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1 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 time the booking was made, to the check in date or to the check out date.

The action can be a pre-canned email sent to the guest or to a fixed email address, and it can also make changes to the 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 & Actions' tab of each booking where you manually can send the email trigger the changes to the booking. 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 messages will send automatically to the guest. You can customize them in SETTINGS ->GUEST MANAGEMENT->CONFIRMATION MESSAGE`

Email sending works per account.

`Note: If you have sub accounts and need an auto action to be used across multiple accounts/properties, then create the auto action at the Mas`

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.

1.1 Contents

1.2 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.

1.3 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.

1.3.1 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 reommend you use a link to a file you uplaod to your web site.

1.4 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`

1.5 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.

1.6 Booking Info

Set up auto actions which automaticall add or remove info codes.

1.7 Invoice

Automatically add invoice items or pending payments.

1.8 API

Create auto actions which trigger HTTP POST notifications.

1.9 Test

Test why an auto action did not trigger.

1.10 Examples

1.10.1 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

1.10.2 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.

1.10.3 Automatically set a flag/colour 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.

1.10.4 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)
- Booking Status = Cancelled

Message tab:

- Trigger Action = Auto
- Send Email = Guest

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

1.10.5 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.

1.10.6 Add a pending payment

Trigger tab:

- Trigger Event = After Booking or Before Check-in
- Trigger Time = set the time you want to collect the payment
- Booking Source =All (for example, you can also set different rules for different channels)

Invoice tab:

- Payment Type = select on what the payment is calculated
- Description = the text you will see in the "Charges and Payments" tab
- Status = if you use the status function add the status you want to apply to the pending payment (optional)
- Amount = enter the amount or percentage you want to collect
- Payment Rule = use auto or manual - if you have set up payment rules in SETTINGS->GUEST MANAGEMENT->PAYMENT COLLECTION they will be available here
- Payment Due = Set when the payment is due

Example :- Credit card is collected at time of booking and full payment is due 3 days prior to arrival.

Trigger tab:

- Trigger Event = After Booking
- Trigger Time = immediate
- Booking Source =All (for example, you can also set different rules for different channels)

Invoice tab:

- Payment Type = Percent of balance due
- Description = the text you will see in the "Charges and Payments" tab
- Status = if you use the status function add the status you want to apply to the pending payment (optional)
- Amount = 100 (balance is full price so 100% of the balance)
- Payment Rule = Auto
- Payment Due = check in -3

Note: Automatic collection is only available for customer who use `Stripe`.

1.10.7 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

1.10.8 Apply an info code and and/or icon when a payment was made

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 Info tab:

- Execution = One time only
- Info Code = Enter the preset code for the icon or info code which you have created in SETTINGS->ACCOUNT->PREFERENCES.

1.10.9 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

1.10.10 Send an message 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

Message tab or SMS tab:

- Update details as appropriate

1.10.11 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

Message 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.

1.10.12 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

Message tab:

- Send Email = Guest
- 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.

1.10.13 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.

1.10.14 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

Message 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

1.10.15 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)

Message 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.

1.10.16 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)

Message 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.

1.10.17 Apply a flag when deposit 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

Message 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.

1.10.18 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

1.10.19 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]

1.10.20 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

1.10.21 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

1.10.22 Send Remotelock/Lockstate PIN

Trigger tab:

- Trigger Event = Check-in
- Trigger Time = -2 (the number of days before check-in you want to sent the code)
- Trigger Window = 2
- Booking Source = All
- Booking Status = All but not cancelled
- Group bookings = Trigger all on master
- Info Code = LOCKSTATE_PIN

Message tab:

- Send Email = Guest and cc
- EMail Subject = Your access code (your text)
- Email Text = Your text which includes the template variable [BOOKINGINFOCODETEXT:LOCKSTATE_PIN]

1.10.23 Send Email to all current guest

Trigger tab:

- Trigger Event = Check-in
- Trigger Time = Immediate
- Trigger Window = 14(the max number of days your guests can stay)
- Booking Source = All
- Booking Status = All but not cancelled
- Group bookings = Trigger all on master
- Any Booking Info Code = CHECKIN
- Exclude Booking Info Code = CHECKOUT

Message tab:

- Send Email = Guest
- EMail Subject = Enter the appropriate details
- Email Text = Your text which includes the details for your current guests.

It is assumed you use the Checkin/Checkout feature in the Dashboard, if not you can either manually add Checkin to your bookings (Booking info tab) or create an auto action to add the Booking Info Codes to the bookings.

1.10.24 Add CHECKIN Booking info code to bookings

If you need to use the Booking info code CHECKIN/CHECKOUT for reporting/other auto actions, you can set the Booking info code rather than use the Current guest module in the dashboard.

Trigger tab:

- Trigger Event = Check-in
- Trigger Time = Immediate
- Trigger Window = 1 day
- Booking Source = All
- Booking Status = All but not cancelled
- Group bookings = Trigger all on master

Booking Info tab:

- Booking Info Code = CHECKIN
- Booking Info Text = Auto Checkin

1.10.25 Add CHECKOUT Booking info code to bookings

If you need to use the Booking info code CHECKIN/CHECKOUT for reporting/other auto actions, you can set the Booking info code rather than use the Current guest module in the dashboard.

Trigger tab:

- Trigger Event = Check-out
- Trigger Time = Immediate
- Trigger Window = 1 day
- Booking Source = All
- Booking Status = All but not cancelled
- Group bookings = Trigger all on master

Booking Info tab:

- Booking Info Code = CHECKOUT
- Booking Info Text = Auto Checkout

1.11 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 n

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.

2 Deposit Collection

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

2.1 Contents

2.2 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.

2.2.1 Setup

1. Go to SETTINGS-> PAYMENTS->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-> PAYMENTS-> 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-> PAYMENTS->PAYMENT GATEWAYS->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: The 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 – Requet only with credit card number" in

3 Guest login

3.1 Contents

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.

3.2 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.

3.3 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.

4 Guest Management Styling

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

CSS: Here you can enter CSS (Cascading Style Sheet) commands to apply to your printable invoice and print template. These commands allow customisation of many aspects of the way the HTML page appears in a web browser and is printed. Your CSS commands will be included in the head section of the HTML invoice.

To find examples of what can be done go to this document: Custom CSS.

5 Guest Registration Form

This page explains how to generate and customise a guest registration form

A guest registration form can be printed directly from the booking clicking on the "Print Template" icon. The form can be fully customised in SETTINGS->GUEST MANAGEMENT-> BOOKING TEMPLATE. Template Variables can be used to add information from the booking.

6 Category:Invoice

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

6.1 Contents

Invoices can be generated from the "Invoice" tab of the booking.

6.2 Invoice Content

6.2.1 Invoice Description

The "Invoice Description" will be included on guest invoices you create. HTML commands can be used to add style and format to your message. Template Variables can be used to personalise the invoice.

This help page offers further instructions

6.2.2 Invoice Charges

Items defined as "Invoice charges" will appear in a selector list on the booking invoice for easily adding a pre-set charge to a booking. These are internal invoice items which can be added from the control panel, they do not show on the booking page. After they have been set up they are available under "Charges" in a drop-down list in the "Invoice and Charges" tab of the booking.

Template Variables can be used to display invoice charges in invoices, booking templates or Email templates.

6.2.3 Invoice Number

To assign a unique consecutive invoice number open the booking and click on "Assign Invoice Number" in the "Invoice" tab of the booking. Invoice numbers are generated per account or sub account. If you have multiple properties or a group of properties and need invoice numbers for each property you can use sub accounts. The default number is 1. A different "Next Invoice Number" can be set in SETTINGS->ACCOUNT->PREFERENCES.

Under REPORTS-CUSTOM REPORTS you can create individual reports. If you add the "Assign Invoice Number" column, you will have buttons which you can click to perform this action.

