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1 Add VAT or other Tax

1. REDIRECT Upsell_Items

2 Allow Enquiries

This page explains how to use and Enquiry form instead of a booking page.

If you enable "Allow Enquiries" in a rate the booking page will show a link to an with the text "Enquire" linking to a form instead of --- . The enquiry form will only be available between the start and end dates of this rate and if no price can be found but the room is not fully booked. To give you maximum control the new function can be activated per rate.

You can set a custom text to display before the entry fields in SETTINGS-> BOOKING PAGE -> PAGE DESIGN->CONTENT.

3 Auto Actions

This page is about the menu SETTINGS -> GUEST MANAGEMENT -> AUTO ACTIONS

An Auto Action is an action which can be programmed to occur at a time relative to the booking being made, check in date or check out date.

The action can be a pre-canned email sent to the guest or a fixed email address or a change to booking information. Click on "Edit" to modify an existing auto action or on "Create New Action" to set up a new auto action:

The auto actions will appear on the MAIL tab of each booking where the email can be sent manually. If you are using your own mail server for outgoing mail the Booking and Invoice actions will also be applied before sending the mail.

Note: Confirmation message will send automatically to the guest. You can customize them in SETTINGS ->GUEST MANAGEMENT->CONFIRMATION MESSAGES

Email sending works per account.

Auto sending:

Auto Action Emails which are sent automatically by the system are sent from the EMail address of the account that created the Auto Action. This is the account set up in in SETTINGS-ACCOUNT-OUTGOING EMAIL.

Automatic actions will trigger every 15 minutes.

Manual sending:

When sending manual by clicking on the 'Send' button you will need to make sure you are logged into the account which uses the EMail address you want to send from.

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3.2 Trigger

Sets the criteria which have to be fulfilled to start the Auto Action.

"Booking Source" = "Direct" applies the Auto Actions only to bookings from your own web site, manually added bookings and bookings imported though the API (not the channel manager). If you want to apply and Auto Action only to manually added bookings add your username in the "Referrer" field.

"Trigger Time" defines when the action is allowed to start. Once it has started it is allowed to go for the "Time Window" period. When the "Time Window" period has elapsed the auto action stops.

Both "Trigger Time" and "Time Window" are relative to a "Trigger Event" i.e. check-in, check-out, time of booking.

3.3 Email

Go to Email to create or modify a prepared Email template. Templates can contain **Template Variables** to include information specific to the booking in the Email, for example the guests name or the arrival date.

- To send Emails automatically you need to set up your outgoing Email address in SETTINGS -> ACCOUNT -> OUTGOING EMAIL.
- To send Emails manually open a booking and go to the MAIL tab. Manual Emails will open in your normal email program on your computer. You may send it as is or edit it before sending.

Some systems have a limit of about 2000 characters for this form of email generation. If the email will not open try reducing the amount of text.

If Auto Action Emails are send automatically they are send through your Email server. You should see this on your server. Whether you see it in your Sent box or not depends on your Email program.

If Auto Action Emails are sent manually via a link in the "Email Templates" list in the booking Beds24 will first try to send through your Email server. You should see this on your server. Whether you see it in your Sent box or not depends on your Email program.

If this does not work it will pop and send through your desktop. In this case you will see it in your Sent box.

3.3.1 Email Attachments

You can choose to attach an invoice or a booking template as a PDF file to emails sent by Auto Actions.

If you send Emails with pdf attachment (invoice, booking template) to Alias-Email addresses created by channels the channel might block the attachment so it is not delivered to the guest. Ask your channel about their policy regarding this.

Other files can not be attached. We recommend you use a link to a file you upload to your web site.

3.4 SMS

You can automatically send SMS messages. Please note that a fee per SMS message applies if this function is activated.

NOTE: The SMS will send in the language of the account, not the language of the booking. Read Example 17 for a way to control the language of

3.5 Booking

Go to Booking to set up an auto action which modifies something in the booking.

Click on Invoice to automatically add invoice items.

Invoice changes are applied before the mail is sent.

3.6 Examples

3.6.1 Automatically change the status of all "Request" bookings to "Cancelled" after three days

Trigger tab

- Trigger Event = After Booking
- Trigger Time = 3 days
- Booking Status = Request

Booking tab:

- Execution = One time only
- Booking Status = Cancelled

3.6.2 Automatically change the status of all bookings which have been imported from Ical to "Request"

Trigger tab:

- Trigger Event = After Booking
- Trigger Time = Immediate
- Booking Source = Ical Import (1, 2, 3)

Booking tab:

- Execution = One time only
- Booking Status = Request

Booking changes are applied before the mail is sent.

3.6.3 Automatically set a flag for a booking coming from a certain channel

Trigger tab:

- Trigger Event = After Booking
- Trigger Time = Immediate
- Booking Source = Booking.com (for example)

Booking tab:

- Execution = One time only
- Flag Text = The text you want to display
- Flag Colour - choose the flag colour

Booking changes are applied before the mail is sent so that the flag template variable can be reflected in the email.

3.6.4 Automatically send an Email to the guest when the status of a booking changes to "Cancelled"

Trigger tab:

- Trigger Event = Check-in
- Trigger Time = -365
- Trigger Window = 365
- Booking Source = All (for example)

Email tab:

- Trigger Action = Auto
- Send Email = Guest and cc: Email address

Note: If you are using deposit collection make sure you set SETTINGS->PROPERTIES->PAYMENT COLLECTION "Non Payment Booking Status" = Request.

3.6.5 Automatically add a fee to all bookings from a channel

Trigger tab:

- Trigger Event = After Booking
- Trigger Time = Immediate
- Booking Source = Expedia (for example)

Invoice tab:

- Type = Amount
- Description = Cleaning fee (for example)
- Amount = 50 (for example - the amount of your cleaning fee)
- per = Room
- Period = one time
- VAT = 19% (for example - enter the VAT amount if applicable)

The fee will be added the next time the auto actions run.

3.6.6 Apply a flag when a payment was made

Also see Example 14 for payments/deposits prior to Check-in

Trigger tab:

- Trigger Event = After Booking
- Trigger Time = Immediate
- Trigger Window = 365
- Booking Source = All
- Booking Status = All but not cancelled
- Invoice Balance = Any Payment made

Booking tab:

- Execution = One time only
- Flag Text = The text you want to display
- Flag Colour - choose the flag colour

3.6.7 Apply a flag when a booking is cancelled

Trigger tab

- Trigger Event = After Booking
- Trigger Time = 1 Hour
- Trigger Window = 365 days
- Booking Status = Cancelled

Booking tab:

- Execution = One time only
- Booking Status = No Change
- Flag text = (enter the text you require)
- Flag Colour = Set as required

3.6.8 Send an email or SMS to Guest when booking made more than 10 days in advance

Trigger tab:

- Trigger Event = Check-in
- Trigger Time = -365 days
- Trigger Window = 355 days
- Booking Status = All not cancelled

Booking tab:

- Execution = One time only
- Booking Status = No Change

Email tab: or SMS tab:

- Update details as appropriate

3.6.9 Send an email with a key code for a specific unit one day before check-in

Trigger tab:

- Trigger Event = Check-in
- Trigger Time = -1 day
- Trigger Window = 1 day
- Booking Status = All not cancelled
- Unit = Select the number of the unit you want to send this message to. Note that the number represents the index of the unit not its name.

Booking tab:

- Execution = One time only
- Booking Status = No Change

Email tab:

- Enter your text. If you are using the "Additional Information" function SETTINGS->PROPERTIES->ROOMS->SET UP "Unit Names" you can use template variables

Example: Your room is [UNITNAME]. Check-in from: [UNITNAME:1] . The key code is: [UNITNAME:2]

The template variables will only work if you have entered text in SETTINGS->PROPERTIES->ROOMS->SET UP "Unit Names". The context help for this setting will explain how to do this.

3.6.10 Send an email to guests from Channels

Trigger tab:

- Trigger Event = After Booking
- Trigger Time = Immediate
- Trigger Window = 1 day
- Booking Source = Channel Manager

Booking tab:

- Execution = One time only
- Booking Status = No Change

Email tab:

- Send Email = Guest and CC: Email Address
- Enter you text. If you are using the "Additional Information" function SETTINGS->PROPERTIES->ROOMS->SET UP "Unit Names" you can use template variables

Example: Your room is [UNITNAME]. Check-in from: [UNITNAME:1] . The key code is: [UNITNAME:2]

The template variables will only work if you have entered text in SETTINGS->PROPERTIES->ROOMS->SET UP "Unit Names". The context help for this setting will explain how to do this.

3.6.11 Automatically set a flag for a bookings from a a channel which have breakfast included

Trigger tab:

- Trigger Event = After Booking
- Trigger Time = Immediate
- Booking Source = Booking.com (for example)
- Booking Field Contains - select "API Message" in the next field enter: meal_plan=Breakfast (or Extra Breakfast - use the text the channel uses)

Booking tab:

- Execution = One time only
- Flag Text = The text you want to display
- Flag Colour - choose the flag colour

Booking changes are applied before the mail is sent so that the flag template variable can be reflected in the email.

