



BookingFlow Management System

User Manual

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Where To Start

When you have just registered for BookingFlow and do not have added any hotel to manage, you have to request access for an existing hotel or add your own hotel.

Use **Request Access** button to request access for an existing hotel.

Click **Add Hotel** button to create your own hotel.

Log Out

Please choose hotel to manage...

 Request Access

 Add Hotel

Request Access

When you request access for an existing hotel, you must know the **Hotel ID**. This is an automatically generated ID known to existing hotel users. See [Hotel Information](#) to read where to find this identification number.

Choose **Needed Access Level** for the hotel.

| Level | Description |
|----------------|--|
| Hotel Manager | User has full access to the BookingFlow functionality for the hotel. |
| Hotel Operator | Usually front desk operator – has access only to the bookings view, can mark arrived guests etc. |
| Hotel Seller | Coming soon! |

Request Access
✕

Hotel ID

Needed Access Level Choose access level ▾

✔ OK

Your request has to be confirmed by the hotel manager. Not accepted requests are marked as **Pending**.

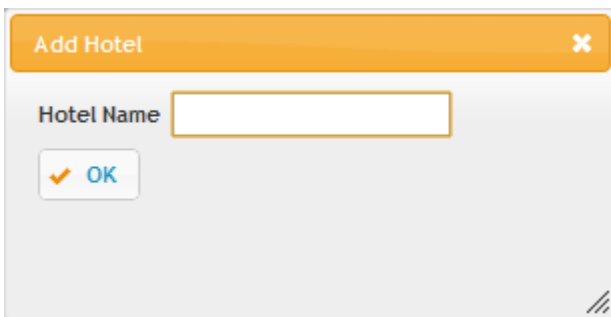
Please choose hotel to manage...

| Hotel Name | Rights | Expires On | |
|------------|---------------|----------------------------|---------|
| DEMO Hotel | Hotel Manager | 04/17/2011 | Pending |

 [Request Access](#)
[+ Add Hotel](#)

Add Hotel

If you choose to add your own hotel, you must enter its name to create it and be able to continue setting it up.



After you create a hotel, you will be given one month of trial period for setting up the hotel and to start using BookingFlow. Click on **Expires On** date to prolong your subscription.

Please choose hotel to manage...

| Hotel Name | Rights | Expires On | |
|--------------------------------|---------------|----------------------------|---------|
| DEMO Hotel | Hotel Manager | 04/17/2011 | Pending |
| John Doe Hotel | Hotel Owner | 06/04/2010 | |

 [Request Access](#)
[+ Add Hotel](#)

Click on **Hotel Name** to manage chosen hotel.

Note: You can have unlimited number of hotels assigned to your account.

Home View

Home View can be accessed from main menu item **Home**. Today's Booking List is the default home view in BookingFlow. This view can also be accessed from main menu **Home**, submenu **Today**.

Today

In Today's Booking List there are three following days shown with the list of guests arriving on these days.

Today Hotel Bookings Change Hotel Log Out

Today
No arriving guests on this date...

Tomorrow
[John Doe](#) 1 rooms

05/05/2010
No arriving guests on this date...

Hotel Bookings

Under Hotel Bookings it is possible to choose a period of time for displaying the list of arriving guests. You can also choose what events to show for the period (arriving guests, leaving guests, guests who made a booking in the period).

To change the period, choose dates in Date From and Date To Fields and click Search button.

Today Hotel Bookings Change Hotel Log Out

05/01/2010
No arriving guests on this date...

05/02/2010
No arriving guests on this date...

05/03/2010
No arriving guests on this date...

05/04/2010
[John Doe](#) 1 rooms **Canceled**

05/05/2010
No arriving guests on this date...

Date From

Date To

Arriving
 Leaving
 Booked

Click on guest's name to view booking details.

Check **Arrived** to mark guest as arrived.