If you want to automatically assign invoice numbers you can set up an Auto Action in SETTINGS-GUEST MANAGEMENT-AUTO ACTIONS.

6.2.4 Invoice Date

When an invoice number is assigned the system will use the date the invoice number was assigned as invoice date.

6.2.5 Invoice Status

The "Status" field in the "Charges and Payments" tab can be used to specify the type of item. Examples are payment methods or different VAT levels. Status can be preset for upsell items and for extra invoice charges. For details please use the context helps (? icons) in "Invoice Items" and "Uselling".

[INVOICETABLEPART:status1,status2,!status4] - Invoice table showing only items with matching status.The status items can be a comma separated list. To exclude status items prefix them with an exclamation mark, for example !status1. /

These template variables get the totals based on the status value in the booking:

[INVOICEPARTCHARGES:]

[INVOICEPARTPAYMENTS:]

[INVOICEPARTBALANCE:]

Add the status after the : Multiple status can be added separated by a comma. You can also apply an optional multiplier or offset.

You can include status values or exclude them with an exclamation mark !

Example: A property uses 3 status which are tax, restaurant and bar

[INVOICEPARTCHARGES:restaurant,bar!tax:10%] will calculate the balance of all invoice charges with the status bar or restaurant but not tax and and apply a 10% offset.

6.2.6 Custom Invoice Balance

You can calculate an invoice balance only for certain upsell items or exclude upsell items from being added to the invoice balance. If you want to use this functionality you will need to add a status to the upsell item (in SETTINGS->PROPERTIES->UPSELL ITEMS).

To set the status field of the invoice item include a pipe symbol | between the description text and the status text. For example Description of item | Status

6.2.7 Invoice table display

By default the invoice contains the template variable [INVOICETABLE]. Various other template variables displaying different content are available.

6.3 Lock invoices

Lock invoices to prevent changes once an invoice number is assigned. The items will be removed from "Charges and Payments". When new invoice items are added the system will automatically start a new invoice.

You can activate this function in SETTINGS->ACCOUNT->PREFERENCES.

6.4 Credit Invoice

- Go to SETTINGS->ACCOUNT->PREFERENCES and set "Close Invoices" = Yes.
- Close the invoice you want to credit.
- Go to "Charges and Payments" and enter negative values for the items you want to credit.

If required you can set up a different invoice template in SETTINGS->GUEST MANAGEMENT->INVOICE. You can select which template is used after you have clicked on "Printable Invoice".

6.5 Cancel Invoie

- Go to SETTINGS->ACCOUNT->PREFERENCES and set "Lock Invoices" = Yes.
- Lock the invoice you want to cancel.
- Go to "Charges and Payments" and enter the cancelled amount negativ.

If required you can set up a diffrent invoice template for cancellations in SETTINGS -> GUESTMANAGEMENT -> INVOICES. WelchesTemplate genutzt wird, können You can choose the template after you clicked on "Print Invoice".

6.6 Different Invoice Address

1. Go to SETTINGS->PROPERTIES->BOOKINGQUESTIONS and set up "Custom Questions" for the information you need. If you do not want to show them on the booking page set them to "internal".

2. Use template variables (i.e. [GUESTCUSTOMQ1], [GUESTCUSTOMQ2] ..) to add the information to your invoice template.

If you need a separate invoice template you can use one of the print templates (SETTINGS->GUEST MANAGEMENT->PRINT TEMPLATES).

6.7 Currencies

Smart template variables are available to auto convert the values from the booking into another currency.

Example: [INVOICETABLE:1.1$] multiplies your prices by 1.1 (+10%) and displays them with a $symbol at the end.

You can use the "Status" field in the "Charges and Payments" tab of the booking if you need to display a second currency. Use [INVOICETABLE2] to show both currencies.

6.8 Smart template variables

Smart template variables can be used to automatically calculate from the values in the booking.

6.9 Extras Sold on Site

You can set up internal "Invoice Items" which can be added from the control panel, they do not show on the booking page. After they have been set up they are available under "Charges" in a drop-down list in the "Invoice and Charges" tab of the booking.

6.10 OTAs / Channel Collect

Under SETTINGS-CHANNEL MANAGER you can set whether channel Collect payments are imported. When you import, the amount you pay to the OTA will be sent, not the amount the guest has paid. The guest has received the bill from OTA, so you do not have to charge the room charge.

If you need a different invoice template for certain channels you can set this in the channel manger settings (currently for selected channel only). See the channels help page for details.

6.11 Export/Import Data, Reports

Invoice data can be exported to a .csv file here. If required data can be changed and uploaded here.

Monthly Invoice Revenue can be generated in the menu REPORTS->STANDARD REPORTS.

Under REPORTS-CUSTOM REPORTS you can create individual reports. If you add the "Print Invoice" or "Assign Invoice Number" columns, you will have buttons which you can click to perform this action.

6.12 Invoicees - separate invoices

See this help page if you are working with agencies, business travelers or repeat guests for whom you need a second invoice.

6.13 Send Invoice via Email

To send an invoice as a pdf attachment via Email go to SETTINGS->GUEST MANAGEMENT->AUTO ACTIONS and set up an Auto Action Email.

If you send Emails with pdf attachment (invoice, booking template) to Alias-Email addresses from channels the cannel might filter the attachment out so it is not delivered to the guest.

6.14 Accounting Software

Beds24 integrats with Kashflow. If you want to use another system you can use Integromat to set up an integration or use the data export function (see above) to download data you want to import into your accounting software.

6.15 Troubleshooting

- If you can no longer edit content, read this help document: Corrupted Content

7 Invoicees

This page is about the menu SETTINGS->GUEST MANAGEMENT->INVOICEES.

7.1 Contents

By default every booking (or group booking) has one invoice. This function allows you to assign some or all of the invoice items to a specific invoicee or create multiple invoices per booking. For example:

- Agents make bookings and pay for accommodation and guests pay for any extra items
- Companies making bookings and pay for bookings for employees
- To issue a second invoice with a new invoice number i.E. for a refund
- Guests making multiple and or repeat bookings.

How it works:

7.2 Create invoicees

- Give the invoicee a name.
- Set "Enabled"= "Yes" or "Yes with booking page"
- You can assign one of the invoice templates you have set up in SETTINGS->GUEST MANAGEMENT->INVOICING to be used for this invoicee.
- A code is optional for example if you need this for an accounting system.
- You can set up 8 invoicee templates to insert address, tax number or other information into the invoice template.

If you use sub accounts you can choose to make invoicees available in sub accounts.

7.3 Delete invoicees

For technical reasons an invoicee cannot be deleted. However, you can set "Enabled" = "No" which has the same effect.

7.4 Assign invoice items either to the guest or an invoicee

After you have created one or more invoicees:

1) Under 'Charges and payments' you will be able to assign charges a different invoicee.

To assign charges to an invoicee you have to first add a charge.

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If you remove the invoicee the charge will be set back to the guest.

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2) The invoice tab will allow assigning an invoice number to each invoicee in the invoice and printing the invoices separately.

7.5 Special prices for an invoicee

Each invoicee can be allowed to access their own rates or daily prices.

The invoicee is connected to a rate or daily price by a agent code, this can be a code word of your choice.

1) In the Invoicee > Code setting, enter one or more agent codes separated by spaces.

2) In the Rate or Daily Price, add this Agent Code to the setting on the Channels section.

3) Disable Beds24 direct bookings and enable Agent bookings on the channels tick boxes.

4) When adding a new booking via the add booking wizard, select an Invoicee and click Calculate Room Price. The price will be calculated including Agent rates which match this Invoicee.

7.6 Manually added bookings

After you have added invoicees you can choose to assign the charges to them instead of the guest.

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7.7 Online bookings

You can create a booking link for invoicees by adding the invoicee ID to the URL of your booking page. To use this function set "Enabled"= "Yes with booking page"

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

http://www.beds24.com/booking2.php?p== Assign invoice items either to the guest or an invoicee== ropid=13437&invoicee=3

When a guest clicks this link, the charges will automatically assign to invoicee 3.