3.6.12 Automatically send a message (email or sms) to guests that have Checked-out 30 days or more

Trigger tab:

- Trigger Event = After Check-out
- Trigger Time = 30 days
- Trigger Window = 365 days

Email or SMS tab: Enter the details you want to send.

Booking tab: (optional)

- Execution = One time only
- Flag Text = The text you want to display
- Flag Colour - choose the flag colour

3.6.13 Automatically send a Request for payment to your guests for all bookings

Trigger tab:

- Trigger Event = After Booking
- Trigger Time = Immediate
- Trigger Window = 1 day

Booking Source = ALL (or select the booking source/Channel)

Email tab:

Send email : select the appropriate option

- Edit Email Subject - enter the subject for your Guests
- Edit Email Text :- enter the email text you wish to send to your guests include template variable

[PAYLINK] this creates a payment link (HTML A tag) for the payment request for the amount in the booking deposit field if non zero, otherwise the outstanding balance. Check the template variables for other options.

Booking tab:

- Execution = One time only
- Flag Text = The text you want to display
- Flag Colour - choose the flag colour

Booking changes are applied before the mail is sent so that the flag template variable can be reflected in the email.

3.6.14 Automatically send a Request for payment to your guests XX days before arrival

Trigger tab:

- Trigger Event = Check-in
- Trigger Time = -42
- Trigger Window = 1 day

Booking Source = ALL (or select the booking source/Channel)

Email tab:

Send email : select the appropriate option

- Edit Email Subject - enter the subject for your Guests
- Edit Email Text :- enter the email text you wish to send to your guests include template variable

[PAYLINK] this creates a payment link (HTML A tag) for the payment request for the amount in the booking deposit field if non zero, otherwise the outstanding balance. Check the template variables for other options.

Booking tab:

- Execution = One time only
- Flag Text = The text you want to display
- Flag Colour - choose the flag colour

Booking changes are applied before the mail is sent so that the flag template variable can be reflected in the email.

3.6.15 Apply a flag when deposit is was made prior to Check-in

Trigger tab:

- Trigger Event = Check-in
- Trigger Time = -365 (for example : must be a negative value and the same as the value in Trigger window)
- Trigger Window = 365
- Booking Source = All
- Booking Status = All but not cancelled
- Invoice Balance = Any Payment made

Email tab:

- Send email : select appropriate option
- Enter : Subject and email content

Booking tab: (optional)

- Execution = One time only
- Flag Text = The text you want to display
- Flag Colour - choose the flag colour

Booking info tab : (optional)

- Booking Info Code : DEPOSITPAID (for example)
- Booking Info Text : additional text if required.

Setting details with the Booking tab and Booking info tab allows you to trigger additional (follow on) Auto Actions and Reports.

3.6.16 Apply a flag when booking is fully paid

Trigger tab:

- Trigger Event = After Booking
- Trigger Time = Immediate
- Trigger Window = 365
- Booking Source = All
- Booking Status = All but not cancelled
- Invoice Balance = ZERO

Booking tab:

- Execution = One time only
- Flag Text = The text you want to display
- Flag Colour - choose the flag colour

3.6.17 Send SMS in a certain language (if it is the language of the booking) or a default language

This uses a smart template variable. In this example we check whether the guest booked in French. If yes, then we send a French text. If no, we send an English text.

Trigger tab: Whatever you want

Booking tab: Whatever you want

SMS tab:

- Phone Number = [GUESTMOBILE]
- SMS Message = [IF=:[GUESTLANGUAGE]:fr:French_text|English_text]

3.6.18 Automatically assign invoice numbers

Trigger tab:

- Trigger Event = Check-out
- Trigger Time = Immediate
- Any Booking Info Code = CHECKOUT (optional only if you use the check-out function, if not leave blank)

Invoice tab:

- Assign Invoice Number = yes

3.6.19 Group check-in

This requires the master booking to be checked-in via the check-in function.

Trigger tab:

- Trigger Event = After Booking
- Trigger Time = immediately
- Trigger Window = 365
- Booking Source = All
- Booking Status = All but not cancelled
- Group bookings" = Trigger all on master
- Info Code = CHECKIN

Booking info tab :

- Info Code = CHECKIN

3.7 Troubleshooting

If Auto Actions do not send:

The list in the "Mail" tab of the booking will tell you why. Common causes are:

- *Is your outgoing Email address working? Go to SETTINGS->ACCOUNT->OUTGOING EMAIL and click on "Send Test Email".
- *Is your Auto Action set to send automatically?
- *Is the guests Email address valid ("Mails" tab of the booking)?
- *Is the booking set to allow Allow Auto Actions ("Mails" tab of the booking)?
- *Do all trigger events apply to the booking?

Auto Action is not editable

To have write access to an auto action an account needs to have write access to all properties to which the auto action applies. This might not

You don't have permission to access control2.php on this server error message, when the save button is clicked

It is most likely something in your content triggering the firewall.

Try adding the content bit by bit until you find the item causing the problem.

Often it is a script or HTML item that appears to the firewall as a possible hacking attack.

It can also be something that looks innocent like a combination of numbers and words like "and" or "or" that hackers often use in sql injecti

Once you find the item causing the problem, try rewording it.

4 Category:Booking Rules

This page is about the menu SETTINGS->PROPERTIES->BOOKING RULES

4.1 Rules

You have a choice on booking rules which define how bookings from your own web site are treated:

1. Automatically Confirmed online bookings

- No Deposit - auto confirmed booking with no deposit

2. On Request Bookings - Bookings that have to be confirmed manually.

- Request Only - booking to be confirmed manually

Additional rules you can set are:

- Block the room - no availability will be shown for blocked rooms
- Do not block the room

3. Collect credit card details to process the card manually through your own bank or merchant account

- Request CC - request only with Credit Card collection
- Collect CC - number collected but not charged

If you want to collect credit card number for security you can set the amounts under SETTINGS -> PROPERTIES -> CREDIT CARD COLLECTION

4. Online Deposit Collection

If you want to collect a deposit Payment you can define two different deposit payments. You can set the amounts under SETTINGS -> PROPERTIES -> PAYMENT COLLECTION

- Deposit Payment 1 - auto confirmed with deposit payment
- Deposit Payment 2 - auto confirmed with deposit payment

4. Black out Property

If you do not want to accept new bookings for a certain period (for example if you are closed for the season) you can set a blackout

- Blackout period - no new bookings accepted

4.2 Hierarchy of Rules

The default booking rules for the whole property can be overridden

**by the booking rule for an offer set in SETTINGS->PROPERTIES -> OFFERS*

**the "Booking Type" set in the "Summary" tab of a rate can override the rule set in SETTINGS->PROPERTIES->BOOKING RULES and the rule set in S*

4.3 Periods

Booking Rules define the options and rules applying to all bookings or bookings within a certain period. You have following options:

- **Normal Bookings** -the booking type for normal bookings. If a booking includes normal and near term dates the booking type will be as set for near term dates. If a booking includes normal and exceptional dates the booking type will be as set for exceptional dates.
- **Near Term Bookings** - You can select how many days in advance to consider a near term booking and the style of booking completion for near term bookings. You may use a different strategy than your normal bookings. If a booking includes near term and exceptional dates the booking type will be as set for exceptional dates.
- **Exceptional Period Booking** - The exceptional period is a period you can define to use a special booking style or blackout period. It includes all dates between the first and last night. This may be used to easily blackout a date range. Another example would be to only accept On Request bookings during the exceptional period while still accepting Automatic bookings at other times.

4.4 Spam Protection

You can protect yourself from spam via your booking page in SETTINGS -> PROPERTIES -> BOOKING RULES -> GUEST VERIFICATION

- Set "On Screen Captcha code" to "Must be Entered" so your guests will have to enter a captcha code to proceed the booking
- Set "Code Sent to Email Address" to "Must be Entered" and your guest will only be able to proceed the booking after they enter a code that has been automatically sent to them.

4.5 Troubleshooting

If you think the wrong booking rule is applied check your settings for:

SETTINGS->PROPERTIES->BOOKING RULES "Booking Type"

SETTINGS->PROPERTIES-> OFFERS "Booking Type"

Setting for "Booking Type" set in the "Summary" tab of your rates

If you have set different RULES for Normal Bookings and Near Booking - Deposit Collection :

SETTINGS->PROPERTIES->BOOKING RULES "Normal Booking" - Deposit Collection 1 - auto collection with deposit collection

SETTINGS->PROPERTIES->BOOKING RULES "Near Term Booking" - Deposit Collection 2 - auto collection with deposit collection

Also ensure you have SETTINGS->PROPERTIES->BOOKING RULES -> DAILY PRICING STRATEGY-> BOOKING TYPE = DEFAULT (set by property booking rules)

5 Bookings - flag bookings with special status

This page explains how to mark bookings

Each booking can be flagged with a short phrase and colour. Select this with the FLAG setting when editing the booking. Either select from the preset list or enter the phrase and colour manually.

