WebReserv Quickstart Guides

How to setup your

Tour booking system

1   Introduction

WebReserv.com is a highly configurable booking system. It can be used for virtually any type of bookings that you need for your business.

This manual describes how to set up your tour booking system on WebReserv.com.

2   Creating a tour

In WebReserv.com, a tour consists of the following information:

- The tour itself – name, description, pictures, reservation rules.
- Schedules – describes when a tour can be booked
- Rates or prices – describes what a tour cost

To create a tour, log on to your WebReserv.com account and select **Setup – Products & Reservation Rules** and select **Add product**. On the description page, enter a name and a description of the tour and click **save and continue**.

Figure 1 - Name and description

On the reservation type page, select fixed schedule and click **save and continue**. This will tell the booking system that you will provide the schedule for the tours.

Figure 2 - Reservation Type

The next page is the scheduling page. This is the page where you will add one or more schedules that your customers can book. The schedule page consists of two sections: a list of already defined schedules and a section to add new schedules. When you create a new tour, both sections will be empty:

Figure 3 - Schedules

Adding one or more schedules is easy. The booking system has the ability to repeat schedules daily, weekly or monthly. The Outback tour in this example is every Sunday in November 2009 from 2:00 PM to 5:00 PM. To add the schedule, enter the start date and time and end date and time for the first schedule:

Figure 4 - Entering Tour Times

In the title field, you can specify a title. If you don't specify a title, the system will show the *date*, *start time* and *end time* for this schedule. You can use the codes @startdate, @starttime, @enddate and @endtime instead of writing a specific time and date. This allows the system to show the correct date and time for a schedule even when you do repetitive schedules.

In the example above, we have specified that the tour starts on Sunday, November 1 at 2:00 PM and ends on Sunday, November 1 at 5:00 PM and as the title it should show 11/1/09 2:00 PM.

Next, we specify how often and for how long to repeat the schedule. Since this tour is every Sunday for all of November, select Weekly recurrence until 11/31/09

Figure 5 - Recurrence

The last step is to click the **Add schedule** button. This causes the booking system to create a schedule for each tour and show the schedules in the top part of the screen:

Figure 6 - Completed schedules

At this point in time, you can add more schedule entries, delete existing schedule entries or simply **save and continue**. If for some reason you have created or deleted schedules unintentionally, you can also click **previous** in which case the booking system will cancel the changes.

On the next page you can upload one or more pictures of the tour.

Figure 7 - Tour pictures

When you have added the pictures for this tour, click **save and continue**.

The next screen includes all the reservation rules. The most important rule is the availability/inventory calculation. In most cases, a tour is dependent on the number of people, so select number of people and enter the maximum number of people that can be on this tour at any point in time and click **save and continue**.

Figure 8 - Number of people

On the next page, you can specify what information the booking system needs to get from a customer when a booking is made. Make sure that you select number of people as a required field. If you differentiate between adults and children, set number of adults/children as required as well.

Customer Information (Outback tour)

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

Customer Name	○ Dont ask ○ Optional ⊙ Required
Company name:	○ Dont ask ⊙ Optional ○ Required
Address:	○ Dont ask ○ Optional ⊙ Required
Phone Number:	○ Dont ask ⊙ Optional ○ Required
Email address:	○ Dont ask ○ Optional ⊙ Required
Number of units:	⊙ Dont ask ○ Optional ○ Required
Number of people:	○ Dont ask ○ Optional ⊙ Required
Number of adults/children:	⊙ Dont ask ○ Optional ○ Required
Comments:	⊙ Dont ask ○ Optional

Figure 9 - Customer information

3   Entering rates

You are now almost done with the setup. In the top menu, click the Rates menu option, and select **standard rates**. In the rates list, find the Outback tour and enter the price per adult and optionally child.

Product:	Rate is:	Length:	Daily
Outback tour	Per person ∨	Adult	25.00
		Child	10.00

Figure 10 - Rates

Don't worry about the "daily" label, as long as you enter the rates in the very first column, WebReserv is smart enough to pick it up and use it as the rate for the tour. Click **save and continue** to save your rates.

4 Testing the schedules

You are now ready to test the schedules. Click **Frontdesk** in the main menu and then select **New reservation**. You can enter number of adults/children (if selected) and click **recalculate** to see the total amount.

Reservation (New)

Reservation Details

Status: New
Reserved: 5/22/09 12:10 AM
Product: Outback tour

Adults: Children:
2   1

Select schedule:

| 11/1/09 2:00 PM (40 available) |
| 11/8/09 2:00 PM (40 available) |
| 11/15/09 2:00 PM (40 available) |
| 11/22/09 2:00 PM (40 available) |
| 11/29/09 2:00 PM (40 available) |

Rate Details:

Description	Linetotal
Rate	60.00
Subtotal	60.00
+ Tax (0.00 %)	0.00
Processing Fee	0.00
= Total	**USD 60.00**
Deposit due at reservation	**USD 60.00**

[Recalculate] [Add charge] [Add discount]

Figure 11 - New reservation

5 Tips & Tricks

Creating schedules

Creating schedules is a lot easier if you can break it into logical units. Say for example that you have a tour Sunday morning AND Sunday afternoon in November. In that case, split the work into two work steps, one to create the Sunday morning schedules and one to create the afternoon schedules:

1. Create morning schedules.

Add schedule

To add a new schedule, enter the scheduling information below and click **add schedule**.