[John Doe](#) 1 rooms

| | |
|-------------------------------|------------------------------|
| Check In 05/04/2010 | Check Out 05/05/2010 |
| Family room | 50 EUR |
| + Champagne in room | 1 15 EUR |
| Total price: 65.00 EUR | |
| Special Requests | Non-smoking room if possible |
| Name | John Doe |
| Telephone | 44 7876300332 |
| Credit Card | VISA |
| Name On Card | John Doe |
| Card Number | 4111111111111111 |
| Expiration | 11/11 |
| Security Code | 111 |
| Arrived | <input type="checkbox"/> |

If guest cancels the booking, it is marked as **Canceled** in bookings list. If it is canceled late or guest has not shown up, information is displayed and the fee is calculated.

[John Doe](#) 1 rooms **Canceled**

| | |
|--|------------------------------|
| Check In 05/04/2010 | Check Out 05/05/2010 |
| Family room | 50 EUR |
| + Champagne in room | 1 15 EUR |
| Total price: 65.00 EUR | |
| Special Requests | Non-smoking room if possible |
| Name | John Doe |
| Telephone | 44 7876300332 |
| Credit Card | VISA |
| Name On Card | John Doe |
| Card Number | 4111111111111111 |
| Expiration | 11/11 |
| Security Code | 111 |
| Cancellation time 05/04/2010 23:10:55 | |
| <i>This booking has been cancelled late</i> | |
| <i>You are allowed to charge 50 EUR</i> | |

For cancellation fees calculation see [Policy & Payment](#).

Change Hotel

Choose a hotel and click on its name to start managing it.

Click on expiration date to prolong your subscription.

Please choose hotel to manage...

| Hotel Name | Rights | Expires On | |
|--------------------------------|---------------|----------------------------|---------|
| DEMO Hotel | Hotel Manager | 04/17/2011 | Pending |
| John Doe Hotel | Hotel Owner | 06/04/2010 | |



Log Out

By clicking “Log Out” submenu item, user is logged out from BookingFlow Management System.

Edit Hotel Information

Main menu item **Hotel Info** is used for changing general hotel information, such as its name, address, cancellation policy, accepted payments, hotel photos etc.

General Info

This view displays general information of your hotel.

[General Info](#) [Policy & Payment](#) [Languages](#) [Hotel Pictures](#)

DEMO Hotel

DEMO
HOTEL

| | |
|-------------------|---|
| Hotel Unique ID | 12345678 |
| Address | 25 Park Ave |
| Country | United Kingdom |
| Time Zone | (GMT) London |
| Telephone | 29293732 |
| E-mail Address | reception@demohotel.com |
| Website | http://www.demohotel.com |
| Hotel Description | |

 [Edit](#)

Hotel Unique ID is the unique number generated for your hotel. You will use this number when integrating the booking form in the website.

For detailed information on integrating the booking form into your website see [Integrating Booking Form In Website](#).


By clicking **Edit**, it is possible to change the information.

You will be able to change the following information:

| | |
|--------------------------|---|
| Hotel Name | The name of your hotel. Will be used in confirmation e-mails sent to your customers. |
| Hotel Logo | Click on the logo to change the picture. This picture will be included as logo in booking confirmation e-mail. |
| Address | The address of your hotel. Will be used in confirmation e-mails sent to your customers. |
| Country | For future classification of hotels. Currently not used. |
| Time Zone | Time zone of the hotel. Used for the convenience of hotel staff using BookingFlow. |
| Telephone | The telephone of your hotel. Will be used in confirmation e-mails sent to your customers. |
| E-mail Address | The e-mail address of your hotel. Booking confirmation e-mails will be sent to your customers, and a copy also to this address. |
| Website | The website address of your hotel. Will be used in confirmation e-mails sent to your customers. |
| Hotel Description | For future classification of hotels. Currently not used. |

[General Info](#)
[Policy & Payment](#)
[Languages](#)
[Hotel Pictures](#)

Hotel Name:

Hotel Logo: 

Address:

Country:

Time Zone:

Telephone:

E-mail Address:

Website:

Hotel Description:





Click **Save** to save the information.

Policy & Payment

[General Info](#)
[Policy & Payment](#)
[Languages](#)
[Hotel Pictures](#)

DEMO Hotel

Check In Time: 14:00
 Check Out Time: 12:00
 No charge if cancelled before: 1 days
 Charged in case of late cancellation or no show: 1 nights
 Currency: EUR (Euro)

Payment Accepted:
 




This view displays check in and check out time for the hotel, cancellation policy, currency for room prices and accepted payments.