You can define your own FLAG phrases and colour at SETTINGS -> ACCOUNT -> PREFERENCES -> Booking Flag Text Presets

You can set up Auto Action to be triggered by certain flag texts in SETTINGS->GUEST MANAGEMENT->AUTO ACTIONS.

In REPORTS->CUSTOM REPORTS you can create custom reports which include the flag texts.

Note: Flags rank higher than status colors for the statuses "New", "Confirmed", "Request", "Cancelled". Therefore status changes can not over

6 Bookings which can be assigned to more than one room type

This page explains how to set up virtual to rooms assign bookings to more than one room type

You may have two room types and some bookings can be placed in either type if available.

Example 1 a hotel has double rooms which can be sold as twins.

This example works for any room types where one can be used as the other.

- 1) Create the Double room and set the quantity of these.
- 2) Create a "virtual" Twin room and set the quantity to the same as the Double.

Setup the room dependency settings in SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES as follows:

- 3) For the Double set "Include Bookings from" = Twin
- 4) For the Twin set "Include Bookings from" = Double

Do not set any "Availability Dependency". Leave the setting for "Assign Bookings" = This room

Example 2 a hotel has double rooms and single rooms where single guests can be placed in a double room if there are no single rooms available.

This example works for any room types where one can be used as the other but not the other way round. i.e. as single booking can be placed in a double room but a double booking can not be placed in a single room.

- 1) Create the Double room and set the quantity of these.
- 2) Create the Single room and set the quantity of these. Hide the Single room from the booking page by setting SELL PRIORITY to "Hide".

If you are hiding rooms you will need to adjust your overbooking protection in SETTINGS->PROPERTIES->ROOMS ->SETUP. For instructions please see the context help next to the setting.

- 3) Create a third "virtual" Single room and set the quantity to the maximum number of singles you can theoretically sell, in this case it is the quantity of doubles plus the quantity of singles you have available.

Set up the room dependency settings in SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES as follows:

Virtual Single:

- Requires Availability = first the Single and second the Double
- Assign Booking = First Available Dependency Room

Note: If you add bookings manually, place single room bookings into the Single or Double room as appropriate, not the virtual room.

Example 3: A B&B has only five Twin rooms which can be sold as twin rooms, as singles or as double rooms.

- 1) Create a Twin room and set the quantity to five.
- 2) Create a "virtual" Double room and set the quantity to five.
- 3) Create a "virtual" Single room and set the quantity to five.

Setup the room dependency settings in SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES as follows:

- 4) Set all Dependency Levels to Ignore Sub Dependencies.
- 5) Set the Single to be dependent on the Twin using "Combination Logic" = Sum of all bookings.
- 6) Set the Double to be dependent on the Twin using the "Combination Logic" = Sum of all bookings.
- 7) For the Single set "Assign Bookings to" = This room
- 8) For the Double set "Assign Bookings to" = This room
- 9) For the Twin set "Include Bookings from" = Single and Double

Example 4: A hotel has three double rooms and one triple room which can also be sold as double room if all other doubles are sold.

- 1) Create a Double room and set the quantity to three. Set "Sell Priority" = hide
- 2) Create a "virtual Double" room and set the quantity to four.
- 3) Create a "Triple" room and set the quantity to one.

Setup the room dependency settings in SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES as for the "virtual Double" follows:

Requires Availability = 1. "Double", 2. Triple

Combination Logic = Sum of all bookings

Assign Bookings = First available dependent room

Example 5: A villa is set up in two different properties. One offers the villa as accommodation (the room name is villa only) only the other one offers the villa as part of a package (the room name is package).

As it is the same villa a booking for the "package" will make the "villa only" unavailable and vice versa.

To achieve this set following dependencies in SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES for the room "package":

- "Requires Availability in": villa only
- "Assign Bookings to" = this room
- "Assign a Copy Booking to" = villa only

Leave all other settings set to default.

Note: If you are using the channel manager and a channel allows multiple room bookings you are opening more rooms than you physically have. T

7 Bookings: Hide credit card on booking print out

Individual booking can be printed by opening the booking for edit and clicking the Print icon at the bottom of the summary tab.

The printed page can be formatted using custom CSS placed in the SETTINGS >> GUEST MANAGEMENT >> STYLING setting.

The following CSS will hide all credit card details from the print:

```
.bookprintcard {display:none;}
```

Each line in the print can be formatted using custom CSS, inspect the source of the print document in your browser to identify the CSS class name of the row.

8 Close Rooms

This page explains how to close, black-out or block rooms to make them unavailable for online booking

There are a number of ways to close rooms, use the method most suitable for your needs.

8.1 Exceptional Period (close property)

Each property has an exceptional period in its booking rules settings. This can be used to close the whole property for a period. (SETTINGS->PROPERTIES->BOOKING RULES).

8.2 Calendar Blackout

The CALENDAR view in the control panel has an override setting for each room and date. Set this value to "blackout" to completely close the room. Multiple dates can be set at once by choosing the start and end date of the range you want to change. If you cannot see the override row check it is enabled in the filter settings.

8.3 Calendar Inventory

The CALENDAR view in the control panel has an inventory setting for each room and date. Set this value to zero to close the room on any date. Multiple dates can be set at once by choosing the start and end date of the range you want to change. If you cannot see the inventory row check it is enabled in the filter settings. The inventory value can also be changed by CSV file upload using the API, www.beds24.com/api

8.4 Black Booking

You can use a booking with the status "Black" to close a room. These bookings will not be considered in reports.

8.5 No Valid Price or Rate

Any date that does not have a valid price will be closed. You can do this by ending all rates on the day before the closure and starting new rates when the room should re-open.

8.6 Bookings from CSV file

The API at www.beds24.com/api has a function to import bookings from a specially formatted CSV file. This can be used to import many bookings efficiently.

8.7 Hide from Booking Page

Room can be hidden from the booking page in SETTINGS->PROPERTIES->ROOMS->SETUP "Availability" Sell Priority=hide room

8.8 Close rooms at a channel

Use these [instructions](#) if you want to close channels,

Keywords: blackout, black out, close, not available, unavailable, availability, block rooms, block off,

9 Combine individual rooms into a roomtype

This page explains how to create a virtual room type with multiple rooms from a number of individual rooms and sell all without over booking.

Example: You have a number of individual rooms connected to individual listings at a channel or your own web site. You also want to sell them on Booking.com or other channel that requires a "room type" with a quantity of the available rooms. (this example will work with any number between 2 and 12 individual rooms)

It is assumed you already have setup the individual rooms each with a quantity of one, if not, create these first.

Create a new virtual room type with a quantity of individual rooms in SETTINGS -> PROPERTIES-> ROOMS->SETUP

Virtual room

Go to SETTINGS->PROPERTIES->ROOMS->SETUP and set the virtual room to have the same characteristics of your individual rooms. Set:

- Sell Priority = Hide (to not show the virtual room type on your own booking page)
- Overbooking Protection =Property

Go to SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES and use the following settings for the virtual room:

- Requires Availability in = select all the individual rooms. (2 to 12 of them)
- Combination Logic = Sum of all bookings
- Dependency Level = Ignore Sub Dependencies
- Assign Bookings to = First Available Dependency Room

If you want to see the bookings in your virtual room you can use the "Include Bookings from" setting. This will mirror the bookings from the "real" rooms into the virtual room. Please note that the unit allocation within the units of the virtual room will not work in this case.

Real individual rooms

- Do not set any "Availability Dependency". Leave "Assign Bookings" set to "This Room" (the default).

Prices

The individual rooms and the virtual room types can have their own rates and prices or you can set them up for one room and set all the others to use these at SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES->"Use Prices From"

Bookings

If you manually add a booking you need to do this in the "real" rooms not in the virtual room.

It is possible that a booking could be made for the virtual room where there is always an individual room available but not the same one on each night. In this case the booking will remain in the virtual room. It is normally possible to reassign the individual room bookings and then manually assign the virtual room booking to the resulting free space. If you cannot tolerate this situation, you should not be using room types to sell your rooms.

It is also possible to show the virtual room type on your direct booking page and hide the individual rooms if you prefer.

10 Divide a house into separately bookable units

This page explains how to use room dependencies to offer one unit as a whole and at the same time offer parts individually.

10.1 Example 1 - Rent the house or 3 apartments

A holiday house consists of three separately bookable apartments (Apartment1, Apartment2 and Apartment3) and can be rented in full. To set this up you will need four rooms in SETTINGS -> ROOMS:

- House
- Apartment1
- Apartment2
- Apartment3

Go to SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES and set:

House

- Requires Availability in: Apartment1 and Apartment2 and Apartment3

Leave all other settings at the defaults.

Apartment 1, Apartment 2, Apartment 3

- Include Bookings from: House

Leave all other settings at the defaults.

10.2 Example 2 - Rent the house or two separate apartments or 3 apartments

A holiday house which consists two separate apartments (Apartment1 and Apartment2). Apartment2 can be split up into two separately bookable apartments (Apartment2A and Apartment2B). Also the complete house is for rent. To set this up you will need five rooms in SETTINGS -> ROOMS.

