com/signup.html and agreeing to the Terms and Conditions.

If you are a BookingCenter LITE customer, you may purchase the Network Add-on from our online store to take advantage of the Network feature. Sign-up by visiting www.bookingcenter.com/signup.html and agreeing to the Terms and Conditions.

Synchronizing Your Inventory

If you are selling the same inventory over the BookingCenter.com Network as you are selling locally, it is imperative that your property synchronize its inventory. When a booking is made, it is taken off availability EVERYWHERE BookingCenter.com publishes your rates and availability. That means that neither the Network (the GDS systems and the BookingCenter.com Network of travel sites) nor visitors to your website will be able to double-book that room. However, if you do not synchronize your software, you could conceivably "double book" the room locally.

Your BookingCenter software connects to the Service as often as the property requires over any Internet connection. If you have a 56k connection, synchronizing takes less than a minute. The process can be automated to occur every instance of a new. modified, or cancelled booking (we call this 'Live Sync'), or evey 1, 6, 12, or 24 hours (see *Setting up Internet Configuration* in the Reference Manual). Property managers may also manually synchronize the rates and inventory by choosing the 'Internet Update' option from the 'BookingCenter' drop-down menu on the Home window OR clicking + I.

In addition to logging into the Service to synchronize your inventory, any time a booking is made over the Network, you are notified by email and/or SMS text message.

Empowering Your Website

Would you like to drive bookings to your own website, reducing fees you pay?

Repeat guests are the most profitable. Enabling your guests to book directly with you from the Internet will reduce your costs and commissions while providing your guests with an expected convenience.

BookingCenter provides you with an easy and affordable way to manage your property's website without learning programming or uploading files to a server. Start accepting real-time bookings on your website today!

Images

The first step in creating your property's website is to have photos of your property available. These images will be displayed next to the descriptions you write for each Room Type entered into BookingCenter. Therefore, it is very important that images of your property, room types, business/conference facilities, bar and restaurant,

logo, and maps be of utmost quality to make you competitive. Your published images will give the web user a clear idea - and likely the only idea - of what your property offers before they actually book a room.

Images of your property can be updated any time from your BookingCenter software. You may also upload additional images to create a 'photo gallery' on your website. These 'photo galleries' are very effective in attracting the business of the online travel.

Next Steps

BookingCenter is a complete solution for property managers. The Software <—> Service <—> Network solution is easy to use, simple to get started with, and will reduce your costs while expanding your marketplace. BookingCenter =has been in business since 1993 helping to manage hotels, motels, bed & breakfasts, lodges, hostels, and resorts on 4 continents. We will be proud to have you as a member of the BookingCenter family. Please don't hesitate to contact us to help you get started using BookingCenter to manage your business.

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