Click **Edit** button to edit this information.

| | |
|--|--|
| Check In Time | Time when room is ready for guests to check in. |
| Check Out Time | Time when guests are required to check out. |
| No charge if cancelled before | Number of days – if cancelled before, guests will not be charged for cancellation. |
| Charged in case of late cancellation or no show | Number of nights – if cancelled late or guest does not show up, for how many nights they could be charged. |
| Currency | All booking confirmation prices will be in this currency. |
| Payment Accepted | Credit Cards accepted. Checked credit cards will appear in the booking form – only these credit cards will be allowed for booking. |

- General Info
- Policy & Payment
- Languages
- Hotel Pictures

Check In Time


Check Out Time


No charge if cancelled before days


Charged in case of late cancellation or no show nights


Currency


Payment Accepted











Click **Save** to save the information.


Languages

Use this view to choose the languages available in booking forms. If language is marked, you will be required to enter translations for room categories, prices etc. for this language.

- General Info
- Policy & Payment
- Languages
- Hotel Pictures

Please choose in which languages your booking form will be available

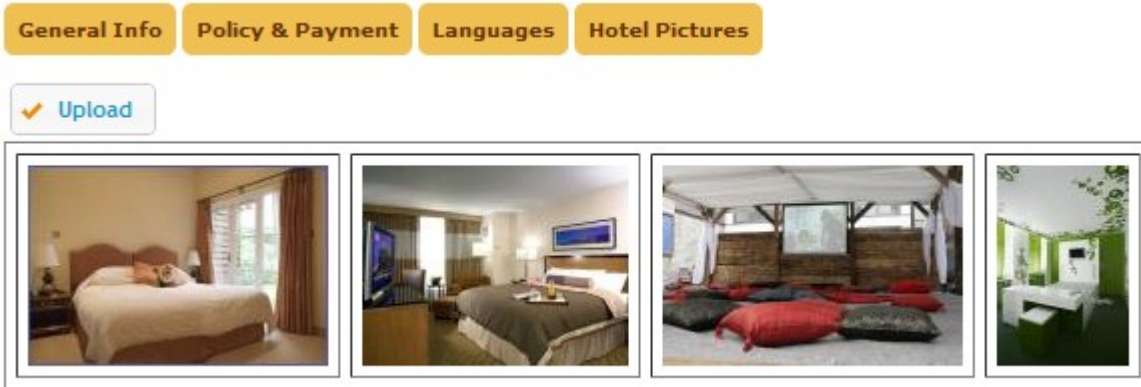
- English
- German
- Russian
- Latvian

 Save

Click **Save** button to save settings.

Hotel Pictures

This view displays all hotel photos. You should add all the photos used for room categories here.