7.8 Invoices

In SETTINGS->GUEST MANAGEMENT->INVOICING you can set up three invoice templates. The template variables representing invoicee are:

[INVOICEACCOUNTNAME]

[INVOICEACCOUNTCODE]

[INVOICEACCOUNTTEMPLATE1]

[INVOICEACCOUNTTEMPLATE2]

[INVOICEACCOUNTTEMPLATE3]

[INVOICEACCOUNTTEMPLATE4]

For invoice numbers use the template variable [INVOICENUMBERS]

7.9 Dashboard

Columns for "Invoicee Name" and "Invoice Code" can be added to the dashboard modules if required.

7.10 Reports

The "Invoicees" filter allows you to generate custom reports for specific invoicees.

8 Category:Messaging

This page explains how communication through the system can be customised.

8.1 Contents

Please use the links to the sub pages for more details.

8.2 Communication with Guests

- **Confirmation Messages** are the messages shown and sent to guests automatically after they have made a booking. Confirmation messages can be fully customised. Different messages can be sent for different booking types. They can be customised in SETTINGS->GUEST MANAGEMENT->CONFIRMATION MESSAGES. Confirmation messages are automatically sent to all bookings made on your own web site but not for manually added bookings and bookings from channels which send their own confirmation (almost all channels) and do not require Beds24 to send an additional one (for example TripConnect, Homeaway XML).

- **Cancellation Messages** are only sent from the system if you allow guests to cancel the booking themselves and for bookings from channels which do not send confirmations directly to the guest. The system messages are not customizable. If required you can set up an Auto Action Email which triggers automatically if a guest cancels.

- **Auto Actions** are pre canned Emails which can be sent to guests automatically at a pre set trigger time. Alternatively the can be set up for manual sending. They can use Template Variables to include information specific to the booking. Auto Action Emails can be set up in SETTINGS->GUEST MANAGEMENT->AUTO ACTIONS.

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

- To send a **WhatsApp** message to guests click on the green icon next to the phone number in the "Summary" tab of the booking.

Emails are sent in the language defined in the "Mails" tab of the booking. For online bookings this is the language the guest used to book. If no language code is set the system uses the default language of the booking page which is set in SETTINGS->BOOKING PAGE->INTERNATIONALIZATION.

8.3 Notifications to host

Host Notifications are the messages sent automatically to hosts when a new booking is made. Messages can be sent via Email and SMS. By default host notifications contain all important information. You can set where these are sent to and add information or set up a second notification in SETTINGS->ACCOUNT->HOST NOTIFICATIONS.

8.4 Email Addresses

By default Emails to guests are sent from Beds24.

If you do not want to use your own email address they will be sent from the system email address. To change your settings go to SETTINGS->ACCOUNT->OUTGOING EMAIL. Sub accounts can be used to use different outgoing email addresses for multiple properties in one account.

8.5 Trouble Shooting

Some browsers block pop up email. If your email programme does not open when you want to manually send a confirmation message or auto action

Some email programmes limit the number of characters. If you want to manually send a confirmation message or auto action email you might need

9 Category:Payment Collection

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

9.1 Contents

9.2 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-> PAYMENTS->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-> PAYMENTS-> 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-> PAYMENTS->PAYMENT GATEWAYS->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 – Requet only with credit card number" in

10 Category:Payments

This page is about the menu SETTINGS-> PAYMENTS

10.1 Contents

10.2 Payment Options

To collect payments or send payment requests you need to activate at least one payment option.

10.2.1 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.

You will need an account at the payment gateway you want to use. Please contact the payment gateway of your choice for details of their fees and charges.

Integrated Payment gateways are:

- Stripe- credit card payments. Stripe offers the best functionality including the option to **automatically charge pending payments**, automatically charge virtual cards from OTSs and manually charge a card directly from the booking. 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.

To connect your payment gateway go to SETTINGS->PAYMENT GATEWAYS->PAYMENTS->STRIPE/PAYPAL...

10.2.2 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.

10.2.3 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.

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

10.2.4 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.

10.3 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

- automatically charge virtual cards from OTAs when they become valid. To enable this option go to SETTINGS->CHANNEL MANAGER and set "Channel Collect Invoice" = Charges and Pending Payments. Then

go to the channel settings (for example SETTINGS->CHANNEL MANAGER->BOOKING.COM) and set "Virtual Cards" = Yes

- charge a card manually 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 send payment requests (see below).

10.4 Create and manage pending payments

The option to automatically collect pending payments is only available for customers who use Stripe via Stripe Connect. If you connected your

10.4.1 Add pending payments

Pending payments can either be

- added via an Auto Action. The auto action will create the pending payment for the bookings which meet the trigger conditions.
- added manually on the "Charges and Payments" tab of the booking. For manually added pending payments you can choose to collect the payment automatically or manually.
- imported as virtual cards from an OTA. To import pending payments go to SETTINGS->CHANNEL MANAGER and set "Channel Collect Invoice" = Charges and Pending Payments. Then go to the channel settings (for example SETTINGS->CHANNEL MANAGER->BOOKING.COM) and set "Virtual Cards" = Yes

10.4.2 Rules for pending payments

In SETTINGS->PAYMENTS->PAYMENT RULES you can create rules and info codes for pending payments.

When the payment is due, the system checks whether the selected rule applies. If this is the case, the payment is triggered and then the selected info code is added to the "Info" tab of the booking.

10.4.3 Manage pending payments

Under "Pending Payments" on the "Charges and Payments tab of the booking you can:

- Schedule outstanding payments. Pending payments can be collected manually or automatically. The option to charge automatically is available for customers who use Stripe only.
- For **automatic charging** set the "pending payment" to "auto" and enter a due date in the future.
- Manually collect a pending payment if the credit card has been sent to Stripe by clicking on the ... menu and then clicking on "charge now".

Successful collections will be moved from "Pending Payments" to "Payments".

After the payment was collected you will see a status information on the "Info" tab.

10.5 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-> PAYMENTS->PAYMENT COLLECIONT

- 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-> PAYMENTS-> 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-> PAYMENTS->PAYMENT GATEWAYS->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 – Requet only with credit card number" in

10.6 Payment Request

10.6.1 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-> PAYMENTS> 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-> PAYMENTS " 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.

10.6.2 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

  • 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

  • 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

  • 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

  • Create a link showing all payment gateaways 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

10.6.3 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.

10.7 Request Guests to Submit Credit Card Details

You can set up an Auto Action with a request to sub mit 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-> PAYMENTS -> CREDIT CARD
  • set which credit cards you accept SETTINGS->PAYMENTS> 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 <a https://www.beds24.com/bookpay.php?bookid=[BOOKID]&g=cc&pay=na>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-> PAYMENTS " 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

10.8 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 -> PAYMENTS -> 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.

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- Go to SETTINGS->PAYMENTS and use these instructions if you want to
    - automatically collect a deposit/payment though 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.

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10.9 Reports

You can set up an Auto Action (SETTINGS -> GUESTMANAGEMENT->AUTO ACTIONS) to flag bookings for which a payment and set up a custome report for these bookings (REPORTS-> CUSTOM REPORTS) which you show on the dashboard.

In REPORTS-> STANDARD REPORTS you can choose from a wide range of fincancial reports.

10.10 Frequently asked questions

10.10.1 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.

10.10.2 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. If you use Stripe you can send cards send from OTAs to Stripe to charge them.

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

In SETTINGS-> PAYMENTS->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

11 Template Variables

Below is a List of *Template Variables*.

These variables (short codes) will be replaced by the relevant information from each booking. They can be used in every text settings that allows their use . Copy them exactly as shown, including the square brackets and upper case.

