Doku DormProject

DormBook

Internet booking

Change Log

Home

About DormProject

… is a booking database software for backpacker hostels and small hotels.

Components

The software is divided into 3 sub-programs with the following features:

DormBook
- For everyday use (reception, office)

DormOnline
- For online connection to the Internet

Online Administration
- For specific overviews and analyses
- For configurating the entire system

Options
- Additional licences for DormBook
- Interface to GOMIO
- Interface to HostelBookers
- Interface to Hostelworld
- Interface to Gooking.com
- Interface to HiHostels.com
- Interface to Swiss Travel Center (for Swiss clients only)
- Interface to HostelsClub
- Interface to TOMAS

Visual room plan, scalable on demand according to room categories

Individual beds bookable in rooms with several beds

Unlimited number of beds reserved together per booking

Numerous views giving powerful visual representations:
- Distinction by gender (male, female, mixed)
- Distinction by booking chanel (phone, e-mail, etc.)
- Distinction by agent (sales chanel)
- Distinction by arrival date

Guest file integrated with search capability enabled

Various analyses (e.g. by number of nights, country of origin etc.)

Print the daily beds lists with the options of arrival, departure, length of stay

Accessible from anywhere with an internet connection (Web based).

DormOnline

DormOnline is an HTML interface for the Internet, which allows direct bookings from a homepage. Two solutions are available:

A:
EasyBooking tool is included in the basic license. Bookings are possible for groups if all the guests are accommodated in the same room.

B:
FlexBooking tool allows a guest to book for various days different rooms and/or different room categories (as well as for a varying number of people). The tool does not guarantee that beds in the same room *category* are actually in the same room.

The set-up of FlexBooking tool is an option with costs. Once installed, the guest has access to both tools for booking.

Function Description

Database

The database and its environment are the core of the program.

The Dormbook software database and its access are organized in three modules:
 - <u>Your business</u>
 - <u>Guest</u>
 - <u>Booking</u> (Connecting your business with the client)

Your business

Your business is defined by your hostel's infrastructure (rooms, beds), your services (e.g. prices for meals, parking) and your rates for accomodations.

Dormproject offers you the choice to define your business with the following elements:

User-defined number of rooms

User-defined room names/numbers (up to 8 characters)

User-defined number of beds or additional beds per room

Additional beds not to be sold online

Additional beds can be deleted from graphic display in the booking overview.

No limit on the number of rooms in any of the room categories

No limit on how many age categories the user can define

Prices can be set per room category, age category or assigned as wished according to any other unique or independent factor, with no limit on the number of price groups the user can define.

A room category defines the rate per bed and overnight stay, independently from the price group or the age category (e.g. adults and children).

A price group per day can also be defined.

Various services can be defined.

Prices of services can be defined in groups.

For a rate per day, a price group can be used for each service.

Guest

A guest is created once the minimum personal data to identify and collect the booking has been gathered. The following fields are linked with each guest:
Last name, first name, address, nationality, passport number, date of birth, notes.

To file additional information connected to the guest, six additional fields can be defined. The example shows the manually user-defined fields in red, with five out of the possible six used.

Some data fields linked with each guest are predefined, as they are used by DormOnline and the interfaces:

Address
Salutation, Address, Address line 2, Post code, Town, E-Mail

Credit cards
Type of Credit card (CC), CC name*, CC number*, CC expiry date*
*: These fields are stored encrypted in the database.
The credit card details are automatically deleted 10 days after the guest's departure.

In addition, guests can be split in various **categories**.

Booking

A **booking** consists of the guest, the chosen number of beds, the arrival date, the length of stay, the booking status, the booking channel (how the booking was made) and a list of payments done by the guest.

The **supplement rates** defined by the hostel (e.g. breakfast, bedding, etc.) can be charged here.

To each **bed** in a booking can be attributed a gender (female, male, mixed gender, empty), an age group (according to your definition) and a rate (pre-defined or manual).

Distinctive feature:
If a bed is marked **empty**, it is not taken into account in the statistics as ?night? or ?arrival? and its price is set to zero.

If a booking is given the status **?no show?**, all the beds it contains are marked as ?empty? and the length of stay is reduced to 1 night. In this way, the remaining data is not lost and can be retrived when/if needed.

DormBook
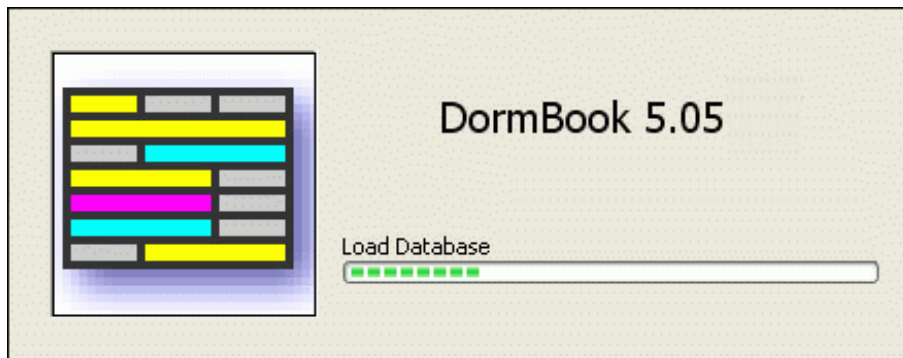
Start-up

The windows above is displayed when starting the software.
"Starting Application ...(load startup options)" is displayed for a few seconds over the green banner.
At this time also a button "New DB" is displayed to erase the local database and download it again, by pressing simultaneously SHIFT + CTRL while the starting application message is still displayed. There is generally no need to login again.

Login dialogue
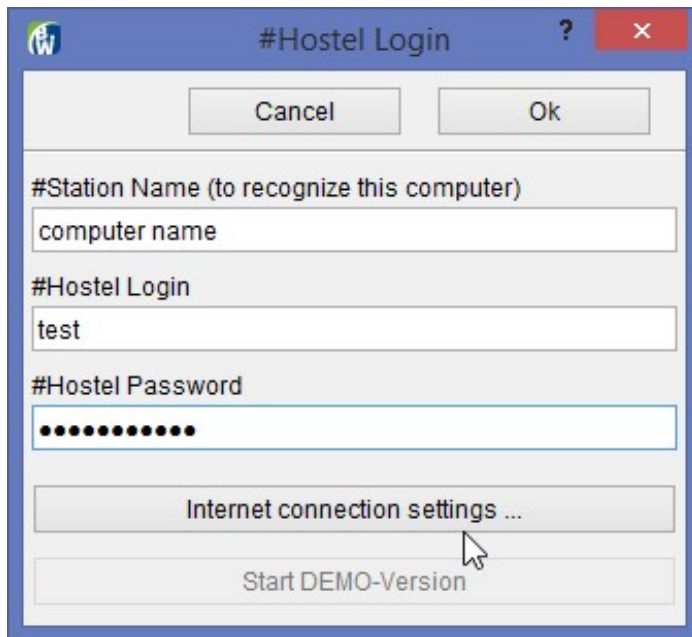
This dialogue box is not normaly shown. It appears only if the database is not found when the application is turned on.

Please fill in the fields relative to the local installation. The workstation name is user-defined to help you differenciate between the individual terminals (e.g. reception, direction, office etc.).

Fields (workstation name, login, password) do not need to be filled in to test DormBook as DEMO-version; simply click on the corresponding button. This dialogue box is displayed each time Dormbook is started as DEMO-version.

User Login
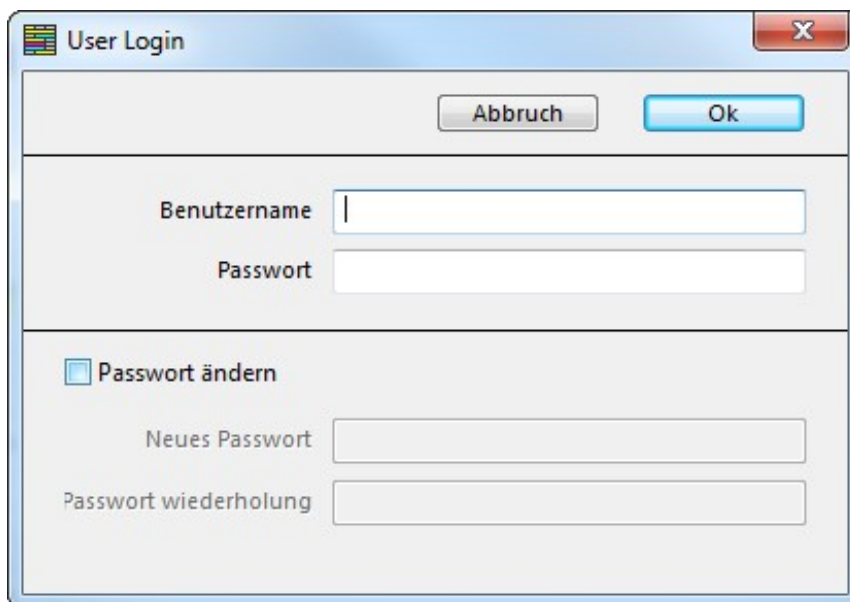
User name and password can be defined in the DormProject configuration (DormBook user).

Various users with own password and different access privileges can be set up.

These are the password restrictions in DormBook:
- password length at least 8 characters
- password contains at least one upper-case, one lower-case character and one digit
- the new password is not allowed to be the same as any of the last 10 passwords

Password change required at least every 90 days

User account is blocked after 6 unsuccessful tries to log in

Main window

A Main menu
B Toolbar
C OG = Online Group / PG = Price group / AG = Additional Service Group
D Year of the first day of the View
E Timeline
F Reservations (Calender view)
G Legend
H Statusbar
I   Sidebar

Toolbar

Toolbar contains the most important and most frequently used functions to make them easier and faster to reach than on the main menu.

A	Zeitstrahl Navigation (Kalender steht für heute)
B	Aktualisieren (Abgleich der Daten mit dem Server und Neuaufbau der Reservationsübersicht)
C	Ansichtsoptionen einstellen
D	Freigeben und Sperren der Funktion «Betten verschieben» für die Optimierung des Zimmerplanes
E	Suchfeld zur Schnellsuche von Reservationen
Oberhalb der Suchfeldes zeigt die Nummer in Klammern an, wieviele Resultate gefunden wurden.	
F	Suche ausführen bzw. Öffnen des Dialogfeldes *Reservation suchen*

| G | Im Fall eines Konfliktes (Doppelbuchung eines Bettes) wird an dieser Position die Schaltfläche «Konflikt auflösen» angezeigt und der Hintergrund der Toolbar orange dargestellt. |
| H | Auswahl des Farbschemas |

Room Plan optimization

The function "move beds" in the toolbar is used to optimize the assignement of booked beds.

The status is visible in the symbol on the toolbar and can be changed by clicking on the symbol (left or right click).

Changes can be done directly in the booking overview after a new screen layout has been done. If the SHIFT key is pressed during the changes, all the beds in the room belonging to the same booking are shifted together to the new room. If there are too many beds to move, only the amount that can be fitted in the available beds of the newly selected room will be transfered.

If so selected in Online Administration (E) configuration, an alert appears if the user transfers one or several beds into bed(s) belonging to another room category.

The choosen bed is in an other room category. Move anyway?

OK   Abbrechen

Important: Rates are not automatically adjusted.
If needed, prices can be changed manually by clicking on "recalculate price" in the *Edit booking* section.

The following changes can not be made directly in the booking overview:

Beds with the status "fixed", "checked-in" or "checked-out" cannot be moved.

Beds/bookings can be changed only on the page shown.

A bed can be swapped with another bed only if this last one is free.

The arrival date and length of stay need to be edited in the *Edit booking* dialogue box.

Booking overview

The booking overview displays the following information graphically:

Date line

Weekends (Saturdays and Sundays) are shown in darker.
Today is shown in red.
Special days such as Christmas, national holidays, <u>background information</u> are shown in blue.
The two figures show the number of overnight stays, as well as the number of free beds (including extra beds).

Status line : If the mouse pointer is located over the date line, the status bar shows e.g. \"LN: 3, free beds:55, extra beds: 12 -> Easter\".
\"LN: 3\" means that three overnights have been booked for this date. \"Easter\" is the text note describing the special day.

Row Information

Each row represents a bed or an extra bed.
The text color represents the room category or the room "color", depending from which configuration has been chosen in <u>Configure view</u>.

It is possible to add optional notes for each bed.

Additional beds are shown in darker color. We recommend using the last letters of the alphabet to name the additional beds. They are visible only if the <u>view</u> is defined accordingly.

Occupancy

Occupied beds are shown with a colored bar. The name of the guest and the booking number (a unique code) are shown.
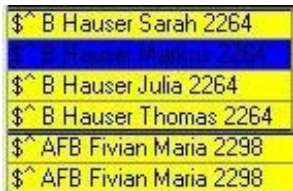
Bookings written with grey text (instead of black) show that the booking was done over the internet.

The background colors for bookings can be set in 4 different ways:
The 4 color choices emphasize either:
- Gender
- Arrival - Booking source
- Agent
The legend always says what which color represents.

The system shows the booking status with a sign put before the guest's name:
! Status: Checked-in
^ Status: Checked-out
$ Paid
* Important
-> Change room

Between the status symbol and names are abbreviations for the additional services chosen. The hostel defines the abbreviations as needed in the Online Administration.

If the reminder date of a booking is past, the booking colors changes.

If a bed you select is part of a group booking, all the other elements of the booking are displayed in grey to give you a better overview of the group booking.

Define view

The dialogue *User-defined view* can be set up on the menu *View: Create View* or by clicking on the Toolbar.

The access rights to define views have to be set in the configuration under *Hostel: DormBook: DormBook options*.

It is possible to define a view corresponding to each of the 18 function keys and their combination with Ctrl (F1 to F9 and Ctrl F1 to Ctrl F9) and to navigate between the views by pressing the corresponding key. These user-defined views are also available in the **View menu**. The user-defined views and their shortcuts apply to all workstations.

When DormBook is re-started, the view show is the one corresponding to F1.

Regarding the definition, generate the desired view, choose a definition of F-key or combination of F-keys and enter a description in the appropriate field (on the right ? without entering text the view will not be saved). By entering another name, you can rename an existing view. Further, you can remove a view by clicking on ?Delete view?.

When you use the defined F-keys or combination of F-keys, the view adjust itself without changing the date. When the SHIFT button is held while the F-keys or combination of F-keys are typed, the beginning date of the overview adjusts in accordance with the beginning date when it was saved until the present day.
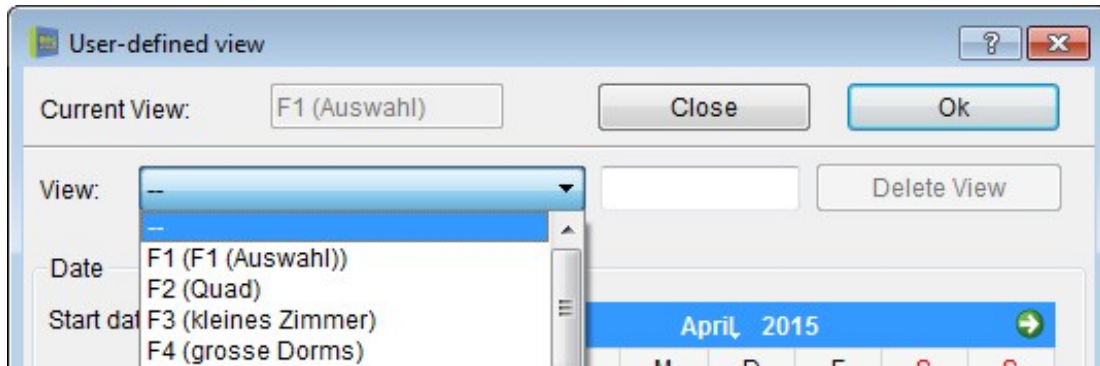
The date range can be displayed on the horizontal axis of the booking overview. It is not recommended to display more than 30 days.

Rooms can be shown on the vertical axis of the booking overview. If no room category or rooms are selected, all beds are displayed.

Display bed information defines if the additional information for each bed is shown or not in the bed line.

The field **Display extra beds** indicates whether the additional beds should be visible online in the overview.

The checkbox **Display booking information** determines whether information (booking status, abbreviations of supplement services booked, guest name, booking number) should be shown on the graphical booking overview. If this option is not selected, the height for the beds' row is reduced so that all beds can be seen without having to scroll down.

Show room color defines if the text color should be connected with the rooms color codes. Another option is to use the color corresponding to the user-defined room categories.

The column width is adjusted to the current window size.

Offline mode

You can keep on working even if the internet connection is not functionning.
At your first attempt to modify something, you will be asked if you would like to work in off-line mode. If you answer "no", Dormbook will be closed.
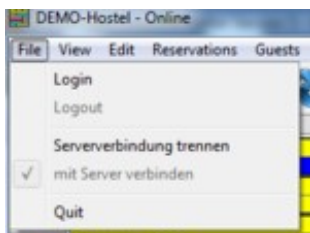
The internet connection can also be set offline and online manually. Choose the function under "menu".

As long as you remain in off-line mode, the status page stays red and the user is informed when any change is made (no internet connection available...). The program is slightly slower in off line mode, but you can keep on working.

Bookings done in offline mode are given a booking number preceded by a minus sign (e..g -2). As soon as the internet connection is re-established, the correct booking numbers replace the temporary minus ones.

Resolve double booking

In Offline mode, DormBook does not communicate with the interface anymore, which could lead to double booking. Therefore, as soon as the internet connection is re-established, DormBook checks all the new bookings to verify that no bed had been double booked. If double booking is found, DormBook's background turns orange. In addition, a button indicating "warning double booking" is displayed on the screen <u>Toolbar</u>.

Solve conflict

In case of double booking, the program decides to which booking the bed(s) should be attributed. The other booking will not be shown in the booking overview.

To resolve the conflict(s), click on "solve conflict" in the <u>toolbar</u>. The *conflict* dialogue box opens (see above) tabulating the bookings for which beds are missing. Click "open" to select the booking you wish to work on.

Lines corresponding to beds already booked are shown without bed number and in orange in the *edit booking* dialogue box.

Attribute new beds to the booking via the contextual menu in <u>"edit beds lists"</u>.

Booking

A booking consists of a guest, of a chosen number of beds, an arrival date, a length of stay, a booking status and a booking channel as well as a list of payments that the guest has made.

Additional services defined by the hostel (e.g. breakfast, beddings etc.) can also be booked.

Each bed linked to a booking can be defined in terms of gender (female, male, mixed, empty), age group (according to your definition) and rate (pre-defined or manual).

Distinctive feature:
If a bed is marked empty, it is not taken into account in the statistics as ?night? or ?arrival? and its price is set to zero. If a booking is given the status ?No show?, all the beds it contains are marked as "empty" and the length of stay is reduced to 1 night. In this way, the remaining data are not lost and can be retrived

when/if needed.

New booking

To create a new booking, select the corresponding area in the booking overview. The system automatically checks that each bed in the booking is available during the whole length of stay, thus preventing errors and saving you the need to individually verify its availability for each day.

To finish, choose on in the contextual menu (right click) between ?New reservation? and ?New reservation private?. Or you open the dialogue ?Edit reservation? by double clicking on the selected beds (not for private reservations).
If the ?New reservation private? is selected, the remaining beds in the room booked will be included in the booking as ?empty beds?. ?Empty beds? can not be booked by any other guest, and they are not tallied in the statistics for availability.

If you have chosen in C: Bed list to have the additional beds visible, the contextual menu offers as third option ?New reservation (additional beds)?. If you choose this option, the additional beds you may select will also be included in the booking.

The section *Edit booking* allows you to change all the booking parameters:
- Gender (by default the one attributed to the room)
- Age category (by default the first one you defined)
- Rate
- Length of stay
- Arrival and departure dates
- Booking status and channel (Internet, etc.)
- Guest

Process booking

To change an existing booking, open the dialogue *Edit booking* either in the contextual menu (right click on the booking) or by doubble clicking on the booking.

Example of dialogue box for *Edit booking*:

If the changes should not be saved, click on ?close? to exit the dialogue box. To accept the changes, click on ?OK? or ?Save? (depending from the configuration chosen in <u>Online Administration (B)</u>).
?OK? saves then closes the dialogue box. ?Save? saves the data without closing the dialogue box.

A: <u>Booking contact guest</u>

When a booking is opened for the first time, the contact guest should be chosen first.

B: Field for notes relevant to the booking

This field can be used to record miscellaneous notes.
DormBook automatically logs in this field the booking number from the interface (e.g.: HB: 3813538 with HB standing for Hostelbookers).
We would advise you to not delete this booking number.

C: <u>Bed list</u>

Bed description, gender, age category, room category, rate and guest name.
The following important adjustments can be made here:

<u>Change the number of people</u>

<u>Booking moved to another room</u>

<u>More, less or different beds</u> linked with a booking.

<u>Change guest gender</u>

<u>Age category</u> change for individual guests

<u>Change manually the bed price</u>

D: <u>Additional services</u>

E: Notes linked to booking

The booking abreviation codes cover the following:

Booking date:
The arrival date, the length of stay and the departure date for a booking can be modified at anytime. As the 3 fields are linked together, it is often only necessary to change only one of them.

<u>Booking status</u>

Booking channel:
The input of the channels through which the bookings happen is particularly important for the evaluation in lists form.

Important:
There are 2 possibilities to reference special elements. Bookings with the setting "important" turned on are highlighted in the general overview with a little * (star) put next to their name.

Reminder:
A reminder is often linked with a tentative booking (<u>Status</u>).
If the date for the reminder would be in the past, then the booking is displayed in the booking overview with inverted colors.

F: <u>Individual guest/Bed details</u>

The hostel direction chooses if this field is shown or not. The set-up is made in <u>Online Administration (C+D)</u>.

G: <u>Payment details</u>

H: Issue data

If one wishes to print a paper copy of the booking, the template and the device to which it is sent can be selected before changes in the booking are taken into account after the click on ?OK?, which saves the booking with the changes made. If you hover with the mouse over the name of a booking sheet in the drop-down list, the full name is displayed also as tooltip (that is helpful if the whole name is not visible).

I: <u>Group booking</u>

J: <u>Cancelation</u>

Main contact for booking

The first time a booking is opened, select the main (contact) guest. If the guest has not been created yet in the guest list, you can log in his data directly by clicking on ?Add Entry?.

If you would like to find an existing guest and re-use his/her data for a different booking, search for the guest, click OK and return in the *Edit booking* section.

If you have chosen the wrong guest, there is no need to erase it: Simply choose the right guest and the new data overwrites the former one.

If some of the guest information is no more up to date or needs correction, click on ?edit? to modify it.

If two or more users edit data of a guest, the data of the first user are overwritten by the second one. In this case a message in DormBook is displayed. Furthermore an e-mail that contains both versions of the data is sent.

Bed list

Change the number of people

If the number of people changes for a booking, you can change in the same way the number of beds.

Change beds

The booking needs to be assigned to a main guest before any beds list change can be done.

To change the beds list, mark a row and choose in the contextual menu (right click) one of the following four options:

+ Add bed: Open a list of the beds still unassigned for the length of stay corresponding to the booking.
- Erase bed: Erase the selected bed(s) from the booking
Edit beds list: Opens a list in which you can add still unassigned beds or remove from those already reserved.
Erase beds: Opens a list of all the beds booked for the given booking so that you can remove several beds at the same time. Remove the ckeckmarks form the beds that must be removed.

Gender

Four options are available: Male, Female, Mixed gender, Empty.
The previous example shows a 4-beds room booked for their sole use by 3 people. The 4th bed is included in the booking and marked as "empty". This means it can not be booked by anyone else and will not be counted in the statistics.

The default gender is attributed to a room by setting it up in Online Administration - Room - Gender. When a dorm room is booked, verify the guests' gender(s) (masculin, feminin, mixed gender) and adjust the dorm's gender accordingly. Here are some suggestions on how to handle bookings if the gender setting for a room is \"undetermined\":
- If all the guests of a given room are of the same gender, the room is sold online as \"women only\" or \"men only\".
- If a room is sold to guests doing a group booking as \"mixed gender\" or if guests are of different gender, the room is sold online as \"mixed gender\".
Important note: when a room initial settings are \"women only\" or \"men only\", it is in this case not sold anymore online.

Gender attributed to a room can be changed in 3 ways. In all cases, the change is done by selecting the corresponding line.

In the contextual menu (right click)

Following a keyboard command (f=feminin / m=masculin / x= mixed gender / l=empty)

In the drop-down list on right side of the table.

Age group

The age categories are defined by the hostel direction. Each guest in a booking can belong to a different age category. The rate per bed can be different for each age category.

There are 2 ways to change the age categories. In both cases, the page that needs to be changed should be selected.

with a keyboard command (first letter)

in the drop-down list on the right side of the table (near the gender)

Change price manually

The functions "p price" and "P all prices" in the contextual menu (right click) allow to change manually the price of either an individual bed or of all the beds. The general bill for the booking is recalculated automatically when a modification dialogue field is accepted.
The interactive dialogue can be opened via keybord command by typing "p" or "P".

The dialog to change all prices has an additional checkbox to set the new price also to empty bed.

The function "recalculate prices" calculates the booking general price according to the settings given in Online Administration.

Additional services

In this section, the Hostel can define various categories of supplements. These supplements are added to the total booking invoice and not calculated per bed.
If all the members of a group booking do not choose the same kind of supplements, supplements can be entered manually by double-clicking on the number. Another option is to split the group booking in several different bookings, which is best done by clicking on joint bookings.

Important: Supplements are not automatically re-calculated if a booking is modified!

It is possible to select the option to verify the supplements each time the user saves by activating it in the Online Administration. Each time a difference is noticed, the system displays an alert.

Click on "OK" to accept the changes suggested. Clicking on "cancel" keeps the amount of supplements unchanged.

Status

The booking status field is not compulsory. However, filling this field gives a better overview in Dormbook and in the listings.
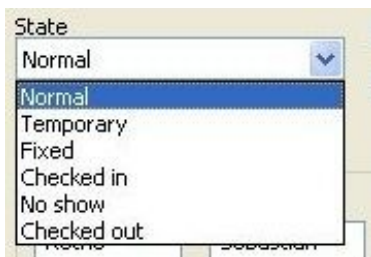
Provisional
A booking is provisional if it is not finalized yet. Plug in the reminder date the deadline by which you should rework this booking.
Advice: Beds tentatively reserved can no more be booked online.
All bookings in "provisional" status are coded in the booking overview according to the color palette by gender and arrival date with a lighter color than for confirmed bookings.

Fixed
The "fixed" status indicate that this booking can not be shifted to any other room (e.g.: a guest requested a very specific room).
Therefore, this booking can not be modified in the booking overview with the function "optimize room plan".
Changes can be done in the contextual menu in the *Edit booking* dialogue box.
All bookings with the "fixed" status are indicated in the booking overview with a darker color shade of the gender and arrival date color palette.

Checked-in

This stautus can be attributed via the context menu (right click in booking) in the booking overview so that the dialogue *Edit booking* can no more be opened.

Depending from the preferences set-up in the Online Administration, a change of status to "checked-in" may bring to your attention if that booking has not been paid in full yet.

Clicking "OK" in the dialogue allows the change of status to be implemented.

The hostel direction is able to define one or several of the following fields that need to be filled as requirements for the change of status to happen, such as the guest's country of residence, nationality, passport number or date of birth. The definition is made in the Online Administration.

A dialogue box opens if the conditions to allow a change of status are not fulfilled. After you agree with the warning, the dialogue *Edit booking* opens automatically.

No show

When the status "no show" is selected, the booking is reduced to one night and the beds status shifts to "empty". In this way, the guest is charged one overnight stay and his data is not lost. However, no overnight stay is added to the statistics count.

The credit card details remain saved for an additional 10 days in the guest file.

Advice for the additional services:

Additonal services calculated "per person" or "per person and per night" set the system automatically for 0.

Additonal services calculated "per night" set the system automatically for 1 (price multiplied by 1). If they should not be included, the additional services need to be changed manually.
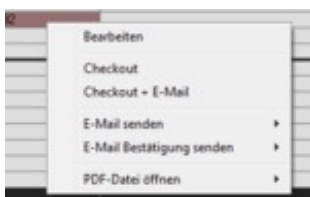
Checked-out

This status can be set-up in the booking overview through the contextual menu (right click on the booking) so that it becomes impossible to open the dialogue box *edit booking*.

With "check-out + e-mail" the status will be changed to checked-out and an e-mail will be sent to the customer. This e-mail out of the booking sheets can be defined in the Online Administration.

The conditions for a change of status are that the booking must have been paid in full. If such is not the

case, an alert will make you aware of it before the dialogue box *edit booking* automatically opens.

Cancelled/Erased
A cancelled booking (erased) is not shown anymore on the booking, but remains in the system. Its status is not set via any list in the drop-down menu but by clicking on the special button "cancel".

Cancelled bookings can be erased from the Online Administration (Data: Reservations:- bookings - history) in two ways:
?Delete Reservation (permanent)?: The booking is only shown in the Online Administration.
?Hide history?: The booking is not visible anymore, even not in the Online Administration.

Guest personal data

If each guest needs to be entered, data can be logged in here (last and first names, address, nationality, passport number). A click on "allocate" enters a new guest in the guest list and allocates him/her to the bed chosen.

Click on "search" to choose a guest already entered in the guests list and attribute him/her a bed.

Click on "edit" to open the dialogue box *Edit guest* if some guest data needs to be changed. Changes of address, nationality or passport number of an existing guest can not be saved in the "allocate" section. If the first or last name did not change, clicking on "allocate" avoids the need to re-type the previous data. This protection prevents recording multiple times the same person in the guests list.

Payment information

Rate (before and after tax)

The gross price shows the standard rate for the type of room (according to the price list and taking into account the age category). The net price shows the first total for the booking, calculated by adding a given percentage to the gross price. In many cases, the gross and net prices are the same.

In the example below, the booking with Hostelworld is done with <u>net price booking</u> settings. The net price is 90% from the gross price due to Hostelworld's 10% commission charge.

If the rates for the period booked have changed since the time the booking was made, the new price will be shown in the gross price field. The net price remains the same as when the booking was made and the presence of the % symbol will draw your attention to the difference. If you wish to apply for billing the new rate, select "re-calculate prices" in the beds list contextual menu.
Important: If one wishes to replace the older price by the one from another age category, the price needs to be <u>manually</u> changed. If you simply wish to change the age category or select the function "re-calculate prices", the new rates will be applied to the season.

The % symbol helps decide between several possible reductions.

Supplement

The total for all the additional services is shown in the field *Extra services*. The additional services are added to the whole booking and not to the individual bed/person.
If not all the members of a group request the same additional services, these extra costs can be entered manually. Several bookings can also be made, which is easiest to do in <u>group together.</u>

Payments

The field ?paid? or ?open? indicate how much the guest has already paid and/or if a part of the bill is still due. If a booking is paid at once, choose the method of payment and click the button ?paid?.
If the booking is in parts (either by installments or if members of a group each pay separately), click on the button ?payments?.
The various methods of payment can be defined by the hostel direction in <u>Online Administration</u>.

Fractionated payments can be entered in the *Payment* dialogue box:

Simply enter the amount and the mode of payment. Changing the date is depending on the access level.
Additional information can be saved in the "notes" field.

When all the data is correct, click "import" to save the partial payment.

Important: Fractionated payments are saved and finally included only when the dialogue box *Edit booking* is saved. In the colour scheme "arrival" there will be a change of colour of the reservation to purple in case of fractionated payment until the following night and all additional services of the complete reservation.

Fractionated payments which have been entered in the *Edit booking* dialogue by clicking on "save" or "OK" cannot be erased. If you wish to correct a mistake, use a negative booking.

Payments transfered (even entered) are not saved if the user clicks on "cancel" when leaving the *Payments* dialogue box.

Joint bookings

We recommend to group together bookings that are linked one with another. For example:

Guests change their room during their stay.

Members of the group do not all arrive and/or depart at the same time.

The group qualifies for a discount for one of the nights.

For bookings grouped together, an additional field can be added to the *edit booking* dialogue window by clicking on the designated symbol below.

Overview of grouped bookings

A:

The button "insert booking" allows to group with the booking another already existing booking. Simply enter the booking number in the appropriate field and click.

B:

Overview list of grouped bookings: Booking number, number of people, arrival date, number of nights, total price and elements of billing still in progress.