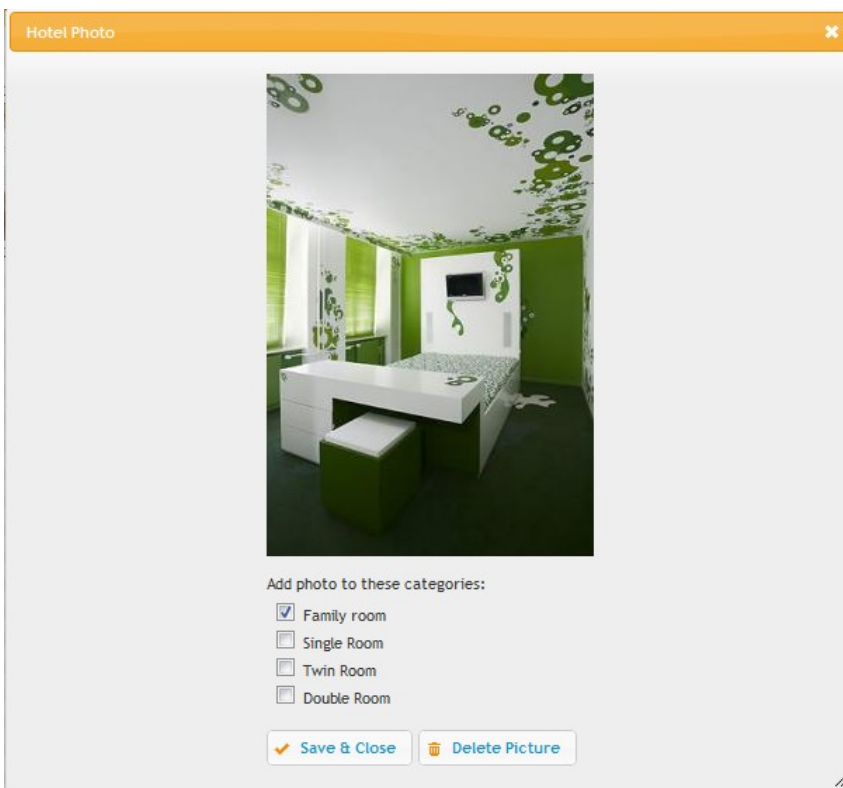


Click **Upload** button to upload a new photo. Then choose a photo from your computer and upload it.

Click on the photo to see it in greater size and mark the room categories that will use this photo in booking form.

Click **Save & Close** to save its usage in room categories.

Click **Delete Picture** to delete the picture from your account.



If the photo is used as a room category photo, you will be asked to confirm its deletion.



Rooms And Prices

Choose **Rooms** from main menu to edit your hotel's room categories and set prices.

View Categories List And Prices

Use **View rooms on date** field to set the date for the view. In this view the prices and the number of free rooms are displayed for the date chosen.

To view all prices set for categories, use **Show all prices** check box.

Rooms are available for booking only if at least one price is set for the category, and the number of free rooms is greater than zero for the period guests would like to book.

Use **Add Category** button to add a new category. To edit a category, click on category name. To delete category, use **Delete** button on the right side of the category line.


To add new price, use **Add Price** button in the category line for which you want to add the price. To edit prices, click **Edit** button on the right side of the price line. To delete price, click **Delete** button.

Click on the number in the **Free Rooms** column to edit the number of free rooms for the category.


View rooms on date:

Show all prices:

[+ Add Category](#)

| Category Name | Standard room capacity | Extra beds possible | Baby cots possible | Free Rooms | |
|---|------------------------|---------------------|--------------------|--------------------|------------------------|
|  Single Room | 1 | 0 | 1 | 98 | Delete |

[+ Add Price](#)

| Category Name | Standard room capacity | Extra beds possible | Baby cots possible | Free Rooms | |
|---|------------------------|---------------------|--------------------|-------------------|------------------------|
|  Twin Room | 2 | 1 | 1 | 4 | Delete |

| Start Date | End Date | Pricing Name | Price | + Add Price |
|------------|------------|----------------|-------|---|
| 02/27/2010 | 02/26/2013 | Normal Price | 30.00 | Edit Delete |
| 05/03/2010 | 08/01/2010 | Non-refundable | 20.00 | Edit Delete |

Add / Edit Room Category

When you choose to add or edit a room category, dialog pops up where you must enter the information for the room category.

You should enter the following information about the room category.

| | |
|-------------------------|--|
| Category Name | The name of room category. Will be displayed in booking form as the room type. Must be set for all interface languages chosen in Hotel Languages . |
| Room Description | This description will be displayed when guests click on category name in booking form. |
| Room Capacity | How many persons can sleep in the room, if using no extra beds. |

| | |
|----------------------------|--|
| Extra Beds Possible | How many extra beds are possible to put in this room. |
| Baby Cots Possible | How many baby cots are possible to put in this room. |
| Minimum Stay | Minimum number of nights guest must stay in this room. |

Click **Save** to finish editing the category and save it.

The screenshot shows a 'Category' edit form with the following fields and values:

- Interface Language: English
- Category Name: Single Room
- Room Description: single room description
- Room Capacity: 1
- Extra beds possible: 0
- Baby cots possible: 1
- Minimum Stay: 2

A 'Save' button is located at the bottom of the form.

In booking form the category for the request is displayed if **requested number of persons** for the room is less or equal to **Room Capacity + Extra beds Possible**.