- House
- Apartment1
- Apartment2
- Apartment2A
- Apartment2B

Go to SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES and set:

House

- Requires Availability in: Apartment1 and Apartment2 and Apartment2A and Apartment2B

Leave all other settings at the defaults.

Apartment 1, Apartment 2, Apartment 2A, Apartment 2B

- Requires Availability in: House
- Include Bookings from: House

Leave all other settings at the defaults.

10.3 Example 3 - Rent the full house, a flat and 3 B&B rooms

A lodging rents 3 rooms. These three rooms are rented individually as B&B room or all together as a flat. The flat is also offered as house (the house and the flat are really the same).

To set this up you will need 5 rooms in SETTINGS -> ROOMS.

- House
- Flat
- Room 1
- Room 2
- Room 3

Go to SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES and set:

- Rooms: set ""Include Bookings from" = Flat and House
- Flat - *Requires Availability in:* Room 1, Room 2, Room 3 and "Combination Logic"= All rooms must be available
- House - *Requires Availability in:* Room 1, Room 2, Room 3 and "Combination Logic"= All rooms must be available

10.4 Example 4 - Rent the full house, 2 apartments or 3 individuals rooms

A holiday house consist of 2 apartments (apartment A and apartment B) which are rented together and individually. Apartment B consists of 3 rooms which are also rented separately.

To set this up you will need 5 rooms in SETTINGS -> ROOMS.

- House
- Apartment A
- Apartment B
- Room 1
- Room 2

- Room 3

Go to SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES and set:

- Rooms: set ""Include Bookings from" = House
- Apartment A: Do not set any dependencies
- Apartment B: *Requires Availability in:* Room 1, Room 2, Room 3 and "Combination Logic"= All rooms must be available
- House: *Requires Availability in:* Apartment A, Apartment B and "Combination Logic"= All rooms must be available

Note: If you are using dependencies please test thoroughly to make sure your set up reflects your rules. If you are connecting one physical r

10.5 Example 5 - Property can be rented in full, individual rooms and also Dorm beds

A Property has 2 Individual rooms and 2 Dorms each with 4 Beds, they want to sell the initial 2 rooms and the dorm beds, and also the Entire property. (They do not want to sell the Dorms as Private Rooms)

This will require 7 rooms

- Entire House
- Private room A
- Private Room B
- Dorm Room 1
- Dorm Room 2
- Virtual Room 1
- Virtual Room 2

1. Go to SETTINGS->PROPERTIES->ROOMS and create the ?real? rooms

Entire House

- Quantity of this type = 1
- Booking type = 1 per Booking
- Maximum number of Guests = 12 (Total from all ?real? rooms)

Private Room A and B

- Quantity of this type = 1
- Booking type = 1 per Booking
- Maximum number of Guests = 2

Dorm Room 1 and 2

- Quantity of this type = 4
- Booking type = 1 per guest
- Maximum number of Guests = 4

for DORMS (please see the set up instructions for hostels).

Virtual Room 1 and Virtual Room 2

- Quantity of this type = 1
- Booking type = 1 per Booking
- Guests = 4 (number of beds)
- Sell Priority = HIDE (will not show on your Booking page)

2. Go to SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES and set

Entire House

- Requires Availability in Private Room A, Private Room B, Virtual Room 1 & Virtual Room 2
- Combination Logic = All Rooms must be available
- Dependency Level = Include Sub Dependencies

Leave all other settings as default

Private Room A & Private Room B :

- Include Bookings from = Entire House

Leave all other settings as default

Dorm Room 1

- Requires Availability in Virtual Room 1
- Combination Logic = 1 Unit must be available
- Dependency Level = Ignore Sub Dependencies

Leave all other settings as default

Dorm Room 2:

- Requires Availability in Virtual Room 2
- Combination Logic = 1 Unit must be available
- Dependency Level = Ignore Sub Dependencies

Leave all other settings as default

Virtual Room 1:

- Requires Availability in = Dorm Room 1
- Combination Logic: 4 unit must be available
- Include Bookings from = Entire House

Virtual Room 2:

- Requires Availability in = Dorm Room 2
- Combination Logic: 4 unit must be available
- Include Bookings from = Entire House

Leave all other settings set to the defaults. Note: If you are using dependencies please test thoroughly to make sure your set up reflects your rules. If you are connecting one physical room more than once to a booking channel you are risking overbookings.

10.6 Example 6 - Property can be rented in full only during a certain period

A holiday house consists of three separately bookable apartments (Apartment1, Apartment2 and Apartment3) and can be rented in full, however during Special holiday periods, you decide to sell only the entire house. (See Example 1 above for details on setup and dependencies)

For the 3 apartments and Entire House

Go to Settings > Properties > Offers > Offer 4

- Create Offer 4 - Christmas Special
- Set Minimum days
- Show = Only when available

Create a Rate/Daily price for this period

- Set Offer = 4
- Channels

If you are using Booking Channels, we suggest you only tick 'www.beds24.com' (your booking page) until you are happy that the system does as

Go to Settings > Properties > Offers > Offer 1

- Show = only when available

Go to Calendar For the 3 apartments

- Click in Override row, set = No Checkin/Checkout
- Set Minimum Stay (if not already in your Rate/Daily Price).

Go to Booking Page > Settings > Booking Page > Page Design > Room Order - Hide unavailable

This will then remove the Rooms from your Booking page over the Holiday period and only show the 'Entire House'

Once you are happy this this works for your Booking Page (www.beds24.com - in the Rate/Daily Price) then you can set to the appropriate Channels, please ensure you test fully the availability/prices being sent to the Channels.

Keyword: separate, separately, divide, dependent, dependency

11 Export Bookings

This page explains how to export bookings

Bookings can be exported to a CSV file by clicking on the EXPORT button under BOOKINGS. Spreadsheet and database programs like Excel can then be used to manipulate, view and print the information as desired. If your spreadsheet program has problems displaying the file, try saving it to your computer first and then importing or opening it as a text or csv file.

Bookings will be downloaded starting from the selected "Showing bookings from" date.

The data to be output is selected by the date fields. Large numeric data begins with a quote symbol ' to force spreadsheets to display the complete number instead of something like 1.23E+033.

12 Group Bookings

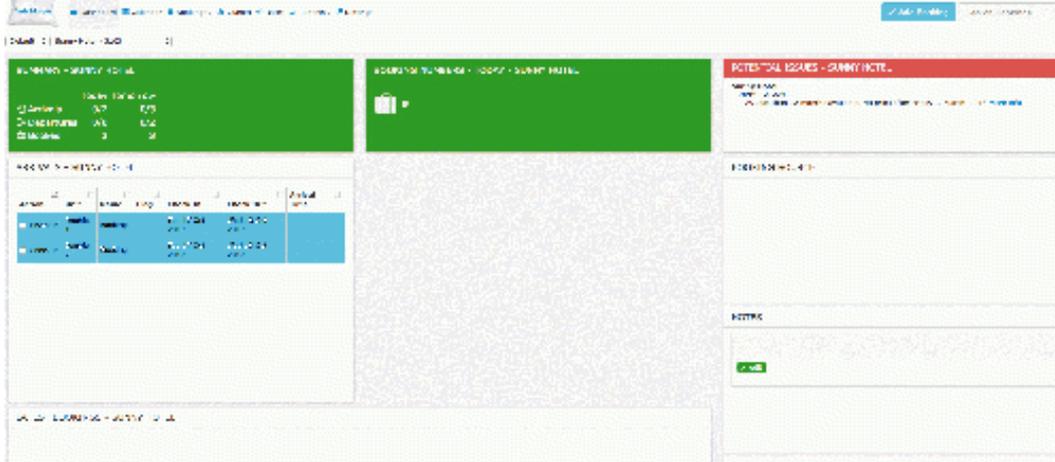
This page explains how to create and manage group bookings

12.1 Contents

- 1 Add a group booking
- 2 Manage Group Bookings

12.2 Add a group booking

To add a booking for multiple rooms or to check for available rooms click on "Add Booking" and then on "Price Check".



see an example

12.3 Manage Group Bookings

You can manage and also create a group booking in the "Invoice" tab of a booking.

A group booking consists of two or more linked individual bookings. To create a group booking click on "Add Booking". Fill in the guest details and click "Continue". Then go to the "Details" tab of the booking and set the "Quantity", click SPLIT (blue button) and confirm if you want to copy the charges (top bar). If required you can then make individual changes to each booking.

When you open one of the booking ids go to the Group Tab and you can see the individual booking ids for this Group Booking.



view large

Individual bookings can be added to or removed from group bookings.

Bulk actions can be performed to apply changes to several or all bookings of a group.

