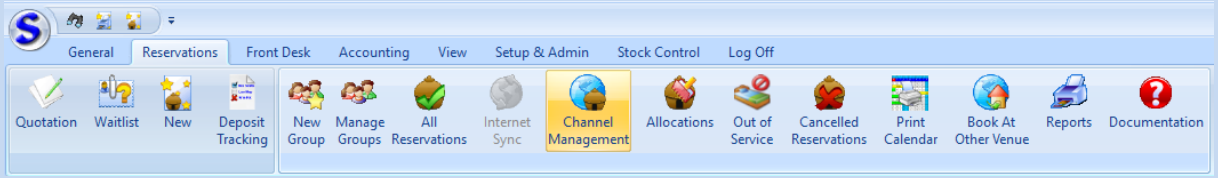
Welcome

Semper Online Bookings

Setup

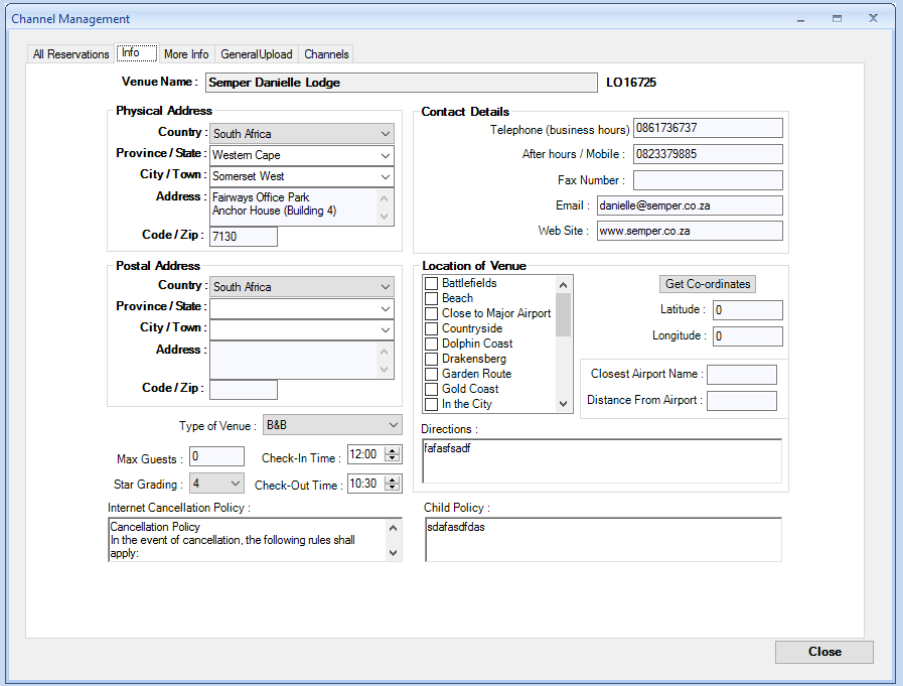
Setting up your Booking Page - Info



Locate Channel Management under the Reservations tab.

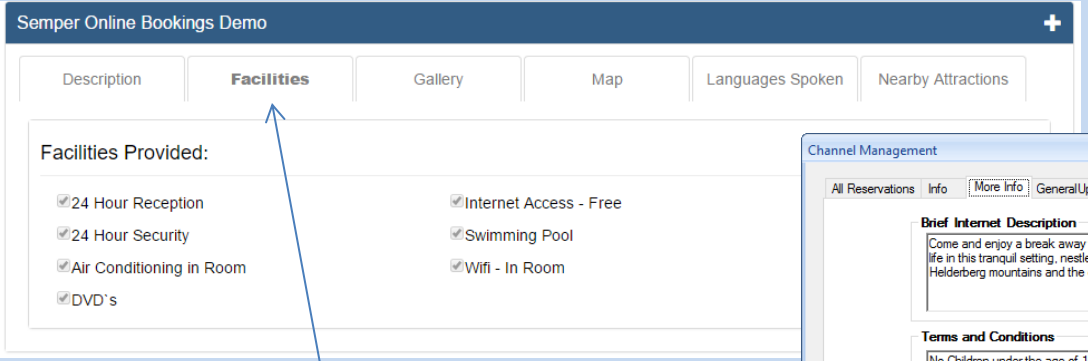
All your venue's information that you would like to be displayed online can be entered on this screen.

Enter as many fields as possible.

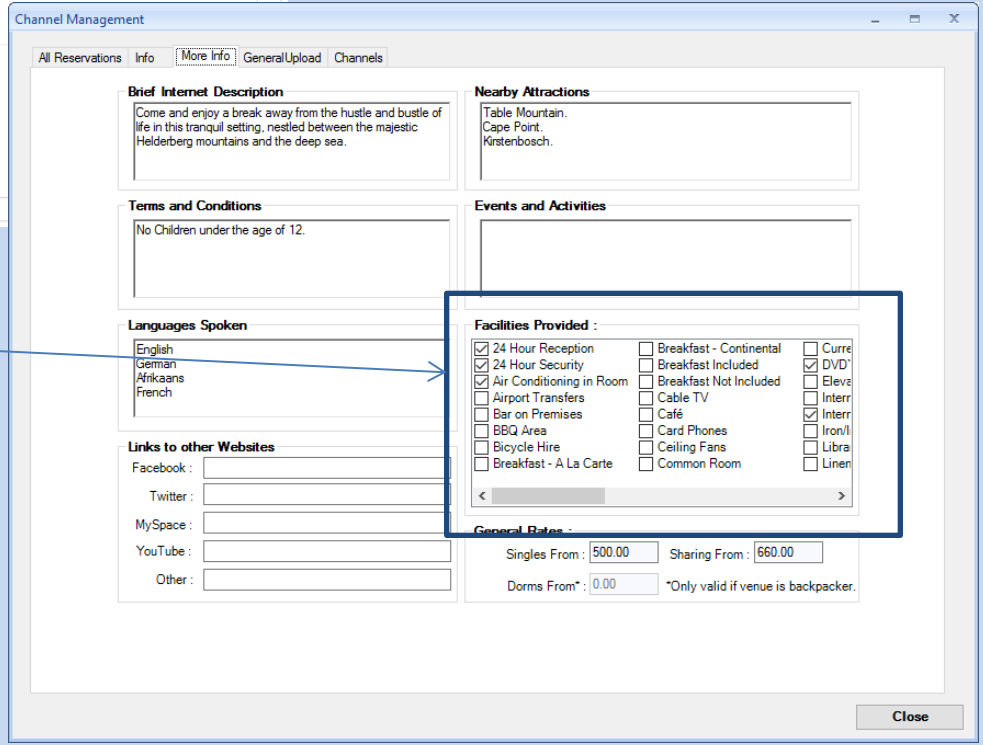


Setting up your Booking Page – Facilities Provided

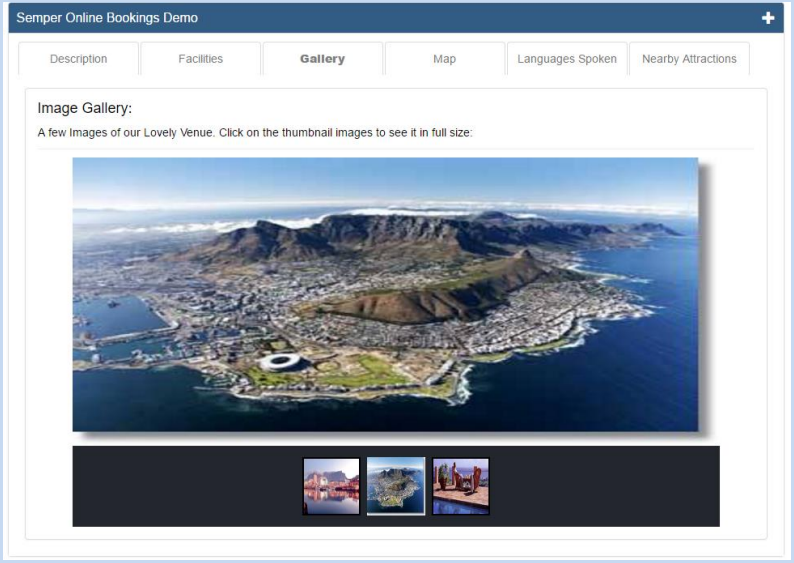
Semper

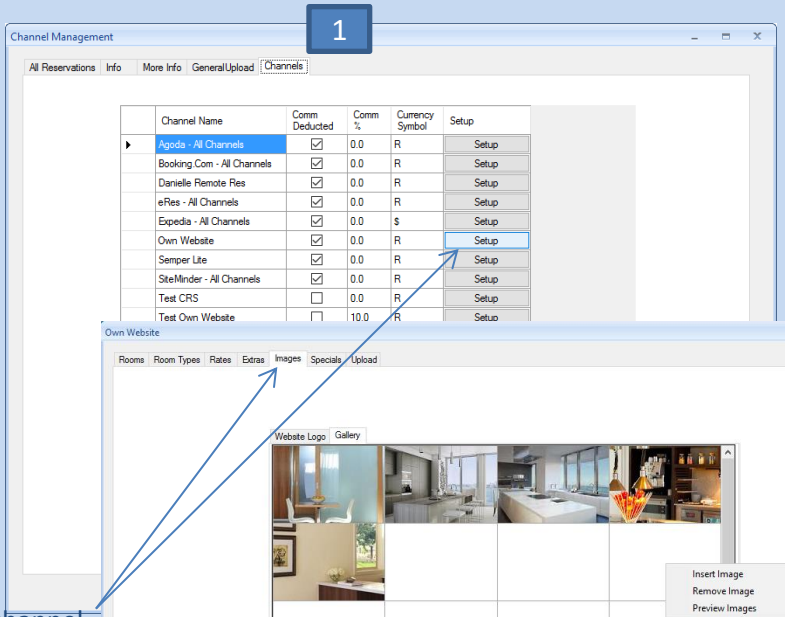


Select the facilities that the guests can expect at your venue. These will display here on the booking page.