The date variables can have an optional offset value of a number of days added after a colon, for example **[FIRSTNIGHT:-3 days]**

The price variables can have an optional offset value applied which can be a percentage or fixed amount with or without minus sign added after a colon, for example **[PRICE:-10]** or **[INVOICEBALANCE:25%]**

11.1 Property Variables

[PROPERTYNAME] - property name

[PROPERTYADDRESS] - property full address

[PROPERTYCITY] - property city

[PROPERTYSTATE] - property state

[PROPERTYCOUNTRY] - property country

[PROPERTYEMAIL] - property email

[PROPERTYWEB] - property web site

[PROPERTYPHONE] - property phone

[PROPERTYFAX] - property fax

[PROPERTYCONTACTLASTNAME] - property contact last name

[PROPERTYCONTACTFIRSTNAME] - property contact first name

[PROPERTYID] - property id number

[PROPERTYPOSTCODE] - property post code

[PROPERTYCURRENCY] - property currency code

[PROPERTYCURRENCYFRONT] - property currency symbol before number

[PROPERTYCURRENCYBACK] - property currency symbol after number

[PROPERTYLATITUDE] - property latitude

[PROPERTYLONGITUDE] - property longitude

[PROPERTYLOCATIONDESCRIPTION] - property location description

[PROPERTYLOCATIONDESCRIPTIONBR] - property location description with line break

[PROPERTYDIRECTIONS] - property directions (Settings > Channel Manager > Property Content)

[PROPERTYHEADLINE] - property headline

[PROPERTYDESCRIPTION] - property description

[PROPERTYGENERALPOLICY] - property rental policy

[PROPERTYGENERALPOLICYBR] - property rental policy with line break

[PROPERTYLEGALPOLICY] - property rental policy / obsolete

[PROPERTYCANCELPOLICY] - property cancellation policy

[PROPERTYCANCELPOLICYBR] - property cancellation policy with line breaks

[PROPERTYHOUSERULES] - property house rules (Settings > Channel Manager > Property Content)

[PROPERTYTEMPLATE1] - Property Template 1

[PROPERTYTEMPLATE2] - Property Template 2

[PROPERTYTEMPLATE3] - Property Template 3

[PROPERTYTEMPLATE4] - Property Template 4

[PROPERTYTEMPLATE5] - Property Template 5

[PROPERTYTEMPLATE5] - Property Template 6

[PROPERTYTEMPLATE7] - Property Template 7

[PROPERTYTEMPLATE8] - Property Template 8

[BOOKINGCOMHOTELID] - booking.com hotel id

[EXPEDIACOMHOTELID] - expedia.com hotel id

[PERMITID] - the permit ID

[CHECKINSTART] - check-in start time in 24hr format

[CHECKINEND] - check-in end time in 24hr format

[CHECKOUTEND] - check-out end time in 24hr format

[CHECKINSTART12] - check-in start time in am/pm format

[CHECKINEND12] - check-in end time in am/pm format

[CHECKOUTEND12] - check-out end time in am/pm format

11.2 Room Variables

[ROOMNAME] - room names of all booked rooms

[ROOMNAMEBR] - room name with line break

[ROOMNAME1] - room name of first booked room

[ROOMNAMES] - room names including quantity of each booked room

[ROOMNAMESNC] - room names including quantity of each booked room without cancelled rooms

[ROOMNAMESBR] - room names with line break

[ROOMNAMESNCBR] room names with line break without cancelled rooms

[ROOMNAMEOFFER] - room names of all booked rooms with offer name

[ROOMNAMEOFFERBR] - room names of all booked rooms with offer name with line break

[ROOMTYPEDESC] - room accommodation type first booked room

[ROOMTYPEDESCS] - room accommodation type all booked rooms

[ROOMID] - room id number

[ROOMTEMPLATE1] - ROOM Template 1

[ROOMTEMPLATE2] - ROOM Template 2

[ROOMTEMPLATE3] - ROOM Template 3

[ROOMTEMPLATE4] - ROOM Template 4

[ROOMMETAAUXTEXT] - room meta text setting for first booked room

[ROOMMETAAUXTEXTS] - - room meta text setting for all booked rooms

[INTERNALROOMNAME] - internal room name as used in the control panel, this is not the translated room name shown on the booking page

[OFFERNAME] - booked offer name for all booked rooms

[OFFERNAME1] - offer name for this booked room only

[OFFERDESCRIPTION1] - offer description 1 for all booked rooms

[OFFERDESCRIPTION2] - offer description 2 for all booked rooms

[UNITNAME] - unit names of all the assigned room types

[UNITNAME:1] - additional information about the unit for all the assigned room types

[UNITNAME1] - unit name of the first assigned room

[UNITNAME1:1] - additional information about the first assigned room / add the additional information on each line after a | symbol where you set the unit names

[ROOMDESCRIPTION] - Room description (Settings > Channel Manager > Property Content > Room Content)

[ROOMDESCRIPTION1] - Room description 1 (Settings > Properties > Rooms > Setup)

11.3 Booking Variables

[BOOKID] - booking reference

[GROUPID] - booking reference of the master booking

[REFERENCENUMBER] - booking reference

[FIRSTNIGHT] - first night booked

[FIRSTNIGHTSHORT] - first night booked in 1 Apr 2016 format

[FIRSTNIGHTYYYY-MM-DD] - first night booked in YYYY-MM-DD format

[LASTNIGHT] - last night booked

[LASTNIGHTSHORT] - last night booked in 1 Apr 2016 format

[LASTNIGHTYYYY-MM-DD] - last night booked in YYYY-MM-DD format

[LEAVINGDAY] - check-out day

[LEAVINGDAYSHORT] - check-out day in 1 Apr 2016 format

[LEAVINGDAYYYYY-MM-DD] - check-out day in YYYY-MM-DD format

[DAYSTOCHECKIN] - number of days until Check-in

[NUMROOM] - the quantity of rooms booked (first room type only)

[NUMROOMS] - the quantity of rooms booked (sum of all rooms and room types)

[NUMNIGHT] - number of nights

[NUMADULT] - number of adults in this room or in group if master booking

[NUMADULT1] - number of adults in this room

[NUMCHILD] - number of children in this room or in group if master booking

[NUMCHILD1] - number of children in this room

[NUMPEOPLE] - number of guests in this room or in group if master booking

[NUMPEOPLE1] - number of people in this room

[RATEDESC] - rate description

[RATEDESCBR] - name of the rate with HTML <BR> to force new lines

[PRICE] - Value in price field (number entered in the price field of the booking) with currency symbol

[PRICENC] - Value in price field (number entered in the price field of the booking) without currency symbol (do not use in calculations, use PRICENUM)

[PRICE:10%] - Percentage value of Price

[PRICE:-10] - Price with offset amount

[PRICENUM] - As per [PRICE] but the value is displayed with a decimal point and no thousands separator and no currency symbols (for calculation).

[PRICENUM:] - As per [PRICE:] but the value is displayed with a decimal point and no thousands separator and no currency symbols (for calculation).

[PRICELESSCOMMISSION] - Value in price field less value in commission field with currency symbol

[PRICELESSCOMMISSIONNUM] - As per [PRICELESSCOMMISSION] but the value is displayed with a decimal point and no thousands separator and no currency symbols (for calculation).

[PRICELESSTAX] - Value in price field less value in tax field with currency symbol

[PRICELESSTAXNUM] - As per [PRICELESSTAX] but the value is displayed with a decimal point and no thousands separator and no currency symbols (for calculation).

[AVPRICE] - Average Nightly Price with currency symbol

[AVPRICENUM] - Average Nightly Price with a decimal point and no thousands separator and no currency symbols (for calculation).

[AVPRICE:20%] - Percentage value of Average Nightly Price

[AVPRICE:15] - Average Nightly Price with offset amount

[DEPOSIT] - Value in deposit field with currency symbol

[DEPOSITNUM] - As per [DEPOSIT] but the value is displayed with a decimal point and no thousands separator and no currency symbols (for calculation).