Booking 446596 (group) Save Close

Summary Detail Charges and Payments **Group Invoice** Mail Log

Charges

	Status	Qty	Price	Vat %	Total	Booking
Family Friday 5 June 2015 - Sunday 7 June 2015		1	220.00	10.00	220.00	446596
obligatory % booking one time 10.00%		1	22.00	0.00	22.00	446596
Double Friday 5 June 2015 - Sunday 7 June 2015		1	280.00	10.00	280.00	446597
obligatory % booking one time 10.00%		1	28.00	0.00	28.00	446597
Triple Friday 5 June 2015 - Sunday 7 June 2015		1	240.00	10.00	240.00	446598
obligatory % booking one time 10.00%		1	24.00	0.00	24.00	446598
Twin 6028 (a/c) Friday 5 June 2015 - Sunday 7 June 2015		1	120.00	10.00	120.00	446599
obligatory % booking one time 10.00%		1	12.00	0.00	12.00	446599
Total Charges €					946.00	€

Payments

Total Paid € 0.00 €

Balance Due € 946.00 €

[Printable Invoice](#)

Booking Group

446596	05 Jun 2015	
446597	05 Jun 2015	unlink
446598	05 Jun 2015	unlink
446599	05 Jun 2015	unlink

446595

446595 05 Jun 2015 annette@be... Search for a booking and add it to the group booking

[Update](#) [Copy as new](#) [Copy and link](#) [Delete](#)

[view large](#)

The template variable [BOOKGROUPNAMELIST] will return a list of all guests in the group. It can be inserted for examples in print templates to print out a list.

If you want to bulk check-in a group you can set up an Action. Use the Auto Action help page for further instructions.

13 Guest login

This page is about the menu SETTINGS -> GUEST MANAGEMENT -> GUEST LOGIN

13.1 Contents

- 1 Cancellations
- 2 Messages

When "Allow guest login" is set to "Yes" guests can view their bookings from the guest login area. Add this link <https://my-booking.info> to the guest login page to your confirmation message or to Auto Action Emails. The template variable [GUESTLOGIN] creates a link to the login.

13.2 Cancellations

You can allow guests to cancel bookings themselves. By default the system uses the policy you can set under SETTINGS -> PROPERTIES -> BOOKING RULES. You have the option to override these settings for offers or individual bookings. If you allow cancellations you can send your guests a link to let them cancel via the system without contacting you. Include the template variable [CANCELURL] into your e-mail confirmation message. This will add a link to the guest login where the guest can cancel the booking.

When guests cancel a booking they will receive a system notification that the booking was cancelled. If required you can set up an additional Auto Action Email in SETTINGS -> GUEST MANAGEMENT -> AUTO ACTIONS.

13.3 Messages

Guest can send you messages via the Guest Login. When a guest send a new message you will receive an Email notification which you can reply to.

14 Import existing bookings

This page explains how to enter bookings which you already had before you started with Beds24

1. Export your bookings into a .csv file
2. Go to Settings -> Account and allow API Access in the 'Link' section.
3. Go to <http://api.beds24.com>
4. Click on <https://api.beds24.com/putbookingscsv.php>
5. There you will find the instructions. You download a sample file first and add your existing booking into it
6. Upload the modified it via <https://api.beds24.com/getbookingscsv.php>.

The instructions in <https://api.beds24.com/putbookingscsv.php> explain the procedure in detail.

Manual

Bookings can be added manually via the "New Booking" button in the control panel. If you do not need booking details you can change the inventory or black out dates in the CALENDAR.

Booking.com

For booking.com we have the option to automatically import all upcoming bookings. The import button is available in SETTINGS->CHANNEL MANAGER->BOOKING.COM

15 Individual Rooms and Roomtypes

This page explains how to set up room types and individual room using virtual rooms

This function can be used if you offer your rooms by roomtype on your booking page but have several rooms of one type and want to assign bookings to specific rooms in the control panel and/or have the option to change the assigned room

Note: There is an alternate way to do this which we recommend for most cases: You can assign unit names in SETTINGS->ROOMS->SETUP. For instructions see the context help next to the setting.

1. Setup your real rooms

If necessary add rooms in SETTINGS -> PROPERTIES -> ROOMS. Go to SETTINGS -> PROPERTIES -> ROOMS -> SETUP and

- Set "Quantity of This Type" to "1" or the number of real rooms you have.
- Enter the number of Guests
- Set "Sell Priority" to "Hide Room". If you are hiding rooms you will need to adjust your overbooking protection in SETTINGS->PROPERTIES->ROOMS ->SETUP. For instructions please see the context help next to the setting.
- Leave all other settings on the defaults.

2. Create a virtual room to display on your booking page

If necessary add a room in SETTINGS -> PROPERTIES -> ROOMS. Go to SETTINGS -> PROPERTIES -> ROOMS -> SETUP and

- Set "Quantity of This Type" equal to the number of rooms of this room type.
- Enter the number of Guests

Go to SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES and set:

- Set "Requires Availability in" for each of your real rooms. The order defines where bookings will be placed first
- Set "Combination Logic" to "Sum of All Bookings"
- Set "Assign Bookings to" to "First Available Dependency Room"
- Leave all other settings on the defaults.

To assign a booking to a different room just open the booking and change "Unit".

Note: The virtual room feature works only for online bookings. If you add bookings manually place them in your "real rooms" not into virtual rooms.

Note: Occasionally a booking will not be able to be assigned automatically because for example a two night booking might require a change of room or other bookings to be re-assigned. In this case the booking will be assigned to the Virtual room and you must manually re-assign bookings to block the real rooms.

16 Link Bookings

This page explains how to link bookings

You can link two or more bookings. One booking becomes the master booking which the other booking/s link to. Go to BOOKINGS:

1. Decide which booking is the "master booking"
2. Open the booking you want to link, go to the tab "Invoice" and enter the booking id of the master ID in the field "Link to Booking ". SAVE.

Linking bookings does not change the invoices. Each booking will keep their own invoice. If you want to combine them you will need to do this manually.

17 Category:Payment Collection

This page is about the menu SETTINGS->PROPERTIES->PAYMENT COLLECTION

If you require payment or guarantee from your guests you can choose from these methods:

17.1 Contents

- 1 Collect Deposits for Web Site Bookings
- 2 Payment Request
 - ◆ 2.1 Payment Request using Activated Payment Options
 - ◆ 2.2 Request Parameters
 - ◆ 2.3 Payment Request without Payment Options Activated
- 3 Request Guests to Submit Credit Card Details
- 4 Payment Options
 - ◆ 4.1 Integrated Payment Gateways
 - ◆ 4.2 Credit Card Collection
 - ◆ 4.3 Offline Payments (Custom Instruction)
 - ◆ 4.4 Custom Gateway
- 5 Payments for Bookings from OTAs
- 6 Collect only Credit Card Details for Web Site Bookings
- 7 Outstanding payments
- 8 Frequently asked questions
 - ◆ 8.1 How do I receive the payments?
 - ◆ 8.2 How can I collect payments from guests booking through an OTA?
 - ◆ 8.3 Can I use a payment gateway to which Beds24 does not integrate?

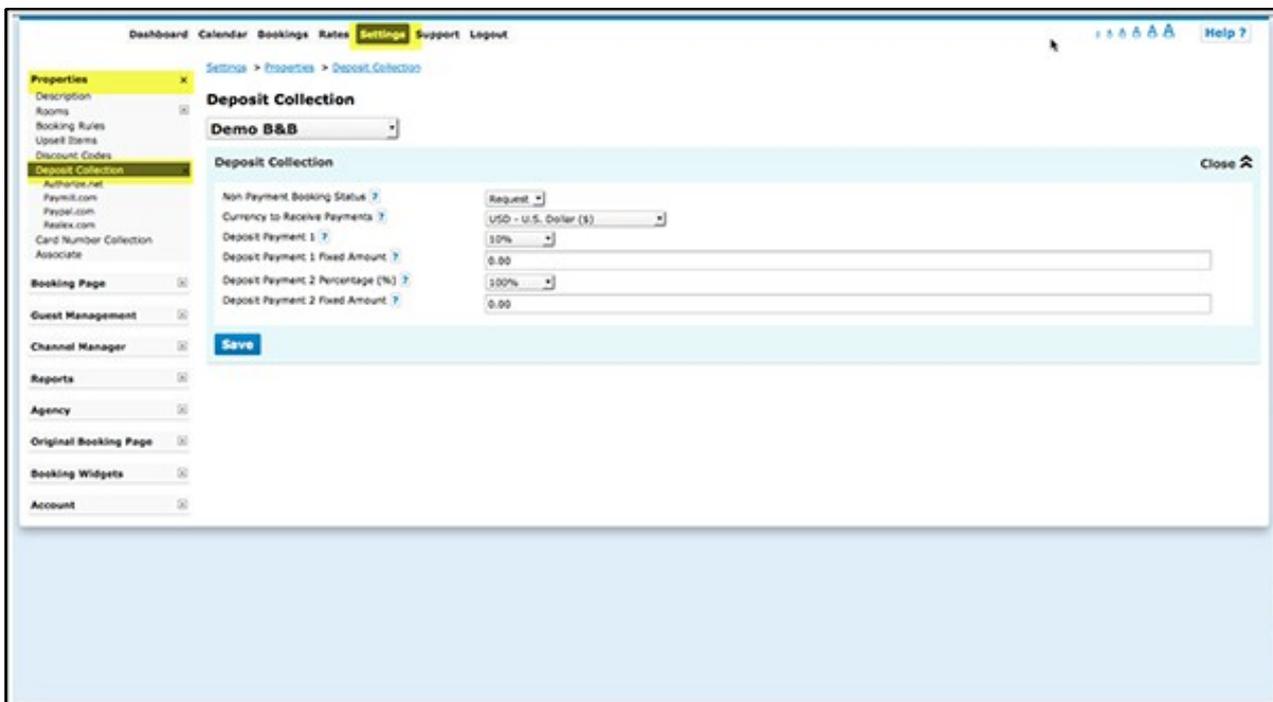
17.2 Collect Deposits for Web Site Bookings

If you use this method the guest will not be able to complete the booking without making a payment.