Setting up your Booking Page – Gallery Images



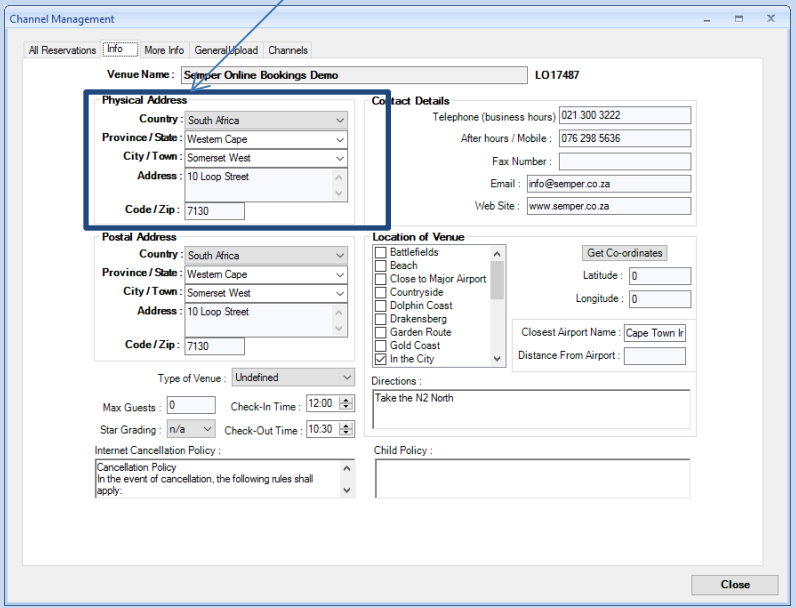


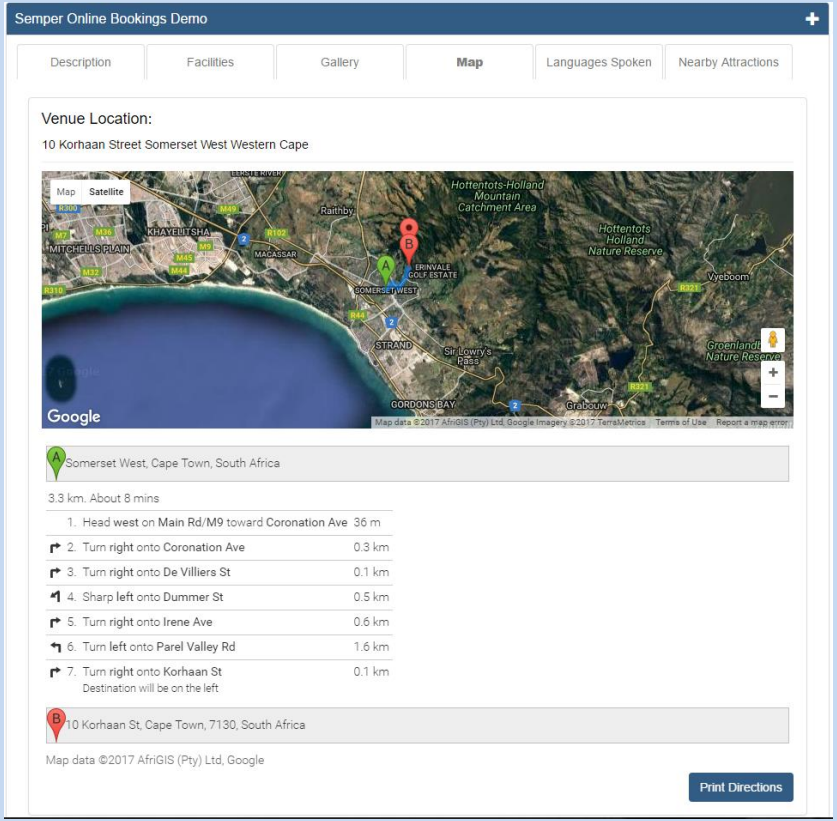
To add images to your Website Gallery, locate the Own Website channel under the Channels tab and select the Setup button. Then locate the **Images** tab. Right click on an empty block and select 'Insert Image'.

- Up to 15 Images can be added to your Gallery.
- Images may not exceed a size of 150KB.

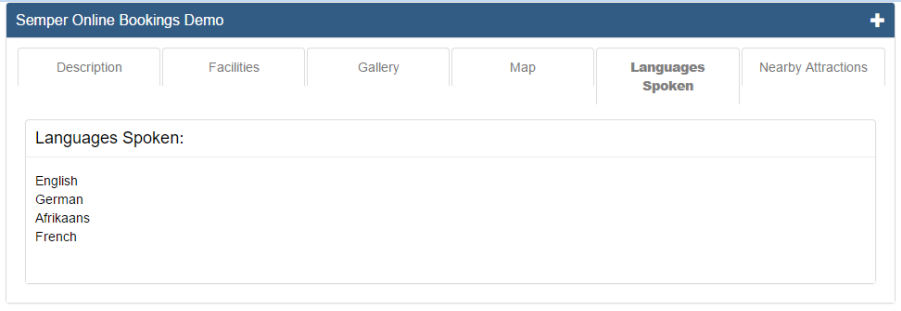
Setting up your Booking Page – Map

The Map on your Booking's page will take its address from the Physical Address you enter on the **Info** tab under Channel Management.



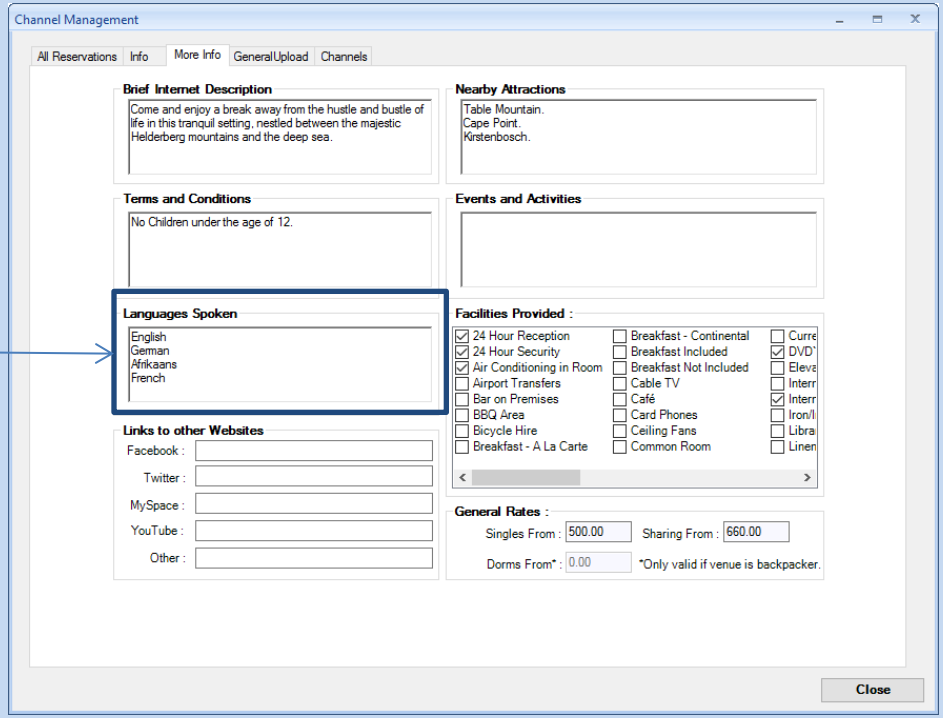


Setting up your Booking Page – Languages Spoken

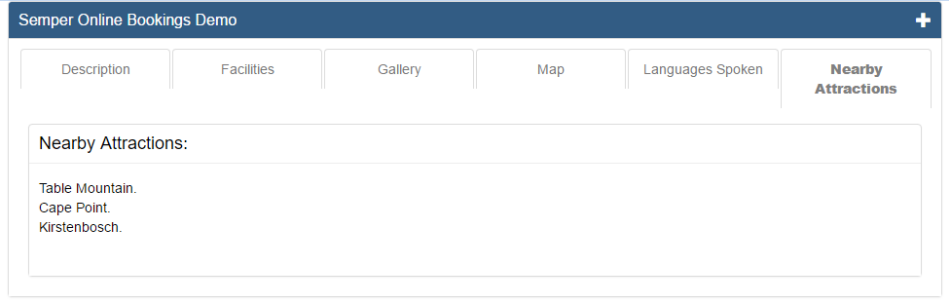


Enter all the Languages spoken by your venue here, under the **More Info** tab in Channel Management.

To display each Language Spoken on a new line on the booking page, add a full stop to the end of the line.