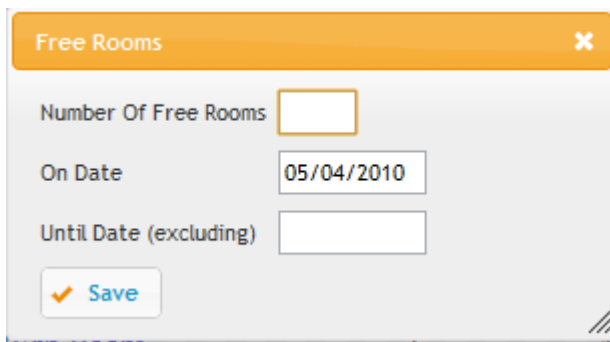
If **Baby Cots** are requested, the room category is displayed only if its number of **Baby Cots Possible** is greater than or equal to requested baby cots.

If the length of guest's requested stay is less than nights set in Minimum Stay, the room category is not displayed in the list of possible rooms.

Edit Number Of Free Rooms

To allow guests to book rooms, you should make number of free rooms greater than zero for the desired period of time. Click on the number of **Free Rooms** in Rooms view to edit the number.

The initial number of free rooms is set by choosing **On Date** – the date when entered number of free rooms is available. If you choose a date in **Until Date (excluding)** field, the number of rooms on this date will be set back to the number currently available on this date.



A dialog box titled "Free Rooms" with a close button (X) in the top right corner. It contains three input fields: "Number Of Free Rooms" (empty), "On Date" (05/04/2010), and "Until Date (excluding)" (empty). A "Save" button with a checkmark icon is located at the bottom left.

When guest books a room, the number of free rooms is automatically decreased by the number of rooms booked for each category.

Edit Prices

When you choose to add new price or edit existing price, the dialog pops up where you should enter information for the price.

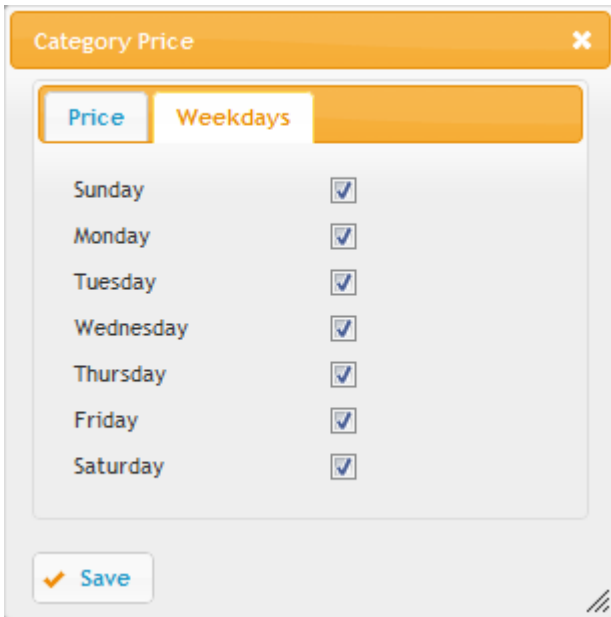
| | |
|---------------------------|---|
| Pricing Name | The name of the price. Will be displayed in booking form under the price details. Must be set for all interface languages chosen in Hotel Languages . |
| Price Restrictions | Use this field to specify the restrictions for the price. When guests book the room, they will have to accept the restrictions if defined for the price. |
| Start Date | Start date of the price validity period. |
| End Date | End date of the price validity period. |
| Price | Price for the room for the night. |
| Minimum Stay | Minimum number of nights guest has to book to be able to book the room for this price. If Minimum Stay is set for the room category, the number of nights is displayed below. |
| Only Price | If checked, this price will be set as the only valid price for the period. Only the last one price marked as Only Price can be active for the period. |

The screenshot shows a 'Category Price' dialog box with the following fields and values:

- Interface Language:** English
- Pricing Name:** Normal Price
- Price Restrictions:** (empty)
- Start Date:** 02/27/2010
- End Date:** 02/26/2013
- Price:** 30.00
- Minimum Stay:** 3 nights (Note: 2 nights set for room category)
- Only Price:**

A 'Save' button is located at the bottom left of the dialog.

Click on the **Weekdays** tab to edit days of the week when the price is active.



Click **Save** button to finish editing the price and save the information.

Additional Services

Use **Services** from main menu to add extra services that are possible to book with the rooms.

View Services

Use this view to view the list of available services, create new service, edit or delete existing.