[TAX] - Value in tax field with currency symbol

[TAXNUM] - As per [TAX] but the value is displayed with a decimal point and no thousands separator and no currency symbols (for calculation).

[COMMISSION] - Value in commission field with currency symbol

[COMMISSIONGROUP] - Value of the commission of the complete group booking

[COMMISSIONNUM] - As per [COMMISSION] but the value is displayed with a decimal point and no thousands separator and no currency symbols (for calculation).

[GUESTTITLE] - guest title

[GUESTFIRSTNAME] - first name

[GUESTNAME] - last name

[GUESTSNAME] - name of all guests listed on the "guests" tab of this booking

[GUESTNAMES] - name of all guests in the booking

[GUESTSNAMES] - name of all guests listed on the "guests" tab of the booking of the group booking

[GUESTFULLNAME] - title, first name, last name

[GUESTFULLNAMES] - titles, first names, last names of all guests in the booking

[GUESTFULLNAMESBR] - titles, first names, last names of all guests in the booking with line break

[GUESTEMAIL] - guest's Email address

[GUESTPHONE] - guests phone number

[GUESTPHONENUM] - guests phone number with all non-numeric characters removed

[GUESTMOBILE] - guests mobile number

[GUESTMOBILENUM] - guests mobile number with all non-numeric characters removed

[PHONELAST1] - last digit of the guests phone number if guest phone is empty it will use the guests mobile number

[PHONELAST2] - last 2 digits of the guests phone number if guest phone is empty it will use the guests mobile number

[PHONELAST3] - last 3 digits of the guests phone number if guest phone is empty it will use the guests mobile number

[PHONELAST4] - last 4 digits of the guests phone number if guest phone is empty it will use the guests mobile number

[PHONELAST5] - last 5 digits of the guests phone number if guest phone is empty it will use the guests mobile number

[PHONELAST6] - last 6 digits of the guests phone number if guest phone is empty it will use the guests mobile number

[GUESTFAX] - guests fax number

[GUESTFAXNUM] - guests fax number with all non-numeric characters removed

[GUESTCOMPANY] - company name

[GUESTADDRESS] - guests address

[GUESTADDRESSBR] - guests address with line breaks

[GUESTPOSTCODE] - guests postcode

[GUESTCITY] - guests city

[GUESTSTATE] - guests state

[GUESTCOUNTRY] - guests country from free text field is not empty, otherwise from selector list

[GUESTCOUNTRYHL] - guests country from free text field is not empty, otherwise from selector list in hosts languabe

[GUESTCOUNTRYGL] - guests country from free text field is not empty, otherwise from selector list in guests language

[GUESTCOUNTRYSELECT] - guests country from selector list

[GUESTCOUNTRYSELECTHL] - guests country from selector list in hosts language

[GUESTCOUNTRYSELECTGL] - guests country from selector list in guests language

[GUESTCOUNTRYTEXT] - guests country from free text field

[GUESTARRIVALTIME] - arrival time

[GUESTCOMMENTS] - comments in the booking

[GUESTCOMMENTSBR] - comments in the booking with line breaks

[GUESTCUSTOMQ1] - answer to custom question 1

[GUESTCUSTOMQ2] - answer to custom question 2

[GUESTCUSTOMQ3] - answer to custom question 3

[GUESTCUSTOMQ4] - answer to custom question 4

[GUESTCUSTOMQ5] - answer to custom question 5

[GUESTCUSTOMQ6] - answer to custom question 6

[GUESTCUSTOMQ7] - answer to custom question 7

[GUESTCUSTOMQ8] - answer to custom question 8

[GUESTCUSTOMQ9] - answer to custom question 9

[GUESTCUSTOMQ10] - answer to custom question 10

[GUESTLANGUAGE] - guest language

[REFERRER] - Referrer

[ORIGINALREFERRER] - Original referrer

[APIREF] - the booking number at the originating channel

[APIMESSAGE] - api message sent by originating channel

[APISOURCE] - Beds24 channel number

[NOTES] - notes

[NOTESBR] - notes with line breaks

[GROUPNOTE] - group note

[MESSAGE] - the content of the booking message field

[MESSAGEBR] - the content of the booking message field with line breaks

[REFERENCE] - content of the booking reference field

[STATUS] - status of booking

[FLAG] - Flag

[CANCELURL] - URL to view and cancel bookings

[CANCELDATE] - date until when the booking is cancelable displaying a phrase

[CANCELDATEYYYY-MM-DD] - date until when the booking is cancelable displaying a date. If the date is in the past 00-00-0000 will be shown

[GUESTLOGIN] - URL to view bookings

[CURRENTDATE] - current date

[CURRENTDATEYYYY-MM-DD] - current date in YYYY-MM-DD format

[CURRENTTIME] - current time

[BOOKINGDATE] - booking date

[BOOKINGTIMEDATE] - booking date and time

[BOOKINGDATEYYYY-MM-DD] - booking date in YYYY-MM-DD format

[BOOKINGIP] - ip address of booker's computer

[VIEWBOOKING] - create a URL to log into the control panel and view this booking (for hosts, not intended to be sent to guests)

[EMAIL:00] - Status of an Auto Action email. Replace 00 with the number of the Auto Action. This shows if the email has been sent and if so, the time it was sent.

[BOOKIDLAST1] - Last 1 digit of booking number

[BOOKIDLAST2] - Last 2 digits of booking number

[BOOKIDLAST3] - Last 3 digits of booking number

[BOOKIDLAST4] - Last 4 digits of booking number

[BOOKIDLAST5] - Last 5 digits of booking number

[BOOKIDLAST6] - Last 6 digits of booking number

[BOOKIDLAST7] - Last 7 digits of booking number

[BOOKIDLAST8] - Last 8 digits of booking number

[RANDOM1] - a 1 digit random number seeded from the booking number

[RANDOM2] - a 2 digit random number seeded from the booking number

[RANDOM3] - a 3 digit random number seeded from the booking number

[RANDOM4] - a 4 digit random number seeded from the booking number

[RANDOM5] - a 5 digit random number seeded from the booking number

[RANDOM6] - a 6 digit random number seeded from the booking number

[RANDOM7] - a 7 digit random number seeded from the booking number

[RANDOM8] - a 8 digit random number seeded from the booking number

[BOOKINGINFOITEMS] - Booking Info Codes - Codes and text

[BOOKINGINFOITEMSBR] - Booking Info Codes - Codes and text with line break

[BOOKINGINFOTEXTS] - Booking Info Codes - Text only

[BOOKINGINFOTEXTSBR] Booking Info Codes - Text only with line break

[BOOKINGINFOCODES] - Booking Info Codes - Codes only

[BOOKINGINFOCODESBR] - Booking Info Codes - Codes and text with line break

[BOOKINGINFOCODETEXT:] - the most recent Text value of the specified Booking Info Code

[BOOKINGINFOCODEDATE:]- the most recent date value of the specified Booking Info Code

[CARDLASTFOUR] - last 4 digits of card

11.4 Booking Group variables

11.4.1 Custom Booking Group Table

ADUL= the number of adults

ARIV = Arrival date

BREF = Boking number

CHAR = Charges

CHIL = the number of childeren

DEPT = Departure date

ICAN = Include cancelled bookings

NAME = Guest name

ONLY = Just show the one booking

PAID = Paid amount

PEOP = the number of guests

PROP = Property name

ROOM = Room name

TOTA = Total price

UNI2 = Unit first additional information

UNI3 = Unit second additional information

UNIT = Unit name

Connect the variables with an underscore.

Examples:

[BOOKGROUP:PROP_ROOM_BREF_NAME] will display the property name, room name, booking number and guest name in this order.

[BOOKGROUP:BREF_NAME_PROP_ROOM] will display the booking number, guest name property name and room name in this order.