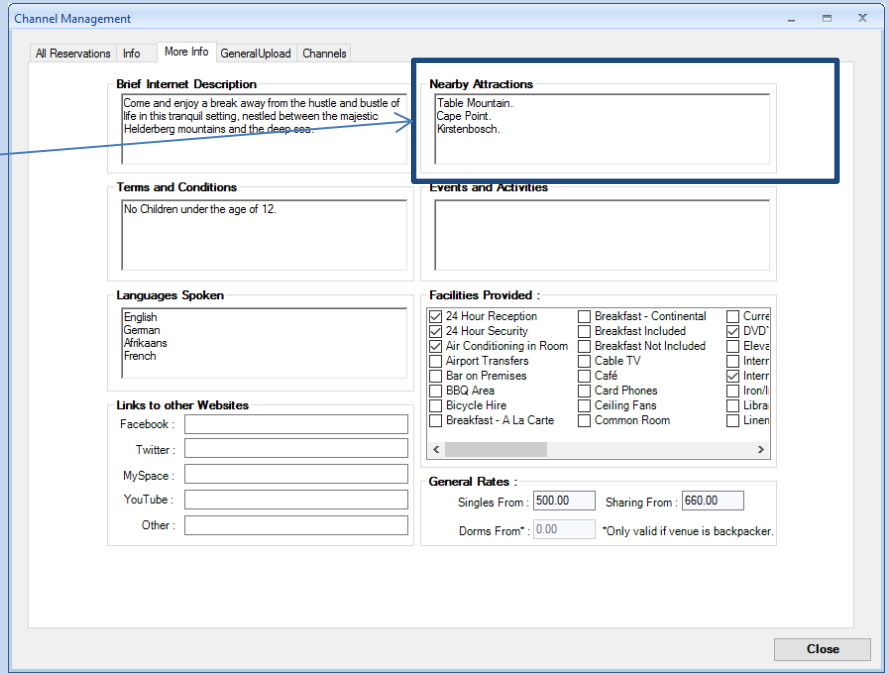


Setting up your Booking Page – Nearby Attractions



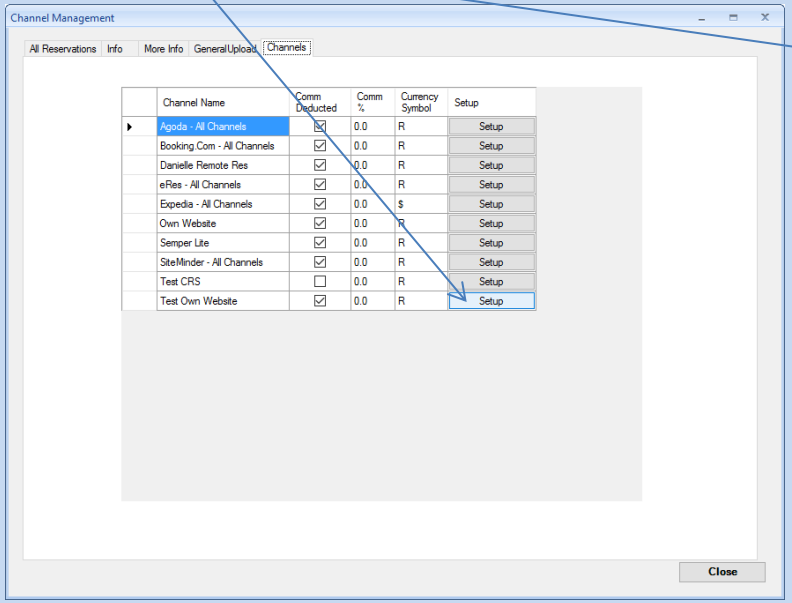
Enter all the attractions near your venue here, under **More Info** in Channel Management.

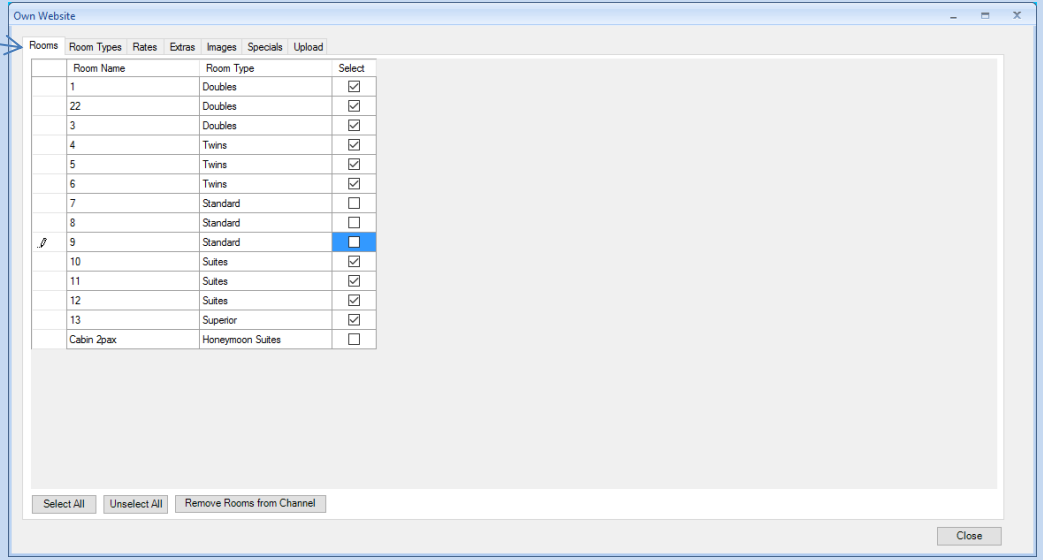
To display each Nearby Attraction on a new line on the booking page, add a full stop to the end of the line.



Setting up your Booking Page – Rooms Setup

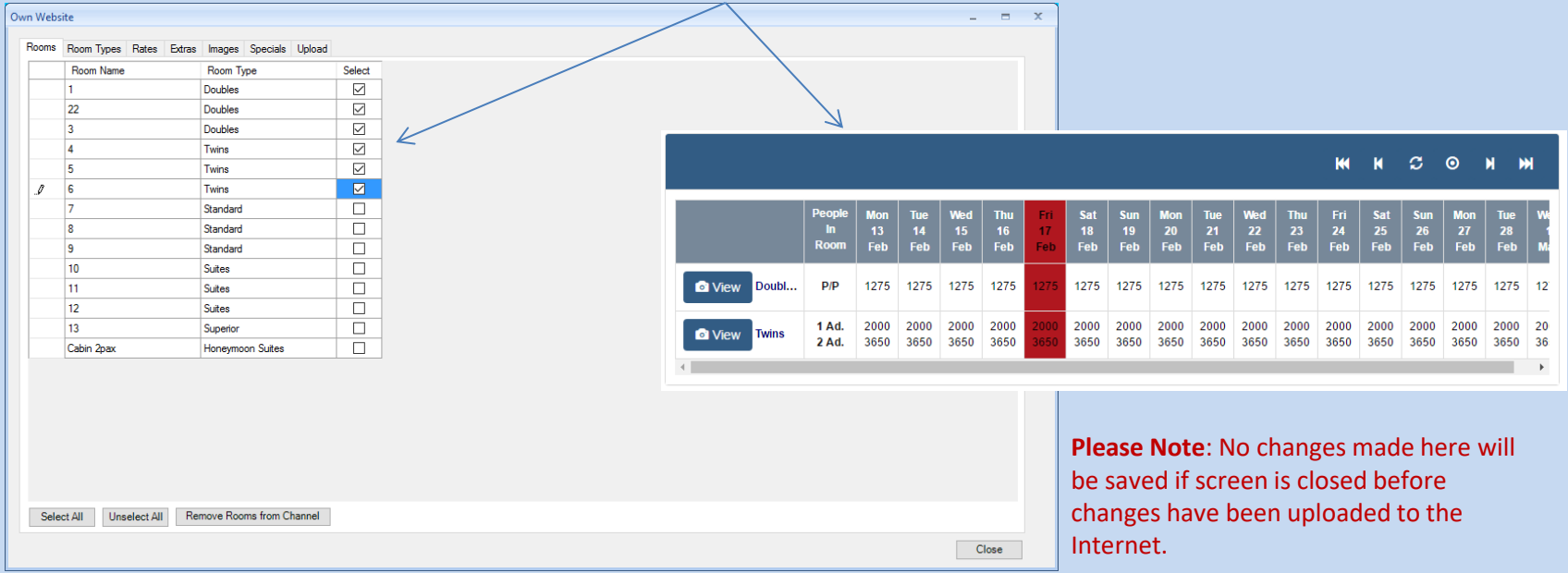
To select which rooms you would like to make available for bookings from your own website, select the **Channels** tab under Channel Management, locate the Own Website channel in the list and select the **Setup** button.





Setting up your Booking Page – Rooms Setup (cont.)

1. The Room Setup tab should open automatically.
2. Select the Rooms you would like to have available for selling on your booking page by selecting the upload checkbox next to the room name.
3. In this example, only Doubles and Twins have been made available for selling from the own website.
4. Rooms & Room Types are uploaded together once set up is complete (see upcoming slide).



Please Note: No changes made here will be saved if screen is closed before changes have been uploaded to the Internet.