Start:		End:		Title (optional)	Recurrence		Delete:
Date:	Time:	Date:	Time:		Pattern	Until date	
11/1/09	8:00 AM	11/1/09	10:00 AM	@startdate @starttime Morning tour	Weekly ⌄	11/31/09	Add schedule

[Previous] [Save and continue] [Back to setup menu]

2. Click **Add schedule**.

Schedules (Outback tour)

Enter the hours for which reservations can be made.

	Start:		End:		Title (optional)
	Date:	Time:	Date:	Time:	
☐	11/1/09	8:00 AM	11/1/09	10:00 AM	@startdate @starttime Morning tour
☐	11/8/09	8:00 AM	11/8/09	10:00 AM	@startdate @starttime Morning tour
☐	11/15/09	8:00 AM	11/15/09	10:00 AM	@startdate @starttime Morning tour
☐	11/22/09	8:00 AM	11/22/09	10:00 AM	@startdate @starttime Morning tour
☐	11/29/09	8:00 AM	11/29/09	10:00 AM	@startdate @starttime Morning tour

[Delete selected]

Add schedule

To add a new schedule, enter the scheduling information below and click **add schedule**.

Start:		End:		Title (optional)	Recurrence		Delete:
Date:	Time:	Date:	Time:		Pattern	Until date	
11/1/09	8:00 AM	11/1/09	10:00 AM	@startdate @starttime Morning tour	Weekly ⌄	11/31/09	Add schedule

[Previous] [Save and continue] [Back to setup menu]

3. Go back to the **Add schedule** section and change the start time and end time:

Start:		End:		Title (optional)
Date:	Time:	Date:	Time:	
11/1/09	2:00 PM	11/1/09	4:00 PM	@startdate @starttime Morning tour

4. Click **Add schedule** again. Now you have morning and afternoon schedules for the month of November.

Schedules (Outback tour)

Enter the hours for which reservations can be made.

	Start:		End:		Title (optional)
	Date:	Time:	Date:	Time:	
☐	11/1/09	8:00 AM	11/1/09	10:00 AM	@startdate @starttime Morning tour
☐	11/1/09	2:00 PM	11/1/09	4:00 PM	@startdate @starttime Morning tour
☐	11/8/09	8:00 AM	11/8/09	10:00 AM	@startdate @starttime Morning tour
☐	11/8/09	2:00 PM	11/8/09	4:00 PM	@startdate @starttime Morning tour
☐	11/15/09	8:00 AM	11/15/09	10:00 AM	@startdate @starttime Morning tour
☐	11/15/09	2:00 PM	11/15/09	4:00 PM	@startdate @starttime Morning tour
☐	11/22/09	8:00 AM	11/22/09	10:00 AM	@startdate @starttime Morning tour
☐	11/22/09	2:00 PM	11/22/09	4:00 PM	@startdate @starttime Morning tour
☐	11/29/09	8:00 AM	11/29/09	10:00 AM	@startdate @starttime Morning tour
☐	11/29/09	2:00 PM	11/29/09	4:00 PM	@startdate @starttime Morning tour

More tips

Even if you have days where you don't have tours, you can use the same recurrence manager. Say for example that your tour is every day in November EXCEPT Sundays. To do this, first create a daily recurrence schedule and click **add schedule**.

Start:		End:		Title (optional)	Recurrence		Delete:
Date:	Time:	Date:	Time:		Pattern	Until date	
11/1/09	8:00 AM	11/1/09	10:00 AM	@starttime @endtime	Daily ⌄	11/31/09	Add schedule

Once you have added the schedules to the list, simply mark the days when the tour is *not* available and click **delete selected**.

	Start:		End:		Title (optional)
	Date:	Time:	Date:	Time:	
☑	11/1/09	8:00 AM	11/1/09	10:00 AM	@starttime @endtime
☐	11/2/09	8:00 AM	11/2/09	10:00 AM	@starttime @endtime
☐	11/3/09	8:00 AM	11/3/09	10:00 AM	@starttime @endtime
☐	11/4/09	8:00 AM	11/4/09	10:00 AM	@starttime @endtime
☐	11/5/09	8:00 AM	11/5/09	10:00 AM	@starttime @endtime
☐	11/6/09	8:00 AM	11/6/09	10:00 AM	@starttime @endtime
☐	11/7/09	8:00 AM	11/7/09	10:00 AM	@starttime @endtime
☑	11/8/09	8:00 AM	11/8/09	10:00 AM	@starttime @endtime
☐	11/9/09	8:00 AM	11/9/09	10:00 AM	@starttime @endtime
☐	11/10/09	8:00 AM	11/10/09	10:00 AM	@starttime @endtime

When you have completed the changes, click **Save and continue**. You will now have tours all days in November except Sundays.

For additional information and support, please visit:

Online help: http://www.webreserv.com/help
Blog: http://webreserv.wordpress.com