C:

This function deletes one booking from the group.

D:

this function allows to split a booking into two or more separate bookings. The split can be done according to arrival date, by room or by person/bed.

E:

This function restores all the prices in all the bookings of the group to the default values set in Online Administration.

F:

General total for the group or total of the amount still due for the whole group.

G:

The total payment as well as part payments of a group can be processed here. The payments are booked to the persons from top to down. For individual guest payments and payment text, process individually each payment for each booking (see on the right side).

H:

When the function "show all" is selected, all bookings of the group, including the cancelled ones are shown in the booking overview list.

I

Button cancels the whole group

Cancel

A click on the "cancel" button cancels the booking. A booking can be cancelled regardless of its status, even if some payment has already been received. In this case, the payment is not erased and can retroactively not be modified. Credit card details will be cancelled within 24 hours after cancellation.

A field provides space to indicate the reason for the cancellation (not compulsory).
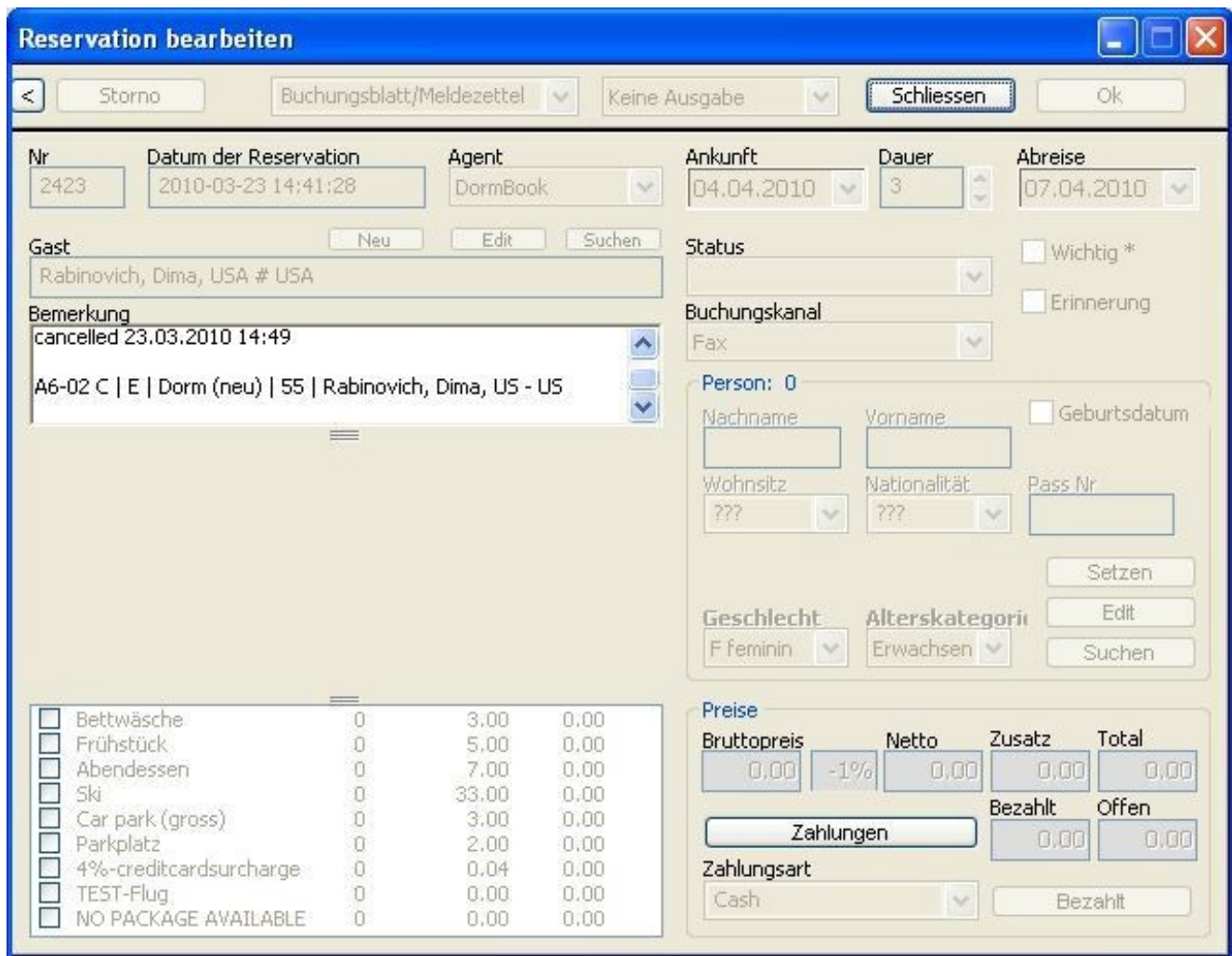
A canceled booking is no more visible on the booking overview but remains in the system's background.
<u>Search booking</u> allows you to open the *Edit booking* window to track the changes.

Check that the cancelation cause and the bed(s) list are visible in the notes field.

Cancelled bookings can be deleted completely from the system Online administration (data - booking - history) by:
"Delete booking (definitive)": the booking is only still shown in Online Administration
?Hide booking?: the booking is not shown anywhere including in Online Administration

Find booking

If a booking is not available in the current view (neither in the chosen time period nor in room category displayed), you can search for it by clicking on the ?Find reservation? function in the toolbar or in the menu ?Reservations: Find reservation?.

Quick search

Known booking number:
If the booking number is known, type it in the search field of the Toolbar, click on the binocular symbol or type ENTER.
The date range will be set-up to show the arrival date of the booking and the dialogue menu for *Edit reservation* opened.

Extended functions:
Additional data can be searched within the same field:
- First or Last name
- E-mail address
- keyword search from the Remark field
Enter the element you are looking for in the Toolbar search field. Once at least three characters have been entered in the search field, the number above it in parentheses shows how many search results have been found. After a click on the search field or typing ENTER the dialogue box *Search booking* will be opened (even if only one search result was found).

Dialogue *Find reservation*

The illustration above shows how to open the dialogue box *Find reservation*.

Clicking on the ?reset? button erases all the search criteria entered.

Search results are shown in the lower half of the window. The first column contains a symbol indicating the booking status:

N --> Normal
P --> Temporary
F --> Fixed
! --> Checked-in
^ --> Checked-out
X --> No-show
x --> Cancelled

The dialogue *Edit reservation* can be opened with a double-click, by typing on Enter or by clicking on ?Edit?.

Known guest:
If only the guest is known for the booking, the booking can be found via the guest list. You will find a precise description in the Guest's file chapter.

Sending e-mail

You have the option to send the same reservation confirmations (new, changed, deleted) directly out of DormBook as they are used to be sent for DormOnline bookings. This function has to be activated in the online configuration under hostel ? DormBook options. A description about this can be found in this documentation Configuration - Additional DormBook settings - DormBook options.
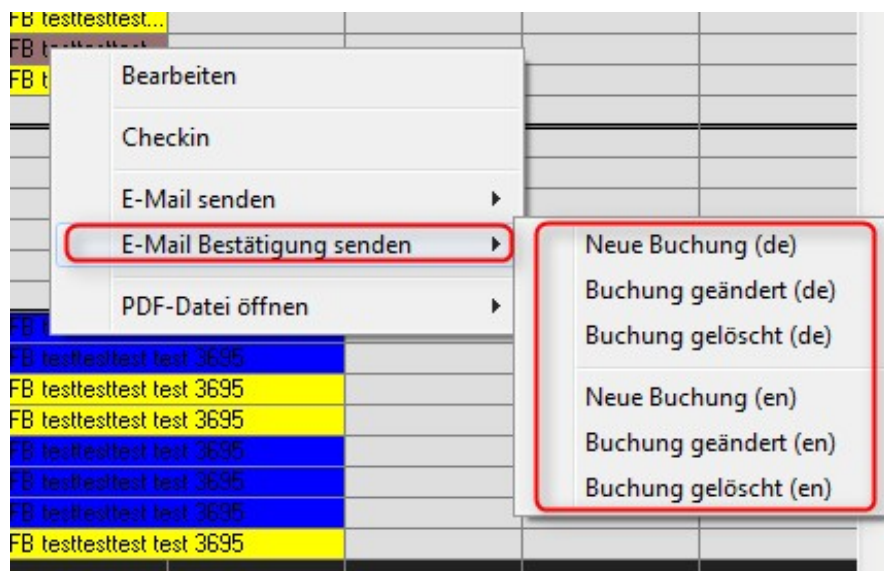
You have also the possibility to send to the guest your own predefined e-mail out of the DormBook reservation.

The e-mail text has to be defined in the online administration in Hostel ? Booking sheets. A description about this can be found in this documentation under Configuration ? Additional DormBook settings ? Bookings.
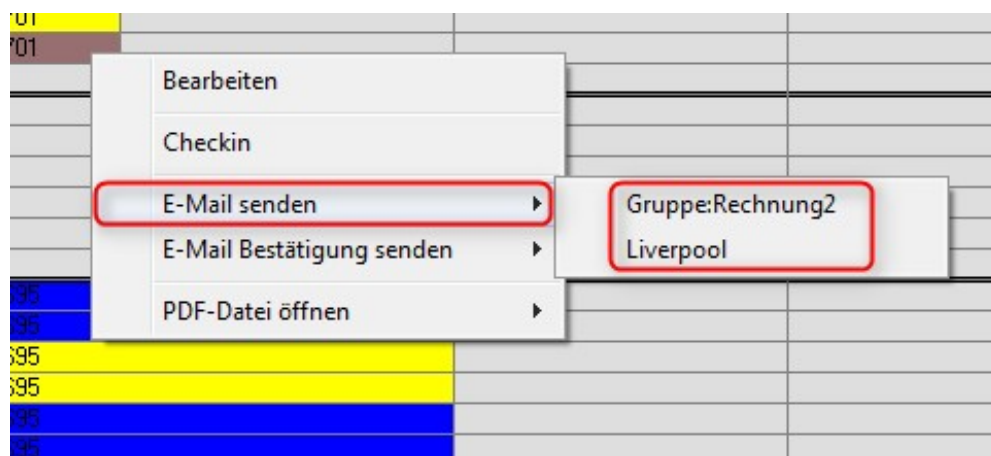
The e-mail will be sent to the e-mail address saved in the guest details under "address". A copy will be sent to the hostel e-mail address that is defined in the online administration.

Guest directory

Menu Guests   Find guest

You can search for guests previously registered in the guest list using different fields (First or Last name, Country of residence, Remarks, etc.). It is also possible to search for only part of a name (e.g. in the middle of a name). When a guest is found, data can be edited by doubble clicking, via the contextual menu (right click) or via the Edit button.

The context menu allows:

- Edit
- New (create guest)

- Delete
You can also delete guests that are part of a booking.

If no search criterion is selected, the list is shown empty. Clicking on ?Reset? erases all the search criteria.

We would like to emphasize the power of searching guests by categories. The hostel management may wish to configure in <u>Online Administration</u> a category called ?Blacklist? on which problematic guests can be listed.

Edit Guest

The *edit guest* window contains all the saved personal data of the guest.

A Grundinformationen

B Gastdetail

C Zuordnung der Gastkategorien

D Auflistung der Reservationen des Gastes mit Status, Reservationsnummer, Ankunft und Dauer

Background data
Each guest must be defined by at least his/her name (first or last). The hostel management is free to define in the <u>Online Administration</u> additional fields compulsory to define a guest.

Guest data
To open or close access to the additional groups of guests details, click on the upper right arrow. The 2 default data field shown in the program are:
- the address: Salutation, Address, Address line 2, Postal code, Town, Email
- the credit card (CC): type of CC, name on CC, CC number, CC expiry date.
Additional elements (up to 6 fields) can be defined in the <u>Online Administration</u>.

To view or edit credit card details the user needs access rights to do so. These access rights have to be defined by the hostel management in <u>Online Administration</u>. The credit card details will be cancelled 10 days after departure.

If the **CC number** box is filled, each character is automatically checked to see if it corresponds to a correct credit card number pattern. If this is the case, the credit card number turns green. Keep in mind this check is not absolute but verifies the likelihood of the number to belong to an actual CC.

Organizing guest categories
A guest category can be attributed to each guest by clicking on the right side of the dialogue box. These categories are defined by the hostel in the <u>Online Administration</u>

Booking listing
All the previously saved booking for this guest are shown at the bottom right under the dialogue box (D). A double-click opens directly one of these bookings.

Daily lists

Reports   Daily lists
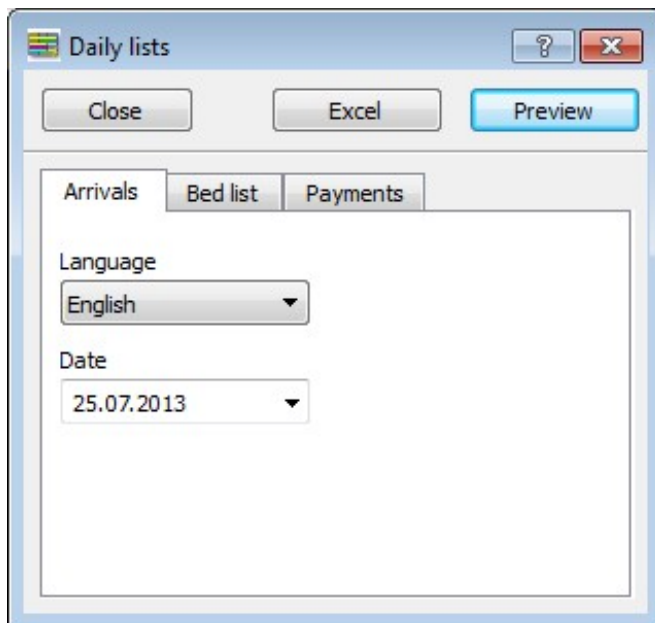
The daily reports can be printed directly from DormBook.

The **Arrivals** list shows all guests arrived and checked-in for a given date, e.g. for the foreigners police.

The **bed list** shows all the rooms listed with (depending from selected option) arrivals, departures or length of stay, e.g. for housekeeping service.

Payments shows all the payments made during a selected period, e.g. for the change of shift.

The lists are available as Excel tables or PDF documents (preview).

Settings

Menu Tools   Local settings

Display: If you would like to have a smaller line height in the bed overview, choose "Compact table views". Furthermore you can define if not selected reservations should be displayed in gray, if reservation should be allowed to move evn if marked as fix, as well as if the group reservation dialoge should be displayed in landscape mode.

General: Define here, if the standard booking sheet for online bookings needs to be printed automatically from this workstation.

Connection: The path to the installed PDF reader can also be set up for each workstation.

Payment types: Select the payment types to be available on this station.

Hardware: Please select the checkbox if a passport scanner is connected. A click on "Configuration Passport Reader" stats the configuration program (Camel Tools) on Windws computers. Please also use

the Calibration passport scanner function to make sure, everything works as expected. The manual (pdf) can be opend within the Calibration passport scanner dialoge.

_____
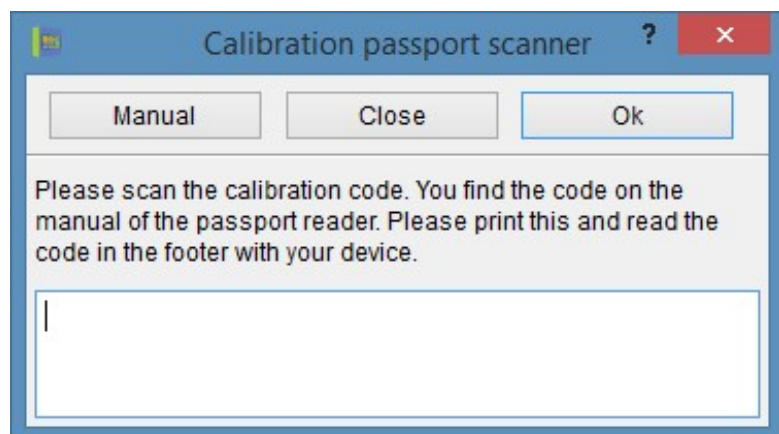
Menu ?   About DormBook

The station name can be changed here by any user who has the DormBook login level for ?manually set the time for payments?. The station name will be changed when closing the dialogue ? without asking if it should be saved or not. There has to be set a name (empty field cannot be saved).

Note for Windows 8: The local folder is listed as C:\\ProgramData\\DormBook. However, the database files lie in C:\\Users\\[myuser]\\AppData\\Local\\VirtualStore\\ProgramData\\DormBook.

Configuration (admin.book.world)

The configuration is made in the Online Administration. Log in the homepage https://admin.book.world with the user name and password specific to your hostel. We send you the login data immediately after we receive your first payment.
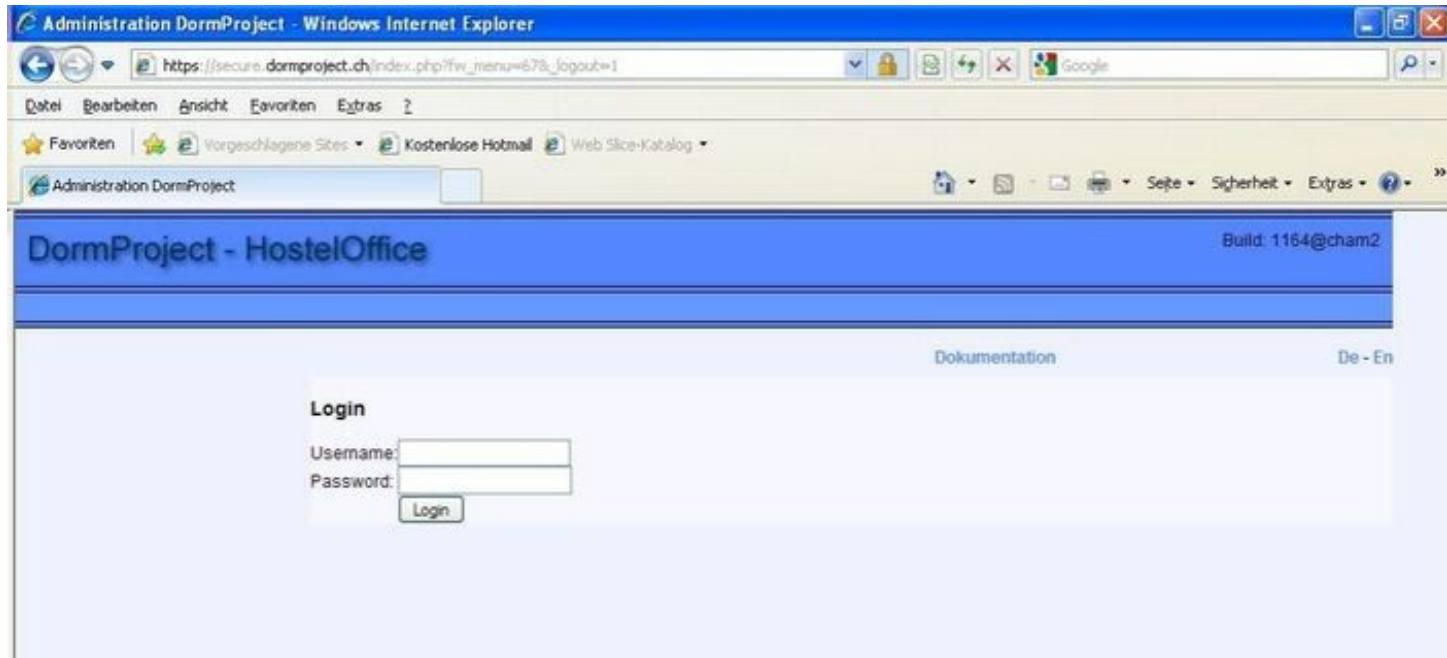
Configuration of the hostel is done in 4 parts in the Hostel menu:

1. Rates
2. Room
3. Extra charges
4. Internet booking (Online configuration)

Important: The configuration should be completed in the order above.

Different configuration set-ups can be defined independently for each part.
Which configuration is valid for any of these elements can also be defined for a given date.
This date-specific set-up is done in the Online Administration Calendar.

For further information in English regarding configuration, see Online Administration under ?Home: Training video: Rooms and prices?. The password for the video is on the upper side (between the title and the first video).

Room categories

The room categories need to be defined before you can enter the individual rooms.

The room categories are edited in DormOnline administration under ?Hostel ? room ? room categories?.

To create a new room category click on ?Add entry?. To change an existing room category, click on the pen symbol (not visible in the picture).

Rooms with the same rate and of the same type are grouped together in a room category. There is no limit on the number of room categories you can define and each category can have an unlimited number of rooms in it.

Insert room category

1. Description
Internal description of the groups.

2. German text (for DormOnline and Gomio)
Text for the guests. Important: The number of people or the word bed (or beds) starts the sentence. The text should then follow by something like "in". E.g. "in a room with several beds", "in a private double room with bathroom/bathtub and balcony".

3. English/French text (for DormOnline and Gomio)
Similar to the German text.

4. Picture (for DormOnline)
You can insert a picture for the room category (optional).

5. Color (for DormBook)
Each room category can be given a color (optional).

6. Statistics/Day lists/Reports
Tick the box to select if this room category should be included in statistics, day lists, and/or reports.
Individual lists are populated according to the boxes ticked in the various categories.
We recommend to include all the room categories in all the 3 lists with the exception of the categories relative to "parking", "children beds", etc.

Note: Do not forget to save your entries/changes.

Room

Room categories should be defined before individual rooms can be entered in the system.
Rooms are defined in ?Hostel ? Room?:
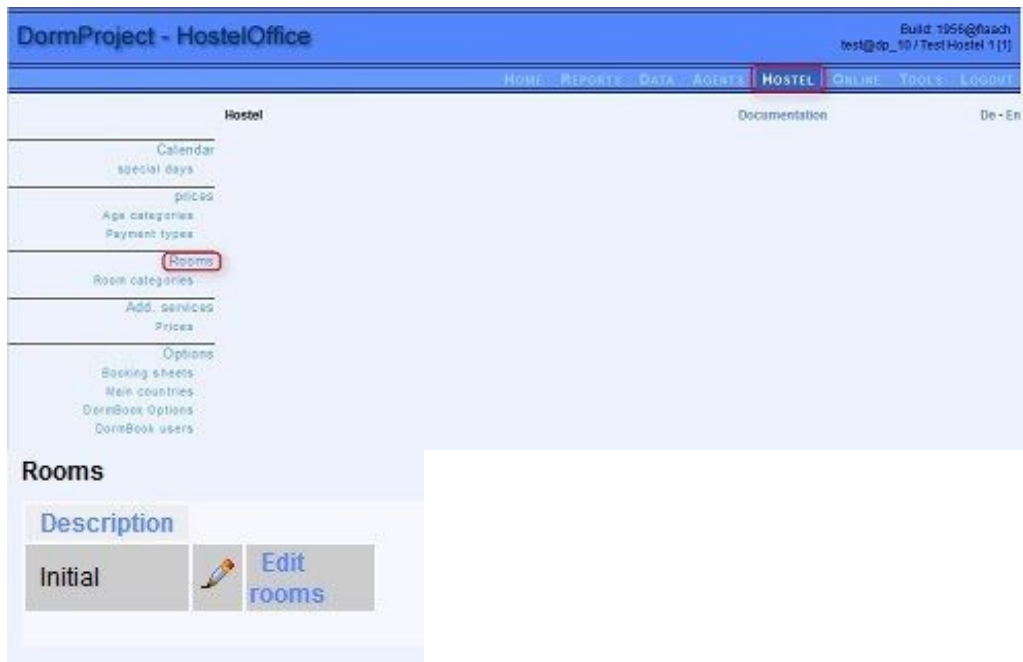
Insert room

Record for each room of the hostel the following:

Room number:
An identification number describing the room.

Room category:
Choose the room category for the room.

Gender:
Background set-up for the room and the default value in DormBook. The DormBook user can always change the gender attributed to a room later. For online bookings, this setting is of no relevance.

Online:
This data defines how and if this room is offered for rent online. The selection made has an impact on how availabilities are considered for new bookings. We recommend to adjust the online conditions and the gender ration one with another. A list of the different alternatives is described on the page Rooms online.

For single rooms, defining the gender or online status has no impact (exception for status: room not sold online).

Color (for DormBook):
Each room category can be given a color (optional).

Number of beds:
Enter the number of normal beds. Additional beds need to be added afterwards.

Note: Do not forget to save your entries/changes.

To change an existing room, click on the pen symbol. To erase an existing room, click on the red X. The dialogue box is somewhat different during the erasing phase as the beds are now tabulated individually.

Parameters can now be changed. To add new beds or additional beds, click on ?Add entry?. We recommend using the last letters of the alphabet for the additional beds.
To save the changes, click each time on ?Save?, either on the right or the left, where the change should be made. There is no general ?save all changes? button.

Rooms online

In the table below it is mentioned how new bookings can be booked into a room.

We give an example for the first row of the setting ?Consider bookings, Women?: A booking request checks, if and which kind of beds are already booked into a room. In this case, when there are not already booked any beds or only beds booked by women, the booking request gets successfully into this room. However, when at least a man or at least a man and a woman are booked into a room, the booking request does not get into this room.

used beds?

Option	empty	?only women	?only men	?mixed/differently
not online	no	no	no	no

consider bookings, women	OK	OK	no	no
booking request women	no	no	no	no
booking request: men	no	no	no	no
booking request: mixed	no	no	no	no
consider bookings, men				
booking request women	no	no	no	no
booking request: men	OK	no	OK	no
booking request: mixed	no	no	no	no
consider bookings, mixed				
booking request women	no	no	no	no
booking request: men	no	no	no	no
booking request: mixed	OK	no	no	OK
consider bookings, women or mixed				
booking request women	OK	OK	no	no
booking request: men	no	no	no	no
booking request: mixed	OK	no	no	OK
consider bookings, men or mixed				
booking request women	no	no	no	no
booking request: men	OK	no	OK	no
booking request: mixed	OK	no	no	OK
consider bookings, all possibilities				
booking request women	OK	OK	no	no
booking request: men	OK	no	OK	no
booking request: mixed	OK	no	no	OK
bookings not consider, mixed				
booking request women	no	no	no	no
booking request: men	no	no	no	no
booking request: mixed	OK	OK	OK	OK
bookings not consider, women				
booking request women	OK	OK	OK	OK
booking request: men	no	no	no	no
booking request: mixed	no	no	no	no

best practice

women	for female room
men	for men room
mixed	for mixed rooms
women or mixed	Occupancy may vary between women and mixed
men or mixed	Occupancy may vary betweend men and mixed
All possibilities	very flexible rooms
bookings not consider, mixed	Always mixed rooms, the gender of the guests is recorded

bookings not consider, women	Always women's room, even if a bed as mixed or man booked is, the remaining beds exclusively as women's beds offered

Age categories

The age categories should be defined before entering the rates.

There needs to be at least one age category defined. To create an age categrory, click on ?Add entry?. To change an existing one, click on the pen symbol or directly modify the data in view. The order in which the age categories are shown can be changed by clicking on the arrows to the left of the list.
Important: Do not forget to save your entries/changes at the end.

An age category does not need to be defined by the age of the guests. We recommend creating such an ?age? category for each guest group with a special rate (a discount, special offer, etc.).
Examples:
- Children
- Walk-in
- Students, etc.

Abbreviations:
Bed list shows the abbreviations defined for the age categories.

Keyboard commands:
The keyboard command is the first letter of the name given to the age category. Letters in the alphabet can be used only once. Do not use F, M, X, L and P for age categories as these letters are already used as commands for gender and change of price.

Order in which categories appear:
The first age category in the list is the default/main one, which means the following:
- This is the standard category in DormBook.
- The prices for the main category are the only ones shown in DormOnline.

Rate (per bed)

Age categories, room categories and individual rooms should be defined first, before the individual prices for beds can be entered.

Prices are defined by following the "Price" link:

Group rate:
Define first a group rate. This rate includes all the beds during one or several time periods. Select ?Add entry?, fill the field *Description* by giving the rate a descriptive name and save the first group rate.
Important: At this stage open only one group rate.

VAT:
You may wish that not all the extra charges should get the VAT phrase as the bed rates. You can input here the description you wish to have shown for the bed rates. Prices are given with tax included.

In case that there are costs or taxes with other VAT rates included in the price you have the possibility to split the price for the different VAT rates. This is only possible after a special set-up that has to be done. Please ask us for this set-up.

Bed rates:
To enter the bed rates, click on the pen symbol. The description on the left side can be modified at any time. To give the new bed rates, click on ?Add entry?. To erase an already existing rate, click on the red X. Changes to a bed price can be done directly in the overview.

Important: Save each of your change or new entry by clicking on the ?Save? button as described below. There is no general ?Save all? button.
To leave the page, click on the ?save? button located on the left.

Room categories:
Choose one from defined room categories.

Age categories:
Choose one from defined age categories. If no rate has been defined for a combination of room and age categories, DormBook will show 0 for the rate. The price for the first age category would be the only one shown online.

Occupancy:
This section defines if a guest books only one bed of the room or wishes to book the whole room as private room. Here are the codes:
0 = one bed in a room with other beds
1 = single room (private)
2 = double room (private)
3 = triple room (private)
4 = four beds room (private) etc.
The desired occupancies can be entered for each combination of room and age categories.

Prices:
Fill in the rate per bed/per night, including VAT.

The bed rates given can be changed at any time.

After entering all the prices of the beds for the first group rate, copy the whole group rate (see above). It is recommended to pay particular attention that all the individual bed prices have been entered before the copying step. The individual prices and the group rate description can be changed later if needed (click on the pen symbol).

When all the group rates have been entered, the next step is to define in <u>calendar</u> the time period when they apply.

Split VAT rates

In case that there are costs or taxes with other VAT rates included in the price you have the possibility to split the price for the different VAT rates. This is only possible after a special setup that has to be done. Please ask us for this setup.

With ?Add entry? a new category will be defined. Changes on categories can be made over the pen symbol. To delete a category press ?X?.

With ?Separate? you can decide if the VAT shall be shown separately on the invoices or not.

In order to show VAT details on the invoice use following variables when setting up the invoice in the booking sheets:

Separate booking:
%Bookings:room|gender|agecat|cat|count|countx|pricepnight|price|pricepnight_gross|price_gross|guest|guest_pas

Group booking:
%GroupBookings:date|text|textgender|gender|count|countx|priceperperson|priceperunit|price|priceperperson_gros

Rates

Some Interfaces support the upload of different rates. The setup of all these rates has to be done through
the external system (e.g. HostelWorld). Once everything is setup for each price definition (price group) the
settings can be added.
The additional symbol in the liste of price groups is shown anyway:

Hostelworld: Non-Refundable Rates

In the HW-Inbox for each room type NRR can be activated.
(1) First Step to have DormProject manage the NRR activation/deactivation: click on the Checkbox on the
right side of Hostelworld (API) and then click on the Save button:(2) Second Step: Select one of the online
groups used (in future) in combination with the chose price groups

Rates   Documentation

Price group: 4 High

Rates: 4 High

Activate and adjust prices for rates of connected system (interfaces)

Show rooms/price based on online group: Please select

☐ **Hostelworld (API)**   Rooms   Base price

Save

Hostelworld (API)	Rooms	Base price	default [default]		nonref [NR]	
Standard 4 Bed Private Ensuite (2558)	0.2, 0.1	31.76	0 %	31,76		
Standard 2 Bed Double Bed Private Shared Bathroom (2559)	3.10, 3.3, 2.10, 2.9, 2.3, 1.6, 1.3, 1.2	36.47	+10 %	40,12	0 nA	
Standard 4 Bed Private Shared Bathroom (2560)		0.00	0 %		0 nA	
Standard 8 Bed Mixed Dorm Ensuite (2561)	3.5, 2.5, 1.5	31.76	+10 EUR	41,76	0 closed	
Standard 3 Bed Private Shared Bathroom (2562)	4.4, 3.9	32.94	-10 %	29,65		
Standard 1 Bed Single Private Shared Bathroom (2563)	4.6, 4.5, 3.11, 3.1, 2.11, 2.1	64.71	-10 EUR	54,71	0 closed	
Standard 2 Bed Twin Private Shared Bathroom (2564)	4.3, 4.2, 4.1, 3.8, 3.7, 3.6, 3.4, 3.2, 2.8, 2.7, 2.6, 2.2	38.82	0	38,82	0 open	
Standard 4 Bed Mixed Dorm (354952)	2.4, 1.7, 1.4	32.94	0 %	32,94	0 closed	

Here the room types of HostelWorld can be managed:

1. yellow: display of the assigned rooms in DormProject according to the selected online group
2. green: Base price
   for the HW room type based on the selected online group (assigned rooms) as well as the settting onTop and Commission booking from Agents -> Contracts
3. blue: price adjustmen
   For each HW room type a price adjustment can be defined. Raise or reduce the price as you like. The result based on the base price (green) is also displayed.
4. orange: nonref setting:
   Please choose as you like:
   nA: the interface does not change anything
   close: the interface sets the nonref rate for the assigned dates to Off
   open: the internet sets the nonref rate for the assigned dates to On

Calendar

The calendar defines the dates and time intervals when the various prices are valid. To access them, click on the ?Calendar? link.