Setting up your Booking Page – Room Type Setup

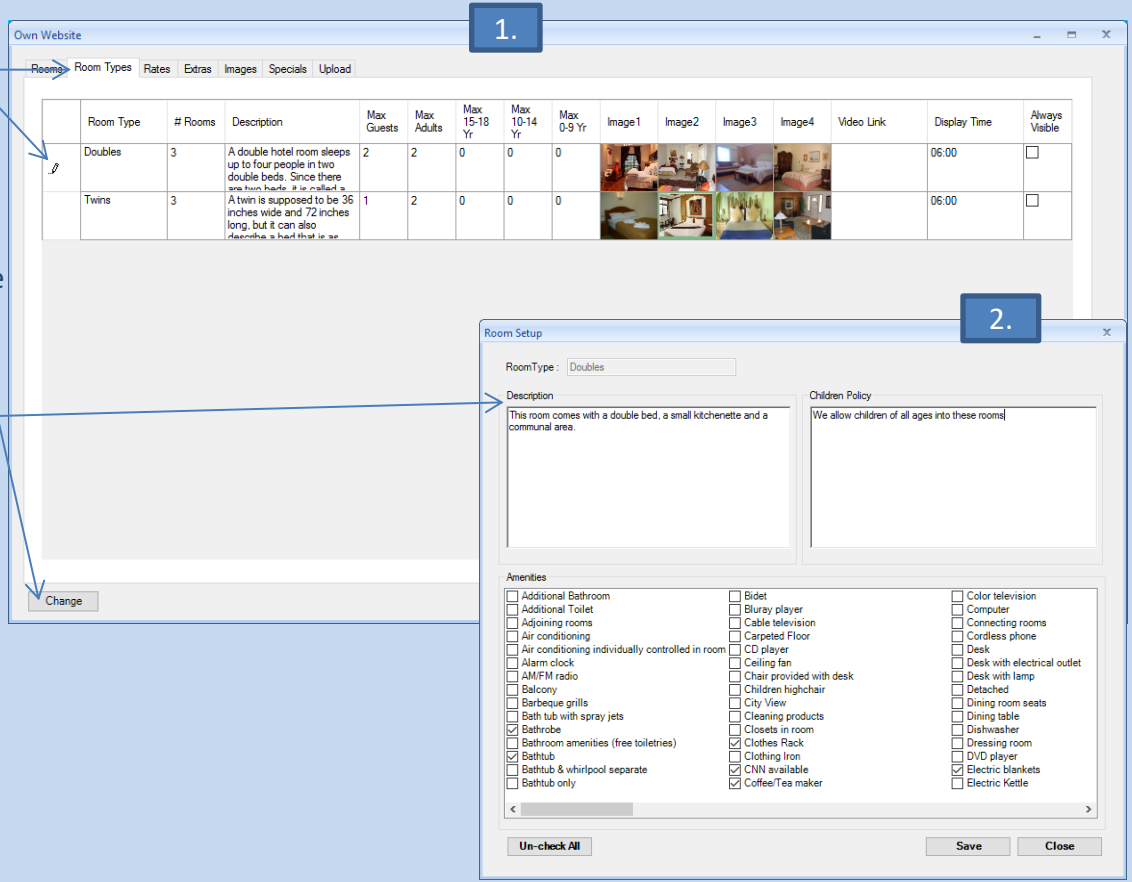
Semper

Once you have selected the Rooms you would like to make available on your booking page, proceed to the Room Type Setup tab.

All your Room Types from which rooms were selected under your Rooms Setup for the selected channel will appear under your Room Type Setup tab along with the number of rooms added for each room type.

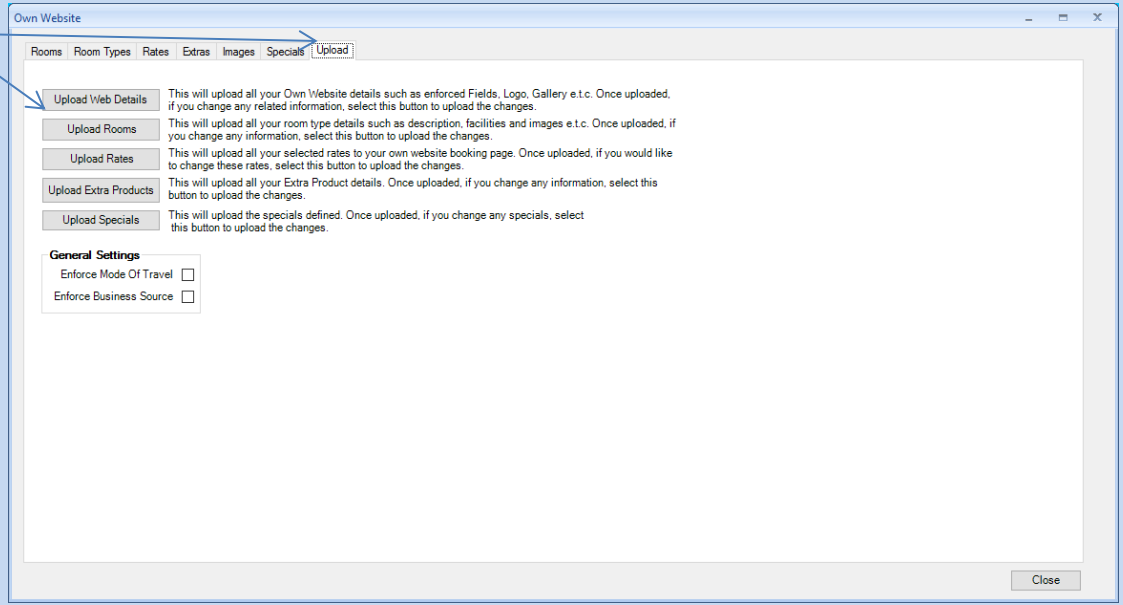
For each Room Type add in a Description, Max Guest Number, Max Adults, Max Children as well as up to 4 Images for the Room Types. A Video Link can be added here as well, which the guest can view from the Booking Page.

To add more information per room type, select the room type in the grid and then select the 'Change' button. Here, you can alter the Room Type's description, Child Policy and select the Amenities for that Room Type.



Setting up your Booking Page – Room Type Setup (cont.)

Only once these changes have been uploaded to the Internet will the changes be visible on your booking page. To do so, locate the **Upload** tab and select the 'Upload Rooms/Room Types button'.

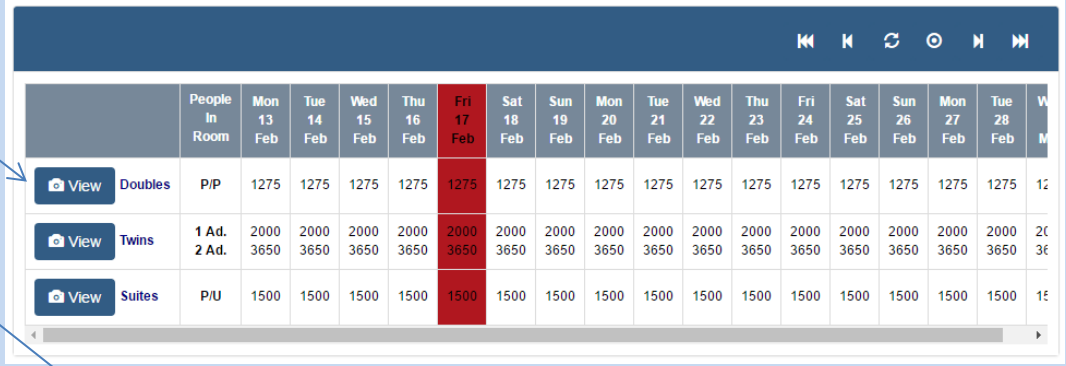


Setting up your Booking Page – Room Type Setup (cont.)

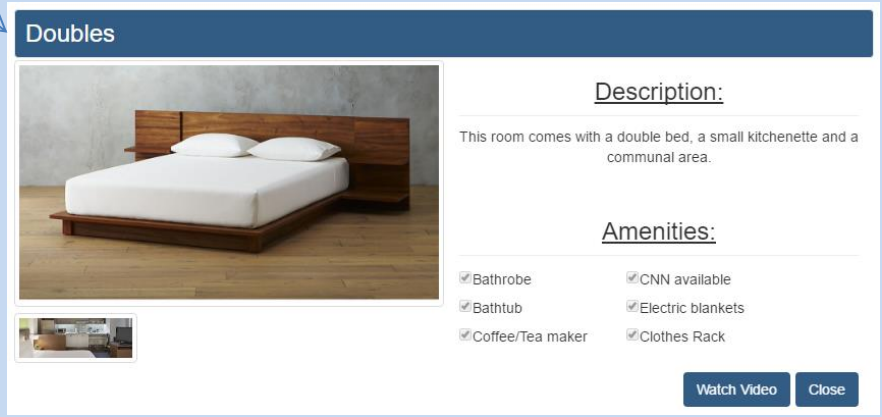
Semper

To view all information setup for each room type, select the View button next to the room type name.

Displayed here are the Room Types description, Images and Amenities. To watch the video link, select the 'Watch Video' button.



	People in Room	Mon 13 Feb	Tue 14 Feb	Wed 15 Feb	Thu 16 Feb	Fri 17 Feb	Sat 18 Feb	Sun 19 Feb	Mon 20 Feb	Tue 21 Feb	Wed 22 Feb	Thu 23 Feb	Fri 24 Feb	Sat 25 Feb	Sun 26 Feb	Mon 27 Feb	Tue 28 Feb
View Doubles	P/P	1275	1275	1275	1275	1275	1275	1275	1275	1275	1275	1275	1275	1275	1275	1275	1275
View Twins	1 Ad. 2 Ad.	2000 3650	2000 3650	2000 3650	2000 3650	2000 3650	2000 3650	2000 3650	2000 3650	2000 3650	2000 3650	2000 3650	2000 3650	2000 3650	2000 3650	2000 3650	2000 3650
View Suites	P/U	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500