Setup

1. Go to SETTINGS->PROPERTIES->PAYMENT COLLECTION

- Set "Non Payment Booking Status". Failed or non payments can be set to leave the booking in either cancelled or request status.
 - ◆ **Request:** When the guest clicks "Confirm Booking" the room gets reserved for the guest and will not be available for other guests to book. When they make a successful payment the status of the booking will automatically change to confirmed. If the payment is aborted or not successful the status of the room will still be blocked with the request status. You will then either need to change the status manually to cancelled or use an auto action to automatically change the status of Request bookings to Cancelled after a preset time. Auto Actions can be set up in SETTINGS->GUEST MANAGEMENT->AUTO ACTIONS.
 - ◆ **Cancelled:** When the guest clicks "Confirm Booking" the room will not be reserved until the payment has completed. Other guests can still book the room until a successful payment has been made leaving a small risk of double bookings.
- Set the required amount. It can be a fixed amount, a percentage of the total or the value of the first nights accommodation.
- The currency used by will be the currency you have set in the **PROPERTY -> DESCRIPTION** currency to receive payments setting.

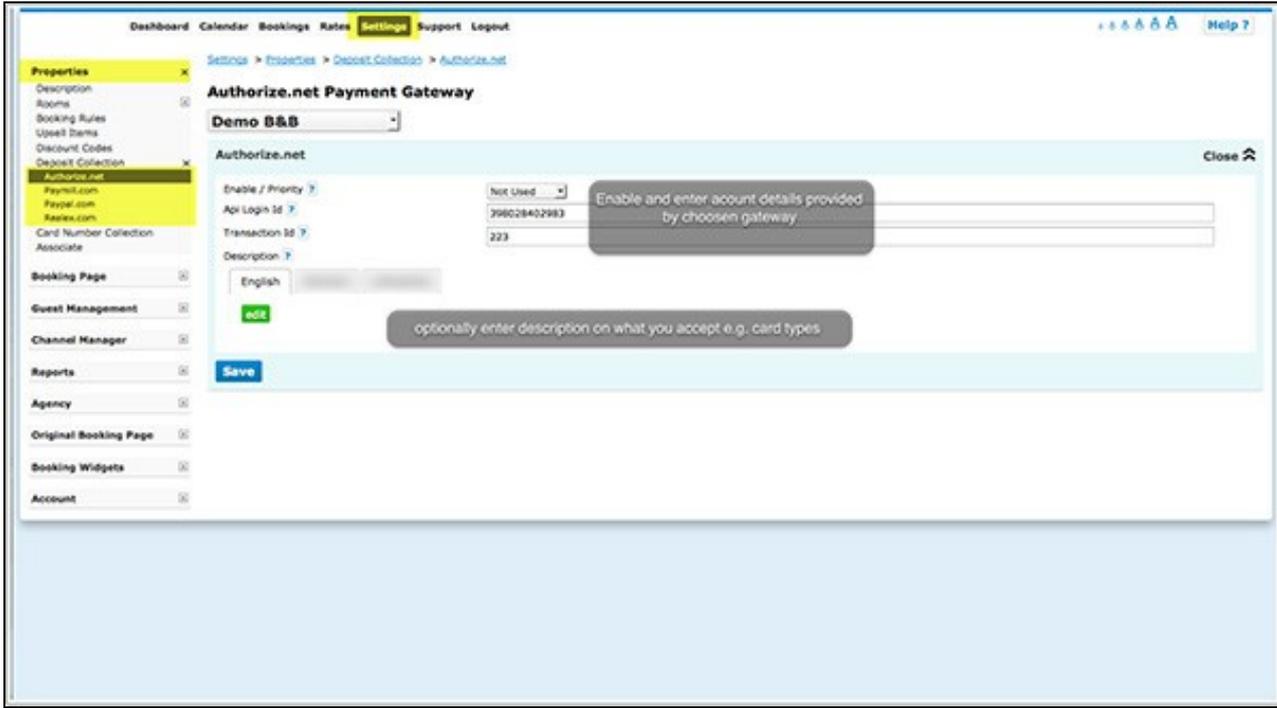


2. To add general information to the header section of the payment screen go to SETTINGS->PROPERTIES->PAYMENT COLLECTION-> and click on "Deposit Payment Header"

3. Enable one or more payment options.

- Choose the gateway and or method(s) you want to use (SETTINGS->PROPERTIES->PAYMENT COLLECTION-> PAYPAL/STRIPE..... and enter the required account information to connect your payment system to your account. Use the context help (? icons) and the page help (top

right menu of each page) for instructions.



If you want to offer your guests a choice between different options you can select in which order the options display.

To override the default title which the guest sees enter your custom text in the "Title" field.

- In "Instruction" you can enter a custom information to display under the payment button.

For detailed instruction for each gateway/method when you click on the context help (? icons) and on HELP in the top right corner of the payment method help page.

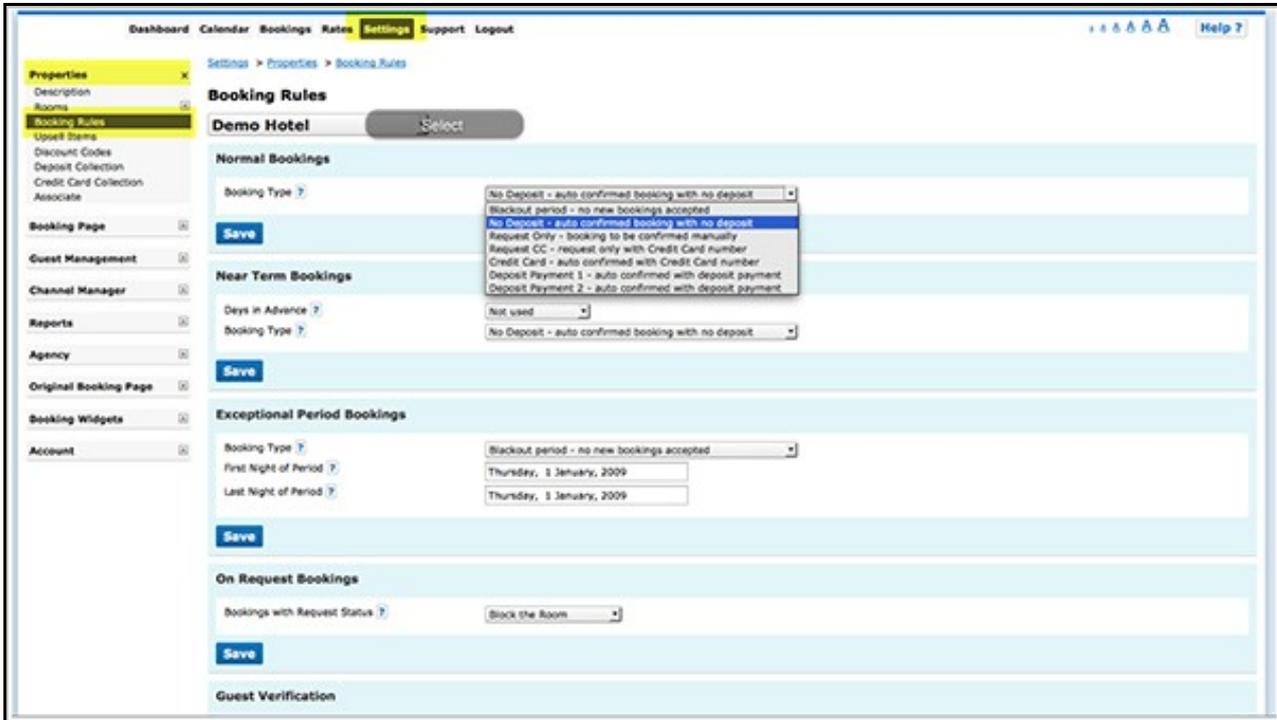
4. Go to SETTINGS->PROPERTIES->BOOKING RULES

- Set "Booking Type" to either the Deposit Collection 1 or Deposit Collection 2.

Each of Deposit Collection 1 and Deposit Collection 2 can collect different deposit amounts.

Individual rules can be set for Normal, Near term and Exceptional period bookings. Individual rules can also be set directly within rates or offers.

This allows you for example to take a different deposit in high and low season or for normal and last minute bookings.



Note that booking rules for rates will override rules for rooms and booking rules for offers will override property booking rules.