$de

A View options

B selected date periode for changes

C selected weekdays to change

D date (not selected)

E date (bold = selected)

F overview bed prices (price groups)

G overview online groups

H overview service prices (service groups)
I legend

If you hover with the cursor over a field in one of the columns in the calendar, the relative group is displayed.

Calendar entry

Edit calendar

$de

1. Selection/verification of week days:
If rates change according to the day of the week (for example week-end rates), select the days when changes apply in (C). Selections for rate variations can also be done over longer periods tha/n a week.

2. Define the date range:
To define the active date range (A), click on the beginning and end date in the overview (for example in (D) or (E)). The last two clicks define the range. In addition to A, the chosen dates are also displayed in bold in the four columns of the calendar.

3. Define the group rate:
Select the desired group rate in the drop-down menu in the corresponding zone of the calendar (F to I).

Concerning G: Activates DormProject for your hostel, with the ?default? group valid at all times (including during your hostel's potential business closure).

4. Click on the ?Assign? button (B).

Special days

Special days consist of local, national or religious holidays as well as special occasions. DormProject allows the users to put in evidence these special days by highlighting them in DormBook.

The link to ?special days? can be found directly under the calender:

Insert special days

To insert a new ?special day?, enter the date (see below) and click on ?Edit?.
To modify an existing ?special day?, click on the pen symbol.
Once created, existing ?special days? can not be erased but they can be modified.

special days	
Date	01.03.2010
Text Dormbook	Holiday
Dormonline	
Text German	
Text English	
Text French	

Save

Effects

Special days appear in green in DormBook. The field content in ?DormBook text? is displayed in the status row when the mouse cursor passes over a date corresponding to a special day.

20.3. Mi 1/187	21.3. Do 1/187	22.3. Fr 1/187	23.3. Sa 1/187	24.3. So 1/187

In DormOnline, the reference can be found on the second page (2nd step), under the grand total price:

Total für den Aufenthalt   EEK 61.00 (€ 35.88)

Zurück / Datum ändern   Weiter

Während Ihres Aufenthalts finden folgende Veranstaltungen statt:

01.05.2010 Es kann zu grossen Demonstrationen mit Strassenschlachten kommen.

Additional Services

Examples of additional charges would be for breakfast, bedding, ski pass etc. They are defined under the ?Additional services? link:

Enter additional services

To create a new additional service, click on ?Add Entry?. To modify an existing service, click on the pen symbol. To erase an existing one, click on the red X.

Description:
Description of the additional service for the hostel use.

ID code:
The abbreviations entered here are shown in DormBook between the symbol indicating the booking status and the guest's name. ID codes length is limited to two alphanumeric characters:

Standard calculation:
This is how the additional services are calculated in DormBook as extra in the bookings. The quantities can be changed manually anytime by any DormBook user.

Calculations categories:
Four possible choices:
- * 1: the supplement is multiplied by 1   e.g.: toothpaste
- * number of person: the supplement is multiplied by the number of people in the booking   e.g.: beddings, towels
- * number of nights: the supplement is multiplied by the number of nights booked   e.g.: parking fees
- * number of nights * number of person: the supplement is multiplied by the number of nights and multiplied by the number of people   e.g.: breakfast

Note: We advise the hostels who rely on the FlexBooking system in DormBook to use only the standard calculations * 1 and * per nights.

Online:
Define if and how an additional service can be booked by DormOnline.
- Not Online: The additional service is not offered online.
- Yes/No: The guest can choose the additional service by ticking a box. This has no influence on the additional service calculation (calculation mode by default).
- Choose number: The guest can choose the number of additional services.
- Fixed: This additional charge is fixed and added to each booking.
(This set-up is only for DormOnline and does not impact the bookings entered directly in DormBook or which are done via another interface.)

Text German/English/French:
Texts shown in DormOnline.

Important: Save all your changes and new entries.
Once those saved, the prices for additional services can be defined.

Rate supplements

Before entering the prices of the additional services, those additional services should first be defined.

Additional services price groups

First, create a group. A group contains all the prices for the additional services available during one or more specified time period(s). Choose ?Add entry? and enter the name of the first group in the ?description? field, then save the changes.
Important: At this stage, open no more than one group.

If no price is defined for an additional service, this service will be visible in DormOnline but can not be booked online.

To enter the individual prices of the additional services, click on the pen symbol. The description of the group on its left side can be changed at any time.
To enter the price of an additional service, click on ?Add entry?. To erase an existing price, click on the red X. Prices changes can be done directly in the overview screen.

Important: Save each change/new entry by clicking on the ?Save? button below. There is no ?Save all? button.
To leave the page, click on the ?Save? button located on the left side.

If you are using different groups for the additional services rates, copy the first price group. We recommend that you pay attention that all the prices have been entered prior to doing the copy. You can modify later the price as well as the description from the price group (click on the pen symbol).

In the next step, define in calendar the time period when the group rates are valid.

Additional DormBook settings

It is recommended, before carrying on with the online configuration, to set up first some small parameters in DormBook

DormBook settings

It is recommended, before carrying on with the online configuration, to set up first some small parameters in DormBook

DormBook user

The hostel direction can set up a user account for each employee. This allows to track changes (when and by whom). Users can be given various levels of access privileges. Users are defined by going to ?Online Administration ? Hostel ? Options ? DormBook users?:

To create a new user, click on ?Add entry?. To edit an existing user, click on the pen symbol. To change a user to inactive status (delete), click on the red X sign.

The filter on the upper side allows you to choose which users to view: active or inactive ones.

If you assign at "User group admin" a access level, this user can login with the password used form DormBook into the online administration. To login through the website the password must be at least 9 characters long and contain upper- and lower case characters and numbers.

The user can change his password when starting DormBook. The first time use the password set in the Online Administration, choose "Change password" and insert the new password twice.

The user group defines the access privileges. The hostel direction defines which access privileges are attributed to each user group in "DormBook settings".

Payment types

User-defined by each hostel:

To create a payment type, click in ?Add entry?. To change an existing payment type, click on the pen symbol. The order in which the payment types appear (in the overview) can be modified by clicking on the arrow next to their descriptions. **NB:** Existing payment types can not be deleted.

We recommend that you define at least the following payment types:

- all credit cards possible, such as Visa, Mastercard, etc.
- cash
- discount

Frequent countries

The country of residence and/or the guests' nationality may be needed for statistical purposes (e.g. for the immigration authorities). The specific country can be chosen from a drop-down menu in the *Guest* dialogue window.

The function ?frequent countries? allow you to put on top of the list the countries that are the most often selected.

To define a land as a frequently selected country, click on ?Add entry?. To modify an existing country, click on the pen symbol. To erase a contry from the frequently selected ones, click on the red X.
The order in which the frequently selected countries appear can be modified by clicking in overview on the arrow next to their name.

Guest categories

The hostel direction can define several categories in which to sort their guests. These categories can be useful for marketing purposes or when building a list of unwanted customers (blacklist).

The guest categories are defined in the online administration under ?Data ? Guests ? Categories?:

To creat a guest category, click on ?Add entry?. To change an existing category, click on the pen symbol or change it directly in the overview screen. Do save the changes immediately.
The order in which the categories are shown can be changed by clicking on the arrow on the lower left of the categories descriptions (in the overview screen).
To delete a category, click on the red X.

Guest data

The following fields are available in the *Edit guest* dialogue box:

Background information:

- Last name, first name, address (country), date of birth, passport number, nationality, notes.

Details:

- Address: salutation, Address line 1, address line 2, postal code, city, e-mail
- Credit card (CC): CC type, CC name, CC number, CC date of expiry

The hostel direction can define up to 6 more fields for additional data in Online Administration under ?Data - Guests - define details?.

To define a category of guest details, click on ?Add entry?. To change an existing field, click on the pen symbol. The order in which the guest details appear can be changed by clicking on the left arrows near the description (in view). **NB:** Existing guest details cannot be erased anymore.

Always make a specific field in the English language (and not in other languages only): the English name(s) of the fields are used to define variables used to send confirmation e-mails and pages.

Define a ?Phone? field in the guest details in DormBook so that phone numbers entered in the online bookings can be transfered and saved. The name of the field should be exactly ?Phone? (otherwise, data will not be saved).

Booking sheets

This section defines the current document templates (Booking card, Invoice, etc.):

Here are a few templates. To modify them, click on the pen symbol. To delete a template, click on the red X. To create a template, click on ?Add entry?.

When creating a template, define first its title and language. Save these properties. Then open the template

again to fill in the contents information.

Visualizing a template with the variables used can be done with ?Test HTML? or ?Test PDF?. In addition, the Online Admininistration always uses the information coming from the booking with the highest booking number.

Further information can be found in the section relative to editing booking cards.

Information about sending e-mails out of DormBook

Edit bookings

Four sections are available:

- Title and language
- HTML
- Text
- Variables

The first three sections can be modified, with HTML constituting the main thing. Always save your modifications by clicking on the ?save? button.

Title and language
The title can be chosen in DormBook in the drop-down menu in *Edit reservation*. It can be modified anytime in the booking sheet. The language should be selected and impacts the variables displayed, e.g. männlich/male.

HTML
The HTML field contains the definition of the booking sheets. Two views are available: either the HTML document source code or the final version (or preview) of the document. Clicking on the A symbol allows switching back and forth between the two viewing modes.
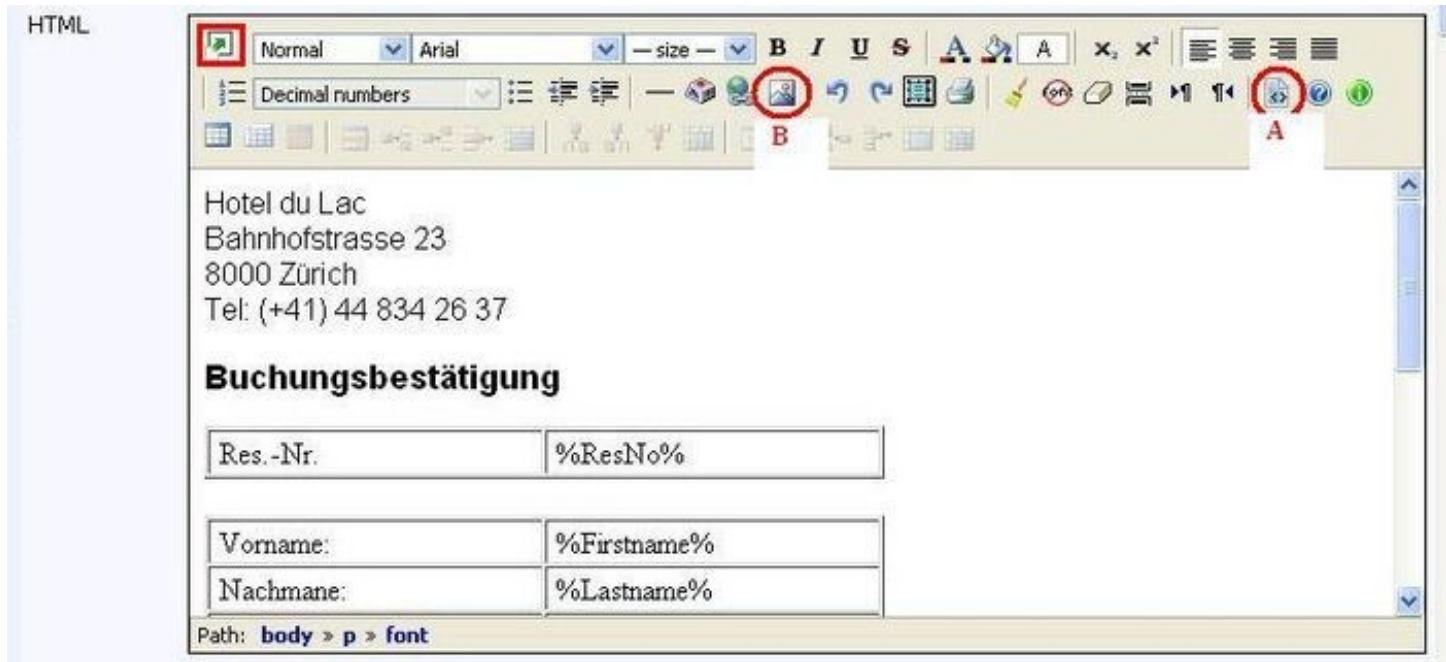
The following changes can be made in the *preview* mode. For more information, refer to "How to".

Replace an existing text

Replace an existing formula

Replace a picture (logo, etc.) by using symbol B (see above). Special .jpg formats ("JPEG, progressive, CMYK") cannot be used.

Insert texts at the end of a document

Change the text properties (font and size)

We recommend doing all the other changes (in particular the display changes) in view *source code*. Further information can be found in the "how to" section.

You can zoom the preview to full screen view by using the (above left) red square symbol.

Text
This field is used to export to the clipboard.

Variables
All the available variables are copied here.
Important note: a variable begins and ends with a % symbol. Variables should NOT be modified.

Most variable names are self-explanatory. For more details look in "How to" under each individual variable.

Send e-mails

With a few settings every booking sheet can be sent as e-mail directly out of the DormBook reservations overview to the customers e-mail address. It can also be converted to a pdf document. When choosing "pdf document and e-mail" both functions will be activated.
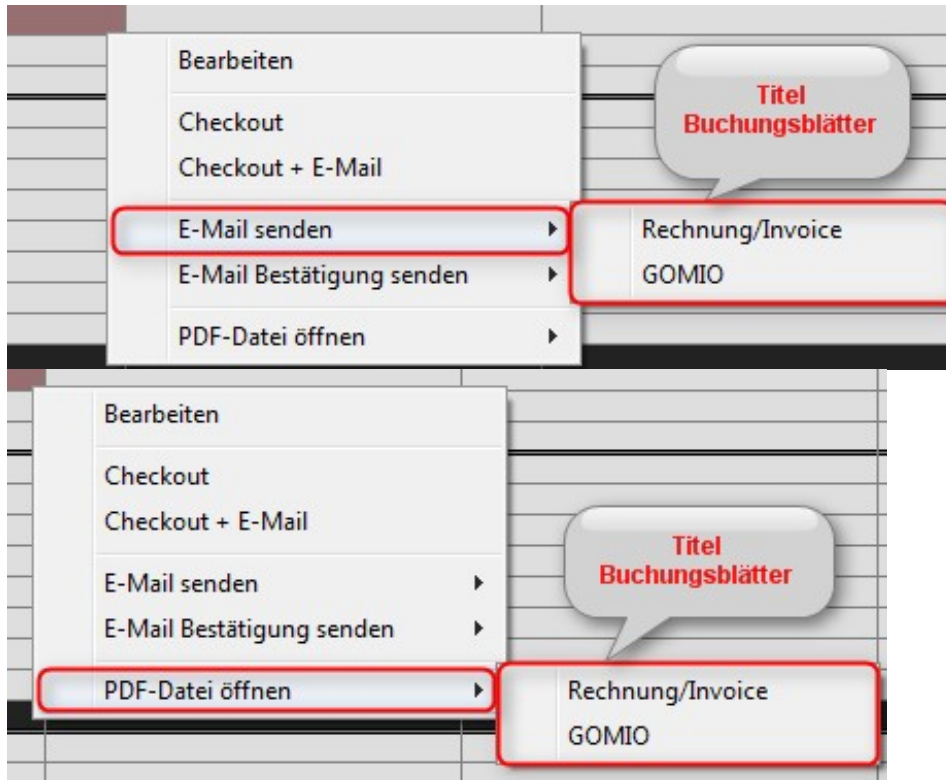
Function in the DormBook context menu:
0. function not available
1. only pdf document available
2. only e-mail function activated
3. pdf document and e-mail function available

The numbers (0, 1, 2, 3) will be shown in the booking sheets overview within the column "DormBook".

The title of the booking sheets is splitted in three parts that are divided by ?;?.
1st part ?title? means the name of the booking sheet.
2nd part ?e-mail subject? is the text that will be sent as subject of e-mails.
3rd part ?mark? means a sign (free to choose) that will be set in the reservations overview after sending the e-mail.

The mark in the reservations overview shows that an e-mail has already been sent. If two different e-mails have been sent the mark of the last e-mail will be shown.

Automatic e-mails

A booking sheet can be sent to selected receivers on defined times. You can define the rules under ?Hostel: Booking sheets: Automatic e-mails?.

After clicking on ?Add Entry? you will see the following entry mask:

Automatic e-mails   Documentation   De - En

Report type	Arrival ▾
send e-mails	per reservation ▾
Time	1 hours before 24:00h of arrival date / after 00:00h of departure date
Booking sheet	Please select ▾

Status	☐ Normal (0) ☐ Temporary (1) ☐ Fix (2) ☐ Checked in (3) ☐ No show (4) ☐ Cancelled (5) ☐ Checked out (6)
Booking channel	☐ Phone ☐ E-mail ☐ Internet ☐ Invited ☐ Room change ☐ Fax ☐ Agent ☐ Walk-in
Receiver	☐ Guest ☐ Hostel (one e-mail for each reservation) ☐ Hostel (e-mail with a list of reservations)
Last report	

[Save]

ID Typ Typ2 Time Booking sheet Status Booking channel Receiver Last report Last report

Add Entry

Report type: Should the e-mail be sent before arrival or after departure?

Send e-mails: Should an e-mail be sent per reservation, per reservation group, or per e-mail address?

Time: How many hours before midnight of the arrival day or after midnight of the departure day the e-mail will be sent.

Booking sheet: Select the booking sheet that will be sent.

Status: E-Mails will only be sent for bookings with the selected status.

Buchungskanal: E-Mails will only be sent for bookings that have been come in via the selected booking channel.

Receiver: Should the e-mails be sent to guests or to the hostel? When using the option «Hostel (e-mail with a list of reservations)» the hostel will receive a list with the bookings/names, to which an e-mail has been sent, after all e-mails are sent out.

Last report: The date of the last booking sheet sent will be listed here.

For the set-up we recommend you a three-step approach:

After setting up first choose ?Hostel (e-mail with a list of reservations)? in order to check whether the report type and the time (as well as status and booking channel) are defined properly. Are the expected reservations listed?

In the second step choose ?Hostel (one e-mail for each reservation)? in order to check whether the booking sheet is designed appropriately (if necessary).

At last activate the sending of e-mails to guests.

FlexBooking

The following instruction describes how you can set up the FlexBooking module, after we have activated this option with costs for your hostel.

1. Define the text blocks
Add a text block for FlexBooking under ?Online ? DormOnline ? Text blocks?.

2. Set up confirmation e-mails

Choose the text blocks under ?Online ? DormOnline ? E-mail texts? that should be part of the confirmation e-mails to the guest: ?New booking (flex)? and ?Booking changed (flex)?.

3. Arrange the test environment

In order to check the e-mails, tick ?send DormOnline E-Mails (context menu)? in the section ?Main Window? under ?Hostel ? Options ? DormBook options?.

4. Enter a test reservation

Start Dormbook, if it is not running yet, and enter a test booking that contains several group bookings (at least two combined bookings). Ensure that the guest's e-mail address is pointing towards the person who does the test.

5. Make a test

Send these test e-mails via the function ?send confirmation e-mail? to your own address and check, if their content is correct. If so, proceed to the next step, otherwise adjust the e-mails and repeat the test.
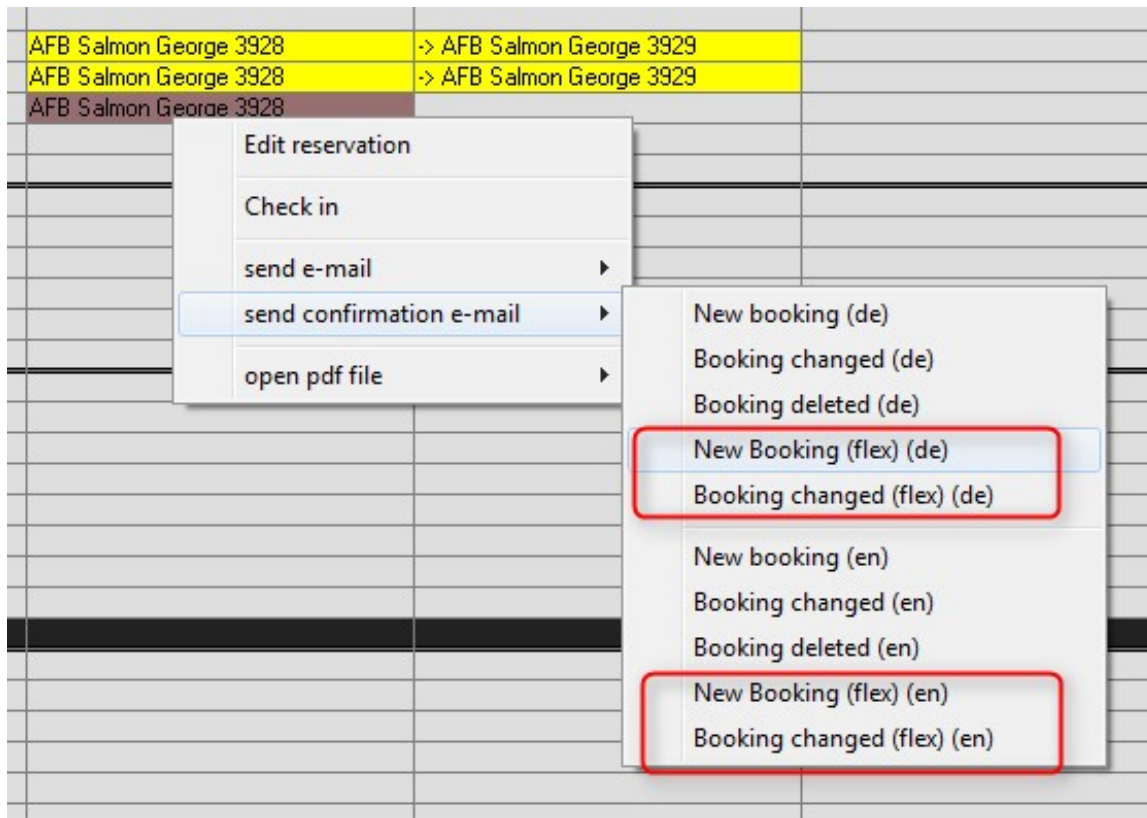
6. Reset the test environment

If necessary, reset the setting ?send DormOnline E-Mails (context menu)? in the section ?Main Window? under ?Hostel ? Options ? DormBook options? to the original setting.

7. Adjust the FlexBooking settings

Under ?Online ? DormOnline? set the value of the ?FlexBooking tool? entry to -1.

8. Check the booking form

Open the link https://secure.dormproject.ch/online/{yourloginname}/?lang=en&flex=2 and enter a test booking. Check the confirmation e-mail. If necessary, adjust them and repeat the test.

9. Change the link to the booking form

As soon as FlexBooking should be available to your guests, set value of the FlexBooking entry to 2. So, your FlexBooking module is set up completely.

yubico key

1. Online Administration
If you want to use a yubico key to log into the Online Administration, sign on as usual. Under ?Tools: Change password: yubico key?, you can trigger the key in the field and save it. The same yubico key can only be assigned to one user at the same time.

If you would like to delete the assignement, just leave the input field blank and click on ?Save?.

In order to log into the Online Administration with the yubico key, enter your user name and trigger the key in the password field.

2. DormBook

In order to assign a yubico key to a certain DormBook user, trigger it under ?Hostel: Options: DormBook users? after a click on the pencil symbol of the user entry in the field next to ?Yubico? and save it. The same yubico key can only be assigned to one user.

In order to login into the DormBook, trigger your yubico key in the field ?User name? (the key is user name and password at the same time).

DormBook options

To beginn with, here are parameters that you should or could set-up for DormBook:

DormBook Options   Documentation   De - En

Edit reservations:

A while edited, for other stations: [ask to override lock ▼]

B do not close the dialog on save   ☑ DormBook Version > 5.06.03

Show reservations details:

C Hide person details   ☐

D Show Birthday   ☑

Main Window:

E Do not warn when reservation is moved to an other room category ☐

F Timeshift for color scheme "Arrival"   [none (midnight) ▼] DormBook Version >= 5.06.52

G send DormOnline E-Mails (context menu)   ☑ DormBook Version >= 5.06.55

H Check-Out E-Mail   [CheckOut E-Mail (Deutsch) ▼]
                                               DormBook Version >= 5.06.59

Conditions for new guests:

I Last name required   ☑

J First name required   ☑

K E-mail addresse required   ☐

Conditions for new reservations:

L booking channel required   ☑

M Default booking channel   [Agent ▼] has no effect as long a the booking channel is forced

N agent required   ☐

O Ask to adapt services   ☑

Conditions for 'paid':

P payment type required   ☐

Q Defaut payment type   [Cash ▼] has no effect as long as payment type is forced

Condition for 'Check-In':

R country required   ☑

S nationality required   ☑

T passport number required   ☐

U birthday required   ☐

Configuration 'No Show':

V Do warn if status is changed to NoShow   ☑

Tests at 'Check-In':

W Paid   ☐

DormBook Login-Levels: **DormBook Version > 5.06.49**

X start DormBook   [anonymous ▼]

logout automatically   [never (only manually logout) ▼]
                                               Credit Card viewers will be logged out every 15 minutes.

Change View (Calendar)   [anonymous ▼]

show reservations/guests   [anonymous ▼]

save reservations/guests   [anonymous ▼]

show credit card details   [manager ▼]

manually set the time for payments   [anonymous ▼]

save views (F-keys)   [anonymous ▼]

create reports (in DormBook)   [staff ▼]

[Save]

Edit reservations:

A:
This function defines if a booking can be opened simultaneously on several workstations. Workstations are defined as DormBook users.

B:
A choice should be made for the value of the upper right function of the dialogue box *Edit reservation*:
- ?OK? saves and closes the dialogue box.
- ?Save? saves the changes while the dialogue box remains open.

Show booking details:

(1) Should the details regarding each guest/bed be displayed in the *Edit reservation* dialogue box or not? The area is shown in red on the picture below and described as (1) and (2).

(2) Should the date of birth of each guest be shown or not? The area is shown in red on the picture and described as D.
(3) hide the button for the additional payment functions (credit cards)

(4) define the payment type to be used when a credit card is charged (by stripe)

Main window (Booking overview):

E: Concerns the warning when you change beds or rooms from one category to another in the booking overview with the function «Optimize rooms».
Important: Prices are not automatically adjusted when changing room categories.

F: Normally the colour scheme of the view ?arrival? changes at 00:00. With this parameter you can set the change of the colour scheme ?arrival? to another time, until 12 hours before or after 00:00.

G: Send DormOnline e-mails (context menu). When activated this function allows to send the same e-mails manually out of DormBook as they are used for DormOnline bookings. There are automatically six options available in DormBook (new, changed, deleted in German (de) and Englisch (en)). They can be sent from the reservations overview by choosing over the context menu.
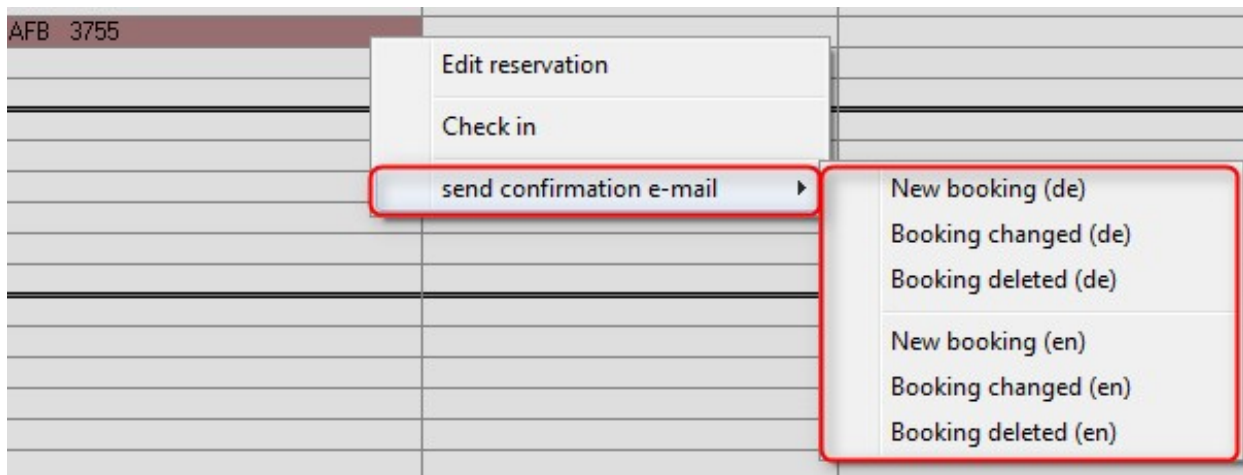
H: This defines which booking sheet will be sent by e-mail with "Check-out + e-mail" in DormBook (context menu):
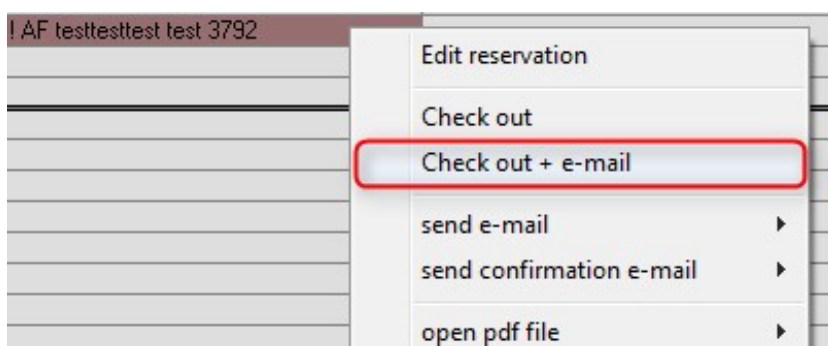
New guests conditions:

Conditions for new guests:

I Last name required   ☑

J First name required   ☑

K E-mail addresse required   ☐

I, J, K: These conditions apply only to DormBook and not to the online interface.

New booking conditions:

Conditions for new reservations:

L booking channel required   ☑

M Default booking channel   Agent   ▼   has no effect as long a the booking channel is forced

N agent required   ☐

O Ask to adapt services   ☑

L and N: When these options are chosen, the DormBook user needs to key in manually for each booking the agent or the booking channel.
The other option is for the agent to be set by default by the system and the booking channel is attributed to the one saved in M. In all cases, both agent and booking channel can be changed manually at anytime by the DormBook user.

O: The additional fees are often calculated by person, by night or as a combination of both. If the number of guests and/or the length of a booking is changed, these additional fees are not automatically recalculated. If you activate the function O, the extra fees are recalculated each time there is a save done on a given booking and the attention of the user is drawn to any potential discrepancy which may arise.

Payment conditions:

Conditions for 'paid':

P payment type required   ☐

Q Default payment type   Cash   ▼   has no effect as long as payment type is forced

P: When this option is selected, the DormBook user needs to enter manually the payment type for each booking.
If this option is not selected, the payment type is by default the one saved in Q. The DormBook user can in any case manually change the payment type to another one.

Conditions for check-in:

(1), (2), (3), (4), (5), (6): Specifications for DormBook only.

Settings for passport scanner:

Please select the guest fields in which the scanned data should be filled in.
For special fields (Gender and Document type) DormBook stores the scanned value by default. If a translation is needed, a table as shown above defines what is stored in the fields

Adjustment for no show:

V: As cancelling manually a ?no show? status is rather tedious, you can insert here an alert.

Tests during check-in:

W: Should the system allow the change of status to ?check-in? only when the booking has been paid in full?