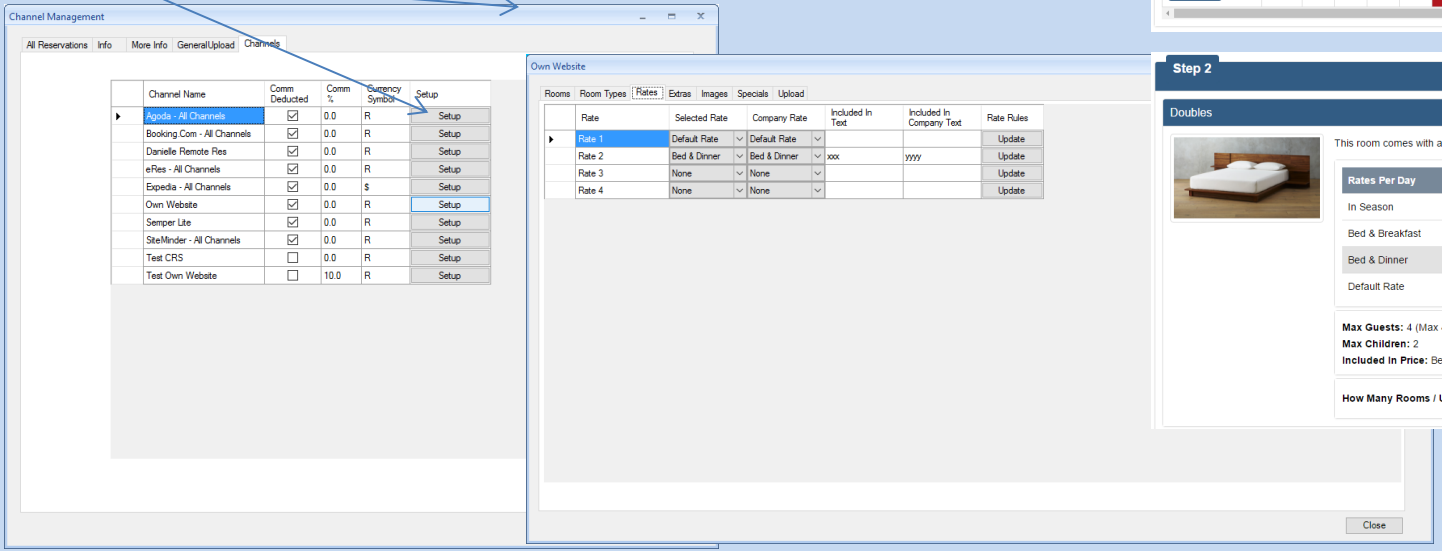


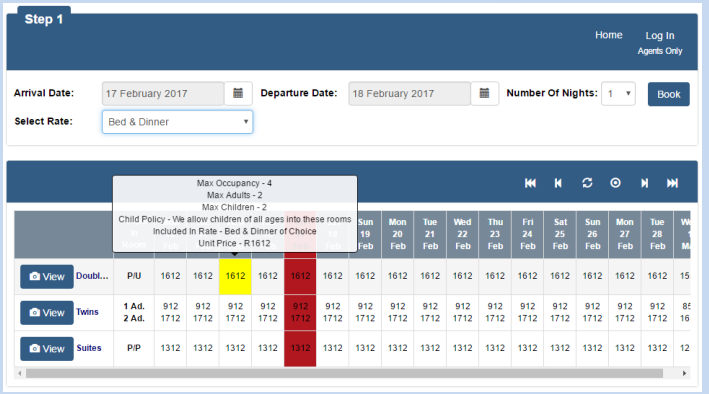
Setting up your Booking Page – Rates

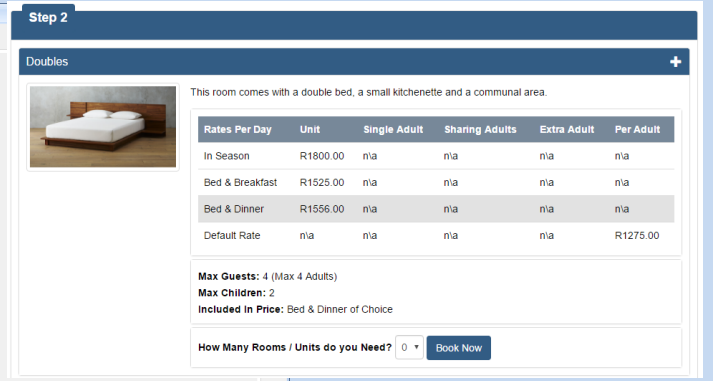
To Setup your Rates, locate the **Channels** tab under Channel Management. Locate the Own Website channel and then select the button under the **Rates** column.

For your booking page, 4 different rates can be uploaded. The guest making the reservation can then see all the rates and select one of them per room. Package Rates can also be used for your Booking Page. If a package rate is selected, please insert the Included in text for that rate.

Select all the rates you would like on your booking page and then select the **'Upload Rates'** button.





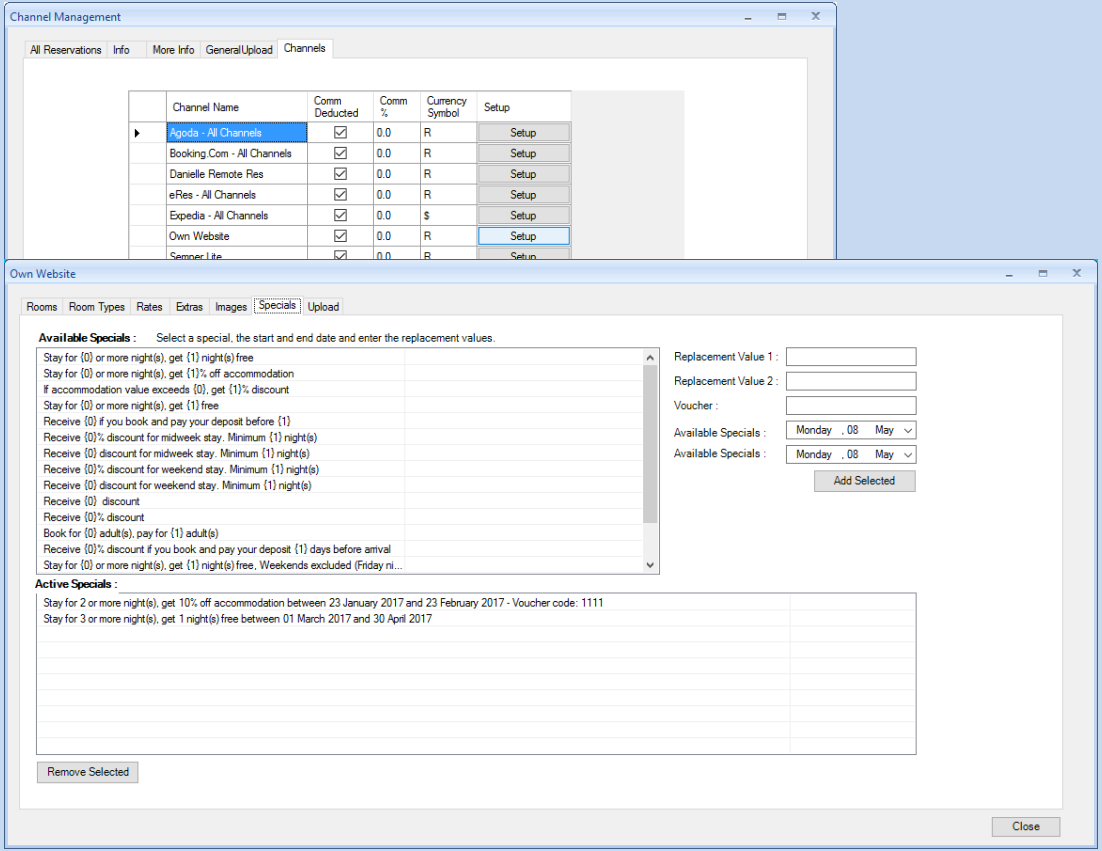


Setting up your Booking Page – Specials

To setup specials that can be applied on your Booking page, select the **Channels** tab under Channel Management and select the Setup button. Then locate the **Specials** tab.

- More than one special can be added for the same dates.
- If more than one special applies for the date the guest is booking they can select the one they would like to apply to their booking.

Specials where a voucher number is added, the voucher number will have to be sent to potential guests etc. who will then have to insert the voucher number when making the booking in order for this special to be applied.

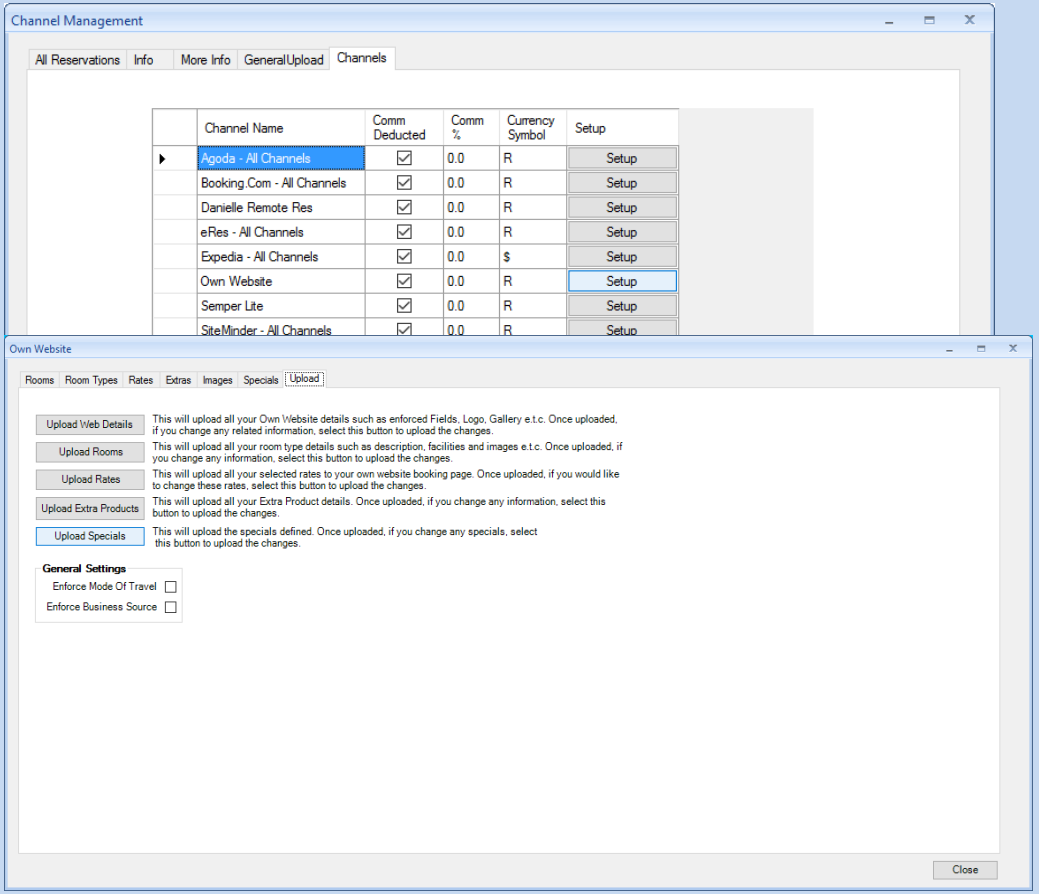


Setting up your Booking Page – Specials

Specials will only be active on your booking page once they have been uploaded.