To create new service and assign it to room, click **New Service** button.

To edit existing service, click on **Service Name**. To delete it, click on **Delete** button on the right side of service line.

| Service Name | Service Description | Price | |
|-----------------------------------|--------------------------|-------|--------|
| + New Service | | | |
| Champagne in room | Cold one, very good | 15.00 | Delete |
| Extra bed | One more bed in the room | 10.00 | Delete |

Create / Edit Services

When you choose to create new service or edit existing, the dialog pops up where you should enter information for the service.

| | |
|-----------------------------|---|
| Name | The name of the service. Will be displayed in booking form available services list. Must be set for all interface languages chosen in Hotel Languages . |
| Description | Description of the service. Will be displayed in the booking form when guest clicks on the service name. |
| Price | Price of the service. |
| Charge Once Per Stay | If checked, the price of the service will be added to the booking total one time per stay. If not checked, price will be added to the booking total for each night of staying period. |

Click on **Availability** tab to set maximum availability of the service for each room category. When choosing additional services for the room, guest will be allowed to select only the services that have availability number greater than zero for the room category.



The screenshot shows a dialog box titled "Service" with a close button (X) in the top right corner. Inside the dialog, there are two tabs: "Service" and "Availability". The "Availability" tab is currently selected. Below the tabs, there is a table with four rows, each representing a room category and its corresponding availability number in a text input field:

| Room Category | Availability |
|---------------|--------------|
| Double Room | 1 |
| Family room | 2 |
| Single Room | 3 |
| Twin Room | 0 |

At the bottom left of the dialog, there is a "Save" button with a checkmark icon. At the bottom right, there is a small icon consisting of three diagonal lines.

Hotel Users

See [Request Access](#) for information about requesting rights for the hotel.

When someone has requested rights for the hotel, manager has an information displayed in Home View.

[Today](#)
[Hotel Bookings](#)
[Change Hotel](#)
[Log Out](#)

! You have pending [permission requests!](#)

Today

[John Doe](#) 1 rooms

Tomorrow

No arriving guests on this date...

05/06/2010

No arriving guests on this date...

Click on the **permission requests** link or main menu **Users** to go to users list where it is possible to accept or decline the user.

Click **Accept** button to accept user or **Delete** button to decline.

| User Name | Full Name | Access Level | Pending | |
|-----------|----------------|---------------|---------|---|
| john | Jonh Doe | Hotel Manager | Pending | Accept Delete |
| armands | Armands Brants | Hotel Owner | | |

User Settings

Choose **Settings** from main menu to change your settings. You can choose **Date Format** and **Interface Language** for your BookingFlow Management System interface.

| | |
|---------------------------------------|--------------|
| Date Format | 05/04/2010 ▼ |
| Interface Language | English ▼ |
| <input type="button" value="✔ Save"/> | |

Integrating Booking Form In Website

The booking form can be integrated in your hotel's or any other website literary in minutes.

Just edit the website HTML code and in the place you want to display booking form, place the following code:

```
<iframe width="100%" height="100%"  
src="https://bookingflow.com/index.php/hotel/form/1/12345678" frameborder="0" />
```

Note that you have to change the parameters (after '/') after the **form** in IFRAME src value. First parameter is the **language** form will be displayed in. Second parameter is your hotel's **unique ID** generated when the hotel was added to the BookingFlow system.

Check [General Information](#) to get the **Hotel Unique ID**.

Possible values for the **language** parameter are:

| Value | Language |
|-------|--------------------------|
| 1 | English |
| 2 | German (available soon) |
| 3 | Russian (available soon) |
| 4 | Latvian |

More languages are coming soon, you will be notified about available languages after they are added to BookingFlow.

We suggest you to ask your website administrator about adding booking form to your website. In case you do not have a website administrator, or still have difficulties adding the form, feel free to contact BookingFlow Customer Support using e-mail address service@bookingflow.com.

The booking form can be integrated in the website to look as a part of it, or it can be opened in a new window from the link. You should ask your website administrator about many possible integration ways with the BookingFlow.

You can test your booking form by entering

<https://bookingflow.com/index.php/hotel/form/1/12345678>

(with parameters changed) in browser's address field and hitting Enter.