DormBook login privileges:

Four levels of login privileges are available: anonymous, limited staff, staff, manager.
Nine parameters (X) are available to define what functions are accessible to each level of login privilege.
Start by defining the privileges of the lowest access level; the levels above are automatically given the same access to which you add further privileges. Although choosing log-out automatically ?never? the levels with access to see credit card details will be logged out automatically after 15 minutes.
To set up each user login, go to «DormBook user».

Reports

Many lists and reports are available in Online Admininistration under ?Reports?:

All reports

Arrivals

Shows arrivals with status checked-in on the chosen day. Output of guest name, room number and departure. This report can only be generated for one day.

Check-in list

List of all guests whose status is on check-in during the chosen period (e.g. arrival today or before, departure today or tomorrow). The start and end dates can be entered freely.
The following columns are pre-defined: Last name, first name; date of birth; gender; arrival; departure; nationality; passport no.
Two additional fields can be added aside from the other ones.

All booking sheets

For this report you choose the booking sheet. Cancelled bookings are considered optionally. Regarding the period you can select, if the arrival or departure or both are part of the period chosen. It results always a PDF file displayed in the browser window.

Revenue agents

Shows the number of reservations, guests and booked nights and the revenue per agent within the chosen time period. This report is available in 3 variants:

Arrival date (v2024) The report is based on the reservations with arrival date within the chosen date period.

StayThe report does count reservations and guest arriving within the period. Nights and turnover within the period regardless of the arrival date of the reservation. (similar to the occupation report).

Arrival date (outdated)
This is the legacy version of the report.
The report is based on the reservations with arrival date within the chosen date period. While the number of nights does only count the nights within the period from reservations with arrival date within the period, the turnover does cover the full amount of the reservations with arrival date within the period.

Invoice agent (commission)

Invoice for the commission per booking agent for the chosen time period. This is the commission that the hostel has to pay to the booking agent. Fields: Date, Res.No., Guest, Pax, Duration, Amount, and Commission. You can specify the sort sequence for two fields out of Date, Res.No., Guest, or Pax. The selection of bookings is based on either arrival or departure date.

Invoice agent (net)

Invoice net amount after deduction of commission per booking agent for the chosen time period. The hostel is sending this invoice to the agent if the guest is paying 100 % of the booking amount to the agent. Fields: Date, Res.No., Guest, Pax, Duration, Gross, Commission, and Net. You can specify the sort sequence for two fields out of Date, Res.No., Guest, or Pax. The selection of bookings is based on either arrival or departure date.

Guestlist

Shows all guests with arrival and already checked-in on the chosen day. Details shown in the list are reservation number, last name, first name, DOB, nationality, arrival, departure, bed description, duration, price, remarks.

Guestlist per agent

List of all guests who have booked by a free selectable agent of the hostel and who stay between free selectable arrival and departure dates, with the following columns: Arrival, Departure, Reservation number, Bed, Name, Date of birth, Address, ZIP, City, Nationality, additional field (e.g. for the phone number), E-mail.

Bed list

Shows all occupied beds on a certain day with following details: bed description, guest name, arrival, departure, status (arrival, stay, departure), notes. The list can also be generated for only one status.

Bed list (with e-mail addresses)

Shows all occupied beds on a certain day with following details: bed description, guest name, arrival, departure, status (arrival, stay, departure), e-mail address. The list can also be generated for only one status.

Reminder

Shows all reservations with reminder in the chosen time period. The list contains reservation number, guest name, bed description, arrival, notes.

Housekeeping

Rooms list for a certain day with indication of "departure" or "stay" for the occupied beds on that day. It can be shown for the room service which beds have to be cleaned (time period to choose in the report).

The following options are currently broken down: For each field (bed/room combination), the assessment refers to the occupancy on the selected day and the day before:

Zimmer	A
02	

2024	22.1. Mo 103/201	23.1. Tu 84/240
02 A		

Example data for the case studies listed below:

Beschreibung	E.G.	(DS-)	(DSC-)	(DES-)	(DESC-)	(DSA-)	(DESCA-)	all Details
The bed/room combination does not exist.	Q1 Z	«» (empty)	«» (empty)	«» (empty)	«» (empty)	«» (empty)	«» (empty)	«» (empty)
The bed is not booked on either day. It is a normal bed.	Q5 A	«» (empty)	«» (empty)	«» (empty)	«» (empty)	«» (empty)	«» (empty)	*
The bed is not booked on either day. It is an extra bed.	Q5 Z	«» (empty)	«» (empty)	«» (empty)	«» (empty)	«» (empty)	«» (empty)	**
Departure without new arrival. The bed was not booked as an empty bed.	Q1 A	D	D	D	D	D	D	D
Departure without new arrival. The bed was booked as an empty bed.	Q1 B	-	-	-	-	-	-	d
Arrival without departure. The bed was not booked as an empty bed.	Q1 C	«» (empty)	«» (empty)	«» (empty)	«» (empty)	A	A	A
Arrival without departure. The bed was booked as an empty bed.	Q1 D	«» (empty)	«» (empty)	«» (empty)	«» (empty)	«» (empty)	«» (empty)	a
Same reservation on both days. The bed is not booked as an empty bed. The condition for Clean is not fulfilled.	Q2 A	S	S	S	S	S	S	S
Same reservation on both days. The bed is booked as an empty bed.	Q2 B Q2 D	- -	- -	- -	- -	- -	- -	-

Same reservation on both days. The bed is not booked as an empty bed. The condition for Clean is fulfilled.	Q2 C	S	C	S	C	S	C	C
Departure/arrival combination. The condition for extension is fulfilled. Departure: Person Arrival: Person	Q3 A	D	D	E	E	DA	E	E
Departure/arrival combination. The condition for extension is fulfilled. Departure: Person Arrival: Empty bed	Q3 B	D	D	E	E	D-	E-	Ee
Departure/arrival combination. The condition for extension is fulfilled. Departure: Empty bed Arrival: Person	Q3 C	-	-	-	-	-A	-E	eE
Departure/arrival combination. The condition for extension is fulfilled. Departure: Empty bed Arrival: Empty bed	Q3 D	-	-	-	-	-	-	ee
Departure/arrival combination. The condition for extension is not fulfilled. Departure: Person Arrival: Person	Q4 A	D	D	D	D	DA	DA	DA
Departure/arrival combination. The condition for extension is not fulfilled. Departure: Person Arrival: Empty bed	Q4 B	D	D	D	D	D-	D-	Da
Departure/arrival combination. The condition for extension is not fulfilled. Departure: Empty bed Arrival: Person	Q4 C	-	-	-	-	-A	-A	dA
Departure/arrival combination. The condition for extension is not fulfilled. Departure: Empty bed Arrival: Empty bed	Q4 D	-	-	-	-	-	-	da

Arrival per room category group

This report lists for two groups of room categories in the chosen period, how many guests will arrive or stay (with a total for all columns). You can choose, if empty beds are considered or not.

Departure (with costs per bed)

The following columns are available in this report "Departure (with costs per bed)": reservation number, lastname, firstname, birthday, nationality, DNI/passport number, arrival, departure, bed, duration, price, remarks. It is sorted by the beds. At the end of the column Price, the average price for all beds is

mentioned.

Departure (1 service/tourist tax)

This report includes the reservation number, name, date of birth, nationality, passport number/DNI, arrival, departure, bed, duration, price (per guest-night), number # (= number of the selected service / number of persons [i.e. beds - empty beds]), tax, total of number (#) and tax as well as remarks. The service to be considered and the period are selectable. In this report, all departures are listed (also those not connected with the service chosen).

Payments

Payments list for the chosen time period with following details: payment date, reservation number, guest name, arrival, departure, total amount, payment type, agent and notes (in one column). You can choose from the following options: "all payments", "payments received at/not at/after/before date of arrival" and "in chronological order" as well as the payment type and with/without text wrap in the column "Agent:Remarks (Room)".

Payments (Agent column)

Payments list for the chosen time period with following details: payment date, reservation number, guest name, arrival, departure, total amount, payment type, agent (separate column), notes.

Payments (Services)

This report shows all payments with the actual price of the reservation. The VAT amount is splitted into the different VAT rates. It shows the payment type and the due amount. The payments are in order of the payment type.

Payments (Guest details)

This report Payments (guest details) lists the following data: date, reservation number, guest name, arrival, departure, agent (with remarks, room), text, type of payment, amount, nationality, passport number, birthday, e-mail address. It is grouped by the type of payment (with a subtotal) and a grand total at the end.

Payments (Check-out)

In the report Payments (Check-out) the following data are displayed: departure date, reservation number, guest name, agent, type of payment, amount (with grand total at the end).

Payments (Payment journal)

This report lists the fields Number, Date, Res. No., Guest name, Arrival, Departure, Type, and Amount (with total at the end of the table). The payment number is assigned only once exactly then, when this report is generated for the first time and you cannot change it anymore. Therefore take care of the chosen period!

Payments (Cashing-up)

This report is for the cashing-up at the end of a shift and lists all the payments made since the last report. It contains the fields Date, Res. No., Guest name, Rooms, Payment type, and Amount (with total at the end of the table). Grouping happens by the payment type. You can choose if lines are wrapped or not. Further, you select if a report is generated temporarily or definitively or if you want to generate a report already generated once, out of the last hundred reports. You do not have to enter a start or end date.

Occupation per day

Shows the number of occupied beds per day in total and splitted by age category as well as the percentaged occupancy per day within the chosen time period (past or future possible; additional beds are not included). Output of price and revenue.

Occupation per day (room)

Shows the number of occupied beds and rooms per day as well as the percentaged occupancy of beds and rooms per day within the chosen time period (additional beds are not included). Output of price and revenue.

Occupation per month

Shows the number of occupied beds per month in total and splitted by age category as well as the percentaged occupancy of beds per month within the chosen time period (additional beds are not included). Output of price and revenue. All accommodations within the chosen time period are count (independent of the duration of a reservation that may outreach this period).

Occupation per month (prior year)

Shows the number of occupied beds per month in total and splitted by age category as well as the percentage utilisation of beds per month compared to the prior year within the chosen time period (additional beds are not included).

Occupation room category group

Shows the number of occupied beds and the percentaged occupancy within the chosen room categories for the chosen day (additional beds are not included). At the end of the list the total number and percentaged occupancy of all occupied beds on that day. In the middle of the list all beds that are not in the chosen room categories.

Occupation per room

This report lists the names of the rooms occupied in the period chosen, their category, nights, average occupation (in relation to the number of beds), the price and the revenue. You can choose to include empty beds.

Booking preview

In this report booking preview it is listed for the months selected, how many bookings have come in at least 120, 90, 60, 30, 14, 7 or one day(s) before the reservation date. The number of nights and when they have been booked is counted (without empty beds). Hence a long reservation is counted not only on the day of arrival. To every value of a certain period the corresponding previous year's value and the percentaged change are tabulated (with a total on the right side and below every column).

Costs per VAT rate per day

In this report "Costs per VAT rate per day" the following data are listed: date, costs, VAT rates, VAT amount, total.

Costs/VAT separated per day

This report "Costs/VAT separated per day" splits the costs in the chosen period per day into the separated partial amounts for the different VAT rates.

Overnight stay duration per country

This report "Overnight stay duration per country" is based on the country of residence and displays the number of bookings per country, their percentage, the number of overnight stays, the average length of stay and the average group size (based on arrival).

Nationality

Shows the number of arrivals and booked nights by nationality of the guests within the chosen time period.

Living country

Shows the number of arrivals and booked nights by living country of the guests within the chosen time period.

Living country - year-on-year

Shows the number of arrivals and booked nights by living country of the guests with year-on-year comparison within the chosen time period (sortable according three selectable criteria).

Statistics CH

Shows the amount of arrivals as well as the amount of booked nights by living country of the guests within the chosen time period. The countries are splitted according to the rules of the governement of Switzerland.

Statistics CH per day (arrival)

Shows the number of arrivals per living country of the guests per day within the chosen time period. Also the total of arrivals per living country of the guests for the whole chosen time period will be shown. The countries are splitted according to the rules of the governement of Switzerland.

Statistics CH per day (nights)

Shows the number of booked nights per living country of the guests per day. The time period can be chosen and also the total of booked nights per living country for the whole chosen time period is shown. The countries are splitted according to the rules of the governement of Switzerland.

Statistics CH (age category)

Shows the number of arrivals and the number of booked nights per living country of the guests as total amount and also splitted by age category. The time period can be chosen in the report. The countires are splitted according to the rules of the governement of Switzerland.

Statistics D

Shows the total amount of arrivals as well as the total amount of booked nights by living country of the guests within the chosen time period. The countries are splitted according to the rules of the Federal Statistical Office in Germany.

Statistics Austria

Shows the total amount of arrivals as well as the amount of booked nights by living country of the guests within the chosen time period. The countries are splitted according to the rules of Statistics Austria.

Statistics room categories

Shows the number of arrivals and the number of booked nights per room category as well as the revenue within the chosen time period.

Services

The possible services can be chosen by one for the report, the time period can be defined. It shows the amount of booked services, number of persons and total of booked nights as well as the amount per reservation. There are all reservations with at least one night in the chosen time period shown with guest name, reservation number, arrival date and bed description.

Deleted reservations

Shows every deleted reservation with the time when it has been deleted, with reservation number, arrival date, duration and possible payments within the chosen time period. The chosen time period is referring to the time when the reservation has been deleted.

Revenue booking channels

List of all booking channels with total amount of reservations, guests, booked nights and revenue per booking channel within the chosen time period. The chosen time period is referring to the arrival dates of the reservations (all accommodations of a booking are counted).

Cancelled reservations

Shows every cancelled reservation with time of cancellation, reservation number, arrival, duration, guest name, notes and possible payments within the chosen time period (at most 40 days in the past). The chosen time period is referring to the time of cancellation.

No-Show and late Cancellations

In this report reservations with state No-show or Cancelled (till 40 days in the past) are listed. You can indicate the cancellation period before midnight of the arrival day. The columns are: Reservation number, State, Agent, Arrival, Cancel time (in hours before or after midnight of the arrival day), Guest name including the beginning of the field Remark.

Services (all)

Shows the total amount and the sales of every service within the chosen time period. The chosen time period is referring to the arrival or departure date of the reservations.

Services (usage)

Within the chosen time period this report lists for the selected service the guest's name, e-mail address, phone number as well as the date of birth. In addition the arrival date of the reservation and the hostel's name are given.

Editing by users

This report lists the editing by all or by a selected user in the chosen period and consists of these columns: Log ID, Date, Name, Element, Number, Action, Arrival_old, Arrival_new, Duration_old, Duration_new.

Cards payments

In this report the credit card revenue is listed for the chosen time period, the selected currency, and charge type. The following columns are displayed: Booking date, Res No., Guest, Currency, Amount, Acquirer, App-Fee, Revenue. You can choose the following charge types: All, Charge, Charge (connected), Charge (both), Booking fee.

Spain Police report

This report is for sending relevant data to the Spanish police. You can select the corresponding DormBook fields for the columns Second last name, Gender, Type of ID, and Date of Issue. Other colums are: Date of arrival, Document number, First name, Last name, Nationality, and Date of birth.

Automatic reports

Define parameters to send reports automatically by e-mail:

Click on ?Add Entry? to enter a new setting. For the report type you can choose between these alternatives:

Option	Meaning
- monthly (last)	- on the first of the month for the last month
- monthly (last) + 10 days	- on the 10th of the month for the last month
- monthly (current)	- on the first of the month for the current month
- monthly (next)	- on the first of the month for the next month
- monthly (+12 months)	- on the first of the month for the next 12 months
- wekkly (Mo?Su)	- On monday for the past week (Mo - Su)
- daily (yy)	- Every day for the previous day
- daily (yt)	- Every day for the previous to this day
- daily (tt)	- Every day for the current day
- daily (t+)	- Every day for the today to the next day
- daily (++)	- Every day for the next day
- daily (+1 month)	- Every day for the next month

Further you can choose a certain time for the dispatch, the language (German/English), the desired report and the format. Enter the e-mail address, to which the report will be sent.

Delivery BFS (CH)

For Switzerland only. Delivery of statistic data to the BFS (federal statistics office).

The BFS number has to be set into the respective field in the Online Administration in "Tools".

HOME **REPORTS** DATA

delivery BFS (Switzerland)

Automatic reports

delivery BFS (Switzerland)

☐ BFS HESTA (Switzerland)
☐ Swiss Backpackers (monthly total only)

Month:	7 ▾ 2012 ▾	
Next closing dates : begin		(dd.mm.yyyy)
Next closing dates : end		(dd.mm.yyyy)
Open days	31	(dd.mm.yyyy)

Senden

Internet booking

DormProject offers the key advantage to enable a direct connection with various online booking interfaces through DormBook: There is only one software to work with at the reception. As soon as a booking is entered in DormBook or via one of the interfaces (e.g. Hostelworld), all the other interfaces and Dormbook are immediately updated.

The following interfaces are currently available for connection:

DormOnline (on the hostel's own homepage)

Gomio

TripAdvisor (TripConnect)

Hostelworld (HW)

HostelBookers (HB)

Booking.com

Agoda

HI Hostels

STC (only for Switzerland)

Hostelsclub (HC)

TOMAS

Myallocator

Deskline (Feratel)

Expedia
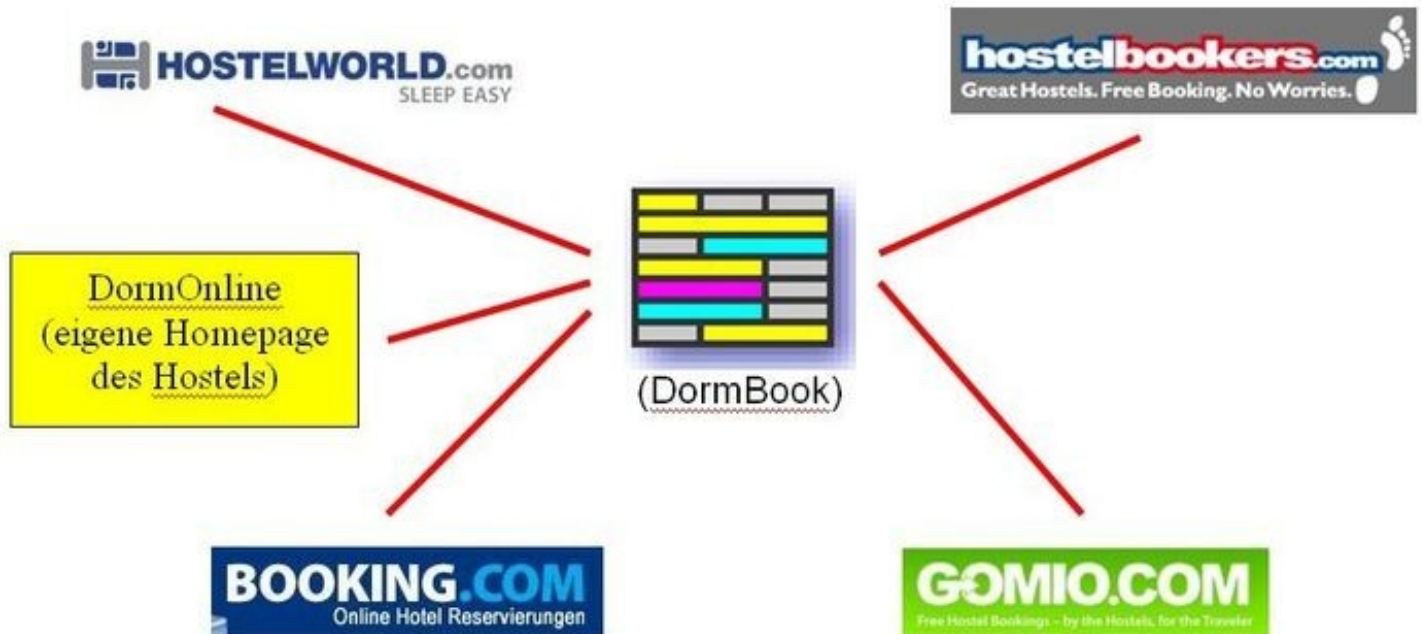
Home

Before connecting the interfaces, please verify the following settings:

1. Room

Check in the Online Administration under ?Hostel ? Rooms? all the rooms you wish to make available online through any of the interfaces. Verify that the option ?online? is activated. We recommend when verifying room properties to check at the same time the online availability and the gender status assignment. A list of the different alternatives is described on the page <u>Rooms online</u>.

For single rooms, defining the gender or online status has no impact (exception for the status: room not sold online).

In most cases, either ?Women only? or ?All? is chosen. The suitable setting depends on the concept of your hostel: If you have already defined any rooms as ?Women only?, then you better choose for the other rooms ?Mixed?. Consider please that by using the setting ?All? a room is defined by the first booking for the relevant period as ?Women only?, ?Men only? or ?Mixed?.

2. Rates

Verify your rates in the Online Admininistraion under "Hostel ? Rates". Assign 0 to rooms in which beds are sold individually. Additional information on setting up the rates per beds.

Verify afterwards that the rates displayed in calendar are defined for the appropriate date range.

Agents: Contracts

Under «Agents: Contracts» the settings for a specific agent are made (interface connection to a portal).

Contracts   Documentation   De - En

Organisation	City	Book	on Top	Fee	Type	no CC	Link	DormOnline		
neuer agent2		10	0	0	Kommission HC	1	5	Link		
DormOnline (direct)		-2	0	1	Book net price	1	0	Link		
Gomio (direct)		5	0	0	Book net price	0	0			
Interlaken Hostels and Adventures		-2	1	1	Book net price	0	0	Link		
booking.com (Interface)		12	0	0	Book gross price	0	0			
HostelsClub.com (Interface)		10	0	0	Kommission HC	0	0			
Test		-15	0	1	Book gross price	0	0	Link		
hihostels.com (direct)		10	0	0	Book gross price	0	0			
Hostelworld (API)		10	0	0	Book net price	0	0			
TripAdvisor (direct)		-2	0	0	Book net price	0	0	Link		
Agoda (Interface)		15	0	0	Book gross price	0	0			
Myallocator (Interface)		0	0	0	Book net price	0	0			
HostelGuru		-2	0	1	Book gross price	0	0	Link		
NoFee		0	0	0	Book gross price	1	0	Link		
HomePage (direct)		-2	0	1	Book net price	1	0	Link		
Expedia (Interface)		5	1	0	Vorauszahlung	0	0			

Add Entry
The background colors of each row is the same as shown in the DormBook application with the color set 'agent'.

Under ?Booked by Agent? the following settings are made:
- Commission booking (per cent; negative values: in main currency)
- Commission on top of price: yes/no
- CC Booking fee (credit cards; via DormOnline, BWH): yes/no

- Down payment: choose «Book net price» or «Book gross price» or a payment type
- Booking without credit card: yes/no

Under ?Booked on agents website?:
- Commission link (considered only in reports)
- Color

You can define a color per contract. These colors are considered in DormBook. The default color is displayed on top of the list. If no color is defined, the default color is displayed.

In order to display the new defined colors in DormBook, you need to restart DormBook or choose ?Tools: Download database? in the menu.
In the legend of Agents view all agents for which a color is defined, are displayed.

BWO Configuration

Configuration for the OnlineBookingEngine: BookWorldHostels.com

Here is a step-by-step guide to help you set up all the relevant information on the new BookWorldOnline booking platform (BWO).

Currently you can choose from 5 domains:

- • bookworldhostels.com
- • bookworldhotels.com
- • bookworldonline.com
- • bookworldstay.com
- • bookworldcamping.com

Activate

In order for you to enter the relevant hostel information, it needs an activation of the BWO system from our side. Once this is done, the settings can be made in the admin system.

Setup | Login

Once we have activated BWO for you, you can fill in all the information.

To do this, click on "Online" then on the arrow next to BookWorldOnline

Basic settings

Base

Status	Falls du aktuell noch DormOnline verwendest, wählst du hier erstmal «Test» aus. Ist der Eintrag auf «Aktiv» können DormOnline und BWO parallel betrieben werden. Ist der Status auf «Haupsystem» wird der Gast DormOnline auf BWO weiter geleitet.
Internet Adresse	Mit dem BWO-System erhalten Sie automatisch eine Internetadresse (URL), ähnlich wie ?hostelname.bookworldhostels.com? sowie eine E-Mail-Adresse ähnlich wie ?hostelname@bookworldhostels.com?. Der ?hostelname? ist für beide gleich und kann vom Benutzer ausgewählt werden. Der Domainname kann aus 5 Domains ausgewählt werden: bookworldhostels.com, bookworldhotels.com, bookworldonline.com, bookworldstay.com, bookworldcamping.com.
Sprachen	Setzen Sie das BWO zuerst in Ihrer Standardsprache auf. So können die Inhalte in dieser Sprache zu einem späteren Zeitpunkt exportiert, übersetzt und wieder importiert werden. Die Standardsprache Deutsch muss trotzdem noch bei den übesetzten Sprachen hinzugefügt werden.

Configuration

1. Setting for the number of guest bookable with one request.
2. Setting regarding kids: Select the responding age category, range of age and how the can be booked.
3. Limit for number of nights bookable
4. Setting regarding the filter for gender
5. The language used during booking process can be stored in a guest field (optional). This may help with sending newsletters.
6. There is a option to display one or more checkboxes before placing the booking (e.g. acknowledge of conditions). The corresponding text / links are configured at "Hostel texts".
7. You can here deactivate the added text «(private room)». You can then use a more appropriate description at the room category settings.
8. The guest can (optional or mandatory) enter a arrival time. The option therefor are configured at the "Hostel texts".

Arrival time

If you select Optional or Mandatory at "Arrival time" some special enties are added to "Hostel texts":

Enter one option per line.
If the line contains a equal character, the time entered will be displayed as an option and stored (only time formated HH:mm) allowed.
If the line has no equal character, the text at the right will be displayed as the option and the time left of it will be stored.

EN

Text en
09:00=Morning
13:30=12:00 - 15:00
15:30=15:00 - 16:00
16:30=16:00 - 17:00
17:30=17:00 - 18:00
18:00
18:15
18:39
18:45
19:30=19:00 - 20:00
21:00=after reception hours

Multi-Room (Optional)

The Multi-Room Option allows for booking of multiple privat rooms within a singel booking.

There are some settings, defininge into how many rooms a reservation can bei split.

This option must first be enabled by us.

Google Options (Optional)

If you want to use your own Google Maps Link wir your API Key it can be entered here.

If you want to use Google Analytics that key can also be entered here.

This option must first be enabled by us.

Hostel texts

Text type	EN	DE	ES	FR	Position	Agent	Id		
Condition 1	✓	✓	✓	✓			50776	✎	
Condition 2	✓	✓	✓	✓			50778	✎	
Condition 3	✓	✓	✓	✓			50780	✎	
Payment-Form-Checkbox	✓	✓	✓	✓	1		111195	✎	
Payment-Form-Checkbox	✓	✓	✓	✓	2		111197	✎	
Payment-Form-Checkbox-Info	✓	✓	✓	✓	2		111211	✎	🗑
Booking-confirm	✓	✓	✓	✓			55831	✎	
Booking-display	✓	✓	✓	✓			55833	✎	
Confirmation information	✓	✓	✓	✓	1		55835	✎	🗑
Confirmation information	✗	✓	✗	✗	44		55837	✎	🗑
Cancellation confirmation	✓	✓	✓	✓			55853	✎	
Privacy statement	✗	✗	✗	✗			110717	✎	
Impressum-Legal notice	✗	✗	✗	✗			110719	✎	
No offer found	✗	✗	✗	✗			115327	✎	
Arrival time options	✓	✓	✓	✓			124839	✎	

conditions

The footer has 3 blocks of "conditions" - which information do you want to view?

The 3 text blocks listed below (Condition 1, 2, and 3) contain a structured text (see below). We recommend starting with a heading.

Text type: "Condition 1" -> h1. Credit card

If the system charges the guest at the time of booking (Priceplan b25), the system add the following text to the first block after the heading:

"As a guarantee for the online reservation, we require valid credit card details, in advance we only charge a booking fee of CHF 2.00."

The currency and the amount are adjusted according to the current settings.

Text type: "Condition 2" -> h1. No-show

Text type: "Condition 3" -> h1. Cancellation policy

The third block also contains some automatic information:
"Cancellations and changes to the reservation are allowed up to 8 hours before arrival without any costs. This is possible at any time online at demo.bookworldhostels.com."

Link and the hours before arrival are automatically taken over from the information of the hostels.

Credit card	No-show	Cancellation Policy
To verify your credit card as valid and provide you an instant e-mail confirmation of your secured booking, we charge a non refundable service fee of EUR 1.50 only. Remaining amounts you will pay according to the hostels conditions.	In case of a no-show we'll charge the equivalent of the complete booking on your card	Cancellations and modifications are allowed up to 48 hours prior arrival without cost. You can do this anytime online on alcatraz.bookworldhostels.com. For modifications or cancellations of your booking between 48 and 24 hours prior to arrival, we will charge 50% of the amount of the complete booking on your credit card. Modifications and cancellations on the day of arrival will be charged with 100% of the amount of the complete booking.

Change Cancellation conditions

Changes to the contents of the cancellation conditions are recorded in the Online Administration under "Online" -> "DormOnline".

For example, 14 days correspond to 336 hours (currently only possible in hours) - but under these conditions in the "free text" you can still mention that it is 14 days.

⊕ DormOnline ∧	Return address	hostel4@demo.book.world
⚙ Settings	Credit Cards	VM
≡ Text blocks	Booking fee	2
	CVV Number	0
⊕ Online texts	Never update guests	0
	Gender choice	5
✉ E-Mail texts	Max number of persons	6
	Last new reservation	8.78
🛏 Room categories	Last change/Cancellation	8
	Last Minute Start	8
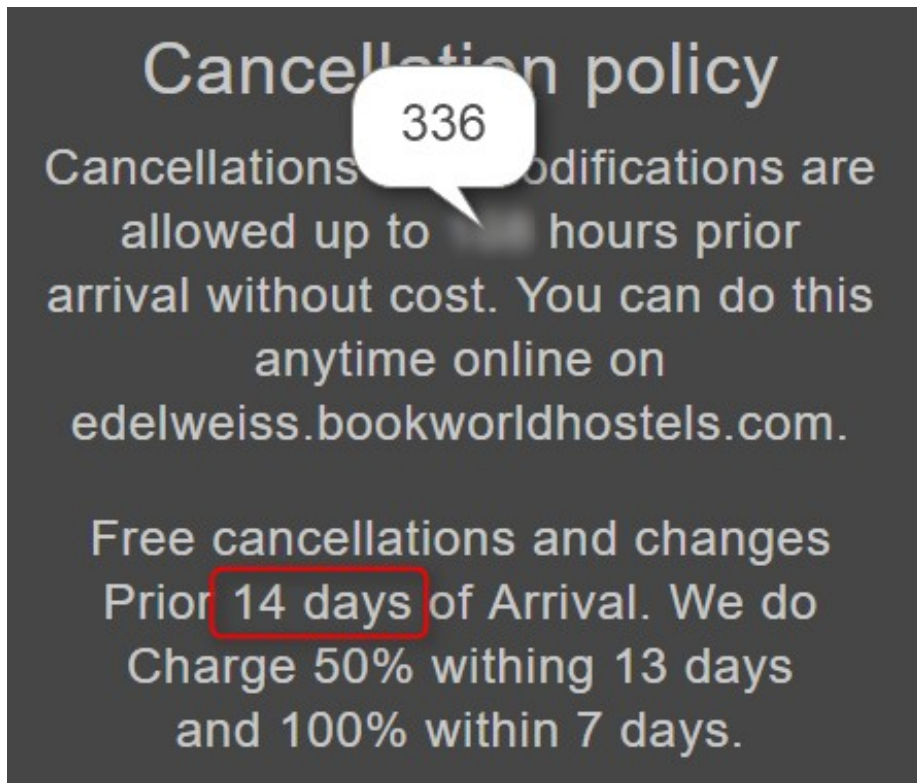
Further texts on booking navigation

Which text should appear after the additional service has been selected?

Text type: "Book now" -> Text (example): "Book now"

Which text should appear after the guest information has been entered and before the payment information is requested?

Text type: "Book-Next" -> Text (example): "Go to next step"

Do you want users to click on a checkbox to accept the booking? Which text would you like next to this checkbox?