To do so, select the **Channels** tab under Channel Management , select the Setup button for your Own Website channel and then locate the **Upload** tab.

To upload your specials, select the **'Upload Specials'.** Your specials will now be active online.

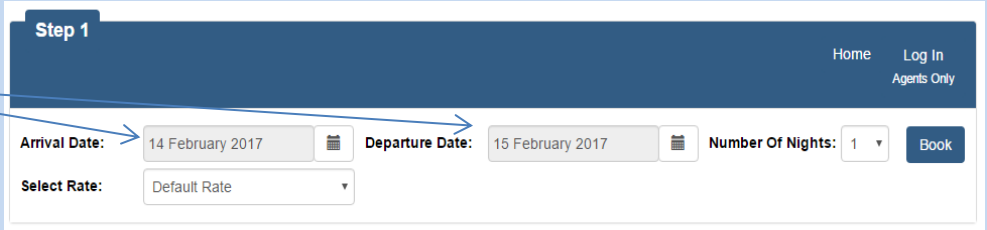


Booking Process

Bookings – Step 1

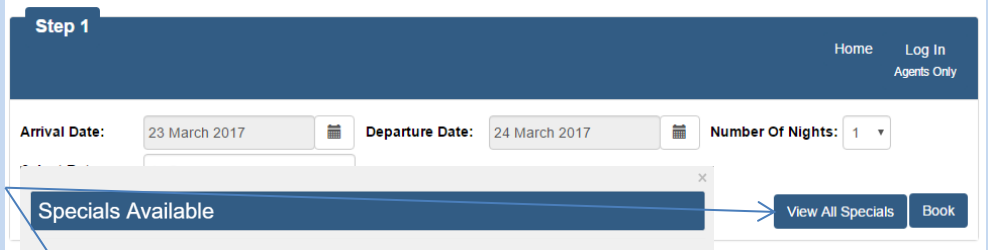
Step 1

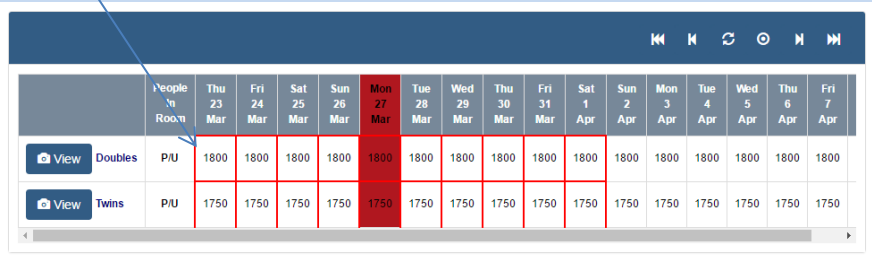
1. The first step in the booking process is for the guest to select their arrival date as well as departure date or alternatively specify the number of nights.



2. If there are any specials that apply during the dates selected, the View All Specials button will appear. When selected, this will display a list of all the specials which can be selected.

Dates that have specials set up on them, will be marked on the availability grid with a red block.

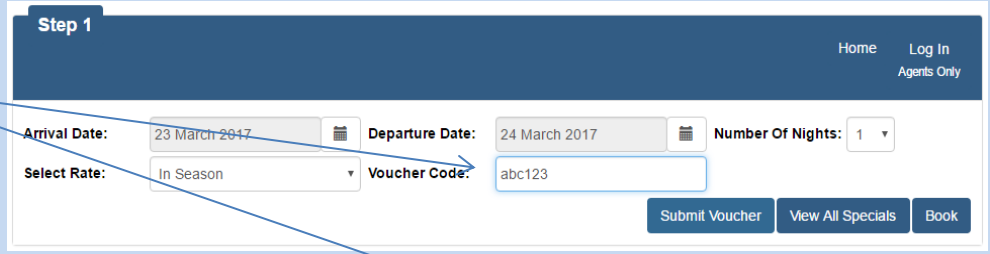


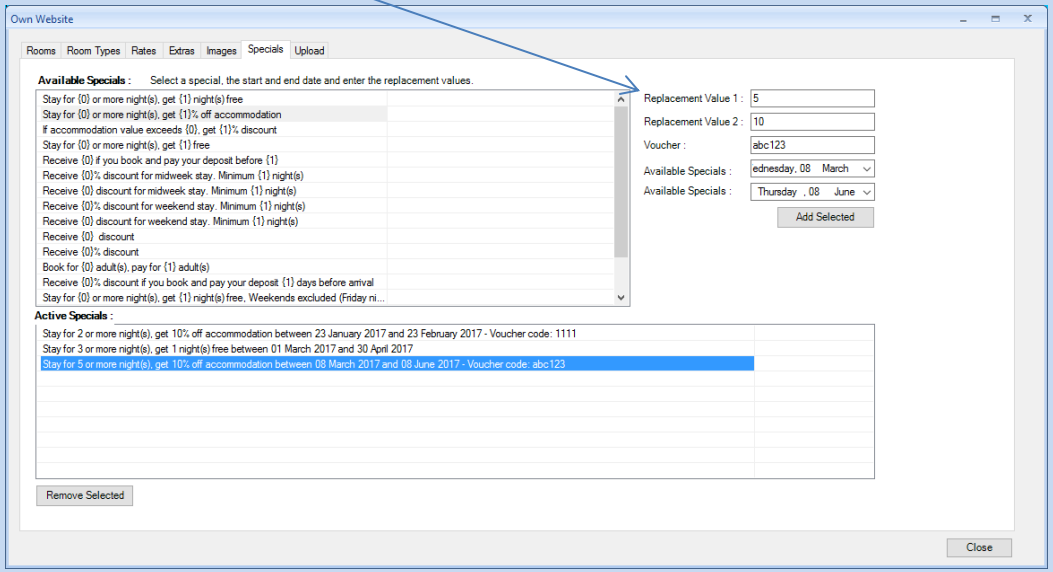


Bookings – Step 1

Step 1 – Applying vouchers

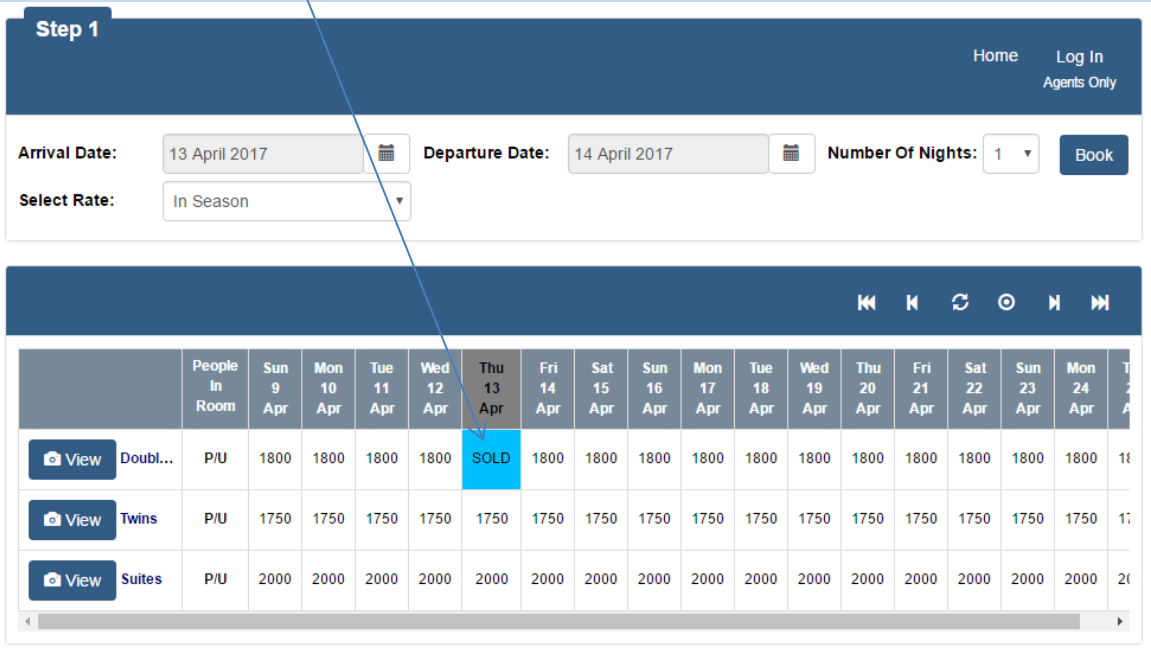
If a special has been uploaded which requires a voucher code, the voucher code field will be displayed which will need to be entered correctly before it will appear under ‘View All Specials’ or be active.





Bookings – Step 1

Once the dates are selected, the availability grid will display which room types are still available for the dates selected.