11.4.2 Booking Group Table with fixed content

[BOOKGROUPROOMLIST] - create a table of guest names including room type for a group booking

[BOOKGROUPROOMLISTTOTAL] - create a table of guest names including room type for a group booking with guest totals

[BOOKGROUPROOMLISTCHARGETOTAL] - create a table of guest names including room type and charge for a group booking with guest totals

[BOOKGROUPNAMELIST] - create a table of guest names including room type and unit for a group booking

[BOOKGROUPNAMELISTTOTAL] - create a table of guest names including room type and unit for a group booking with guest totals

[BOOKGROUPNAMELISTCHARGETOTAL] - create a table of guest names including room type and unit and charge for a group booking with guest totals

[BOOKGROUPUNITLIST] - create a table of guest names including unit for a group booking

[BOOKGROUPUNITLISTTOTAL] - create a table of guest names including unit for a group booking with guest totals

[BOOKGROUPUNITLISTCHARGETOTAL] - create a table of guest names including unit and charge for a group booking with guest totals

11.5 Invoice Variables

[INVOICENUMBER] - invoice number

[INVOICENUMBERS] - invoice number if invoicees are involved

[INVOICEDATE] - invoice date

[INVOICEDATE:+1day{%A, %e %B, %Y}] - optional date offset and display format. The offset can be any plus or minus any number of days and the display can be any valid PHP strftime format string.

[INVOICEBALANCE] - invoice balance

[INVOICEBALANCE:50%] - percentage of invoice balance

[INVOICEBALANCE:-100] - invoice balance with offset amount

[INVOICEBALANCENUM] - As per [INVOICEBALANCE] but the value is displayed with a decimal point and no thousands separator (for calculation).

[INVOICEBALANCENUM:] - As per [INVOICEBALANCE:] but the value is displayed with a decimal point and no thousands separator (for calculation).

[INVOICEPARTBALANCE:status1,status2,!status4:10%] - Calculate the balance of all invoice items with matching status and apply optional multiplier or offset. The status items can be a comma separated list. To exclude status items prefix them with an exclamation mark, for example !status1. The offset is optional and can be specified after a second colon (:) and it can be a percentage by ending the number with the percent (%) symbol or a numeric value offset.

[INVOICEPARTBALANCENUM:status1,status2,status4:10%] - As per INVOICEPARTBALANCE but the value is displayed with a decimal point and no thousands separator (for calculation).

[INVOICEBALANCE1] - invoice balance of one booking only, not the booking group

[INVOICEBALANCE1NUM] - As per [INVOICEBALANCE1] but the value is displayed with a decimal point and no thousands separator (for calculation)

[INVOICECHARGES] - invoice sum of all charges

[INVOICECHARGES:50%] - invoice sum of all charges with percentage multiplier

[INVOICECHARGES:-100] - invoice sum of all charges with offset

[INVOICECHARGESNUM] - As per [INVOICECHARGES] but the value is displayed with a decimal point and no thousands separator (for calculation)

[INVOICECHARGESNUM:] - As per [INVOICECHARGES:] but the value is displayed with a decimal point and no thousands separator (for calculation)

[INVOICEPARTCHARGES:status1,status2,!status4:10%] - Calculate the balance of all invoice charges with matching status and apply optional multiplier or offset. The status items can be a comma separated list. To exclude status items prefix them with an exclamation mark, for example !status1. The offset optional and can be specified after a second colon (:) and it can be a percentage by ending the number with the percent (%) symbol or a numeric value offset.

[INVOICEPARTCHARGESNUM:status1,status2,status4:10%] - As per INVOICEPARTCHARGES but the value is displayed with a decimal point and no thousands separator (for calculation).

[INVOICEPAYMENTS] - invoice sum of all payments

[INVOICEPAYMENTS:50%] - invoice sum of all payments with percentage multiplier

[INVOICEPAYMENTS:-100] - invoice sum of all payments with offset

[INVOICEPAYMENTSNUM] - As per [INVOICEPAYMENTS] but the value is displayed with a decimal point and no thousands separator (for calculation)

[INVOICEPAYMENTSNUM:50%] - As per [INVOICEPAYMENTS:50%] but the value is displayed with a decimal point and no thousands separator.

[INVOICEPARTPAYMENTS:status1,status2,!status4:10%] - Calculate the balance of all invoice payments with matching status and apply optional multiplier or offset. The status items can be a comma separated list. To exclude status items prefix them with an exclamation mark, for example !status1. The offset optional and can be specified after a second colon (:) and it can be a percentage by ending the number with the percent (%) symbol or a numeric value offset.

[INVOICEPARTPAYMENTSNUM:status1,status2,status4:10%] - As per INVOICEPARTCHARGES but the value is displayed with a decimal point and no thousands separator (for calculation).

[INVOICECREDITS] - invoice sum of all credit items (negative items)

[INVOICECREDITS:50%] - invoice sum of all credit items with percentage multiplier

[INVOICECREDITS:-100] - invoice sum of all credit items with offset

[INVOICECREDITSNUM] - As per [INVOICECREDITS] but the value is displayed with a decimal point and no thousands separator (for calculation)

[INVOICECREDITSNUM:] - As per [INVOICECREDITS:] but the value is displayed with a decimal point and no thousands separator (for calculation)

[INVOICEDEBITS] - invoice sum of all debit items (positive items)

[INVOICEDEBITS:50%] - invoice sum of all debit items with percentage multiplier

[INVOICEDEBITS:-100] - invoice sum of all debit items with offset

[INVOICEDEBITSNUM] - As per [INVOICEDEBITS] but the value is displayed with a decimal point and no thousands separator (for calculations) (for calculations)

[INVOICEDEBITSNUM:] - As per [INVOICEDEBITS:] but the value is displayed with a decimal point and no thousands separator (for calculations)

[INVOICEVAT] - invoice sum of all vat value

[INVOICEVATNUM] - invoice sum of all vat value for calculations)

[INVOICEFIRSTITEM] - price of the item listed first in the invoice

[INVOICEFIRSTITEMNUM] - price of the item listed first in the invoice but the value is displayed with a decimal point and no thousands separator (for calculations)

[INVOICEUPSELL0] - base price without upsell items or other charges added later

[INVOICEUPSELLNUM0] - as per [INVOICEUPSELL1] but the value is displayed with a decimal point and no thousands separator (for calculations)

[INVOICEUPSELL1] - value of upsell item 1 (number can be between 0 to 20)

[INVOICEUPSELLNUM1] - as per [INVOICEUPSELL1] but the value is displayed with a decimal point and no thousands separator (for calculations)

[INVOICEUPSELLQTY1] - quantity of upsell item 1 (number can be between 1 to 20)

[INVOICEUPSELLHEADLINE1] - headline of upsell item 1 (number can be between 1 to 20)

[INVOICEUPSELLDESCRIPTION1] - description of upsell item 1 (number can be between 1 to 20)

[INVOICEEXTRAITEM1] - value of extra invoice item 1 (number can be between 0 to 20)

[INVOICEEXTRAITEM1] - value of extra invoice item 1 (number can be between 0 to 20)

[INVOICEEXTRAITEMNUM1] - as per [INVOICEEXTRAITEM1] but the value is displayed with a decimal point and no thousands separator (for calculations).

[INVOICEEXTRAITEMQTY1] - quantity of extra invoice item 1 (number can be between 0 to 20)

[UPSELLTABLE] - table with all upsell items

[UPSELLTABLEVAT] - table with all upsell items with vat information and vat summary

[UPSELLTABLENOREFUND] - table with all upsell items except refundable items

11.6 Invoice Table

11.6.1 Custom Invoice Table

You have the option to create a custom invoice table. Available content variables are:

AMO - shows the net value (price x quantity)

CEX - charges excluded (charges will not be shown)

CON - currency conversion. Example: CONEURUSD will convert the first currency (Euros) to the second currency (USD)

CUA - currency symbol showing after the numbers. Example: CUA? will show ? after the figures

CUB - currency symbol showing before the numbers. Example: CUB? will show ? before the figures

DEC - Decimal points. Example: DEC, will show a comma as decimal point. If nothing is set the system will use the default for the language

DP0 - no decimal places

DP1 - 1 decimal place

DP2 - 2 decimal places

DP3 - 3 decimal places

DP4 - 4 decimal places

GRP - Group Totals. Displays the same items as a total

GRT - Grand Total

INV - invoicee add the invoicee number at the end. Example: INV20 to show invoicee number 20

LAN - language. Example LANDE will force the language to German

MUL - multiplier. Example: MUL1.2 will multiply all prices by 1.2

DAT - adds a date column

PAY - shows payments

PRI - shows prices

QTY - shows quantity

SEX - status excluded. Calculate the balance of all invoice items except for the ones with these status, the status items can be a comma separated list. Example: SEX status1,status2,status4 will not show items with this status.