Text type: "Payment-read" -> Text (example): "I confirm that the booking is paid and that I could see the final price"
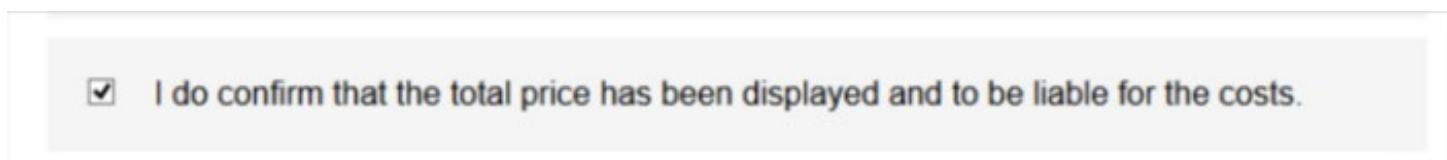
Title confirmation page

A text block is displayed on the confirmation page

Text type: "Booking confirmation" -> Text (example): "Thank you for your booking"

GoogleMap

Coordinate width, length in decimal format: eg ... -5.214569

Entry in the DormOnline Administration under Extras -> Latitude / Longitude

Confirmation page

Any number of additional information can be added below the map. Each section is a text block. If the text block begins with a heading (h1), the title is displayed in the left column

Text type: "Confirmation information"

For example, text input for the figure below:

H1. Arrival Information
H1. Location

* Reception opening hours from 07:00 till 23:00
* Checkin after 15:00
* Checkout before 11:00
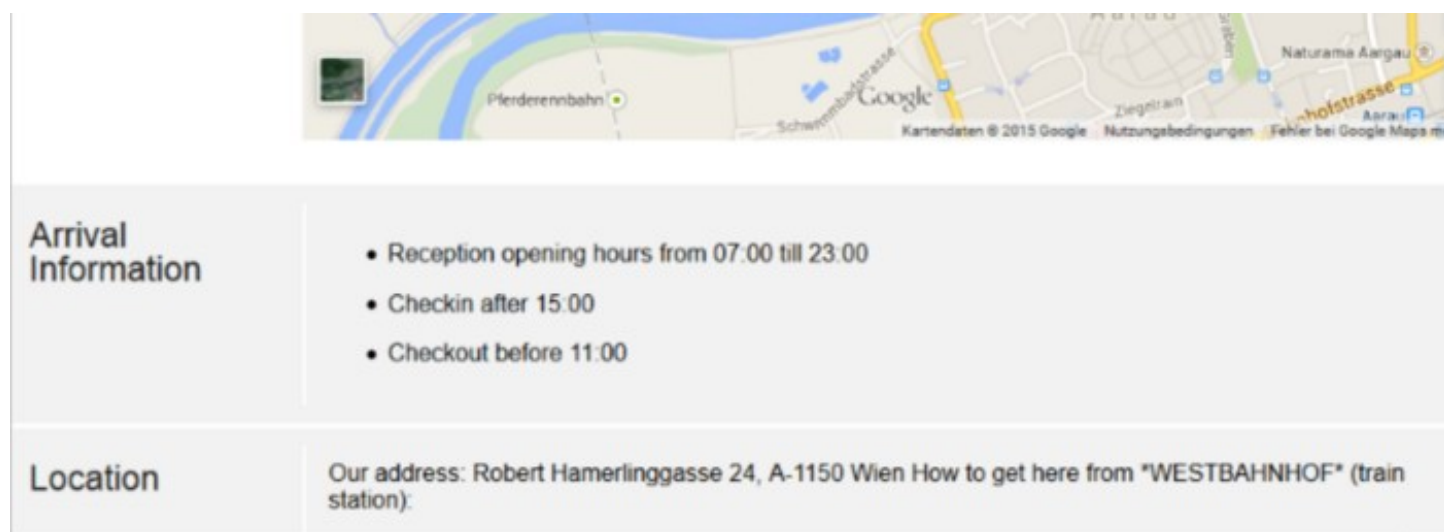
If a guest uses the link in the confirmation e-mail to change or cancel a booking, the booking confirmation page is displayed, but with a different title

Text type: "Booking-display text" -> Text (example): "welcome back ..."

Test Hostel 1

Booking information

welcome back...

| Change booking | Cancel reservation | Print booking |

Details of reservation	Reservation number	1-5326
	Check-in	05/06/2015

Confirmation e-mail

The BWH system also sends confirmation e-mails to the guest. This email contains all the information from the confirmation page. The integrated Google Map is replaced by a map image (static).

Please use Image width 500px

Anzahlung   2.80
Später zu bezahlen   66.20

Test Hostel 1

Aarepark 2a
5000 Aarau
Schweiz

info@dormproject.ch

Link to display the location
in Google Maps

Arrival Information   • Reception opening hours from 07:00 till 23:00

Cancellation confirmation

If the guest cancels the reservation, the system displays a text block with structured text

Text type: "Cancellation confirmation" -> Text (example): "Your booking has been cancelled."

Hostel pictures

The BWO has a picture gallery on the top. These images should have a width of 1500 px.
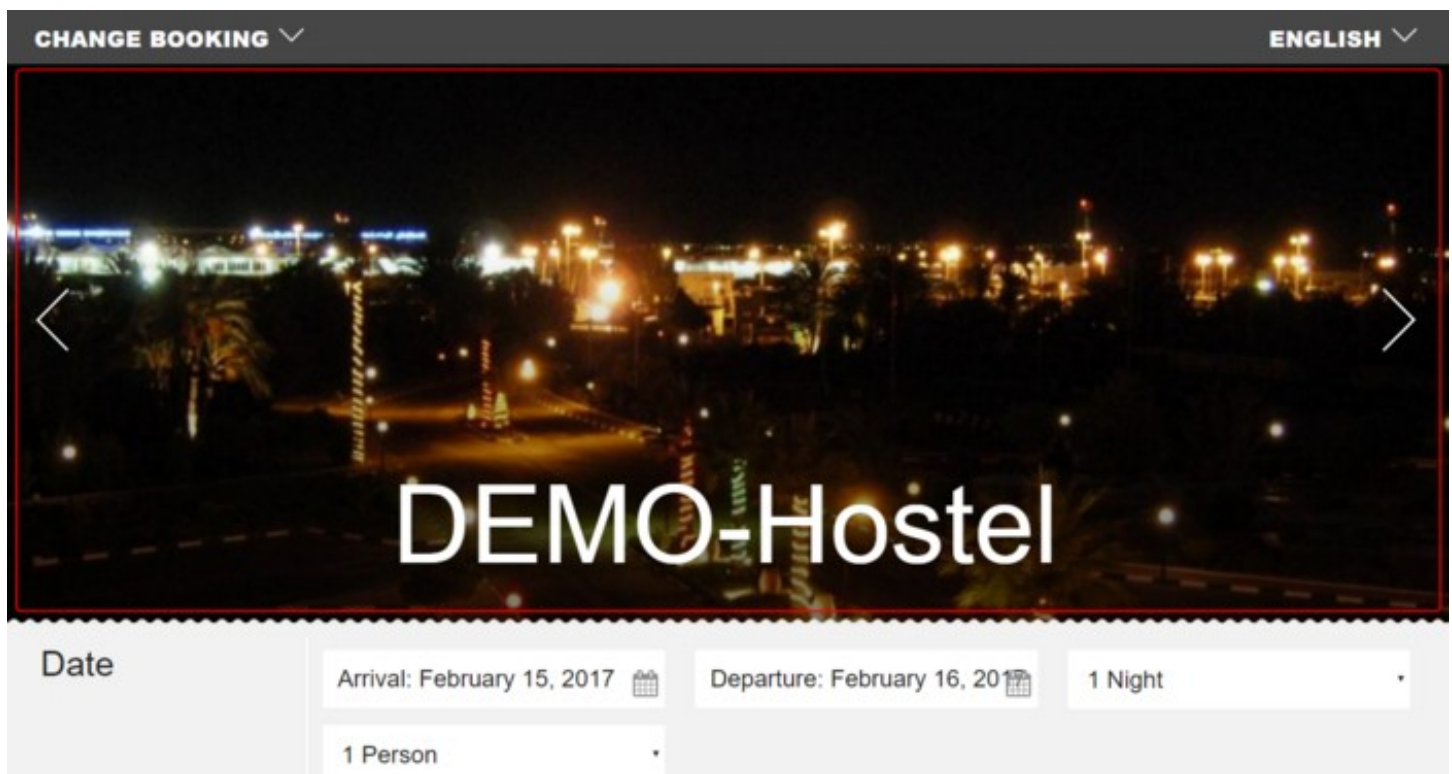
Upload the photos you want and determine the position (the order in which the images appear in the slidershow in the banner).

Image type	Position		Image	Id		
⚙ BookWorldOnline ˄						
Header image	1	↕		50891	✏	🗑
Header image	2	↕		50851	✏	🗑

Confirmation e-mail to the guest

The BWO system also sends confirmation e-mails to the guest. This email contains all the information from the confirmation page. The integrated Google Map is replaced by a map image (static). Image width 500px use.

Anzahlung   2.00
Später zu bezahlen   66.20

Test Hostel 1

Aarepark 2a
5000 Aarau
Schweiz

info@dormproject.ch

Link to display the location
in Google Maps

Arrival Information   • Reception opening hours from 07:00 till 23:00

Hostel Map	44		50835	✏	🗑

Room categories

Category	Online	Image	EN	DE	ES	FR	Icons	Id ↑	
Double	✓		Double room	Doppelzimmer	Habitación doble	Chambre double		779	
Twin	✓		Twin room	Twin-Zimmer	Habitación cama gemela	Chambre à deux lits		781	
Quad	✓		Quad room	Vierbettzimmer	Habitación cuádruple	Chambre quadruple		783	

Online - Not online

You can define whether the rooms as well as the additional services should be available online or not.

Room description

(1) image, width 450px
(2) Title
(3) Short description (1 line)
(4) Description (several lines)
(5) Icon list

Additional services

Description of additional services:

(1) image, width 450px
(2) Title of the additional service
(3) short description

Breakfast

Start your day with a nutritious and tasty breakfast.

Guest fields / Online Check-in

Any guest field can appear in the online reservation process. It can be optional or required during the booking process.

Online Checkin
Any field can also be used in the online check-in process. You can define if the field is entered just once per booking (Main guest) or for every person (All guests). If any field is configured for online check-in the link for online check-in is provided in the confirmation email and a option is available in bwo.

booking management

⚙ BookWorldOnline ∧

≡ Hostel texts

🖾 Hostel images

🛏 Room categories

🛎 Service

🗣 Agent

🪪 Guest fields

🏷 Discount

🗚 Translation

≣ Interface tools ∨

≣ Interfaces ∨

Original text

Zip code

Display options
Show

-

Show

Required

Required, if no cc is necessary

Online Check-in
-

-

Main guest

All guests

EN   Zip code

DE   PLZ

ES   Código postal

FR   Code postal

Personal data

Fields marked with * are required.

First name *	
Name *	
Country *	??? (??) ⌄
Zip code	
E-mail *	
Retype e-mail *	
Mobile	
Arrival time *	Please select … ⌄

CHECK IN / CHANGE BOOKING ∧

Reservation no.   E-mail   **CHECK IN**   **CHANGE / CANCEL**

Discount codes

If there is a active code configured, in the online reservation the field "Discount code" appears. When then the guest enters a valid code, it is acknowledged with a green tick and the discounted and original price is displayed.
At the reservation the code will be added to the remarks an the discounted price is set.

You can deactivate and reactivate your codes. With the filter you can also display deactivated codes.

The codes can be restricted by date, number of guest or duration. E.g. codes for low season, for long stays or for groups.

The discount can be in percent of the accommodation price, one of, per night (not regarding number of guests), per person or per person multiplied by the number of nights

Payment options (e.g. NonRef)

Introduction
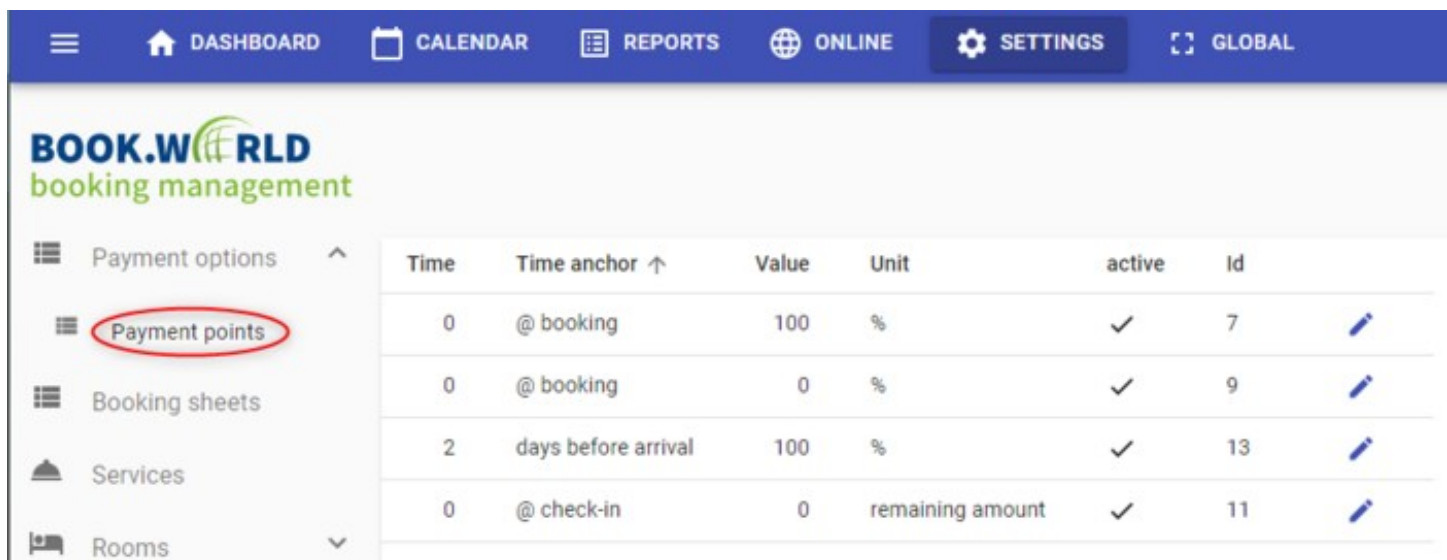
The payment options allow flexible choices for online payment and cancellation conditions. At this time we only support part of the possibilities.

The payment options must be activated by us. They are only available with a price plan without booking fees. Please contact us by email or phone.

2. Payment points

Any number of payment points can be created. In the next step, the payment options are then formed from them.

A payment point consists of a point in time and an amount. The time can be "@ booking", x "days after booking", x "days before arrival", or "@ check-in". The amount can be a percentage of the room rate, a fixed amount, the value of x nights (e.g. 1st night) or the outstanding amount.

Time	Time anchor ↑	Value	Unit	active	Id	
0	@ booking	100	%	✓	7	✏
0	@ booking	0	%	✓	9	✏
2	days before arrival	100	%	✓	13	✏
0	@ check-in	0	remaining amount	✓	11	✏

3. Payment options

Here you can define what selection options the guest should have at booking. At this ime only points "when booking" and "at check-in" are possible.
The "Cancellation restrictions" mean that cancellations or changes can only be made up to the specified time, and the texts for booking and confirmation are set accordingly. Below is a typical configuration for Non Refundable.

BOOK.WⒺRLD
booking management | Description
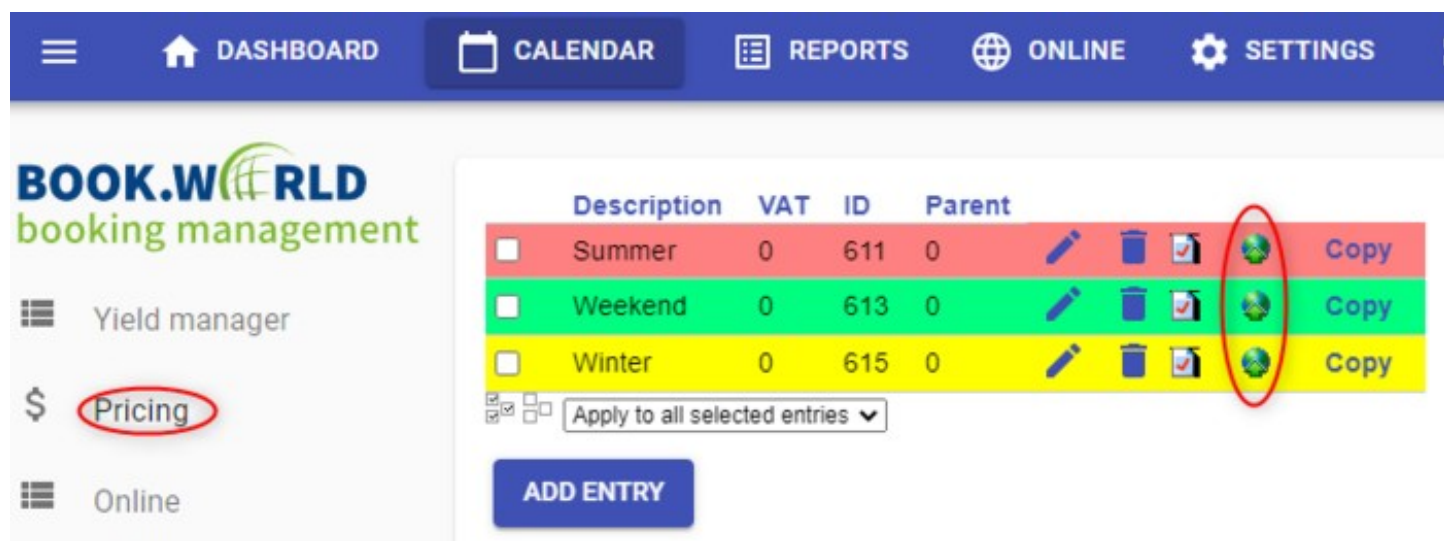
☰	(Payment options)	⌄
	Booking sheets	
⏶	Services	

Description ↑	Payment points	Cancelation restrictions
0 Standard	0%, @ booking	100%, 2 days before arrival
9 Non Ref	100%, @ booking	100%, @ booking

4. Prices

| ☰ | 🏠 DASHBOARD | 📅 CALENDAR | 📋 REPORTS | 🌐 ONLINE | ⚙ SETTINGS |

BOOK.WⒺRLD
booking management

☰	Yield manager
$	(Pricing)
☰	Online

	Description	VAT	ID	Parent					
☐	Summer	0	611	0	✏	🗑	☑	🌍	Copy
☐	Weekend	0	613	0	✏	🗑	☑	🌍	Copy
☐	Winter	0	615	0	✏	🗑	☑	🌍	Copy

☑ ☐ [Apply to all selected entries ⌄]

ADD ENTRY

Open the rate settings for the prices for allactive price groups and activate and save the rates for DormOnline. If the rates are not activated here, only the standard rate is offered.

Rates: Winter

Activate and adjust prices for rates of connected system (interfaces)

Show rooms/price based on online group: [Please select ⌄]

☐ **DormOnline (direct)**   Rooms   Base price

SAVE

The rates can then be activated and the prices defined.

Rates: Winter

Activate and adjust prices for rates of connected system (interfaces)

Show rooms/price based on online group: [Please select ⌄]

☑ **DormOnline (direct)**	Rooms	Base price	0 Standard			9 Non Ref			
Double / 779			0	%	⌄	-10	%	⌄	copy to all
Twin / 781			0	%	⌄	-10	%	⌄	copy to all
Quad / 783			0	%	⌄	-10	%	⌄	copy to all
8 bed Dorm / 785			0	%	⌄	-10	%	⌄	copy to all
Car parking / 787			0	%	⌄	-10	%	⌄	copy to all
Single / 6405			0	%	⌄	-10	%	⌄	copy to all

SAVE

5. Enable

BOOK.W🌐RLD
booking management

☰	Payment options	⌄
☰	Booking sheets	
⏶	Services	
🛏	Rooms	⌄
🗣	**Agent contracts**	⌄
☰	Tables	⌄
⣿	App Options	
☰	Users	⌄
▭	Payments (Stripe)	⌄
☰	Maintenance	⌄
☰	Tools	⌄

Agent   HomePage (direct)

Color   FF2894; default ⌄

Price / Payment settings

Commission booking   0   %, negative Values: Service Charge in Main Currency

Commission on top of price   ☐

CC Booking fee   ☐

Down payment   credit card   ⌄

BookWorldOnline   No Rates ⌄

No BWO
No Rates   nel: Internet)
With Rates

Booked on agents website

Commission link   ...ed for reports

Booked by Agent   (Booking Channel: Agent) [param: book]

Booking without credit card   ☐

SAVE

	Organisation	City	Book	on Top	Fee	Type	no CC	Lin
⇕	DormOnline (direct)		0	0	0	booking fee	0	0
⇕	local Touristinformation		10	0	0	Book gross price	1	5
⇕	Gomio (direct)		5	1	0	gomio	0	0
⇕	TripAdvisor (direct)		-2	0	1	Book net price	0	0
⇕	HomePage (direct)		0	0	0	credit card	0	0
⇕	hostelwebdev		0	0	1	Book net price	0	0
⇕	RegionPage (direct)		-2	1	1	Book gross price	0	0
⇕	PlaceRes		0	0	0	stripe	0	0

Formatting

Below are simple formatting that can be added:

bold
italic
h1. Heading
h2. Subheading

Unordered List:

* Item1
* Item2
* Item3

Ordered List:

Item 1
Item 2
Item 3

Integration of the BWO platform

Automatic generation of the integration URLs in the Administration:

Option 1: Integration by a simple link

BookWorldOnline in deine Website einbinden   ✕

Website Integration als Link   ▾

en ▾   ☐ Keine Kopf Bilder

Platziere einen link zu dieser URL auf deiner Website

https://demo.bookworldhostels.com?lang=en&weiter=1&agent=HomePage

COPY TO CLIPBOARD

Option 2: Book widget integration:
www.cityhostel.ch/en

BookWorldOnline in deine Website einbinden   ✕

Website Integration als Widget   ▾

en ▾   ☐ Keine Kopf Bilder

Platziere diesen code auf deiner Website

<script
src="https://demo.bookworldhostels.combwh_widget.php?hostel=https:
//demo&lang=en&weiter=1&agent=HomePage" type="text/javascript">
</script>

COPY TO CLIPBOARD

Option 3: Frame integration
interlaken.bookworldhostels.com/?lang=en

BookWorldOnline in deine Website einbinden ⊗

Website Integration als iFrame ▾

en ▾   ☐ Keine Kopf Bilder   Width   % ▾
                                         100

Platziere diesen code auf deiner Website

```
<div id="bwoWrap"></div><script>var
ifr=document.createElement("iframe");if.id =
"bwoIframe";if.style="border:none;";if.scrolling="no";if.marginheight="0px";
if.marginwidth="0px";if.width="100%";if.allowfullscreen=true;
if.src="https://demo.bookworldhostels.com?lang=en&weiter=1&
agent=HomePage";document.getElementById("bwoWrap").appendChild(if);
```

COPY TO CLIPBOARD

BWO Option 1

The quickest option ist to integrate with a simple link:

https://bwh-hostel-id.bookworldhostels.com

If you want to select a specific language:
https://bwh-hostel-id.bookworldhostels.com/?lang=en

To adjust the look & feel you can add CSS for each agent.

Example BWO standard CSS:

https://test.bookworldhostels.com/react/bwh_css/bwh.css

GET-Parameter	Comment
arrival	e.g. 2018-08-01
duration	e.g. 5
numOfGuests	e.g. 2
To change reservations:	
openchange	open the change dialog
resid	Reservation Number
email	E-mail of reservation

General:

book   Book-Flag (internal use only)

BWO Option 2

The option 2 is using JavaScript and you can integrate it with the following code:

<script
src="https://test.bookworldhostels.com/bwh_widget.php?hostel=test&agent=HomePage&lang=de&
type="text/javascript"></script>

About the parameters see the page <u>parameters</u>

You can find an example on this page:

<u>https://test.bookworldhostels.com/bwo_widget_test.php</u>

The example CSS you find here:

<u>https://test.bookworldhostels.com/bwh_css/bwh_widget_test.css</u>

BWO Option 3

parameters

With various parameters, the behavior of the BWH system can be adjusted.

The parameters are appended to the BWH-URL

e.g.: https://test.bookworldhostels.com/?agent=HomePage&lang=de

parameter	description
hostel	Specification of the BWH hostel id. For the widget variant, this parameter is mandatory.
agent	Affects the agent used when booking. Through an agent, the appearance of the site can be changed, the presentation of prices, the behavior at booking (booking fee, etc.).
lang	influences the chosen language
boilerplate	with "no" the integration of the standard CSS boilerplate.css can be switched off
hoeadimg	If the parameter is set to 1, then no host header images are loaded and displayed.
scoffset	Normally, the BWH system will automatically scroll to the search filter area the first time it is started. This parameter can be used to set an offset (in pixels) where to scroll.
obenchange	If this parameter is set to 1, the login bar opens at the start to change existing reservations.

code   Discount code

Online groups

The online groups define which room is sold under which conditions and through which internet portal. They are defined under the link ?Online ? Online Groups?.

To edit an existing online group, click on ?process portal?.

To define the conditions for a new combination of room category/interface, click on ?Add Entry?. To edit it, click on the pen symbol. To erase it, click on the red X.

The information is defined in the filter: choose what you wish to see displayed from the drop-down menu.

Enter

Choose the web portal and the room category from the drop-down menu.

Amount allocated
This field is ignored by the Gomio interface.

Beds reserve
This parameter allows you to define a minimum number of beds in each room category that needs to be kept free: the interface will sell only the beds available over these thresholds. This function can be useful to keep a ?reserve? of enough beds available for people who walk-in without booking.

Minimum length of stay
Enter the minimum number of nights that the guest must book.

Maximum length of stay
Enter the maximum number of nights that the guest can book.

Click on the ?save? button to save the data entered.

The next step consists of editing each room.

Online groups ? rooms

The combinations of portal/room categories as well as other additional preferences are set up under ?Add Entry?. To edit each room in a room category, the combinations need to be edited again **after saving** by clicking on the pen symbol.

Portal	DormOnline (direct)	**Room**
Room category	Dorm (neu)	
Contingent	0 bed(s)	☑ A6-01 (All) -->
Keep free	0 bed(s)	☑ A6-02 (All) -->
Minimum duration	1	☑ A6-03 (All) -->
Maximum duration	14	☑ A8-04 (Mixed) --> 5,6
[Save]		☑ A8-05 (Mixed) --> 5,6
		☑ A6-07 (Women only) -->

Occupations (separated by ',') in the edit field at the right

are not available online for that room.

All the rooms in this room category are listed after the first time ?saving?. Choose with the check box which room you would like to sell via the interface during the given time period.
Occupancies given in the right fill-in field (comma separated) are not available online for the selected room. The example above shows 6 beds dorms (A6) and 8 beds dorms (A8). The 8 beds dorms have 5,6 mentioned in the setting field which means they cannot be sold as 5 or 6 beds private rooms.

Portal	Room category	Contingent	Keep free	Min	Max	Room		
DormOnline (direct)	4er-Dorm	0	0	1	14	A4-08; A4-09; A4-10; A4-11	✏	✕
DormOnline (direct)	Zweier (mitDW)	0	0	1	14	G2-13; G2-14	✏	✕
DormOnline (direct)	Dorm (neu)	0	0	1	14	A6-01; A6-02; A6-03; A6-07; A8-04!(5,6); A8-05! (5,6)	✏	✕
DormOnline (direct)	Einer (mit DW)	0	0	1	14		✏	✕

Add Entry

The overview shows the rooms available for sale through this interface. The configurations unavailable for sale are indicated in brackets.
In the example no room from the ?Single (with DW)? category is sold. In this case, the page for this combination of portal/room category should not be created (contrary to the example).

Hostelworld

It is recommended to connect the interface to your own homepage (DormOnline) prior to connecting it to the Hostelworld (HW) interface.

The connection to HW is done with the following steps:

1.
If not yet done, register your hostel with HW. Your login (Hostel code number, user name and password) will be sent to you within a few days. You can then login at https://secure.hostelworld.com/inbox/ and set-up or edit your profile. Fill your rooms with their rates under Beds & Prices - Room Setup. We recommend that you fill in values slightly higher than your actual prices as these rates would be used only if the interface is not working or for bookings in a distant future (in more than 9 months).

2.
Create an additional user for Hostelworld which will be needed for the interface.

3.
Send us an e-mail (info@dormproject.ch) stating that you would like to connect to the interface. Could you send us at the same time the following information:
- your hostel code for HW
- your user name for HW (see 2.)
- your password for HW (see 2.)
and provide us with answers to the following questions:
- should the commission appear as an additional charge on the guests' invoice? - which price should be displayed in DormBook (before or after tax, with or without the commission?)
or
- should the commission be invoiced to you in DormBook? If yes, which mode of payment should be set-up?

We will use this information for the set-up to be done on our side and will contact you shortly after.

4.
After you receive an e-mail from us, enter in the Online Administration under «Online: Online Groups» the Portal/room categories combinations that you wish to have for HW.

5.
It is often useful to do the last set-up fine tuning and test run of your interface with your contact person over the phone or skype.
When all the settings are done, go to the Online Administration under «Online - Online Groups - Hostelworld Functions» and click on the button «Start Interface» to activate the connection.

For further information in English, see the Online Administration under ?Home: Schulungsvideo-Agent (HW/HB) Integration?. The password for the video can be found on the upper side of the page (between the title and the first video).

Cancel bookings

You can cancel a booking on Hostelworld by entering the booking's Hostelworld ID (property ID and booking number) into the relevant field and clicking on ?Check?. In the next step, the booking number of DormBook is listed and you can confirm the cancellation.

Online groups

The online groups define which room is sold under which conditions and through which internet portal. They are defined under the link ?Online: Online Groups?.

To edit an existing online group, click on ?Edit Portals?.

To define the conditions for a new combination of room category/interface, click on ?Add Entry?. To edit it, click on the pen symbol. To erase it, click on the red X.

The information is defined in the filter: choose what you wish to see displayed from the drop-down menu.

Filter: All Portal ⌄ | All Room category ⌄

Enter

Choose the web portal and the room category from the drop-down menu.

Contingent (amount allocated)
This field defines the maximum number of beds in a given room category available for sale via the interface. If you would rather like to not put any maximum, fill in ?0? in the corresponding field.

Keep free (beds reserve)
This parameter allows you to define a minimum number of beds in each room category that needs to be kept free: the interface will sell only the beds available over these thresholds. This function can be useful to keep a ?reserve? of enough beds in various categories available for people who walk-in without booking. We recommend that you use only one of the two functions (Contingent or Keep free).

Minimum duration
Enter the minimum number of nights that the guest must book.

Maximum duration
Under ?Hostelworld (API)-functions? you can globally set the number of nights that the guest can book in maximum (this setting applies to all room categories and online groups).

Click on the ?Save? button to save the data entered.

Portal	Please select ⌄
Room category	Please select ⌄
Contingent	0 bed(s)
Keep free	0 bed(s)
Minimum duration	1
Maximum duration	14
Save	

The next step consists of editing each <u>room</u>.

Online groups ? rooms

The combinations of portal/room categories as well as other additional preferences are set up under ?Add Entry?. To edit each room in a room category, the combinations need to be edited again **after saving** by clicking on the pen symbol.

All the rooms in this room category are listed after the first time ?saving?. Choose with the check box which room you would like to sell via this interface during the given time period.
Near each room, the drop-down menu lists all the room categories that you have defined in your Hostelworld profile.
The text in parentheses is added by the interface and shows how the rooms are recognized.
Select the category which corresponds to the room category in DormProject.

The overview shows the rooms available for sale through this interface.

Portal	Room category	Contingent	Keep free	Min	Max	Room		
DormOnline (direct)	4er-Dorm	0	0	1	14	A4-08; A4-09; A4-10; A4-11		
DormOnline (direct)	Zweier (mitDW)	0	0	1	14	G2-13; G2-14		
DormOnline (direct)	Dorm (neu)	0	0	1	14	A6-01; A6-02; A6-03; A6-07; A8-04!(5,6); A8-05! (5,6)		
DormOnline (direct)	Einer (mit DW)	0	0	1	14			

Add Entry

Booking.com

It is recommended to connect the interface to your own homepage (DormOnline) prior to connecting it to the Booking.com interface.