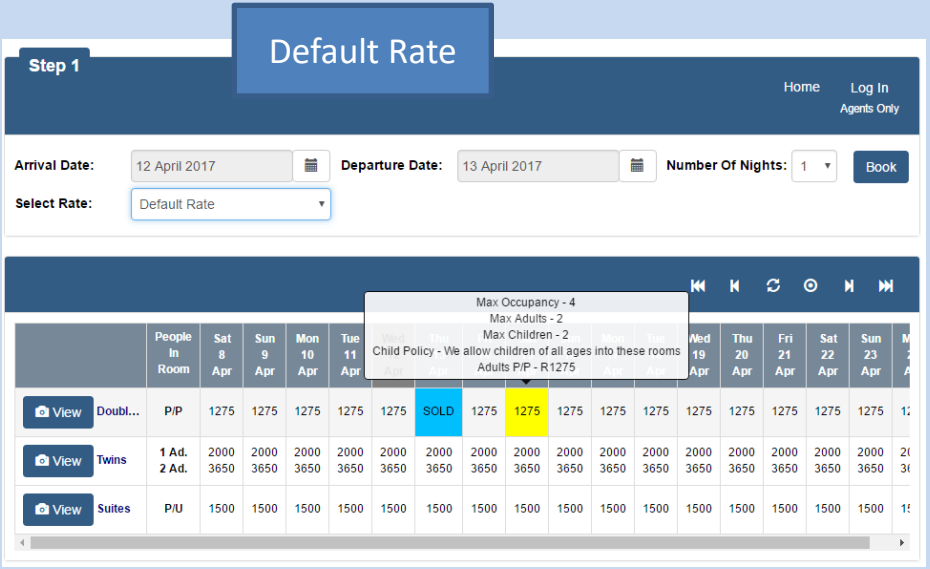


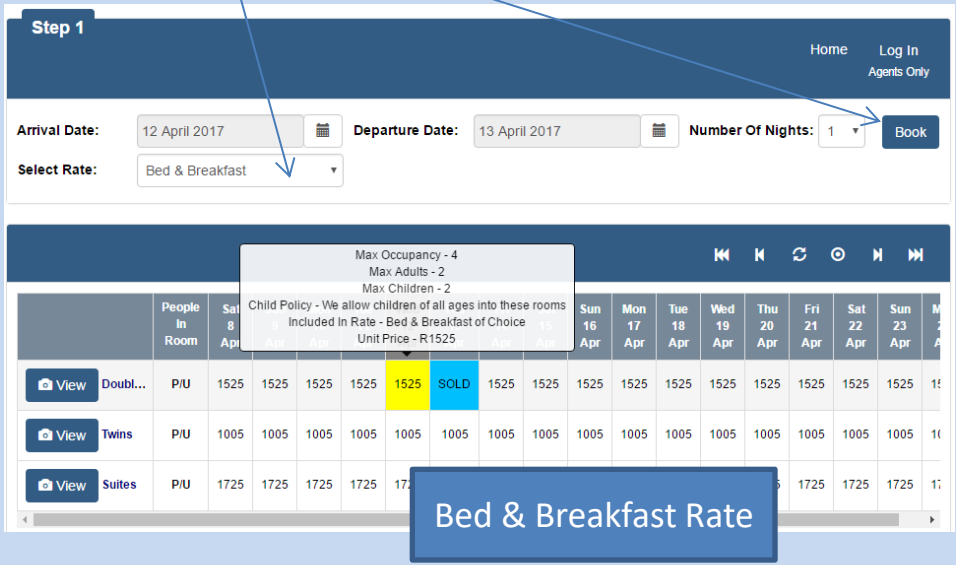
	People In Room	Sun 9 Apr	Mon 10 Apr	Tue 11 Apr	Wed 12 Apr	Thu 13 Apr	Fri 14 Apr	Sat 15 Apr	Sun 16 Apr	Mon 17 Apr	Tue 18 Apr	Wed 19 Apr	Thu 20 Apr	Fri 21 Apr	Sat 22 Apr	Sun 23 Apr	Mon 24 Apr
View Doubl...	P/U	1800	1800	1800	1800	SOLD	1800	1800	1800	1800	1800	1800	1800	1800	1800	1800	1800
View Twins	P/U	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750
View Suites	P/U	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000

Bookings – Step 1

When hovering over the availability grid, the max occupancy, max adults, max children, child policy and the room type rates are displayed. If a Package Rate is selected as the rate, when hovering over a room type it will display what is included in the package rate.

Once a rate has been selected, the guest can continue by selecting the **'Book'** button.





Bookings – Step 2

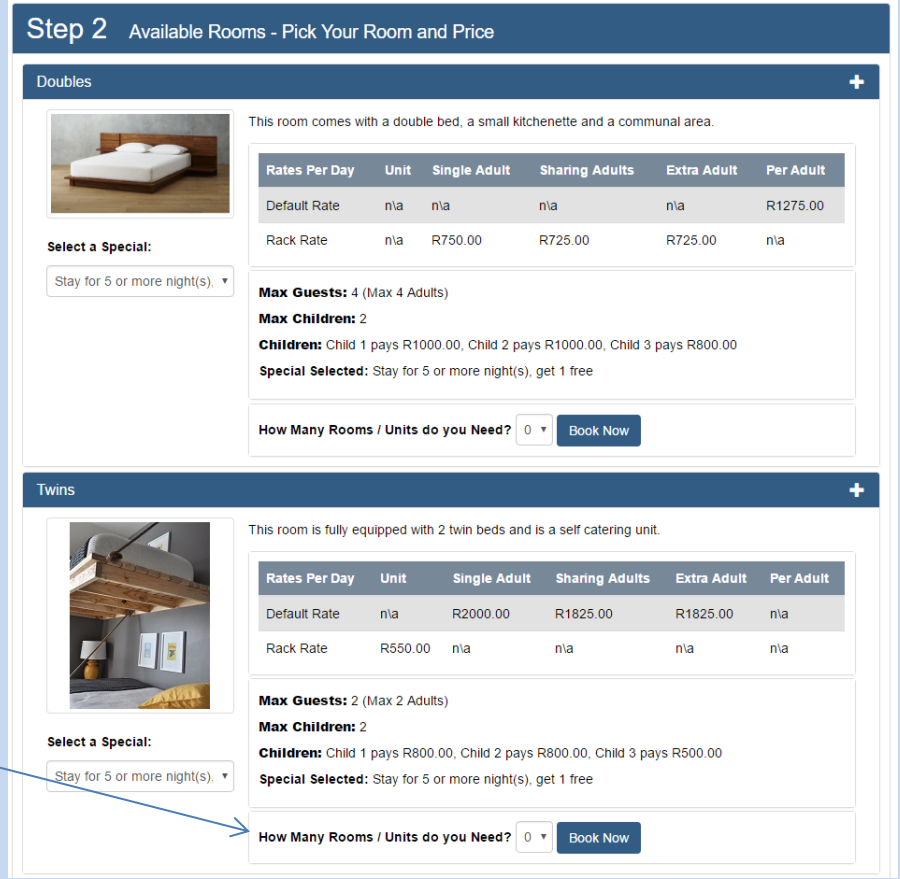
Step 2

All available room types for the user selected dates are displayed here (only those room types that have been uploaded and are made available for selling from the Own Website).

Each room type displayed here will display the following for the guest to view:

1. Room Type image & description
2. Different rates which are setup for that type, they can select 1
3. Any special that applies to the selected date
4. Max Guests for the type
5. Max Children for the room type
6. If a special is selected, will display which one.

From here they will select how many rooms / units they require and then select the ‘Book Now’ button.



Bookings – Step 3

Step 3

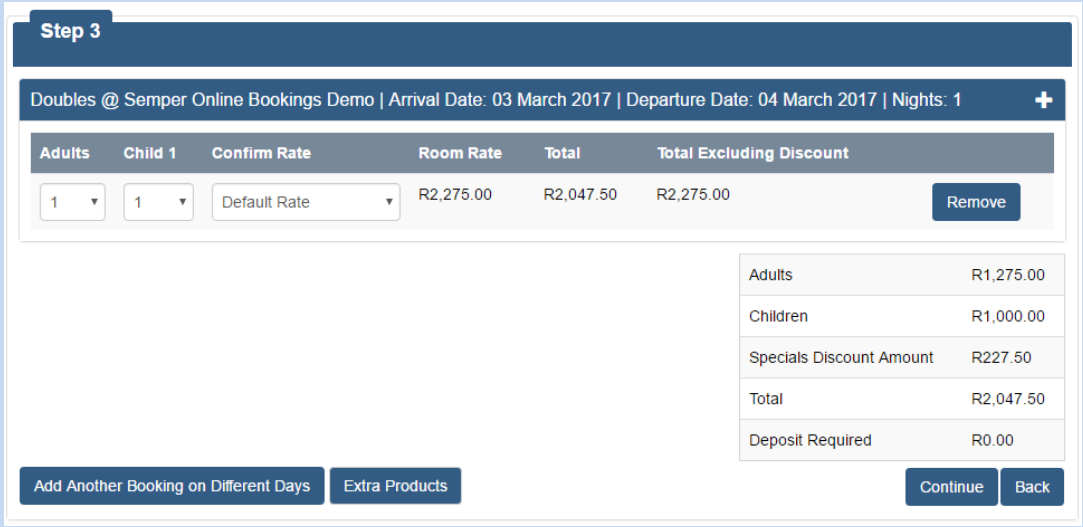
Once the number of units have been selected, Guests are required to enter number of Adults / Children for the booking and confirm the rate which they selected in Step 2.

This will give them a Total Rate for their booking. From here, they can continue to entering their personal information.

For Per Unit Rates: Only a Total will be displayed. If any specials apply the discounted amount will be displayed as the total.

For Per Person Rates: The Total will be displayed for Adults + Children and then give the Total of those combined. If any specials apply the discounted amount will be displayed as the total.

If a deposit is required, this will be displayed on this step.



Bookings - Step 4

Step 4

Before proceeding to making the payment, the guest is required to fill in all their personal information. No booking can be completed without them doing so.