SIN - status included. Calculate the balance of all invoice items with matching status, the status items can be a comma separated list. Example: SIN status1,status2,status4 will only show items with this status.

STA- shows staus

THO - thousands separator. THO. will show a dot as thousand separator. If nothing is set the system will use the default for the language

TOT - shows total amounts

VAA - shows VAT amounts

VAP - shows VAT percents

VAT - VAT summary

Connect the variables with an underscore.

Examples:

[INVOICE:PRI_QTY_CUA?] will create an invoice table with price and quantity in Euros.

[INVOICE:PAY_TOT_CEX] will create an invoice table which will only show payments.

11.6.2 Invoice Tables with predefined content

[INVOICETABLE] - invoice table

[INVOICETABLE:1.1] - invoice table and currency multiplier with optional new currency symbol before or after price.

[INVOICETABLEPART:status1,status2,!status4] - Invoice table showing only items with matching status. The status items can be a comma separated list. To exclude status items prefix them with an exclamation mark, for example !status1.

[INVOICETABLE2] - invoice table with status field

[INVOICETABLE2:1.1] - invoice table with status field and currency multiplier with optional new currency symbol before or after price.

[INVOICETABLECHARGES] - invoice table showing charges only

[INVOICETABLECHARGESINVOICEE1234] - invoice table showing charges only assigned to the specified invoicee, specify the invoicee Id number.

[INVOICETABLENOTOT] - invoice table without grand total

[INVOICETABLENOTOT:1.1] - invoice table without grand total and currency multiplier with optional new currency symbol before or after price.

[INVOICETABLENOTOT2] - invoice table with status field without grand total

[INVOICETABLENOTOT2:1.1] - invoice table with status field without grand total and currency multiplier with optional new currency symbol before or after price.

[INVOICETABLEVAT] - invoice table with vat information and vat summary

[INVOICETABLEVAT:1.1] - invoice table with vat information and currency multiplier with optional new currency symbol before or after price.

[INVOICETABLEVATCOMPACT] - compact version of invoice table with vat information and vat summary

[INVOICETABLEVATCOMPACT:1.1] - compact version of invoice table with vat information and vat summary and currency multiplier with optional new currency symbol before or after price.

[INVOICETABLEVATCOMPACTNOSUM] - compact version of invoice table with vat information without vat summary

[INVOICETABLEVATCOMPACTNOSUM:1.1] - compact version of invoice table with vat information without vat summary and currency multiplier with optional new currency symbol before or after price.

[INVOICETABLEVATNOSUM] - invoice table with vat information without vat summary

[INVOICETABLEVATNOSUM:1.1] - invoice table with vat information without vat summary and currency multiplier with optional new currency symbol before or after price.

[INVOICETABLEDATEVATNOSUM] - invoice table with vat information and date without vat summary

[INVOICETABLEDATEVATNOSUM:1.1] - invoice table with vat information and date without vat summary and currency multiplier with optional new currency symbol before or after price.

[INVOICETABLEVAT2] - invoice table with vat information and status field and vat summary

[INVOICETABLEVAT2:1.1] - invoice table with vat information and status field and vat summary and currency multiplier with optional new currency symbol before or after price.

[INVOICETABLEVAT2NOSUM] - invoice table with vat information and status field without vat summary

[INVOICETABLEVAT2NOSUM:1.1] - invoice table with vat information and status field without vat summary and currency multiplier with optional new currency symbol before or after price.

[INVOICETABLEVATCHARGES] - invoice table showing charges only with vat information and vat summary

[INVOICETABLENOPRICE] - invoice table with no price information

[INVOICETABLEINVOICEE] - invoice table excluding items assigned to an invoicee.

[INVOICETABLEINVOICEE1234] - invoice table for a specific invoicee, specify the invoicee Id number.

11.7 Invoicee Variables

[INVOICEEBALANCE] - invoice balance for unassigned invoice items.

[INVOICEEBALANCENUM] - invoice balance for unassigned invoice items displayed with a decimal point and no thousands separator.

[INVOICEEBALANCE1234] - invoice balance for invoice items assigned to invoicee 1234 (change 1234 to the required Invoicee Id number).

[INVOICEEBALANCENUM1234] - invoice balance for invoice items assigned to invoicee 1234 (change 1234 to the required Invoicee Id number) displayed with a decimal point and no thousands separator.

[INVOICEECHARGES] - invoice charges for unassigned invoice items.

[INVOICEECHARGESNUM] - invoice charges for unassigned invoice items displayed with a decimal point and no thousands separator.

[INVOICEECHARGES1234] - invoice charges for invoice items assigned to invoicee 1234 (change 1234 to the required Invoicee Id number).

[INVOICEECHARGESNUM1234] - invoice charges for invoice items assigned to invoicee 1234 (change 1234 to the required Invoicee Id number) displayed with a decimal point and no thousands separator.

[INVOICEEPAYMENTS] - invoice payments for unassigned invoice items.

[INVOICEEPAYMENTSNUM] - invoice payments for unassigned invoice items displayed with a decimal point and no thousands separator.

[INVOICEEPAYMENTS1234] - invoice payments for invoice items assigned to invoicee 1234 (change 1234 to the required Invoicee Id number)

[INVOICEEPAYMENTSNUM1234] - invoice payments for invoice items assigned to invoicee 1234 (change 1234 to the required Invoicee Id number)

[INVOICEENAME] - name of the invoicee account the invoice is assigned to or blank

[INVOICEECODE] - code of the invoicee account the invoice is assigned to or blank

[INVOICEETEMPLATE1] - template value 1 of the invoice account the invoice is assigned to or blank

[INVOICEETEMPLATE2] - template value 2 of the invoice account the invoice is assigned to or blank

[INVOICEETEMPLATE3] - template value 3 of the invoice account the invoice is assigned to or blank

[INVOICEETEMPLATE4] - template value 4 of the invoice account the invoice is assigned to or blank

[INVOICEETEMPLATE5] - template value 5 of the invoice account the invoice is assigned to or blank

[INVOICEETEMPLATE6] - template value 6 of the invoice account the invoice is assigned to or blank

[INVOICEETEMPLATE7] - template value 7 of the invoice account the invoice is assigned to or blank

[INVOICEETEMPLATE8] - template value 8 of the invoice account the invoice is assigned to or blank

11.8 Payment Request Variables

[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.

[PAYURL:200] - Creates a payment url for the payment request url for a fixed amount. nt.

[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.

[PAYLINK:200] - Creates a payment link (HTML A tag) for the payment request) for a fixed amount.

[PAYBUTTON] - Creates a payment button for the payment request for the amount in the booking deposit field if non zero, otherwise the outstanding balance. Not recommended for emails.

[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. Not recommended for emails.

[PAYBUTTON:200] - Creates a payment button for the payment request for a fixed amount.

[PAYPALURL] - Creates a Paypal payment url for the amount in the booking deposit field if non zero, otherwise the outstanding balance.

[PAYPALURL:25%] - Creates a Paypal payment url for a percentage of the outstanding balance. Use 100% to specify the full outstanding balance.

[PAYPALURL:200] - Creates a Paypal payment url for a fixed amount. A zero amount will cause paypal to provide a field to enter an amount.