The connection to Booking.com is done with the following steps:

1.
If not yet done, register your hostel with Booking.com.

2.
Let your contact person at Booking.com know that you would like to set up the connection with Alixon (ID 170). Booking.com charges a fee to connect to the interface.

3.
As soon as point 2 is cleared, we will be contacted directly by Booking.com. We will settle some settings.

4.
We will contact you so you can define the portal/room category combinations for the interface to Booking.com in the online administration under ?Online: Online groups?.

5.
Upon your reply we will activate the interface from our side. You will also have to activate it in the Extranet (back-office).

6.
Initially the synchronisation is done for the next seven days, so you can check if availabilities and prices are synchronised right. Upon your confirmation we will set the duration of synchronisation to the usual nine months (or the value arranged with the hostel).

Expiry date of a credit card: The expiry date of a credit card by which a reservation on Booking.com has been made, will be found in the e-mail to the hostel having the subject ?Booking from booking.com: [hostel number]-[reservation number]? (as well as guests' e-mail address).
(Newer) e-mails to a hostel can be retrieved in the Online Administration under ?Tools: Messages (e-mail)?.

Agoda

It is recommended to connect the interface to your own homepage (DormOnline) prior to connecting it to the Agoda interface.

The connection to Agoda is done with the following steps:

1.
If not yet done, register your hostel with Agoda. With the received login data (hostel code number, user name, and password) you will be able to log in under https://ycs4.agoda.com/en-us/Login. You can set-up or edit your profile where possible (inter alia your rooms with their rates). We recommend that you fill in values slightly higher than your actual prices as these rates would be used only if the interface is not working or for bookings in a distant future (in more than nine months).

2.
Send us an e-mail (info@dormproject.ch) stating that you would like to connect to the interface and tell us your hostel number with Agoda. Please provide us with answers to the following questions:
- Should the commission appear as an additional charge on the guests' invoice?
- Which price should be displayed in DormBook (before or after tax, with or without the commission?)
or
- Should the commission be invoiced to you in DormBook? If yes, which mode of payment should be set-up?

3.
We will use this information for the set-up to be done on our side and will send you an e-mail that you can enter in the Online Administration under «Online: Online Groups» the Portal/room categories combinations that you wish to have for the Agoda interface. When this has been done, please confirm it to us, so that we can complete the set-up.

4.
In order to check the correct functioning of the interface, we usually start a synchronisation for the next seven days. If you will have confirmed to us that the prices and availabilities are synchronised right, we will set the duration of synchronisation to the usual nine months.

Online groups

The online groups define which room is sold under which conditions and through which internet portal. They are defined under the link ?Online: Online Groups?.

To edit an existing online group, click on ?Edit Portals?.
To define the conditions for a new combination of room category/interface, click on ?Add Entry?. To edit it, click on the pen symbol. To erase it, click on the red X.

The information is defined in the filter: choose what you wish to see displayed from the drop-down menu.

Enter

Choose the web portal and the room category from the drop-down menu.

Contingent (amount allocated)
This field defines the maximum number of beds in a given room category available per day for sale via the interface. If you would rather like to not put any maximum, fill in ?0? in the corresponding field.

Keep free (beds reserve)
This parameter allows you to define a minimum number of beds in each room category that needs to be kept free: the interface will sell only the beds available over these thresholds. This function can be useful to keep a ?reserve? of enough beds available for people who walk-in without booking.

We recommend that you use only one of the two functions (Contingent or Keep free).

Minimum duration
Enter the minimum number of nights that the guest must book.

Maximum duration
Enter the maximum number of nights that the guest can book.

Click on the ?Save? button to save the data entered.

Portal	Please select
Room category	Please select
Contingent	0 bed(s)
Keep free	0 bed(s)
Minimum duration	1
Maximum duration	14

Save

The next step consists of editing each <u>room</u>.

Online groups ? rooms

The combinations of portal/room categories as well as other additional preferences are set up under ?Add Entry?. To edit each room in a room category, the combinations need to be edited again **after saving** by clicking on the pen symbol.

		Room	
Portal	Hostelbookers (Interface)		
Room category	Comfort (6)	☑ 42 (All)	Private (5 beds) Ensuite (Privat 5)
Contingent	0 bed(s)	☑ 44 (All)	Private (5 beds) Ensuite (Privat 5)
Keep free	0 bed(s)	☑ 46 (All)	Private (6 beds) Ensuite (Privat 6)
Minimum duration	1	☑ 52 (All)	Private (6 beds) Ensuite (Privat 6)
Maximum duration	14	☑ 54 (Women only)	Dorm (6 beds) Ensuite Female only (Female Dorm 2)
Save		☑ 56 (Mixed)	Dorm (6 beds) Ensuite (Mixed Dorm 2)

All the rooms in this room category are listed after the first time ?saving?. Choose with the check box which room you would like to sell via this interface during the given time period.
Near each room, the drop-down menu lists all the room categories that you have defined in your Agoda profile.
The text in parentheses is added by the interface and shows how the rooms are recognized.
Select the category which corresponds to the room category in DormProject.

The overview shows the rooms available for sale through this interface.

Portal	Room category	Contingent	Keep free	Min	Max	Room		
DormOnline (direct)	4er-Dorm	0	0	1	14	A4-08; A4-09; A4-10; A4-11	✏	✕
DormOnline (direct)	Zweier (mitDW)	0	0	1	14	G2-13; G2-14	✏	✕
DormOnline (direct)	Dorm (neu)	0	0	1	14	A6-01; A6-02; A6-03; A6-07; A8-04!(5,6); A8-05! (5,6)	✏	✕
DormOnline (direct)	Einer (mit DW)	0	0	1	14		✏	✕

Add Entry

HI Hostels

It is recommended to connect the interface to your own homepage (DormOnline) prior to connecting it to the hihostels interface.
The connection to hihostels is done with the following steps:
1.
If not yet done, register your hostel with hihostels.

2.
Let your contact person at hihostel know that you would like to set-up the connection with Alixon.

3.
Send us at (info@dormproject.ch) a list of all your room categories and codes for the rooms and let us know to which room category they correspond in DormProject.

In the same e-mail, could you provide us with answers to the following questions:
- what % commission does hihostels charge you?
- should the commission appear as an additional charge on the guests' invoice? - which price should be displayed in DormBook (before or after tax, with or without the commission?)
or
- should the commission be invoiced to you in DormBook? If yes, which mode of payment should be set-up?
- which currency is defined by default in the back office?

4.
We will set-up the connection together with hihostels and contact you should any question arise.

5.
After you receive an e-mail from us, enter in ?Online Administration - Online - Online Groups? the Portal/room categories combination that you wish to have for hihostels.

Online groups

The online groups define which room is sold under which conditions and through which internet portal. They are defined under the link ?Online - Online Groups?.

To edit an existing online group, click on ?process portal?.

To define the conditions for a new combination of room category/interface, click on ?Add Entry?. To edit it, click on the pen symbol. To erase it, click on the red X.

The information is defined in the filter: choose what you wish to see displayed from the drop-down menu.

Filter: [All Portal ▼] [All Room category ▼]

Choose the web portal and the room category from the drop-down menu.

Amount allocated
This field defines the maximum number of beds in a given room category available per day for sale via the interface. If you would rather like to not put any maximum, fill in \"0\" in the corresponding field.

Beds reserve
This parameter allows you to define a minimum number of beds in each room category that needs to be kept free: the interface will sell only the beds available over these thresholds. This function can be useful to keep a "reserve" of enough beds available for people who walk-in without booking.

We recommed that you chose only one of those two funtions (amount allocated or bed reserve).

Minimum length of stay
Enter the minimum number of nights that the guest must book.

Maximum length of stay
Enter the maximum number of nights that the guest can book.

Click on the "save" button to save the data entered.

Portal	Please select ▼
Room category	Please select ▼
Contingent	0 bed(s)
Keep free	0 bed(s)
Minimum duration	1
Maximum duration	14
Save	

For next step, work on the individual rooms.

Online groups ? rooms

The combinations of portal/room categories as well as other additional preferences are set up under ?Add Entry?. To edit each room in a room category, the combinations need to be edited again **after saving** by clicking on the pen symbol.

All the rooms in this room category are listed after the first time ?saving?. Choose with the check box which room you would like to sell via the interface during the given time period.
Occupancy given in the entrance field (comma separated) are not available online for the selected room.
An example above shows 6 beds dorms (A6) and 8 beds dorms (A8). The 8 beds dorms have 5,6 mentioned in the setting field which means it can not be sold as 5 or 6 beds private room.

The overview shows the rooms available for sale through this interface. The configurations unavailable for sale are indicated in brackets.
In the example no room from the ?Single (with DW? category is sold. In this case, the page for this combination of portal/room category should not be created (contrary to the example).

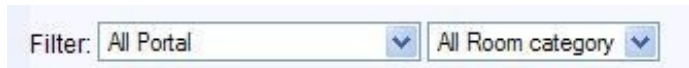| Portal	Room category	Contingent	Keep free	Min	Max	Room		
DormOnline (direct)	4er-Dorm	0	0	1	14	A4-08; A4-09; A4-10; A4-11	✏	✗
DormOnline (direct)	Zweier (mitDW)	0	0	1	14	G2-13; G2-14	✏	✗
DormOnline (direct)	Dorm (neu)	0	0	1	14	A6-01; A6-02; A6-03; A6-07; A8-04!(5,6); A8-05! (5,6)	✏	✗
DormOnline (direct)	Einer (mit DW)	0	0	1	14		✏	✗

Add Entry

STC

Online groups

The online groups define which room is sold under which conditions and through which internet portal. They are defined under the link ?Online - Online Groups?.

To edit an existing online group, click on ?process portal?.

To define the conditions for a new combination of room category/interface, click on ?Add Entry?. To edit it, click on the pen symbol. To erase it, click on the red X.

The information is defined in the filter: choose what you wish to see displayed from the drop-down menu.

Filter: All Portal ▾   All Room category ▾

Enter

Choose the web portal and the room category from the drop-down menu.

Amount allocated
This field defines the maximum number of beds in a given room category available per day for sale via the interface. If you would rather like to not put any maximum, fill in ?0? in the corresponding field.

Beds reserve
This parameter allows you to define a minimum number of beds in each room category that needs to be kept free: the interface will sell only the beds available over these thresholds. This function can be useful to keep a ?reserve? of enough beds available for people who walk-in without booking.

We recommed that you chose only one of those two funtions (amount allocated or bed reserve).

Minimum length of stay
Enter the minimum number of nights that the guest must book.

Maximum length of stay
The portal does not consider these settings, so they are irrelevant.

Click on the ?save? button to save the data entered.

Portal	Please select ▾
Room category	Please select ▾
Contingent	0 bed(s)
Keep free	0 bed(s)
Minimum duration	1
Maximum duration	14
Save	

For the next step, work on the individual <u>rooms</u>.

Online groups ? rooms

The combinations of portal/room categories as well as other additional preferences are set up under ?Add Entry?. To edit each room in a room category, the combinations need to be edited again **after saving** by clicking on the pen symbol.

All the rooms in this room category are listed after the first time ?saving?. Choose with the check box which room you would like to sell via the interface during the given time period.
Near each room, the drop-down menu lists all the room categories that you have defined in your STC profile. Select from the menu the category which corresponds to the room category in DormProject.

The overview shows the rooms available for sale through this interface.

Portal	Room category	Contingent	Keep free	Min	Max	Room		
DormOnline (direct)	4er-Dorm	0	0	1	14	A4-08; A4-09; A4-10; A4-11	✎	✗
DormOnline (direct)	Zweier (mitDW)	0	0	1	14	G2-13; G2-14	✎	✗
DormOnline (direct)	Dorm (neu)	0	0	1	14	A6-01; A6-02; A6-03; A6-07; A8-04!(5,6); A8-05! (5,6)	✎	✗
DormOnline (direct)	Einer (mit DW)	0	0	1	14		✎	✗

Add Entry

HostelsClub

It is recommended to connect the interface to your own homepage (DormOnline) prior to connecting it to HostelsClub.
The connection to HostelsClub is done with the following steps:

1.
If not yet done, register your hostel with HostelsClub.

2.
Send us an e-mail at (info@dormproject.ch) requesting the connection and containing the following information:
- your hostel code number
- your user name
- your password

and answers to the following questions:
- should the commission appear as an additional charge on the guests' invoice?
- which price should be displayed in DormBook (before or after tax, with or without the commission?)
or
- should the commission be invoiced to you in DormBook? If yes, which mode of payment should be set-up?

3.
We set up the interface with HostelsClub and the connection is ready to go after 24 or 48 hours. Should any question arise, we would also contact you.

4.
After you will have received an e-mail from us, enter in «Online Administration ? Online ? Online Groups» the portal/room categories combination that you wish to have for HostelsClub.
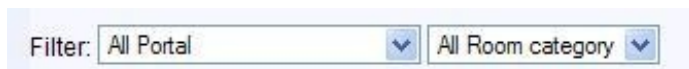
Online groups

The online groups define which room is sold under which conditions and through which internet portal. They are defined under the link ?Online ? Online Groups?.

To edit an existing online group, click on ?Edit Portals?.

To define the conditions for a new combination of room category/interface, click on ?Add Entry?. To edit it, click on the pen symbol. To erase it, click on the red X.

The information is defined in the filter: choose what you wish to see displayed from the drop-down menu.

Filter: All Portal ✓   All Room category ✓

Create

Choose the web portal and the room category from the drop-down menu.

Amount allocated
This field defines the maximum number of beds in a given room category available per day for sale via the interface. If you would rather like to not put any maximum, fill in ?0? in the corresponding field.

Beds reserve
This parameter allows you to define a minimum number of beds in each room category that needs to be kept free: the interface will sell only the beds available over these thresholds. This function can be useful to keep a ?reserve? of enough beds available for people who walk in without booking.

We recommed that you choose only one of those two funtions (amount allocated or bed reserve).

Minimum and maximum length of stay
HostelsClub does not take into account these parameters.

Click on the ?Save? button to save the data entered.

Portal	Please select
Room category	Please select
Contingent	0 bed(s)
Keep free	0 bed(s)
Minimum duration	1
Maximum duration	14

Save

The next step is to edit the individual <u>rooms</u>.

Online groups ? rooms

Define the combination of portal/type of room (and additional features if needed) under ?Add Entry?. To edit the type of room of an individual room, **click first on ?save?**, then click on the pen symbol.

Portal	Hostelbookers (Interface)	**Room**	
Room category	Comfort (6)		
Contingent	0 bed(s)	☑ 42 (All)	Private (5 beds) Ensuite (Privat 5)
Keep free	0 bed(s)	☑ 44 (All)	Private (5 beds) Ensuite (Privat 5)
		☑ 46 (All)	Private (6 beds) Ensuite (Privat 6)
Minimum duration	1	☑ 52 (All)	Private (6 beds) Ensuite (Privat 6)
Maximum duration	14	☑ 54 (Women only)	Dorm (6 beds) Ensuite Female only (Female Dorm 2)
Save		☑ 56 (Mixed)	Dorm (6 beds) Ensuite (Mixed Dorm 2)

All the rooms in this room category are listed after the first time ?saving?. Choose with the check box which room you would like to sell via this interface during the given time period.
Near each room the drop-down menu lists all the room categories that you have defined in your HostelsClub profile.
The text in parenthesis is added by the interface and shows how the rooms are recognized. Select the category which corresponds to the room category in DormProject.

The overview shows the rooms available for sale through this interface.

Portal	Room category	Contingent	Keep free	Min	Max	Room		
DormOnline (direct)	4er-Dorm	0	0	1	14	A4-08; A4-09; A4-10; A4-11	✎	✕
DormOnline (direct)	Zweier (mitDW)	0	0	1	14	G2-13; G2-14	✎	✕
DormOnline (direct)	Dorm (neu)	0	0	1	14	A6-01; A6-02; A6-03; A6-07; A8-04!(5,6); A8-05! (5,6)	✎	✕
DormOnline (direct)	Einer (mit DW)	0	0	1	14		✎	✕

Add Entry

TOMAS®

TOMAS® runs a channel management system.

The TOMAS® system is in use at touristic organisations and regional tourist centers. Usually the touristic organisations will offer the channel management system to their members.

On behalf of the TOMAS® interface at DormProject your allocations and prices will be sent out of DormProject to the TOMAS® system.

To set up the TOMAS® interface please follow the next steps:

1.
If not already done, please register your hostel within an organisation that offers a cooperation with a TOMAS® system.

2.
Inform your contact person at the respective touristic organisation that you would like to set up the interface with Alixon.

3.
Inform us about the first and second step and ask us to set up the TOMAS® interface with your touristic organisation.

Online groups

The online groups define which room is sold under which conditions and through which internet portal. They are defined under the link ?Online - Online Groups?.

To edit an existing online group, click on ?Edit Portals?.

To define the conditions for a new combination of room category/interface, click on ?Add Entry?. To edit it, click on the pen symbol. To erase it, click on the red X.

The information is defined in the filter: choose what you wish to see displayed from the drop-down menu.

Choose the web portal and the room category from the drop-down menu.

Amount allocated
This field defines the maximum number of beds in a given room category available per day for sale via the interface. If you would rather like to not put any maximum, fill in ?0? in the corresponding field.

Beds reserve
This parameter allows you to define a minimum number of beds in each room category that needs to be kept free: the interface will sell only the beds available over these thresholds. This function can be useful to keep a ?reserve? of enough beds available for people who walk-in without booking.

We recommed that you chose only one of those two functions (amount allocated or bed reserve).

Minimum length of stay
Enter the minimum number of nights that the guest must book.

Maximum length of stay
TOMAS® does not take into account this parameter.

Click on the ?save? button to save the data entered:

For next step, work on the individual rooms.

Online groups ? rooms

Define the combination of Portal/type of room (and additional features if needed) under ?Add Entry?. To edit the type of room of an individual room, **click first on ?save?** then click on the pen symbol.

All the rooms in this room category are listed after the first time "saving". Choose with the check box which room you would like to sell via this interface during the given time period.

Near each room, the drop-down menu lists all the room categories that you have defined in your TOMAS® profile.

The text in parenthesis is added by the interface and shows how the rooms are recognized. Select the category which corresponds to the room category in DormProject.

The overview shows the rooms available for sale through this interface.

Portal	Room category	Contingent	Keep free	Min	Max	Room		
DormOnline (direct)	4er-Dorm	0	0	1	14	A4-08; A4-09; A4-10; A4-11		
DormOnline (direct)	Zweier (mitDW)	0	0	1	14	G2-13; G2-14		
DormOnline (direct)	Dorm (neu)	0	0	1	14	A6-01; A6-02; A6-03; A6-07; A8-04!(5,6); A8-05! (5,6)		
DormOnline (direct)	Einer (mit DW)	0	0	1	14			

Add Entry

Myallocator

Configuraton

Myallocator functions   Documentation   D

Happy Inn Lodge

This function requires a contract with the choosen portal.

Down payment	Book gross price ⌄
ma: hostelnumber	[ ]
ma: Loginname	[ ]
ma: password	[ ]
ma: last new reservation **leave blank (zero) unless the hostel did request something else**	till 0 [ ] hour(s) before 24:00 of arrival day
	Configure

Please just add the token as password. no loginname, no hostelnumber (the system fetchs the hostel number as soon as you click on Configure). Of course it's good to select the correct value for Down payment and last new reservation

Also the screen after a successful setup looks different:

On top you find a button "Login-Page" which opens a new browser tab to login into the myallocator inbox. The login details (if available) can be found and changed below. The button direct-Login does not only open the myallocator inbox, but also includes the login creditals.

Below you see the Change Loginname and Change password fields and buttons to manage the login values used by the api. This values are different to the values on top, as before end of this year, the api should work with the token (as by Dec 31st the api accesss with username/password is deactivated).

So if you find a token in the myallocator inbox, then your welcome to change the Loginname to TOKEN (or leave it empty) and add the token as password.

AirBnB and MyAllocator:

Please read carefully the information from Myallocator on
https://myallocator.cloudbeds.com/hc/en-us/articles/206317447-How-To-Setup-Airbnb
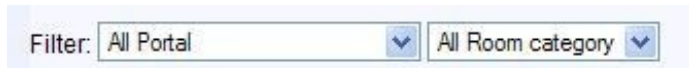
Online groups

The online groups define which room is sold under which conditions and through which internet portal. They are defined under the link ?Online: Online Groups?.

To edit an existing online group, click on ?Edit Portals?.
To define the conditions for a new combination of room category/interface, click on ?Add Entry?. To edit it, click on the pen symbol. To erase it, click on the red X.

The information is defined in the filter: choose what you wish to see displayed from the drop-down menu.

Filter: All Portal   All Room category

Enter

Choose the web portal and the room category from the drop-down menu.

Contingent (amount allocated)
This field defines the maximum number of beds in a given room category available per day for sale via the interface. If you would rather like to not put any maximum, fill in ?0? in the corresponding field.

Keep free (beds reserve)
This parameter allows you to define a minimum number of beds in each room category that needs to be kept free: the interface will sell only the beds available over these thresholds. This function can be useful to keep a ?reserve? of enough beds available for people who walk-in without booking.

We recommend that you use only one of the two functions (Contingent or Keep free).

Minimum duration
Enter the minimum number of nights that the guest must book.

Maximum duration
Enter the maximum number of nights that the guest can book.

Click on the ?Save? button to save the data entered.

Portal	Please select
Room category	Please select
Contingent	0 bed(s)
Keep free	0 bed(s)
Minimum duration	1
Maximum duration	14
Save	

The next step consists of editing each <u>room</u>.

Online groups ? rooms

The combinations of portal/room categories as well as other additional preferences are set up under ?Add Entry?. To edit each room in a room category, the combinations need to be edited again **after saving** by clicking on the pen symbol.

All the rooms in this room category are listed after the first time ?saving?. Choose with the check box which room you would like to sell via this interface during the given time period.
Near each room, the drop-down menu lists all the room categories that you have defined in your Myallocator account.
The text in parentheses is added by the interface and shows how the rooms are recognized.
Select the category which corresponds to the room category in DormProject.

The overview shows the rooms available for sale through this interface.

Portal	Room category	Contingent	Keep free	Min	Max	Room		
DormOnline (direct)	4er-Dorm	0	0	1	14	A4-08; A4-09; A4-10; A4-11	✎	✕
DormOnline (direct)	Zweier (mitDW)	0	0	1	14	G2-13; G2-14	✎	✕
DormOnline (direct)	Dorm (neu)	0	0	1	14	A6-01; A6-02; A6-03; A6-07; A8-04!(5,6); A8-05! (5,6)	✎	✕
DormOnline (direct)	Einer (mit DW)	0	0	1	14		✎	✕

Add Entry

DormOnline with agents

If a local tourist office for example or a certain agent often sends guests to a hostel, it is possible that the agent books directly via DormOnline. In order to distinguish those bookings from others via DormOnline and if need be to account the booking commissions, the hostel can define a particular agent.

Setup

In order to use DormOnline with one or several agents, your hostel needs to dispose of the traditional price plan (without booking fee). The following steps lead to the setup:

1.
Enter a new agent in the Online Administration under ?Agents: Edit agents?. In the field ?Email? you can enter the address to which booking confirmations are sent. In the next section with the drop-down menu you can define, whether these e-mails are received by ?(0) guests only; (1) guests and agent; (2) agent only?.

2.
Afterwards you define a new contract under ?Agents: Contracts?. The commission entered in the field ?Commission link? is only used for the reports ?Invoice agent (commission)? and ?Invoice agent (net)?.

3.
If you click on ?Link? in the column ?DormOnline? after having saved the newly entered information, you will see four links for the English and German versions of the booking website. Using the links in the first section ?URL Booked by Agent (Booking Channel: Agent)? booking without a credit card is possible (declaration of all personal data is compulsory). The links in the second section allow booking with credit card (without verification).

DormOnline (out dated)

DormOnline has been switched off. The documentation for the successor can be found under BWO Configuration

Here is the interface leading to the homepage of your hostel. This interface should be set up prior to any other interfaces.

Basic settings

Some of the basic settings for DormOnline are defined under ?Online: DormOnline?.

To change an insertion, click on the pen symbol. An example or explanation is generally given under the field to fill in.

We recommend verifying and, when necessary, modifying the following fields:

Hostel name and **Hostel name 2**.
These fields are displayed on the upper side of the screen during the booking process.

Homepage URL
Address of your Hostel website (e.g. www.hostel.ch).

Contact e-mail
E-Mail where copies of the booking confirmation are sent.

Bookings URL
Verify that the link contains the correct hostel login name. If you prefer, you can instead insert your hostel homepage address.

Return address
E-mails sender address.

To insert the sender address ?loginname of the hostel?@portal.dormproject.ch instead of bookings@portal.dormproject.ch for the booking confirmation you need to insert any e-mail address in the field ?Email 2? under the folder ?Tools?.

Credit cards
List all the type of credit cards which your guests can use to pay. If no credit card is indicated, online booking is not possible.

CVV anti-fraud security number
Should the CVV anti-fraud three digits security number be optional or compulsory for online booking?

Creating new guest
Should there always be a new guest created when filling a guest file?

Gender choice
Here is where the gender choice properties are set-up for online booking.

Maximum group size
Limit the amount of people who can book online as a group.

FlexBooking tool
Only for hostels offering the FlexBooking tool online. To complete, follow the explanations under each field.

Last new reservation
Until how close to the current date are the last bookings accepted? Note that this date applies only to the DormOnline interface. Only whole numbers, no decimals.

Last change/cancellation
Until what date can the booking be changed/cancelled without penalties applied?

Last minute beginning and end
During the ?last minute? period, the settings of ?Keep Free? are no more valid. This period can begin and/or end anytime before or after the last new booking date (see above). Note that this ?last minute? properties apply only to the DormOnline interface.

Time zone
Please select the time zone out of the drop-down list in which your hostel is in (the name of the time zone does not correspond in any case with the name of your locality).

Main Currency/Currency 1/Currency 2
DormProject allows the use of one main currency and up to two additional other currencies. The additional currencies are shown to the guest for information purposes only. Complete the exchange rate field. It is the hostel's responsibility to adjust the exchange rate when it varies. A note that exchange rates are subject to change will be displayed in the online booking.
If you have no need of additional currencies, simply leave the corresponding fields empty.

In addition, you choose how foreign currency prices will be displayed. The formula after currency symbol starts with the % symbol and ends with the letter f:
To show one digit after the comma, indicate %0.1f
To show two digits after the comma, indicate %0.2f
Please note that the way euros are displayed can not be modified as this is the reference currency used by the interface.

Homepage color palette
The remaining fields (indicated after ?Background?) define the colors used in the online booking homepage. The easiest way to choose and modify the colors is to select them in the drop-down menu under room or room category. Color codes must be preceded by the # symbol.

Text blocks

Text blocks are building blocks used both in DormOnline and in the confirmation e-mails sent to the customers.

The number of text blocks which can be created is not limited. We recommend giving to each block a name describing precisely its contents (including the language in which it is written).

A few text blocks are given as example. Feel free to adapt them to your needs.

To edit an existing text block, click on the pen symbol. To erase it, click on the red X. To modify the order in which the texts are displayed, click on the arrow next to their description (in overview). This is the only way to define the order in which the texts building blocks appear.

If you wish to create a new text block, click on ?Add entry? under the list of text blocks. The block's title and language need to be defined first. Save these properties. The text block can then be opened to receive its content.

Helpful hints on how to edit the contents of text blocks are available here.

When all the text blocks have been edited, the next step consists of defining which texts should appear in the Homepage and which ones in the E-Mails. A same text block can be used in both locations (homepage and e-mails).

Edit text blocks

The block consists of 5 elements:

Title and language

HTML

Text

Variables

Configuration

The first three elements can be modified. The HTML element is the most important.
Do not forget to save your changes.

Title and language
The title allows you to assign when and where a text block is used (homepage or confirmation e-mails). It is
worth giving a precise and well-defined title to each text block. The title can be changed at any time.
Language must be defined and influences the name of the variables (e.g. männlich/male).

HTML
The contents and properties of the text blocks are defined in the *HTML* field. Two views are available: the
source code of the HTML document and the final view (or preview) of the document.
The symbol A enables switching between views.
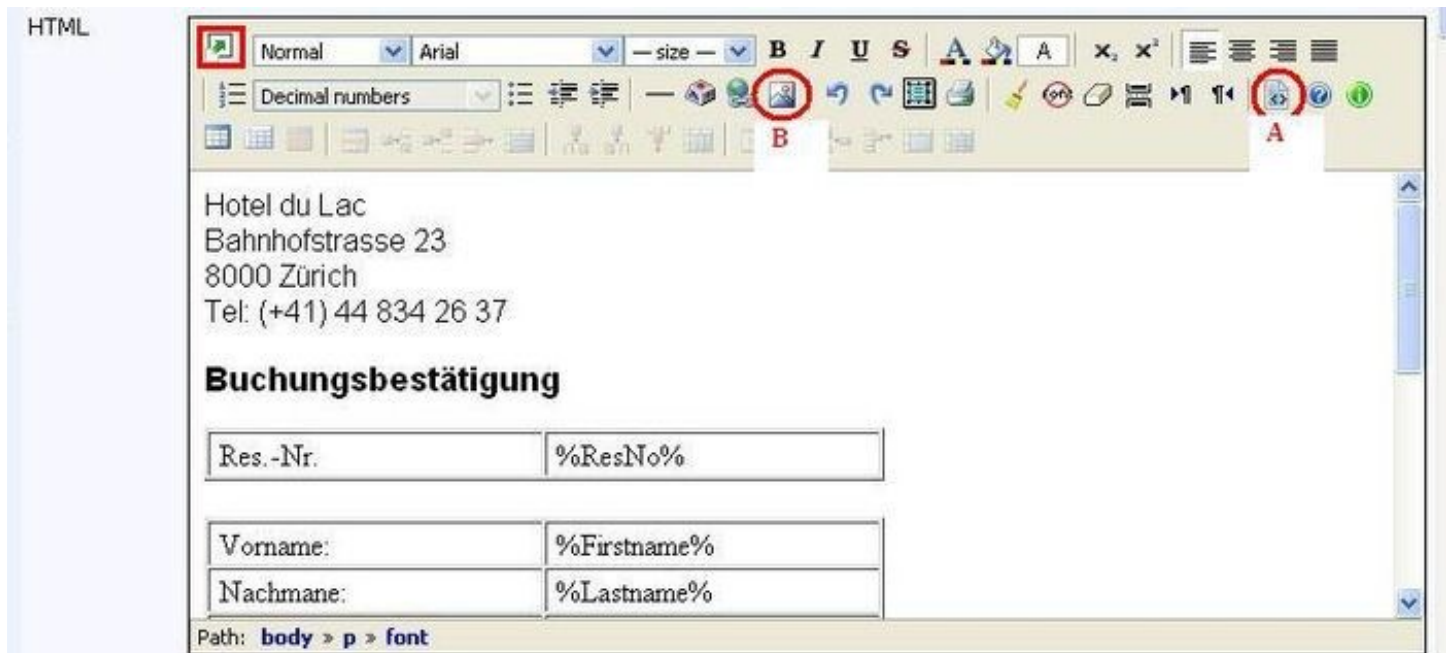
The following changes can be done directly in the *Preview* screen. For more information, refer to "How to:
Preview".

Replace existing text

Replace existing formula

Replace pictures (logos, etc.) through B (see above)

Add text at the end of the document

Change the text font and size

Any other changes (other than changing the display/view) are best done in ?View source code?.

A click on the red rectangle zooms in the full screen view.

Text
It is important to copy in this section the same contents as what appears in HTML fields, in particular for the text blocks that are intended to be part of e-mail messages. The text contained in the ?text field? will be used when the e-mail cannot be displayed in the HTML view (this depends from the e-mail program of your guest).

Variables
All the variables available are described here. Important: A variable always begins and ends with a % symbol. Do not change the variables as this could lead to some malfunctions.

Most variables are self-explanatory. More information on each variable can be found under "How to".

Configuration
This section describes where the text blocks should be used (e-mail and/or homepage).

Follow the link to see which text blocks should be used in the homepage and which ones in the e-mails.