The enforced fields are as follows

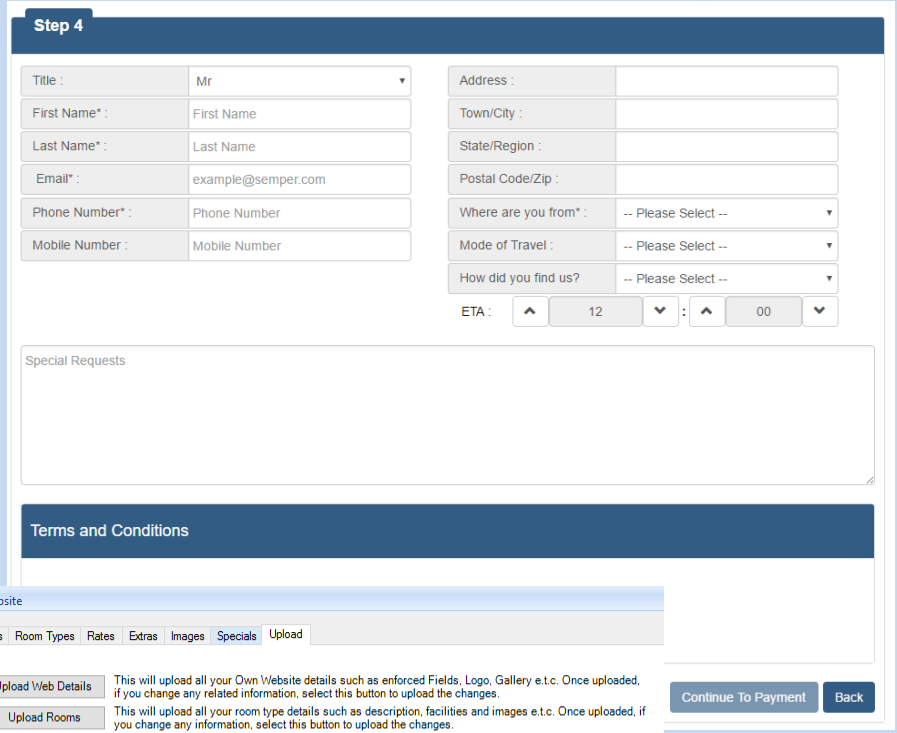
- First Name
- Last Name
- Email
- Phone Number
- Where are you from? (Nationality))

'Mode of Travel' and 'How did you find us' fields can also be made enforced fields.

They can enter special requests which will be saved in the remarks field on the reservation in Semper.

The Terms & Conditions shown here are entered by you and must be agreed to before continuing to payment.

Once they select the 'Continue to Payment' button, this will redirect them to either your VCS or ePay page.

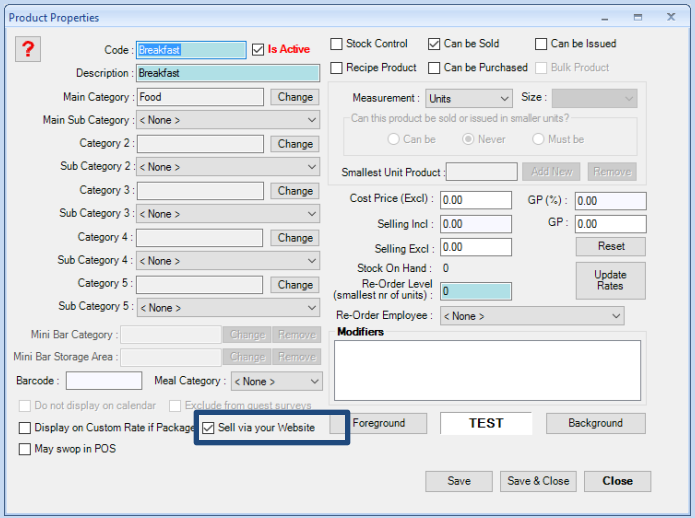


Adding Extra Products to the Booking

Extra Products can be sold along with your accommodation from your booking page.

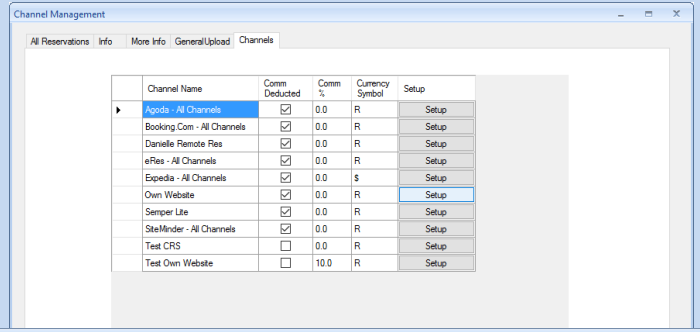
Any items you would like to sell, open the product and active the **‘Sell via your Website’** setting**.**

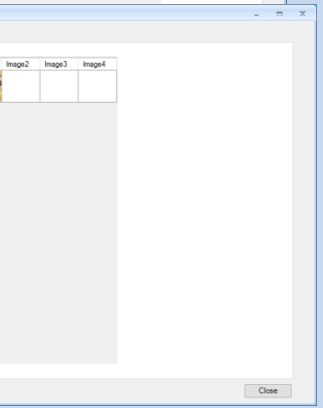




All the products which are marked as Sell via your website, will appear in your Internet Real Time. Enter a description, Unit Price, Max Quantity and up to 4 images.

Then to upload these extra products to your booking page, select the **‘Upload Extra Products’** button.



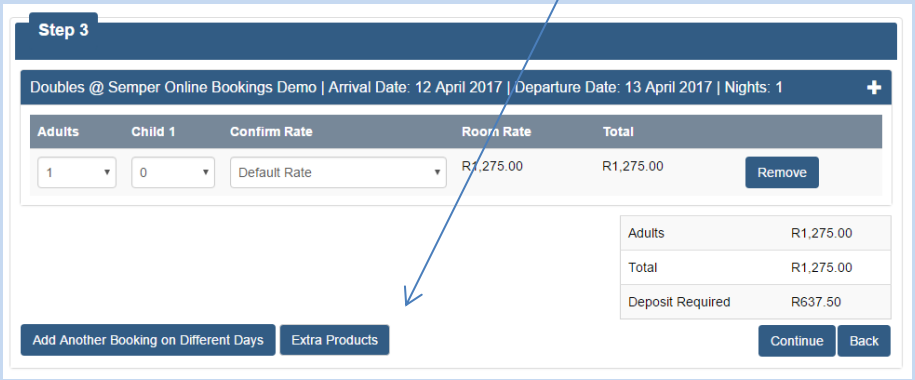


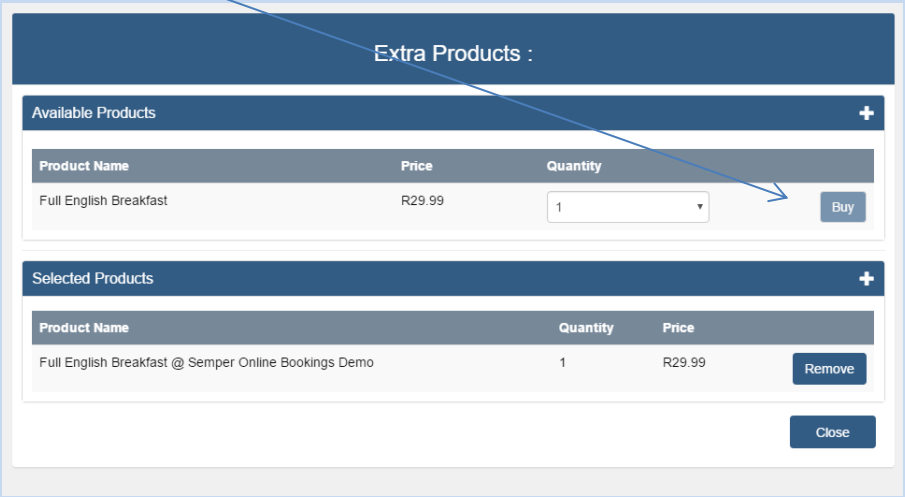
Adding Extra Products to the Booking

To purchase a extra product, the guest can select the **'Extra Product'** button and then select **'Buy'** next to the one.

This will then be added onto the booking total.





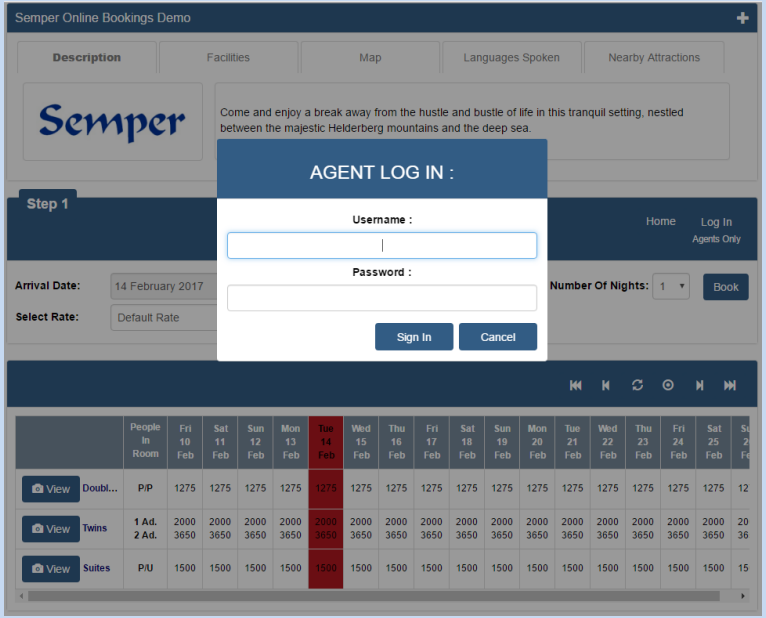


Agent Log In

Agent users can be added to your booking page, with their own username and password.

When agents need to make bookings at your venue, they can utilize your booking page, using their own username and password by selecting the **‘Log In – Agent Only’** button.

In this way, a custom deposit percentage can be setup for each travel agent. Please contact your Semper Support office for more information on this feature.



End of training module