Note: If you set "Booking Type" in = "Collect CC - auto confirmed with Credit Card" or "Request CC - Request only with credit card number" in

17.3 Payment Request

17.3.1 Payment Request using Activated Payment Options

You can set up an Auto Action with a payment request. The guest can then make a payment through the payment option(s) you support. If you use one of the integrated payment gateways Beds24 will be notified about the payment and it will show in the "Charges and Payments" tab of the booking.

To use this option you need to activate at least one payment option (SETTINGS->PROPERTIES->PAYMENT COLLECTION-> PAYPAL/STRIPE...)

Template variables are used to insert the requested amount.

You can show a custom message in header section of the payment request and in the confirmation which the guest sees after they have completed the payment. The settings are SETTINGS->PROPERTIES->PAYMENT COLLECTION " Payment Request Header" and "Payment Request Confirmation".

- Go to SETTINGS->GUEST MANAGEMENT->AUTO ACTIONS and create an Auto Action. Use the context help (?Icons) and the help page (click on HELP in the top right menu) for general instructions.

In the "Email" tab click on "Edit" and enter your text. Template variables are used to specify the requested amount:

- The template variable [PAYLINK] creates a payment link (HTML A tag) for the payment request for the amount in the booking deposit field if non zero, otherwise the outstanding balance.
- [PAYLINK:25%] - Creates a payment link (HTML A tag) for the payment request for a percentage of the outstanding balance. Use 100% to specify the full outstanding balance. You can also use a percentage over 100% if you want to charge extra for example for credit card payments.
- [PAYLINK:200] - Creates a payment link (HTML A tag) for the payment request) for a fixed amount.
- The template variable [PAYBUTTON] creates a payment button for the payment request for the amount in the booking deposit field if non zero, otherwise the outstanding balance.
- [PAYBUTTON:25%] - Creates a payment button for the payment request for a percentage of the outstanding balance. Use 100% to specify the full outstanding balance. You can also use a percentage over 100% if you want to charge extra for example for credit card payments.
- [PAYBUTTON:200] - Creates a payment button for the payment request for a fixed amount.
- The template variable [PAYURL] creates a payment url for the payment request for the amount in the booking deposit field if non zero, otherwise the outstanding balance.
- [PAYURL:25%] - Creates a payment url for the payment request for a percentage of the outstanding balance. Use 100% to specify the full outstanding balance. You can also use a percentage over 100% if you want to charge extra for example for credit card payments.
- [PAYURL:200] - Creates a payment url for the payment request url for a fixed amount.

17.3.2 Request Parameters

You can also use a direct link. The link uses the booking number and the requested amount.

<https://www.beds24.com/bookpay.php?bookid=1234567> create a payment request for the remaining balance for this booking showing all payment gateways which are enabled.

Parameters can be added to the payment request.

These are the parameters for the different payment options:

AuthoizeNet: an

Bitpay: bp

Custom Gateway: cg

Offline Payment: op

Paymill: pm

Paypal: pp

Realex A: ra

Realex B: rb

Stripe: st

Capture for Stripe: capture=0 (do not capture payment) / capture=1 (capture payment)

Card Collection: cc

- Create a link with a payment request for a specific amount.

&pay=70 - for payment request for the amount of 70.

<https://www.beds24.com/bookpay.php?bookid=1234567&pay=70>

[https://www.beds24.com/bookpay.php?bookid=\[BOOKID\]&pay=70](https://www.beds24.com/bookpay.php?bookid=[BOOKID]&pay=70)

- Create a link showing only a specific payment gateway

&g=cc collect credit card details only

<https://www.beds24.com/bookpay.php?bookid=1234567&g=cc>

[https://www.beds24.com/bookpay.php?bookid=\[BOOKID\]&g=cc](https://www.beds24.com/bookpay.php?bookid=[BOOKID]&g=cc)

- Create a link showing multiple payment gateways

&g=st,pp show Stripe and Paypal only

<https://www.beds24.com/bookpay.php?bookid=1234567&g=st,pp>

[https://www.beds24.com/bookpay.php?bookid=\[BOOKID\]&g=st,pp](https://www.beds24.com/bookpay.php?bookid=[BOOKID]&g=st,pp)

- Create a link showing Stripe and Capture the credit card details to charge at a later time.

[https://www.beds24.com/bookpay.php?bookid=\[BOOKID\]&g=st&capture=0](https://www.beds24.com/bookpay.php?bookid=[BOOKID]&g=st&capture=0)

- Create a link showing all payment gateways except for one

&h=cc show Stripe and Paypal but hide credit card collections

<https://www.beds24.com/bookpay.php?bookid=1234567&h=cc>

[https://www.beds24.com/bookpay.php?bookid=\[BOOKID\]&h=cc](https://www.beds24.com/bookpay.php?bookid=[BOOKID]&h=cc)

17.3.3 Payment Request without Payment Options Activated

If you do not use one of the payment options you can set up an Auto Action with a Paypal payment request. Click [here](#) for instructions how to set this up.

17.4 Request Guests to Submit Credit Card Details

You can set up an Auto Action with a request to submit credit card details. Guests will be able to submit their card details on a secure form.

To use this option you need to

- activate credit card collection in SETTINGS->PROPERTIES->PAYMENT COLLECTION-> CREDIT CARD
- set which credit cards you accept SETTINGS->PROPERTIES-> CREDIT CARD COLLECTION

- Go to SETTINGS->GUEST MANAGEMENT->AUTO ACTIONS and create an Auto Action. Use the context help (?Icons) and the help page (click on HELP in the top right menu) for general instructions.

Template variables are used to link to the form.

In the "Email" tab click on "Edit" and enter your text. Template variables are used to specify the requested amount:

- The template variable [PAYLINK:NA:CC] creates link to the form where guest can securely enter their credit card details.
- The template variable [PAYURL:NA:CC] creates URL for the form where guest can securely enter their credit card details.
- The template variable [PAYBUTTON:NA:CC] creates button with a link to the form where guest can securely enter their credit card details.
- If you want to use custom text you can use an a link Your text

You can show a custom message in header section of the payment request and in the confirmation which the guest sees after they have entered their details. The settings are SETTINGS->PROPERTIES->PAYMENT COLLECTION " Payment Request Header" and "Payment Request Confirmation".

You can also use a direct link. The link uses the booking number plus the parameter &g=cc&pay=na

<https://www.beds24.com/bookpay.php?bookid=1234567&g=cc&pay=na>

[https://www.beds24.com/bookpay.php?bookid=\[BOOKID\]&g=cc&pay=na](https://www.beds24.com/bookpay.php?bookid=[BOOKID]&g=cc&pay=na)

17.5 Payment Options

To collect deposits for web site bookings or send payment requests you need to activate at least one payment option.

17.5.1 Integrated Payment Gateways

The funds are deposited directly to your account. Beds24 will be notified about the payment and you will see the amount in the "Charges and Payments" tab of the booking.

Integrated Payment gateways are:

- Stripe- credit card payments [Register here for a Stripe account.](#)
- Paymill - credit cards payments. [Register here for a PAYMILL account.](#)
- Authorize.Net - credit cards payments. [Register here for an Authorize.Net account.](#)
- Realex - credit card payments. [Register here for a Realex account.](#)
- Bitpay - bitcoin payments. [Register here for a Bitpay account.](#)
- Paypal - Paypal and credit card payments.

You will need an account at the payment gateway you want to use. We charge a small fee per transaction and the payment gateway will most likely also charge you fees. Please contact the payment gateway for details of their fees and charges.

17.5.2 Credit Card Collection

This option will allow you to securely collect credit card details without the card being charged. If you want to charge the card you can do this via your bank or merchant account. Beds24 will not be notified about the payment so you will need to enter it manually into the "Charges and Payments" tab of the booking.

[view large](#)

If leaving credit card details is the only option you want to give to your guests go to SETTINGS -> PROPERTIES -> CREDIT CARD COLLECTION and use the [Credit Card Collection help page](#).

17.5.3 Offline Payments (Custom Instruction)

You can ask your guests to make a bank transfer or send a cheque. Beds24 will not be notified about the payment so you will need to enter it manually into the "Charges and Payments" tab of the booking.

If you use this method you will need to enter the payments manually in the "Charges and Payments" tab of the booking.

17.5.4 Custom Gateway

If you do not want to use one of the integrated payment gateways you have the option to set up a connection to an external payment gateway. To set a connection up you will need HTML and programming skills or hire a developer.

17.6 Payments for Bookings from OTAs

Some channels send credit card details. If you use Stripe as payment gateway you can choose to send credit cards supplied by all channels directly to Stripe. You will then be able to charge the card from within the booking or in the Stripe extranet. For details please see [Stripe help page](#).

To collect payments from channels which do not provide credit card details or if you do not use Stripe you can send payment requests.

17.7 Collect only Credit Card Details for Web Site Bookings

If you only want to securely collect credit card details without charging them go to SETTINGS -> PROPERTIES -> CREDIT CARD COLLECTION. The guest will only be able to complete the booking if they leave their credit card details. The card processing must be handled manually by your bank or merchant account. You can find more information on the [Credit Card Collection help page](#).