Online texts

?Online: DormOnline: Online texts? defines the text blocks displayed on the homepage and which steps in the booking process they are assigned to. The online booking takes place over several pages/screens.

The list below is pre-filled for German and English.

For hostels located in Germany we have a special booking text for DormOnline in accordance to the German law. Please ask us for this special setting if you are located in Germany.

Online texts		
Description	**Language**	
Title	Deutsch	✎
Step 1	Deutsch	✎
Step 2	Deutsch	✎
Step 3	Deutsch	✎
Step 4	Deutsch	✎
Not available	Deutsch	✎
Booking deleted	Deutsch	✎
Error	Deutsch	✎
Title	English	✎
Step 1	English	✎
Step 2	English	✎
Step 3	English	✎
Step 4	English	✎
Not available	English	✎
Booking deleted	English	✎
Error	English	✎

Title
Text blocks belonging to the **Title** category are shown on every page between the hostel's general information and the guest's data input.

DormProject Test Hostel	Online reservation system
This is not a real Hostel !!!	🔒SSL Protected

Dies ist kein echtes Hostel !!

Nur 3 Schritte zu deiner Online-Reservation.

This is not a real hostel !!

Zum ändern oder löschen einer bestehenden Reservation klicke hier

1. Datumswahl	2. Zimmerwahl	3. Personalien	... und geschafft!!

Ankunftsdatum:	1 ⌄ Juni ⌄ 2010 ⌄	
Anzahl Nächte:	1 ⌄	
Anzahl Personen:	1 ⌄	◉ Frauen ○ Männer ○ Gemischt
	Freie Zimmer suchen	

Dies ist kein echtes Hostel !!

Pro Online-Buchung können max. 6 Personen gebucht werden.

Step 1
On the first page the guest fills in his/her details: date, number of nights, number of people, gender.

Step 2
On the second page the guest chooses the room category and the additional services. The text blocks linked to this group are shown under the total amount.

Step 3
On the third page the guest fills in his/her personal details (including credit card number).

Not available
Put on this page the text that should be displayed if no room is available to fit the requests of a guest as described in step 1.

Delete booking
Put on this page the text that should be displayed when a guest has deleted a booking.

Error
Put on this page the text that should be displayed when an error has occured during the entry of the

booking.

Attribution

Click on the pen symbol for the attribution of one or several text blocks. A list of text blocks is shown. Choose by ticking the boxes which text blocks should be assigned to this group. Pay attention to the language. The order in which text blocks appear is defined in ?Online: DormOnline: Text blocks?.

Confirmation e-mails

Which text blocks should be inserted in which confirmation e-mails can be defined under ?Online: DormOnline: E-mail texts?. A list of the various e-mails to send is already done for the English and German language.

Email texts

Description	Language	
New booking	Deutsch	
Booking changed	Deutsch	
Booking deleted	Deutsch	
New booking	English	
Booking changed	English	
Booking deleted	English	

Attribution

Click on the pen symbol for the attribution of one or several text blocks. A list of text blocks is shown. Choose by ticking the boxes which text blocks should be assigned to this group. Pay attention to the language. The order in which text blocks appear is defined in ?Online: DormOnline: Text blocks?.

It is recommended to verify with at least one online booking that the confirmation e-mails function properly.

Online groups

The online groups define which room is sold under which conditions and via which interface. Online groups are defined in ?Online: Online groups?.

Set up first a group. A group contains all the conditions relative to the sales through all the interfaces for one or more specified time period(s). Click on ?Add entry?, enter the name of the group and save it. Click on ?Edit Portals?.

To enter the conditions for a new combination of room category and given portal, click on ?Add entry?. To process it, click on the pen symbol. To erase it, click on the red X.

The information is defined in the filter: choose what you wish to see displayed from the drop-down menu.

Entry

Choose the web portal and the room category from the drop-down menu.

Amount allocated
This field defines the maximum number of beds in a given room category available for sale via the interface. If you would rather like to not put any maximum, fill in ?0? in the corresponding field.
The *amount allocated* set-up is ignored in the *DormOnline* interface (i.e. your own homepage).

Beds reserved
This parameter allows you to define a minimum number of beds in each room category that needs to be kept free: the interface will sell only the beds available over these thresholds. This function can be useful to keep a ?reserve? of enough beds available for people who walk-in without booking.

Minimum duration
Enter the minimum number of nights that a guest must book.

Maximum duration
Enter the maximum number of nights that a guest can book.

Click on the ?save? button to save the data entered:

For the next step, edit the various <u>rooms</u> in each room category.

Various online groups
There are probably times when it is very easy to fill in completely your hostel, for example, around special events happening in your location or in your region. During such periods, it is in your interest to sell the most directly and the least through agents (such as HB, HW, Gomio, Booking.com) who take a commission. To differentiate the various time periods, you can create various online groups defined under <u>«Hostel: Calendar»</u>.
For more information (in English), look under «Online Administration: Home: Training video: Agent (HW/HB) Allocation». The password for the video can be found on the upper side between the title and the first video.

Online groups ? rooms

The combinations of portal/room categories as well as other additional preferences are set up under ?Add Entry?. To edit each room in a room category, the combinations need to be edited again **after saving** by clicking on the pen symbol.

Portal	DormOnline (direct) ⌄
Zimmerkategorie	Dorm (neu) ⌄
Kontingent	3 Bett(en)
Freihalten	0 Bett(en)
Minimum Dauer	1
Maximum Dauer	14
[Speichern]	

Zimmer

☑ A6-01 (Alles) --> [   ]
☐ A6-02 (Alles) --> [   ]
☑ A6-03 (Alles) --> [   ]
☑ A8-04 (Alles) --> [5,6   ]
☑ A8-05 (Alles) --> [5,6   ]
☑ A6-07 (Nur Frauen) --> [   ]

Belegungen, welche im Eingabefeld rechts (kommagetrennt) eingegeben werden, sind online für das entsprechende Zimmer nicht verfügbar.

Online Gruppe: x_old: Initial

Filter: Alle Portal ▼   Alle Zimmerkategorie ▼

Portal	DormOnline (direct) ▼
Zimmerkategorie	Dorms ▼
Kontingent	0 Bett(en)
Freihalten	0 Bett(en)
Minimum Dauer	1
Maximum Dauer	14
[Speichern]	

Zimmer

☑ d1 (Alles) --> [m   ]
☑ d2 (Alles) --> [f,x   ]
☑ d3 (Gemischt) --> [0   ]

Belegungen, welche im Eingabefeld rechts (kommagetrennt) eingegeben werden, sind online für das entsprechende Zimmer nicht verfügbar.

All the rooms in this room category are listed after the first time "saving". Choose with the check box which room you would like to sell via the interface during the given time period.
Occupancies given in the right fill-in field (comma separated) are not available online for the selected room. An example above shows 6 beds dorms (A6) and 8 beds dorms (A8). The 8 beds dorms have 5,6 mentioned in the setting field which means they cannot be sold as 5 or 6 beds private room.

To sell the room only for men insert in the field f,x. This means that the room won't be sold to women (f) or as mixed room (x). When inserting m into the field, the room won't be sold to men (m).

The overview shows the rooms available for sale through this interface. The configurations unavailable for sale are indicated in brackets.
In the example no room from the \"Single (with DW)\" category is sold. in this case, the page for this combination of portal/room category should not be created (contrary to the example).

Portal	Zimmerkategorie	Kontingent	Freihalten	Min	Max	Zimmer		
DormOnline (direct)	4er-Dorm	0	0	1	14	A4-08; A4-09; A4-10; A4-11; A4-12	🖊	✕
DormOnline (direct)	Zweier (mitDW)	0	0	1	14	G2-13; G2-14	🖊	✕
DormOnline (direct)	Dorm (neu)	3	0	1	14	A6-01; A6-03; A6-07; A8-04!(5,6); A8-05! (5,6)	🖊	✕
DormOnline (direct)	Einer (mit DW)	0	0	1	14		🖊	✕

Neuer Eintrag

Edit calendar

The time periods for Online Groups are defined in column H.

1. Week days selection/verification:
If rates change according to the day of the week, select the days when changes apply in (C). Selections for rate variations can also be done over longer periods than a week.

2. Define the date range:
To define the active date range (A), click on the beginning and end date in the overview (for example in (D) or (E)). The last 2 clicks define the range. In addition to A, the chosen dates are also displayed in bold in the four columns of the calendar.

3. Define the group rate:
Select the desired Online group rate in the drop-down menu in the corresponding zone of the calendar (H).

4.Click on the "export" button (B).

Stripe

About Stripe

Stripe is a software platform for online payment processing. Annual amounts in billions for innovative companies processed around the world.

When booking via DormOnline, the credit card entered by the guest is debited with a possible booking fee in cooperation with Stripe and thereby checked. To ensure that the credit card information is stored according to the ever-stricter PCI-DSS guidelines, these are only stored at Stripe.

We expect that all our connected Hostels have their own Stripe-Account connected to our software.

Stripe-Account

As soon as your Stripe account is connected to DormProject, it is used to charge the cards (also for booking fees). Therefore it's important to keep all the account settings up to date. As we have not access to your account we can not do any changes.

So far we recognized that a wrong Merchant Category (MCC) can raise the possibility that cards are denied. For any help regarding Stripe, please contact stript customer support.

Stripe-Countries

We recommend that all hostel owners and managers on the list of Stripe countries check whether a separate Stripe account can be opened for the operation. The country of the place of business is decisive.

1. If the country is not listed in the Stripe countries list, no Stripe account can be opened. However, we recommend that you register here so that Stripe knows that someone is interested in working with them from your country. Please check stripe atlas. May this could help you to get a stripe account.
2. If the country is listed as a "private beta", register here and ask Stripe to send an invitation.
3. If the country is listed as a Stripe country or Open Beta, a Stripe account can be opened directly on this link

If the DormProject Hostel has been successfully connected to a separate Stripe account, a confirmation will appear on the page.

FAQ

Why is the phone number of an online booking not saved in DormBook?

Define first a field in guest-details called ?Phone? (no longer or shorter name). See more.

Why are bed prices for private rooms not given in DormBook?

Give to the additional unused beds in the room the status of ?empty bed?. more

How are new versions of Dormbook installed?

Go to ?Extras ? Updates?. You will receive a message if a new version is available.

How to treat conflict e-mails?

Open the reservation concerned whose number is to be found in the e-mail, in DormBook. Click on the button ?Add bed?. A list of all currently available beds is displayed. Choose a suitable bed and check the price. Now, this reservation contains enough beds for the duration in question.

What prompts the e-mails ?RE: DormBook: Booking save error (?)??

Each booking contains the date (and time stamp) of the last time the booking was modified. A booking opened in DormBook is given a time stamp, which is sent to and saved on the server. If two users work at the same time on the same booking, conflict can happen: there is discrepancy between the time when data was sent by DormBook to the server and the time for the saved data in the database. The various changes are not lost but sent in the body of an e-mail instead of saved.

To minimize the number of times this situation happens, we would recommend the following:
- either set up in the Online Administration (A) that a booking can be opened in only one place at a time.
- or try to save and close the bookings as soon as possible, for example if you are interrupted in the middle of your work by something else to do. The least time a booking is left open, the least probability there is for someone else to want to do some changes to the same booking.

High Density Displays (Windows)

The Book.World Desktop App (DormBook) is displayed illegibly on my Windows.

For some years now, there have been notebooks whose displays have a very high pixel density (e.g. Surface). In this context, one also speaks of high density or high resolution.

The problem can be solved with Windows settings

1) On the desktop link of DormBook -> Right click and select properties:
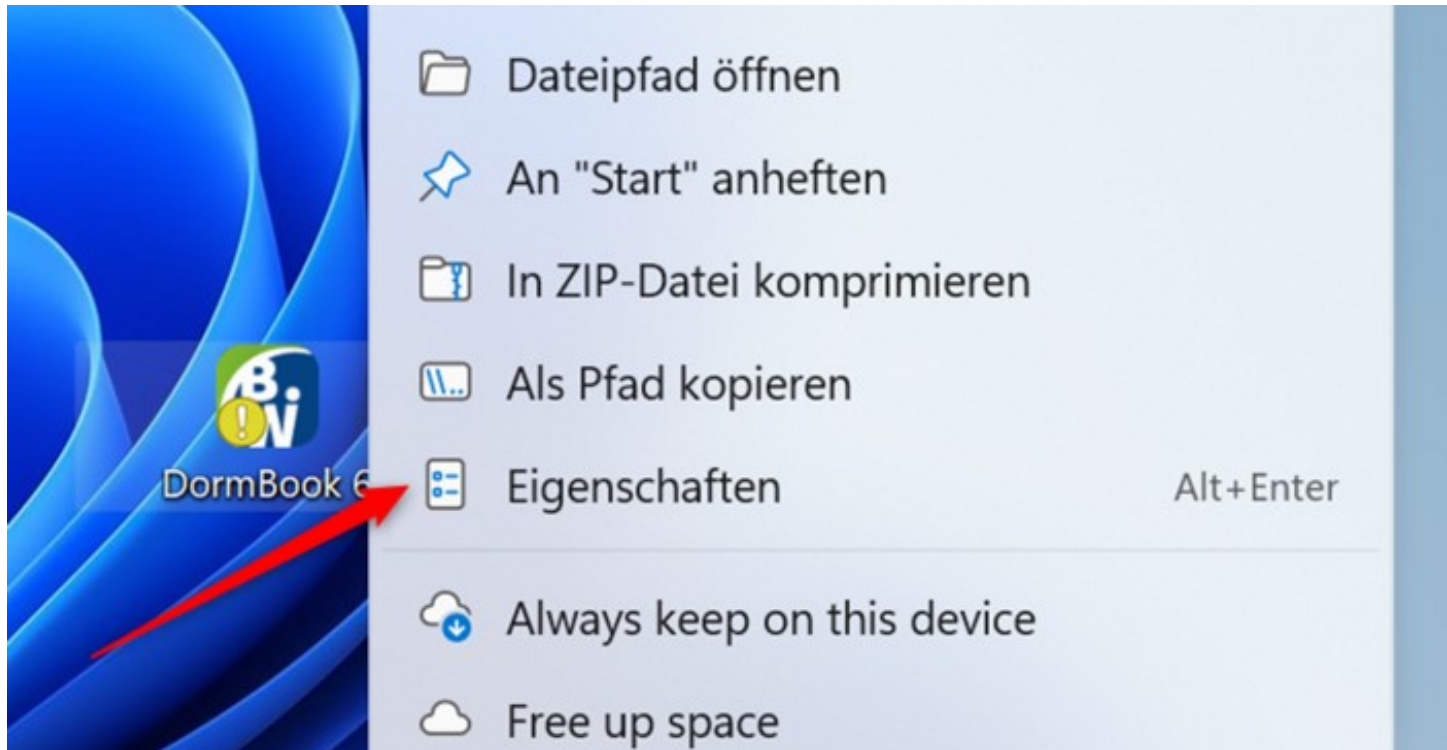
2) Switch to Compatibility and click "Change high DPI setting":

Eigenschaften von DormBook 6   ✕

| Sicherheit | Details | Vorgängerversionen |

| Allgemein | Verknüpfung | Kompatibilität |

Wenn das Programm mit dieser Version von Windows nicht voll funktion: führen Sie die Problembehandlung für die Programmkompatibilität aus.

[Problembehandlung für die Programmkompatibilität ausführen]

Wie wähle ich Kompatibilitätseinstellungen manuell aus?

Kompatibilitätsmodus

☐ Programm im Kompatibilitätsmodus ausführen für:

[Windows 8   ⌄]

Einstellungen

☐ Modus mit reduzierten Farben

[8-Bit-Farben (256)   ⌄]

☐ In Bildschirmauflösung 640 x 480 ausführen

☐ Vollbildoptimierungen deaktivieren

☐ Programm als Administrator ausführen

☐ Dieses Programm für den Neustart registrieren

☐ Ältere Anzeige für die ICC-Farbverwaltung verwenden

[Hohe DPI-Einstellungen ändern]

3) In the area overwrite High SPI scaling: Activate checkbox and select System or System (Advanced). With the setting System (Advanced) seems and the display a little sharper

Hohe DPI-Einstellungen für DormBook6.exe ✕

Wählen Sie die hohen DPI-Einstellungen für dieses Programm
Programm-DPI

☐ Diese Einstellung verwenden, um Skalierungsprobleme für dieses
Programm hier anstatt in den Einstellungen zu beheben

Erweiterte Skalierungseinstellungen öffnen

Ein Programm könnte unscharf dargestellt werden, wenn sich der
DPI-Wert für die Hauptanzeige ändert, nachdem Sie sich bei Windows
angemeldet haben. Windows kann versuchen, das
Skalierungsproblem für dieses Programm zu beheben. Dazu wird beim
Öffnen des Programms der für Ihre Hauptanzeige festgelegte

Den für meine Hauptanzeige festgelegten DPI-Wert verwenden,

| ich mich bei Windows angemeldet habe. ⌄ |

Weitere Informationen

Hohe DPI-Skalierung überschreiben

☑ Verhalten bei hoher DPI-Skalierung überschreiben.
Skalierung durchgeführt von:

| System (Erweitert) ⌄ |

OK   Abbrechen

4) Save changes and start DormBook.

How to

Variables

A rapid overview of the different variables.

General variables

%DateTime%	Zeitpunkt der Buchung (nur in Online-/E-Mail-Textblöcken)
%CancelTime%	Zeitpunkt der Stornierung (nur in Online-/E-Mail-Textblöcken)
%Gender%	Geschlecht (nur in Online-/E-Mail-Textblöcken)
%Events%	Liste der speziellen Tage
%Action%	Angaben für die Bestätigungsmail von DormOnline-Reservationen, mit denen man angeben kann, ob die Reservation geändert oder storniert wurde.
%OldArrival%	Ankunftsdatum, bevor die Reservation geändert wurde (auf Buchungsblatt nur sinnvoll bei Aktivierung des automatischen Ausdruckens)
%ResNo%	Reservationsnummer
%CreatDate%	Zeitpunkt der Erstellung der Reservation
%CreatTime%	
%PrintDate%	Zeitpunkt des Druckens
%PrintTime%	
%Arrival%	Ankunft
%Departure%	Abreise
%Duration%	Dauer der Reservation
%ResComment%	Inhalt des Bemerkungsfeldes der Reservation
%ResState%	Reservationsstatus
%BookingChannel%	Buchungskanal
%Important%	Je nach Checkbox: Ja bzw. Nein (Haken bei «Wichtig» gesetzt oder nicht)
%Paid%	Status von «Bezahlt» (ja/nein)
%Reminder%	Datum der Erinnerung

Guest

These variables apply to the main guest of the reservation who is displayed top left after clicking on ?Edit?.

%GastNo%	Gastnummer
%Firstname%	Vorname
%Lastname%	Nachname
%CountryNo%	Nummer des Wohnsitzlandes

%Country%	Wohnsitzland
%Birthday%	Geburtsdatum
%PassportNo%	Nummer des Passes
%NationalityNo%	Nummer der Nationalität
%Nationality%	Nationalität
%GuestComment%	Bemerkungen zum Gast
%Title%	Titel
%Address%	Adresse
%Address2%	Zweite Adresszeile
%ZIP%	Postleitzahl
%City%	Ortschaft
%EMail%	E-Mail-Adresse
%AgeShortcut.XYZ%	Kürzel der Alterskategorie (dabei ist XYZ mit der Nummer der betreffenden Alterskategorie Ihres Hostels zu ersetzen, die in der Online-Administration unter «Hostel: Preise: Alterskategorien» unter «ID» ersichtlich ist)
%PreviousRes%	Anzahl aller früheren Reservationen eines Gastes und Liste der fünf neuesten mit Ankunftsdatum (berücksichtigt werden die Status Checked-in und Checked-out)

Guest information

The guest information can be defined in the Online Admininistration. A variable is automatically attributed to each piece of information under a %guest_XX% code (the English description is absolutely to be mentioned or else you cannot access the German text in a booking sheet). As the single fields are defined by each hostel itself, the variables cannot be listed here.

Credit cards information:

%CCType% %CCName% %CCNumber% %CCExp%   these variables allow the printing of credit cards data. As these data are very sensitive, we advise restricting their use as much as possible.

Agent

%Agent%	Name des Agenten
%AgentCode%	Abkürzung für den Agenten (wie HW, HB, etc.)
%AgentEMail%	E-Mail-Adresse des Agenten (für Buchungsbestätigungen)

General variables

Grouped variables create tables. Please pay attention to the hint about using such variables at the end of the paragraph Preview.

%Category%	Beschreibung des gebuchten Zimmers. Im Text z.B. der Bestätigungsmail steht «Personen» (Privatzimmer), wenn von derselben Reservation so viele Betten gebucht wurden, wie das Zimmer Betten hat (ohne Zusatz-, aber mit Leerbetten) resp. «Betten», wenn es ein Dormzimmer ist.
%Guests%	Aufzählung aller Gäste der Reservation inkl. Hauptgast, unterteilt mit Schrägstrichen (die anderen Reservationen einer Gruppe werden nicht beachtet)
%RoomTypes%	

	Kommagetrennte Aufzählung aller Zimmerkategorien der Reservation, die nur einmal zeilenweise aufgeführt werden.
%RoomCategories%	Kommagetrennte Aufzählung aller Zimmerkategorien der Reservation, die nur einmal in derselben Tabellenzelle aufgeführt werden.
%RoomNames%	Kommagetrennte Aufzählung aller Zimmernamen der Reservation, die nur einmal in derselben Tabellenzelle aufgeführt werden.
%BedNames%	Kommagetrennte Aufzählung aller Betten der Reservation
%Bookings:	Pro Bett wird eine Zeile aufgeführt:
room|	- Zimmer
gender|	- Geschlecht
agecat|	- Alterskategorie
cat|	- Zimmerkategorie
count|	- Anzahl Betten
countx|	- Anzahl Betten x (Malzeichen)
pricepnight|	- Preis pro Nacht
price|	- Preis
pricepnight_gross|	- Bruttopreis pro Nacht
price_gross|	- Bruttopreis
guest|	- Gast
guest_passno|	- Nummer des Passes des Gastes
vat_amount|	- Mehrwertsteuerbetrag
vat_id|	- Mehrwertsteuer-ID
vat_rate|	- Mehrwertsteuersatz
vat_rate_p|	- Mehrwertsteuer-Prozentsatz
net%	- Nettopreis
%ResTotal%	Total der Reservation
%Services:	Zusatzleistungen (eine Zeile pro Bett):
count|	- Anzahl
countx|	- Anzahl Betten x (Malzeichen)
service|	- Zusatzleistung
text|	- Bezeichnung der Zusatzleistung
price|	- Preis
total|	- Total
vat_amount|	- Mehrwertsteuerbetrag
vat_id|	- Mehrwertsteuer-ID
vat_rate|	- Mehrwertsteuersatz
vat_rate_p|	- Mehrwertsteuer-Prozentsatz
net%	- Nettopreis
%ServicesTotal%	Total der Zusatzleistungen
%Payments:	Zahlungen:
date|	- Datum
type|	- Zahlungsart
text|	- Beschreibung der Zahlung

amount%	- Betrag
%PaymentsTotal%	Total der Zahlungen
%VAT:	Mehrwertsteuer:
text|	- Bezeichnung
id|	- Mehrwertsteuer-ID
amount|	- Gesamtbetrag
rate|	- Mehrwertsteuersatz
rate_p|	- Mehrwertsteuer-Prozentsatz
vat%	- Mehrwertsteuerbetrag
%VATTotal%	Total der Mehrwertsteuer
%NetTotal%	Total der Nettopreise (wobei %VATTotal% + %NetTotal% = %Total%)
%Total%	Gesamttotal
%TotalPerPerson%	Total pro Person
%Due%	offener Betrag (wobei %PaymentsTotal% + %Due% = %Total%)

Numbers

Variables in this group are expressed as numeric values.

%NumOfBed%	Anzahl Betten
%NumOfPerson%	Anzahl Personen
%NumOfFemale%	Anzahl Frauen
%NumOfMale%	Anzahl Männer
%NumOfMix%	Anzahl Mixed
%NumOfAge.XYZ%	XYZ ist mit der Nummer der betreffenden Alterskategorie Ihres Hostels zu ersetzen, die in der Online-Administration unter «Hostel: Preise: Alterskategorien» ersichtlich ist (unter «ID»). Die Anzahl dieser Alterskategorien entspricht der Anzahl gebuchter Betten (inkl. Leerbetten). Die Anzahl Betten ohne Leerbetten ergibt sich durch Summierung von %NumOfFemale%, %NumOfMale% und %NumOfMix% (oder kurz: = %NumOfPerson%).

Group bookings

Always use the variables contained in this heading for a group booking, otherwise the price used for the group would be only the one of one booking. Per reservation group a line is listed (not per bed), i.e. per date and room category.

%FirstArrival%	Innerhalb einer Gruppe kann es verschiedene Ankunfts- bzw. Abreisedaten geben. Hier wird das erste Ankunftsdatum aufgeführt.
%LastDeparture%	Innerhalb einer Gruppe kann es verschiedene Ankunfts- bzw. Abreisedaten geben. Hier wird das letzte Abreisedatum aufgeführt.
%GroupBookings:	Gruppenbuchungen:
date|	- Datum
text|	- Text
textgender|	- Bezeichnung des Geschlechts
gender|	- Geschlecht

count|	- Anzahl Betten
countx|	- Anzahl Betten x (Malzeichen)
priceperperson|	- Preis pro Person
priceperunit|	- Preis pro Einheit
price|	- Preis
priceperperson_gross|	- Bruttopreis pro Person
priceperunit_gross|	- Bruttopreis pro Einheit
price_gross|	- Bruttopreis
vat_amount|	- Mehrwertsteuerbetrag
vat_id|	- Mehrwertsteuer-ID
vat_rate|	- Mehrwertsteuersatz
vat_rate_p|	- Mehrwertsteuer-Prozentsatz
net%	- Nettopreis
%GroupTotal%	Total der gesamten Reservationsgruppe
%GroupTotalCurrency%	Total der gesamten Reservationsgruppe mit Währungsangabe (für DormOnline definierte Hauptwährung)
%GroupServices:	Zusatzleistungen der gesamten Reservationsgruppe:
count|	- Anzahl Betten
countx|	- Anzahl Betten x (Malzeichen)
service|	- Zusatzleistung
text|	- Bezeichnung
price|	- Preis
total|	- Total
vat_amount|	- Mehrwertsteuerbetrag
vat_id|	- Mehrwertsteuer-ID
vat_rate|	- Mehrwertsteuersatz
vat_rate_p|	- Mehrwertsteuer-Prozentsatz
net%	- Nettopreis
%GroupServicesTotal%	Total der Zusatzleistungen der gesamten Reservationsgruppe
%GroupGrandTotal%	Total von Übernachtungen und Zusatzleistungen der gesamten Reservationsgruppe
%GroupServicesTotalCurrency%	Total der Zusatzleistungen der gesamten Reservationsgruppe mit Währungsangabe
%GroupGrandTotalCurrency%	Total von Übernachtungen und Zusatzleistungen der gesamten Reservationsgruppe mit Währungsangabe
%GroupPayments:	Gruppenzahlungen:
date|	- Datum
type|	- Art
text|	- Bezeichnung
amount%	- Betrag
%GroupPaymentsTotal%	Total der Zahlungen der gesamten Reservationsgruppe
%GroupDue%	Offener Betrag der gesamten Reservationsgruppe
%GroupPaymentsTotalCurrency%	

	Total der Zahlungen der gesamten Reservationsgruppe mit Währungsangabe
%GroupDueCurrency%	Offener Betrag der gesamten Reservationsgruppe mit Währungsangabe
%GroupVATTotalCurrency%	Total der Mehrwertsteuer der gesamten Reservationsgruppe mit Währungsangabe
%GroupNetTotalCurrency%	Total der Nettopreise der gesamten Reservationsgruppe mit Währungsangabe
%GroupVAT:	Mehrwertsteuer der gesamten Reservationsgruppe:
text|	- Bezeichnung
id|	- Mehrwertsteuer-ID
amount|	- Betrag
rate|	- Satz
rate_p|	- Prozentsatz
vat%	- Mehrwertsteuerbetrag
%GroupVATTotal%	Total der Mehrwertsteuer der gesamten Reservationsgruppe
%GroupNetTotal%	Total der Nettopreise der gesamten Reservationsgruppe

Preview

A preview is relatively similar to a Word document, but all functions available in a Word document may not be accessible.

It is unfortunately not possible to make all changes directly in the "Preview" mode. Changing the display/graphics can be particularly challenging. We recommend you to try to do the changes in source code view or to simply contact us.

The following changes are easy to make:

Replace an existing text

Replace an existing formula

Insert text at the end of the document

Some changes are most easily done in the Preview mode. They consist of:

Change font and text size

Insert pictures (Logos, etc.) using the descriptive symbols (see below).
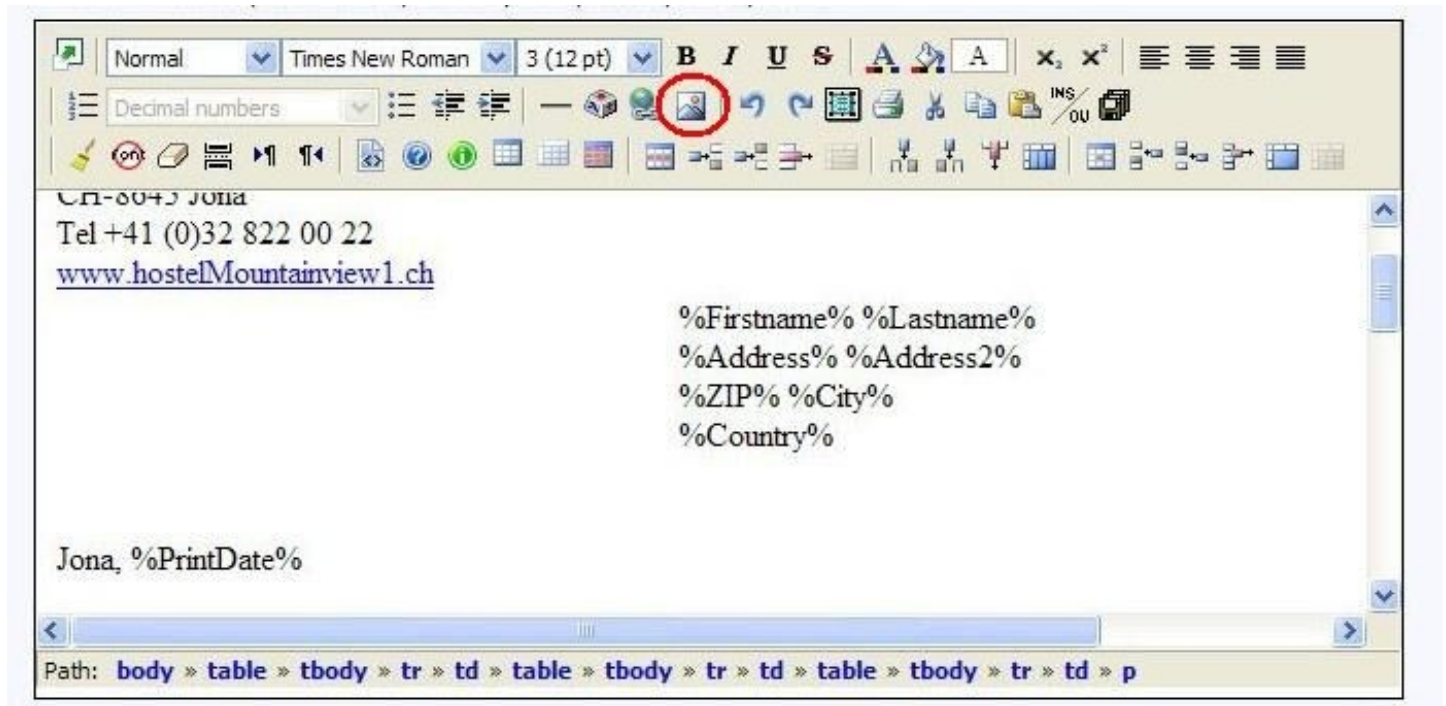
Variables:

Must be preceded and followed by a % symbol.