[PAYPALLINK] - Creates a Paypal payment link (HTML A tag) for the amount in the booking deposit field if non zero, otherwise the outstanding balance.

[PAYPALLINK:25%] - Creates a Paypal payment link (HTML A tag) for a percentage of the outstanding balance. Use 100% to specify the full outstanding balance.

[PAYPALLINK:200] - Creates a Paypal payment link (HTML A tag) for a fixed amount. A zero amount will cause paypal to provide a field to enter an amount.

[PAYPALBUTTON] - Creates a Paypal payment button for the amount in the booking deposit field if non zero, otherwise the outstanding balance. Not recommended for emails.

[PAYPALBUTTON:25%] - Creates a Paypal payment button for a percentage of the outstanding balance. Use 100% to specify the full outstanding balance. Not recommended for emails.

[PAYPALBUTTON:200] - Creates a Paypal payment button for a fixed amount. A zero amount will cause paypal to provide a field to enter an amount. Not recommended for emails.

11.9 Mathematical Operators

Place mathematical operators between two numbers **or between two template variables** that return a number.

[+] - Example: 2 [+] 3 = 5

[-] - Example: 5 [-] 1 = 4

[*] - Example: 3 [*] 4 = 12

[/] - Example: 15 [/] 5 = 3

[MIN] - Example: 2 [MIN] 3 = 2

[MAX] - Example: 2 [MAX] 3 = 3

11.9.1 Rounding and controlling decimal places

11.9.1.1 Default

2 [/] 3 = 0.66666666666667

11.9.1.2 Rounding to the nearest integer

2 [/.0] 3 = 1

11.9.1.3 Rounding to 1,2,3 or 4 decimal place(s)

2 [/.1] 3 = 0.7

2 [/.2] 3 = 0.67

2 [/.3] 3 = 0.667

2 [/.4] 3 = 0.6667

This works on all operators including [MIN] and [MAX]

Note: Always use the template variables ending with NUM. The math functions will only work with numbers with a decimal point (not a decimal

11.10 Currency Conversion

[CONVERT:EUR-USD] - get the actual conversion rate between two currencies, this can be used with math functions to show alternative currency values. All currencies supported by the booking page currency selector can be used.

Example: [INVOICECHARGESNUM] [*.2] [CONVERT:EUR-USD] will convert the invoice charge value from Euros to USD with two decimal points.

If you use the multiplier to convert currencies for channels: For example hotel id 123456 and a multiplier to convert USD to EUR at todays rate:

123456*[CONVERT:USD-EUR]*

or this to convert EUR to USD

123456*[CONVERT:EUR-USD]

123456*[CONVERT:USD-EUR][/]0.85 will convert to Euros and divides the price by 0.85 which raises it by circa 15%

11.11 Custom Date Format Variables

You can use PHP strftime format strings to create custom time formats. Information on PHP strftime strings is available at [1]

[FIRSTNIGHT:{%A, %e %B, %Y}] - first night booked

[FIRSTNIGHT:+1day{%A, %e %B, %Y}] - optional date offset and display format. The offset can be any plus or minus any number of days and the display can be any valid PHP strftime format string.

[LASTNIGHT:{%A, %e %B, %Y}] - last night booked

[LASTNIGHT:+1day{%A, %e %B, %Y}] - optional date offset and display format. The offset can be any plus or minus any number of days and the display can be any valid PHP strftime format string.

[LEAVINGDAY:{%A, %e %B, %Y}] - check-out

[LEAVINGDAY:+1day{%A, %e %B, %Y}] - optional date offset and display format. The offset can be any plus or minus any number of days and the display can be any valid PHP strftime format string.

[CURRENTDATE:{%A, %e %B, %Y}] - current date

[CURRENTDATE:+1day{%A, %e %B, %Y}] - optional date offset and display format. The offset can be any plus or minus any number of days and the display can be any valid PHP strftime format string.

[BOOKINGDATE:{%A, %e %B, %Y}] - booking date

[BOOKINGDATE:+1day{%A, %e %B, %Y}] - optional date offset and display format. The offset can be any plus or minus any number of days and the display can be any valid PHP strftime format string.

[PAYMENTDATE:{%A, %e %B, %Y}] - most recent payment date

[PAYMENTDATE:+1day{%A, %e %B, %Y}:1:1000] - optional date offset and display format. The offset can be any plus or minus any number of days and the display can be any valid PHP strftime format string. The second parameter specifies the payment to show, 0 or missing means the most recent payment. The third parameter specifies the invoicee.

11.12 Account Variables (account of the booking)

[ACCOUNTID] - account id of the booked property

[ACCOUNTTEMPLATE1] - Account Template 1

[ACCOUNTTEMPLATE2] - Account Template 2

[ACCOUNTTEMPLATE3] - Account Template 3

[ACCOUNTTEMPLATE4] - Account Template 4

[MASTERACCOUNTTEMPLATE1] - Account Template 1 from master account

[MASTERACCOUNTTEMPLATE2] - Account Template 2 from master account

[MASTERACCOUNTTEMPLATE3] - Account Template 3 from master account

[MASTERACCOUNTTEMPLATE4] - Account Template 4 from master account

11.13 Account Variables (logged in account, only for display in control panel, not for auto actions or emails etc.)

[LOGGEDINACCOUNTID] - account id of the logged in user

[LOGGEDINACCOUNTTEMPLATE1] - Account Template 1

[LOGGEDINACCOUNTTEMPLATE2] - Account Template 2

[LOGGEDINACCOUNTTEMPLATE3] - Account Template 3

[LOGGEDINACCOUNTTEMPLATE4] - Account Template 4

[LOGGEDINAPIKEY] - apiKey

[MASTERLOGGEDINACCOUNTTEMPLATE1] - Account Template 1 from master account

[MASTERLOGGEDINACCOUNTTEMPLATE2] - Account Template 2 from master account

[MASTERLOGGEDINACCOUNTTEMPLATE3] - Account Template 3 from master account

[MASTERLOGGEDINACCOUNTTEMPLATE4] - Account Template 4 from master account

11.14 Smart Template Variables

Smart template variables will display the set content only if a certain condition is met or not met.

The last element is the text to show based on the result of the IF comparison, texts for the true and false case are separated by a pipe |

Template variables can be used inside this template variable as per the examples.

1. [IF=:[GUESTNAME]:Miller:yes|no]

If the guestname is Miller the text "yes" will display. If the guest name is not Miller the text "no" will display

2. [IF>:[NUMADULT]:2:please contact us about you bedding requirements|]

If the number of adults is higher than 2 the text"please contact us about you bedding requirements" will display. If the number of adults is lower than or equal 2 nothing will display.

3. [IF<:[NUMADULT]:3:|linen for two adults is included free of charge]

If the number of adults is lower than 3 nothing will display. If the number of adults is not lower than 3 the text "linen for two adults is included free of charge" will display.

4. [IF<=:[NUMADULT]:2:yes|no]

5. [IF>=:[NUMADULT]:2:yes|no]

6. [IFBETWEEN:[NUMADULT]:1:3:yes|too low|too high]

7. [IFLIKE:[GUESTTITLE]:Mr:Dear|Hi]

IFLIKE works like IF= except it is case insensitive and removes any spaces from the start and end of the words

8. [IFIN:John:[GUESTFIRSTNAME]:Hi John|Your name does not contain John?]

If the first word is contained in the second word the first option is displayed, otherwise the second option is displayed

[INWORDS] - writes out a number in words. This works in English only.

Expamles:

[INWORDS] 10 will write out then

[INWORDS] [INVOICEPAYMENTSNUM] will write out the invoice sum of all payments

[INWORDS] [INVOICEPAYMENTSNUM] [+] 10 will write out the invoice sum of all payments plus 10

Note: Always use the template variables ending with NUM if numbers are involved. The math functions will only work with numbers with a decim