Guests will be asked to enter their credit card details with their details.

[view large](#)

- Go to SETTINGS->PROPERTIES->PAYMENT COLLECTION and use these instructions if you want to
 - ◆ automatically collect a deposit/payment through an integrated payment gateway.

- ◆ require guests to make an offline payment (i.e. bank transfer).
- ◆ connect your own payment gateway.
- ◆ want to give guests the option to choose from two or more options (online deposit payment, offline payment, leave their credit card details)

After the guest clicked "Confirm Booking" they are directed to the payment screen.



[view large](#)

17.8 Outstanding payments

You can set up an Auto Action (SETTINGS -> GUESTMANAGEMENT->AUTO ACTIONS) to flag bookings for which a payment is required so you can find them easily. You can set up a customer report for these bookings (REPORTS-> CUSTOM REPORTS) which you show on the dashboard.

17.9 Frequently asked questions

17.9.1 How do I receive the payments?

Beds24 never handles any payments from guests. All payments go directly into your account with the payment gateway you use.

17.9.2 How can I collect payments from guests booking through an OTA?

Beds24 is not involved in deposit collections for bookings from booking channels. Each booking channels handles them according to their rules/your account settings.

17.9.3 Can I use a payment gateway to which Beds24 does not integrate?

In SETTINGS->PROPERTIES->PAYMENT COLLECTION->CUSTOM GATEWAY you can connect to your own payment gateway. If you do not have the required programming skills you can hire a developer to set this up for you. If you do not work with a developer you can hire one of our partners. Have a look here: <http://shop.beds24.com/category/api-connections/>

Keywords: credit card, card, deposit, payment

18 Proposal or quote

This page explains how to create a proposal or quote for a guest.

1. Go to SETTINGS-GUEST MANAGEMENT-AUTO ACTIONS and create a manual Auto Action with the booking details which will be used to ask the guest to confirm the booking and if required to make a payment. For further instructions on how to create auto actions please use the context help (? icons) and click on HELP (top right) of this page.
2. Click on "Bookings" and create a new booking with the status "Request". Go to the "Mail" tab of the booking and send off the Auto Action E-mail to the guest.
3. When the guest confirms the booking change the status to "Confirmed". If not set the status to "Cancelled".

19 Sell a room only if another room is unavailable

This page explains how to make a room only bookable if another room is unavailable

Example 1: A hotel has 2 room types (Double with a quantity of 10 and Family with a quantity of 2). If Double is sold out Family is sold as a double as well.

1. Set up your rooms:

- Create one room type Double with a quantity = 10
- Create one room type Family with a quantity = 2
- Create one room type Double and Family with a quantity = 12

Double

- Go to SETTINGS->PROPERTIES->ROOMS->SETUP and set Sell Priority = Hide (to not show the room type on your own booking page)
- Go to SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES and set Use Prices from = Family and Double (Double needs prices for availability calculation)

Double and Family

Go to SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES and use the following settings:

- Requires Availability in = Double, Family. (Double needs to be first)
- Combination Logic = Sum of all bookings
- Assign Bookings to = First Available Dependency Room

Leave all other setting set to the defaults.

Example 2: A hotel has 2 room types (Double A with a quantity of 10 and Double B with a quantity of 2). Double B is only bookable if Double A is sold out.

1. Set up your rooms:

- Create one room type Double A
- Create one room type Double B

2. Set up the room dependency settings in SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES for Double B

- Requires Availability in = Double A
- Combination Logic = No Units must be available

Leave all other setting set to the defaults.

3. Go to SETTINGS->BOOKING PAGE->PAGE DESIGN and set "Room Order" = Hide Unavailable

Example 3: A hotel has 2 room types (Double A with a quantity of 10 and Double B with a quantity of 2). Double B is only bookable if less than 3 units of Double A are left

1. Set up your rooms:

- Create one room type Double A
- Create one room type Double B

2. Set up the room dependency settings in SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES for Double B

- Requires Availability in = Double A
- Combination Logic = 2 or less units must be available

Leave all other setting set to the defaults.

3. Go to SETTINGS->BOOKING PAGE->PAGE DESIGN and set "Room Order" = Hide Unavailable

Note: If you are using dependencies please test thoroughly to make sure your set up reflects your rules. If you are connecting one physical room more than once to a booking channel you are risking overbookings.

20 Sell one room as more than one type

1. REDIRECT Bookings which can be assigned to more than one room type

21 Sell room as dorm and private room

This page explains how to sell a room as a dorm and also offer it as a private room

Example: You have a dorm with 4 beds which you also sell as private family room.

1. Go to SETTINGS->PROPERTIES->ROOMS and create a private room with a max. occupancy of 4 guests and a dorm with 4 beds (please see the [set up instructions for hostels](#)).

2. Go to SETTINGS->PROPERTIES->ROOMS->DEPENDENCIES and set

Private Room:

- Requires Availability in = Dorm
- Combination Logic: 4 units (the number of dorm beds you have) must be available

Dorm:

- Requires Availability in = Private room
- Combination Logic: 1 unit must be available

Leave all other settings set to the defaults.

Note: If you are using dependencies please test thoroughly to make sure your set up reflects your rules. If you are connecting one physical r

22 Sell Rooms with Priority

This page explains to to set the order on your booking page

You can set the priority of each room. Rooms with a higher priority will be offered to the guest first and will appear at the top of lists of available rooms. A higher number means a higher priority relative to rooms with a lower number. A value of 'Hide room' means the room will be hidden on the booking page room list.

To set priorities go to SETTINGS -> ROOMS-> SETUP and set the *Sell Priority* for each room.

23 Track Bookings

This page explains how you can track bookings

23.1 Referer

All bookings contain a referrer field which is a reference to the link which originally opened the on-line [booking page](#) for the guest.

An example link to your booking page could be in this format

<http://www.beds24.com/booking2.php?propid=13437&referrer=Beds24>

When a guest clicks this link, the text "Beds24" will be recorded as the referrer of any resulting booking. You may set the text for the referer= text to different values for different links and track which links are generating your bookings.

All our availability calendars and booking widgets can contain a referer= text either as a hidden parameter or in the URL depending on the widget. You also have the option to add your custom referrer. Please see the widgets help pages for instructions.

23.2 Logs

To see the booking logs go to REPORTS-> BOOKING LOGS

23.3 Google Analytics

To install Google Analytics go to SETTINGS -> BOOKING PAGE -> DEVELOPERS "Advanced HTML Settings" and enter your Google Analytics Tracking Script in the field "Insert In HTML HEAD". This will be installed in the head section of the booking page.

Your booking page will now appear in your Google Analytics Report.

Page Tracking

The URL of each stage of the booking process contains a parameter page= which contains a code to identify which stage the booking page is at.

Conversion Tracking

When a booking completes, the booker is shown a confirmation page. It is possible to include scripts directly in the screen confirmation messages at SETTINGS -> BOOKING PAGE -> PAGE DESIGN -> DEVELOPERS "Advanced HTML Settings" -> "Confirmation Page Insert in HTML HEAD". This will be installed in the head section of the booking confirmation page. Template variables can be included in this script to include information about the booking which has just been made.

It is also possible to set a Booking Return URL to your own site. Guests will be sent to this page rather than the confirmation page after booking allowing you to create a custom confirmation landing page. Information about the booking will be added to the URL for your extraction and use. This setting can be found at SETTINGS -> BOOKING PAGE-> Page Design-> BEHAVIOUR. If you use this function, you will need to place any conversion tracking scripts on your landing page.

Tracking Pixel

Tracking image pixels need to be included in the <body> part of the page so they are visible. The easiest way to do this is usually to include the image pixel as an image tag in your on screen booking confirmation message (SETTINGS->PROPERTIES->CONFIRMATION MESSAGES).

The booking page is on the domain www.beds24.com so you may need to enable multiple domain settings in analytics.

23.4 Google Ecommerce Tracking

The exact scripts to be installed are supplied by your tracking service. Check their help pages for the latest version.

Conversion Tracking

To install the conversion tracking script which reports booking information go to SSETTINGS -> BOOKING PAGE -> DEVELOPERS "Advanced HTML Settings" and enter your Google Tracking Script in the field "Confirmation Page Insert in HTML HEAD". This will be installed in the head section of the booking confirmation page.

Template variables can be included in this script to include information about the booking which has just been made. The following example includes the booking number [BOOKID] and price [PRICE] in the script.

```
<script type='text/javascript'>
ga('require', 'ecommerce');
ga('ecommerce:addTransaction', {
  'id': '[BOOKID]',
  'affiliation': 'BEDS24',
  'revenue': '[PRICE]'
});
ga('ecommerce:addItem', {
  'id': '[BOOKID]',
  'name': 'Lodging',
  'category': 'Accommodation',
  'price': '[PRICE]',
  'quantity': '1'
});
ga('ecommerce:send');
```

<script>

The booking page is on the domain www.beds24.com so you may need to enable multiple domain settings in Google.