Grouped variables:

An example:

%Bookings:room|gender|agecat|cat|price|vat_id|vat_rate|vat_amount|guest%

They are used to show a table containing the given variables, regardless if the booking is for one or 20 beds.
The word before the two points is the grouped variables collective name (here bookings). This name should NOT be changed.
A vertical line | signals a change of column (in the same row). You can delete elements or change the order in which they appear but always keep a vertical separator in between them.
Grouped variables also start and end with a % symbol. No % symbol is needed inside the group.

View source code

The source code preview may appear very complicated at first. We hope that the few following key information will render it simpler for you:

General principles

<XX> what is between the smaller as and bigger as symbols begins.
</XX> what is between the smaller as and bigger as symbols and after the /-sign ends here.
Please make sure that all commands have beginning and end markers.

Spaces outside of a combination have no influence on the document.

tr	Zeile
td	Zelle in einer Tabelle
	Leerschlag

	Zeilenumbruch
align="right"	Der Inhalt dieser Zelle ist rechtsbündig dargestellt.
font size="3"	Schriftgrösse
face="Arial"	Schriftart
colspan="4"	Die Zelle (der Tabelle) wird mit den nächsten 3 Zellen verbunden.
strong	Die Schrift ist fett.
border="0"	Breite der Tabellenlinien

Table

Below are examples of elements commonly found in tables, with brief explanations.

<table>
Describes the beginning of the table. Additional information can be added such as the table borders or the width.
<tr>
Begins a line (row).
<td>Bed</td>
The first cell contains the word ?Bed? written in font size 3.
<td width="300">room category</td>
The second cell contains the ?room category?. The cell has a width of 300* and writing is in font size 3.
<td align="right">Rate</td>
The 3rd cell contains the ?rate?. The text in this cell is justified to the right (align="right") still with a font size of 3.
</tr>
End of line
<tr>
Beginning of a new line (row)
<td>%Bookings:room|gender|agecat|cat|price|guest%</td>
The grouped variables are inserted **in the first cell** of this line (at best, just one column should be defined in this row; it is possible to define more columns above and beneath). The vertical dividers | separate between cells.
</tr>
End of line
</table>
End of table

For more information, refer to the following website: SELFHTML (http://de.selfhtml.org)

Export of guest data

In order to export guest data, you can choose at first in the Online Adminstration under ?Data: Guests: Export? which data will be exported:

- E-mail address only
- Full address
- All fields

You can choose the desired guest categories, provided that you have defined these before (cf. Guest categories).

In addition, you can determine on which reservations the export will be based:

- all reservations
- arrivals
- stays
- departures

Besides you can enter the beginning and end date of your guests' stay.

After having clicked on ?Start?, the data appear in a description field. By using the shortcut Ctrl/Strg + A all data are marked, so you can copy them by Ctrl/Strg + C into an Excel table, in order to sort and treat the data in any order.

There are other ways to export guest data at:

https://docs.dormproject.ch/en/konfiguration/reporte/alle-reporte.html

Prevent shutdown after standby (Windows 7)

In order to prevent that DormBook will automatically quit when you awaken your computer from the standby or power savings mode you can set the following adjustments in the control panel:

1) Open the control panel
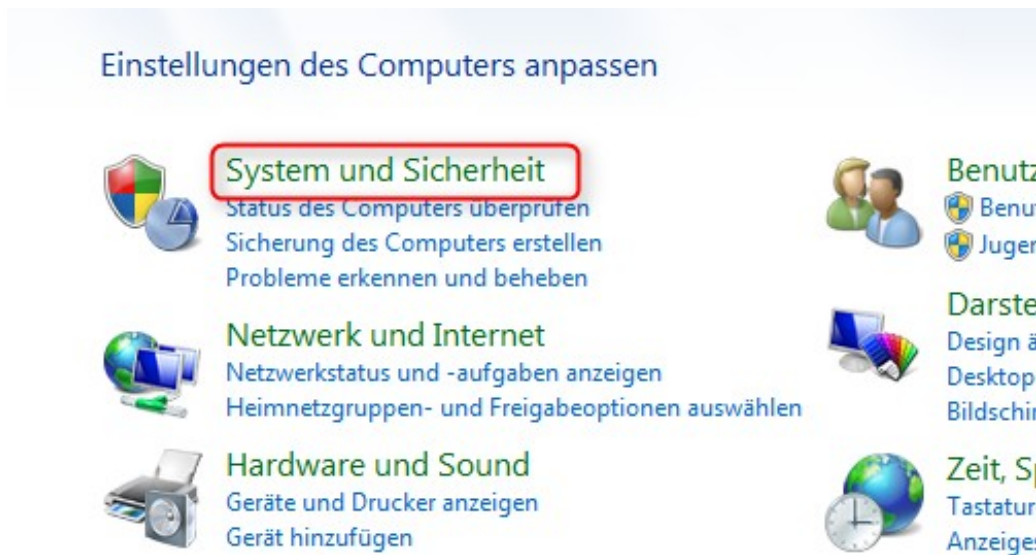
Open the control panel of your computer via the start button and click on ?System and Security?.

2) Choose Power Options

Wartungscenter
Computerstatus überprüfen und Probleme lösen | 🛡 Einstellungen
Problembehandlung für allgemeine Computerprobleme |
Computer auf einen früheren Zeitpunkt zurücksetzen

Windows-Firewall
Firewallstatus überprüfen | Programm über die Windows-Firewall k

System
Arbeitsspeicher und Prozessorgeschwindigkeit anzeigen | Windows
🛡 Remotezugriff zulassen | Computernamen anzeigen | 🛡 Gerät

Windows Update
Automatische Updates aktivieren oder deaktivieren | Nach Updates

Energieoptionen
Kennwort bei Reaktivierung des Computers anfordern | Netzschalte
Energiesparmodus ändern

Sichern und Wiederherstellen
Sicherung des Computers erstellen | Dateien aus einer Sicherung wi

BitLocker-Laufwerkverschlüsselung
Computer durch Verschlüsseln von Daten auf dem Datenträger schütz

Verwaltung
Speicherplatz freigeben | Festplatte defragmentieren |
🛡 Festplattenpartitionen erstellen und formatieren | 🛡 Ereignispro

Click on ?Power Options?.

3) Choose the power plan in question

Wählen Sie einen Energiesparplan aus

Mit Energiesparplänen können Sie die Leistung des Computer maximieren bzw. Energie sparen. Aktivieren Sie einen Plan, indem Sie ihn auswählen oder wählen Sie einen Plan und passen Sie ihn an, indem Sie die Energieeinstellungen ändern. Weitere Informationen über Energiesparpläne

Bevorzugte Energiesparpläne

● **Ausbalanciert (empfohlen)**   Energiesparplaneinstellungen ändern
   Stellt automatisch einen Ausgleich zwischen Leistung und Stromverbrauch der Hardware her, die
   diese Funktion unterstützt.

○ Energiesparmodus   Energiesparplaneinstellungen ändern
   Spart Energie, indem der Stromverbrauch des Computers reduziert wird, wenn dies möglich ist.

Weitere Energiesparpläne ausblenden ───────────────────────────────── (∧)

○ Benutzerdefinierter Energiesparplan 1   Energiesparplaneinstellungen ändern

○ Höchstleistung   Energiesparplaneinstellungen ändern
   Die Leistung des Computers hat Vorrang, der Energieverbrauch kann aber höher sein.

Click under the chosen power plan on ?Change plan settings?.

4) Change advanced power settings

Einstellungen für Energiesparplan ändern: Ausbalanciert

Wählen Sie die Energiespar- und Anzeigeeinstellungen aus, die Sie für den Computer verwenden möchten.

🕐 Bildschirm ausschalten: | 10 Minuten | ▼ |

🌑 Energiesparmodus nach: | Niemals | ▼ |

Erweiterte Energieeinstellungen ändern

Standardeinstellungen für diesen Energiesparplan wiederherstellen

───

                                                             | Änderungen speichern | | Abbrechen |

In the chosen power plan click on ?Change advanced power settings?.

5) Choose the right settings
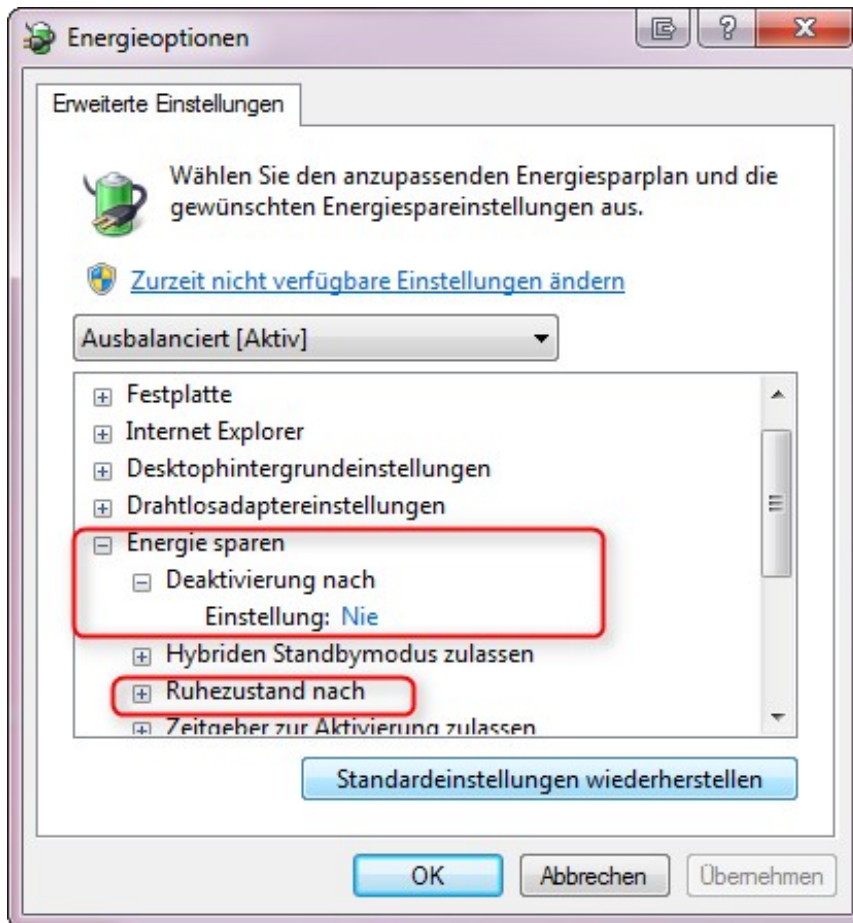
In the appearing dialogue window ?Power Options? click on the plus before ?Power Saving Mode? and then on ?Deactivation after?. Set this adjustment on ?Never?. Choose also under ?Put the computer to sleep? the value ?Never?.

Transfer payments made to new booking

Only applies to bookings made through Booking.com

current position
Guest has booked a room via Booking.com and a payment has been made - now the guest changes this booking at Booking.com (causes almost a cancellation and new booking in our system).

Already made payment transferred to the new, active reservation (booking of Booking.com)

1. Start DormBook
2. Enter the new reservation number
3. From "Remark" (remarks) copy the old reservation number
4. Open the left window (Edit reservation group) by clicking on the arrow (see below)
5. Enter the copied number and click on "Add reservation"

6. At the bottom of the tick box, tick "Show all" (to make the canceled booking visible) ("Due" should then show the "minus amount") - this is then transmitted (does not necessarily need to be selected)
7. then set Amount to 0.- (if there already 0.- in there stands, then above a reservation select)
8. Click on «Paid» (type Payment is no matter) - enter text: «Payment transferred from canceled booking to Booking.com»

Change Log

-

DormBook 6

DormBook 6.5.608.10894 (2020-02-25)

#6314 admin login from Desktop-App (DormBook)
#6560: show card number (less clicks)
#6470 room view (bugfixes)

DormBook 6.5.6.10888 (2020-02-11)

#6312: special Days (simple solution: tooltip)
#6470 room view
#6262: maxnights for services
new endpoint (serverside)
#4309 Rebranding (DormBook -> Book.World-Desktop)

DormBook 6.5.0.10875 (2020-01-13)

sidebar: always docked when activated

DormBook 6.4.9902.10871 (2020-01-07)

bugfix: #6446 progressbar database download
bugfix: #6284 automatic update with 3 channels (progressiv/standard/konservativ)

DormBook 6.4.9901.10867 (2019-10-30)

#6288 encryption with openSSL
#6284 automatic update with 3 channels (progressiv/standard/konservativ)

DormBook 6.4.9902.10864 (2019-10-22)

feature: #5318: depending on login level the user of DormBook can no langer change past reservations
feature: #5452: table for document type supports now wildcard '?'
feature: #5964: maximum duration for reservations: 400 nights
feature: #6246: new booking channel "Extention"
bugfix: #5252: crash when deleting beds
bugfix: #6264: priceadjustments when a reservation is changed to a longer/shorter duration
bugfix: #5124: Timeout for remote restart function

bugfix: #5532: timeshift for calendar
bugfix: #5324: handling of re-open of already open group booking
bugfix: #6100 no beta version

DormBook 6.4.9901.10851 (2019-05-25)

Bugfix: payment report containing switch to/from daylight saving time
Bugfix: priceadjustments when a reservation is changed to a longer/shorter duration

DormBook 6.4.9901.10849 (2018-10-05)

Feature: internal function for debugging

DormBook 6.4.9901.10846 (2018-08-29)

- Feature: Set available payment types
- Feature: Passport reader - Store document type in guest field
- Feature: Passport reader - Mapping document type and gender
- Feature: Reports from DormBook (#4335)

- Bugfix: Crash while moving sidebars
- Bugfix: Move passport reader calibration to local settings dialog
- Bugfix: New CC in Chrome
- Bugfix: Send passport reader fails to server
- Bugfix: Refresh CCActions in EditRes after create a new CC
- Bugfix #4889: Login after automatic logout

DormBook 6.4.9901.10839 (2018-06-21)

- Feature: Display "Online group", "Price group", "Additional services group" in reservations view

- Bugfix: Check for Updates
- Bugfix: Switch to NoShow sets bed price to 0.00
- Bugfix: Price adjustment when encreasing/decreasing reservation duration
- Bugfix: Move reservations with Shift key, if not enough beds are available
- Bugfix: Set fix services to default value when opening a reservation (if "Ask to adapt services" parameter
is "Never, adapt fix services")
- Bugfix: Prices will be adapted while moving
- Bugfix: Increase duration of interface bookings
- Bugfix: Use time shift also for reservation view
- Bugfix: Calculate average price per night if encreasing duration of reservation
- Bugfix: Note MinStay if making new reservations

DormBook 6.4.0.0 (2018-01-11)

- New DormBook Release 6.4

DormBook 6.3.9901.10807 (2018-01-05)

- Bugfix: Apostrophe in searchfield of toolbar results in SQL error
- Bugfix: FindGuest - Multiple search with special fields doesn't work

DormBook 6.3.9901.10806 (2017-12-06)

- Bugfix: Show Credit card information in external browser window

DormBook 6.3.9901.10774 (2017-09-26)

- Feature: Moving fix reservations possible via local setting
- Feature: Passport reader with automatic configuration

- Bugfix: Empty data if user cancel passporet reading
- Bugfix: passport reading - birth year: reading 01 creates 1901 and not 2001
- Bugfix: Decimal number: convert comma to point
- Bugfix: Group payments (parts per reservation)

DormBook 6.3.0.0 (2017-08-17)

- New DormBook Release 6.3

DormBook 6.2.9903.10759 (2017-08-12)

- Feature: New menu entry to online documentation
- Feature: Button DB Download in Splash Dialog

- Bugfix: Update TimeShift for arrival view on refresh
- Bugfix: Show server message only once
- Bugfix: No special rights needed to create new and copy credit card

DormBook 6.2.9903.10753 (2017-06-19)

- Feature: Show only services which could be relevant for the reservation

DormBook 6.2.9903.10752 (2017-04-06)

- Bugfix #4255: Improve Update of reservation grouping dialog
- Bugfix #4257: Reservation toolbar search opens find reservation dialog with one finding reservation
- Bugfix: QWebView blank page on MacOS Sierra
- Bugfix: Distribution of group payments
- Bugfix: DormBook on Windows systems allways in UserScope not in SystemScope

DormBook 6.2.9903.10743 (2017-02-24)

- Feature #34: Button to open E-Mail for Guests in EditGuest or EditReservation
- Feature #4245: Searchfield in Sidebar

- Bugfix: Sidebar - Show all Reminders in the past
- Bugfix: Function to glue seperated window parts
- Bugfix: Show conflict state on MacOS
- Bugfix: Group payment also with amount 0.00

DormBook 6.2.9903.10730 (2017-01-27)

- Feature #840: Sidebar
- Feature #2608: List all open EditRes dialogs
- Feature #3953: Stripe and Group payment
- Feature #3871: Move bed in EditRes dialog
- Feature #744: Split reservation (every night and split a single bed)
- Feature #4117: Support additional CC Types

- Bugfix #4195; password rules check only for users with CC rights

DormBook 6.2.9902.10721 (2016-12-23)

- Feature #512: Store and show the user who entered a reservation
- Feature #3351: Show legend is the default setting
- Feature #4177: Payment type for charging credit card
- Feature: Improve handling with credit cards (Show infos, Copy, PCI-Proxy, etc.)

- Bugfix #3885: Offline: Statusbar is only red until the center of the window
- Bugfix #3541: Create a new reservation -> lock was not setting
- Bugfix #1188: Wrong price in DormBook (while transition to other price group)

DormBook 6.2.9901.10704 (2016-06-15)

- Feature: Define colors for agents explicitly
- Bugfix: Passport scanner: no error if expire date is not read correctly

DormBook 6.2.9901.10699

- Bugfix: Passport scanner   Passport Malaysia Firstnames and Name not seperated by <<
- Bugfix: Passport scanner   ID Germany before 2010 has special format
- Bugfix: Passport scanner Replace characters not in [A-Z0-9 - Bugfix #2420: Display additionals in Offline mode
- Bugfix: Dayly lists   only German, English and French

DormBook 6.2.9901.10694

-Bugfix: Passport scanner   ID France has special format

DormBook 6.02.00 (2015-10-14)

New Release 6.02

DormBook 6.1.9901.10688 (2015-09-16)

-Bugfix #3895: FindRes: Incorrect status filter

DormBook 6.1.9901.10687 (2015-09-02)

-Feature: Improvement offline mode

DormBook 6.1.9901.10686 (2015-08-28)

- Bugfix: Passreader breaks reading, before end is reached

DormBook 6.1.9901.10685 (2015-08-25)

- Feature #3773: Private room: Revert fix of re-calculation prices to empty beds
- Bugfix #3869: Search field: Button disabled
- Bugfix #3591: SSL Error after update to Yosemite

DormBook 6.1.9901.10677 (2015-07-22)

- Bugfix: Improvement of splitter behaviour
- Bugfix #3545: generic F1 view

DormBook 6.1.9901.10671 (2015-07-02)

- Feature #3817: Show only main guest in reservation grid in case of disabled person details

- Bugfix: Read Passport with 3 rows ? wrong position
- Bugfix: Bug in search field history

DormBook 6.1.9901.10667 (2015-06-15)

- Feature #103: Show arrival time in status bar
- Feature #3595: Smaller font in compact view
- Feature #2844: History of search field in task bar
- Feature #3679: Black font in disabled price fields of EditRes dialogue
- Feature #3593: Integration of passport scanner
- Feature #3221: Query for adaption of additional services when clicking the Save button
- Feature #3799: Save expanded/collapsed detail groups in EditGuest dialogue in local database
- Feature #3773: Private room: Change of and to empty beds results in a recalculation of prices

- Bugfix #3587: Find Reservation Enter: Sometimes opens FindRes and not EditRes
- Bugfix #3585: Plus sign (+) in remarks field will not be saved
- Bugfix #3533: Display of high-resolution screens

- Bugfix: Show login errors in user login dialogue
- Bugfix #3721: Crash after closing of EditGuest dialogue
- Bugfix #3441: User-defined view: Login to save view not possible
- Bugfix #3543: Improve behaviour of combinations EditRes/FindGast/EditGast dialogue

DormBook 6.1.9901.10629 (2015-04-29)

- Bugfix #3591: SSL error after updating to Mac OS X Yosemite

DormBook 6.1.0.10622 (2015-03-23)

Release 6.01 ? no change since the last pre-released version

DormBook 6.0.9902.10618 (2015-03-11)

- Bugfix #3547: Under specific circumstances false guests are entered into the reservation.

DormBook 6.0.9902.10615 (2015-02-04)

- Bugfix #3443: Search guest: drop-down list does not work after clicking on reset
- Feature: Card payment from edit reservation dialogue with button
- Feature: ResView ? row height smaller
- Feature: ResView ? change font
- Feature: EditRes ? group reservation dialogue optionally on top of main dialogue window
- Feature: EditRes ? change size of remark field and person table in edit reservation dialogue
- Feature: EditRes ? new button «Charge card» in order to charge a credit card
- Feature: ResView ? grid lines in darker color

DormBook 6.00

DormBook 6.00.00.10602 (2014-11-18)

- New version numbers
- Warning if a gap between the day-definition is recognized (tdatum)
- Edit reservation dialogue: no button ?add beds? as now the contextual menu is also available on the empty bed-list.
- The selection colour of the calendar-view is transparent.
- Find reservation dialogue: If a reservation is opened, the grid (calendar) moves to the arrival day of the opened reservation.
- If the colour-schemata ?gender? is used, the text colour is always black (no longer grey for bookings with channel ?Internet?).
- File names of booking sheets contain the download date. DormBook 6 keeps up to 30 files in the directory.
- Only one try to contact the server (with a long time-out), if not reachable, DormBook 6 switches to off-line mode.
- Update interval to check for changes on the server is now 15 seconds.
- DemoVersion: download db after 4 days
- #515: Separate field for arrival time
- #842: No crash if view F1 is corruptly stored
- #844: Update main menu ?view?

(#1818: Menu reports [text-change in German version])
- #2190: Before delete-/cancel of a reservation a check is done, that the reservation was not changed in between.
- #2268: Same reservation cannot be opened more than once within the same DormBook 6.
- #2280: Proxy-settings, language is now stored in a ini-file
- #2336: Hint for prices to display full amount of expensive reservations
- #2344: Text change for the off-line message
- #2362: Cancellation of a reservation does first save changes (if any).
- #2366: List entries of booking sheet selection field (edit reservation dialogue) does have a hint to display the full name.
- #2384: Keyboard short-cut for ?Recalculate prices? (n)
- #2388: Find reservation dialogue: column for agent
- #2392: If an age category was assigned to an empty bed, the gender of the room definition is assigned.
- #2414: Move reservation: SHIFT key has to be pressed AFTER the mouse-key.
- #2414: Hint shows move mode (one bed/all beds from the same room).
- #2448: Possibility to activate a hint to show the price/room type of a bed in the calendar-view (reservation grid).
- #2472: More dialogues are now translated.
- #2476: Version number for Mac
- #2480: Daily lists: settings are stored for the next use.
- #2494: Calendar: new option ?compact view? to reduce the row height
- #2496: Calendar: different marks for selected reservations: single/group reservation, single/multi-room
- #2506: Automatic update for Mac
- #2578: Calendar: if some beds are selected: double click = ?new reservation?
- #2594: Open more than one ?Edit guest? dialogue
- #2624: New DormBook Icon
- #2626: ?Edit reservation? dialogue: save only if something is changed.
- #2748: Calendar: grey colour for not selected reservations (setting in the local settings)
- #2788: Change of legend (triple colour per text)
- #2802: Calendar view: deny to display undefined dates
- #2812: Cancel reservation instead of definitely deleting it
- #2832: Edit reservation dialogue: show all keyboard shortcuts in the contextual menu

Change log of Beta-Version (5.999.99xx.xxxxx)

5.06

5.06.66

- #1862: When saving payments/services to the local database (off-line), the values have been truncated.
- #1784: Crash if a reservation without guest has been set to check-in.
- #1834: new color scheme: Departure
- #1574: preview of number of hits for searchfield calculated in background
- #1932: Status line was not always readable if reservation remarks was more than one line.

5.06.65

- new build after all caches has been deleted

5.06.64

- improvment for fix: When setting a service, the box is displayed to the top entries.
- Edit-guest button on edit reservation dialogue enabled for cancelled reservations.
- adjustment of size of ?resolve conflict? button
- #97, #1558: limit the duration of payment report from DormBook
- as long as no language was set, default language for reports/lists from DormBook is now English
- edit reservation dialogue ? context menu for beds   (check mark) for the current gender

5.06.63

- fix: When setting a service, the box is displayed to the top entries.
- name change for Mac version

5.06.62

- write Mem/ObjectCount periodically into the debug window
- possibility to activate the debug window while running
- fix: memory leak (destroy legend, before rebuilding)

5.06.61

- fix: When Check-out (without E-Mail), an error message is displayed.

5.06.60

- IDE RB2011r4

5.06.59

- #1002: Translation of cancel reservation message
- fix: crash if no booking sheet is defined
- #1142: negativ payments for reservation groups
- #39: error message if 2 reservation groups are tried to be combined
- #231: change of station name
- fix: fmEditRes: SET does store changes (nationality, country living, passport no., birthday)
- #1408: FindRes: new option only E-Mail and only PDF (from context menu)
- #1310: subject for e-mails sent directly from DormBook
- #1312: new option Check-out + E-Mail in one click from context menu
- #1312: show mark for e-mails sent from DormBook

5.06.58

- fix: DormBook crashes (Windows version)
- quicker startup for supporters
- order of legend items for arrival color schemata
- fix: EditGuest: always hide CC-information (on open)

5.06.57

- IDE RB2011r2
- fix: #826: hostel selection for supporters

5.06.56

- fix: #960: color scheme ?Arrival?: partial payment
- fix: #826: Tab-Order in Hostel-selection dialogue

5.06.55

#516: send e-mail (template) directly from DormBook
#816: fix: runtime error on split reservation
#495: manually change to off-line
#270: check bed availability in off-line mode
#272: book ?empty beds? in off-line mode
#730: error on up-sync while stating up DormBook
#894: fix: start DormBook without internet connection (off-line) (no AutoCommit)
#894: improvement for #495
#326: fix: information misson on DormBook conflicts (sql-fehler)
#828: DormBook: yubico-key support for DormBook Users, always do checks on server (except in off-line mode)
#906: check login-level on start-up (optionally)
#960: color scheme ?Arrival?: special color (purple) for reservation with partial payments (paid for all nights including the next one as well all services).
#826: hostel selection for supportes (with yubico-key)

5.06.54

- fix for RB2011r1
- fix: recalculate prices
- fix: crash on start-up
- #726: crash on login-abort
- #258: translation of legend in DormBook
- #496: fix: password requirements
- #292: partial payments for reservation groups (with commenting feature)
- #284: recalculation of brut price
- #42: Mac: copy booking sheet to clipboard
- #260, #262: legends on main windows (calendar)
- #234: reservation is sometimes marked as ?not paid? even as due is zero
- precision on price change dialogue: 4 digits

- redesign (program code) of contextual menu of calendar

5.06.53 (internal version)
- IDE RB2011r1

5.06.52

- IDE RB2010r4.1
- #490: Preparation for ?FindResColorTimeshift? (color scheme ?Arrival?)
- #493: ?Edit guest?-dialogue: sort the list of reservations
- #494: Display the state ?Cancelled?
- #492: MAC: fix: define view: counting up the number of days as hidden
- Versions-number includes platform
- reservation history: extended with information about DormBook version, station name, DormBook user

Extended security-check for users with access to credit card data (PCI-DSS):
- log out automatically after maximum idel time of 15 minutes
- password complexity: 1 uppder-case character, 1 lower-case character, 1 digit (#496)
- password length at least 8 characters
- password needs to be different from the last 10 passwords
- password change at least every 90 days (#496)
- deactivate user after more than 6 unsuccessful login attempts

5.06.51

- fix: change user password

5.06.50 (internal version)
- user login for DormBook

5.06.17

fix for #241: calculate the prices for bookings (private rooms with more than 9 beds)

5.06.16

- fix: No message box asking about saving changes when DormBook is closed.
- MAC: Design of the dialogue ?Find guest?

5.06.15

- Payment report: define seconds for start/end time
- Error message, if a second dialogue ?Edit guest? is opened
- fix: crash on close of DormBook

5.06.14

- fix: work off-line (booking empty beds)

5.06.13 (INTERN)
- fix: status bar (5.06.12)
- fix: proxy server & off-line (5.6.12)
- fix: login dialogue: tab order

5.06.12

- internet connection via proxy server
- fix: crash, if all beds of a booking are empty beds
- fix: find guest: display also guest without name
- fix: graphical problem from version 5.06.10/11 (new IDE)
- include the sub-version in the header of the binary file (Windows)

5.06.11

- fix: several graphical problems from version 5.06.10 (new IDE)

5.06.10

IDE RB2010r2
-> #244: Drag&Drop issue on Linux
- find guest: update search list after ?Edit?

5.06.09

- #302: display category of guest in list from ?Find guest?-dialogue, assign new guest directly to booking
- fix: extended search options for guests: assign country from filter to new guest
- #298: new function ?Recalculate all prices? for group booking
- #241: fix: ?Edit booking?-dialogue: calculating prices for booking with several private rooms.

5.06.08

fix: select more than one bed (for a new booking) while ?Move beds?

5.06.07

- Always adjust prices when the age category is changed
- Solution: adjust prices for new bookings when the age category is changed
- Tab-Order in the dialogue ?Find guests?
- Solution: do a larger search for guests
- Solution: open a booking with ?Edit? in the ?Find booking?-dialogue box.

5.06.06

- fix: save button for edit booking dialogue

5.06.05 (internal version)
- #88: do not display countries which do not exist any more.

- #88: find guest: search field country does only contain countries with guests.
- new configuration in the Online Administration: save button for edit booking dialogue (without closing the dialogue)

5.06.04 (internal version)
- IDE RB2010r1 (incl. plugins)
- fix: ask to save the booking if the edit booking dialogue is closed by clicking X (not close)
- fix: only save booking data if something was changed.
- fix: #95: edit the same booking on more than one station
- #126: find guest: search in all fields
- #200: find guest: search by guest categories
- #223: find booking: search by guest-e-mail
- #237: button to jump to the current day (yesterday)
- changed function of F-keys (SHIFT ? no shift):
    new: without SHIFT = do not change the start date
    new: SHIFT pressed = do change the start date

5.06.03

- #216: system blocks if no country is selected
- fix: country selection in Personal data
- fix: SQL-Error if a name contains '
- Fix for function ?Re-calculate prices? opens the booking edit screen.
- #212: display the year in the booking overview (calendar)
- #236/225: show only the standard beds available (without additional beds) next to the date
- #235: uses , instead of . as decimal separator

5.06.02

- #205: checked-out rooms can not be changed
- fix: display again room/room category colors
- color for additional beds (description in white).

5.06.01

- #202: alert if a booking is closed without saving
- #203: ?booking save error? after error indicating ?Some beds are already full in the selected time period?.
- #194 additional beds
    additional beds can are not booked via the ?new? booking
    new menu entry to include the additional beds
- #197: MAC: set the default date for payments
- display additional beds with in darker hue of the color (on the whole page)
- IDE RB5009r5 (incl. Plugin)
- archive encrypted password in the local database
- fix: additional F-keys

5.06.00

- color of additional beds in Caledar view

5.05

5.05.23

Add-on:
- Work on same booking from different workstations (#95)
- Expand the color palette for ?Arrival? (#127, #143)
- When a booking group is selected, it is distinguished in the booking table. (#45)
- An alert can be activated when a shift to ?no show? is made, by changing the set-up in Online Administration under Hostel ? Options ? DormBook parameters. (#179)

Changes/corrections:
- Moving beds with SHIFT moves only beds from the same room (#148, #168)
- Payment for groups (#140)
- Payment by installments: authorize the coma (,) as decimal separator(#150)
- The column for notes re the beds is adjusted to the width available (#156)
- Focus on the Edit booking dialogue box after a change of rates (#37, #131)
- Saved views: not only F1?F9, but the double amount of keys available after Ctrl (#170)
- Note time of the last payments report (#128)
- Do not set price at 0 when shifting to ?no-show?. To set prices at 0, the function ?recalculate price? can be used. (#64)
- Additional entry field in the contextual menu for copy and paste.
- New color for the chosen cell in the booking table
- Open booking with double click (#138)
- Choose country (e.g. Uganda)
- Accuracy of prices

Integration

%BWH-CONTENT%