Booking/Travel Agent User Guide

UNDERSTANDING THE SEARCH FUNCTIONS
Before you begin setting up your account, read the Visitor Information Centre Overview so that you understand the capabilities of the ***Search*** functions, which are a very powerful tool in assisting you to deliver search results more effectively and efficiently.

1. CREATE AN ACCOUNT

On the RoomsHere.com Home page click on ***Members*** tab or enter the website address http://members.com.au to go to RoomsHere.com Login.

As a first time user of Roomshere.com, create an account by clicking on ***Create one here***

Select Account Type ***Booking/Travel Agent,*** click ***Next***

Sign Up for Your New Account - record these details for future use

Enter a unique ***User Name*** – RoomsHere.com will not allow duplicate usernames

Enter your ***Password***, either alpha or alphanumeric, then ***Confirm Password***

Enter your ***Email:*** – this is the email address that will be used if you need to retrieve your password.

If you do not have an email address, please contact the RoomsHere.com Office on 1300 ROOM4U (1300 766 648) and we will set up a special email for you in case you ever need to retrieve your password.

Security Question and Answer - – both of these will also be used if you need to retrieve your password some time in the future

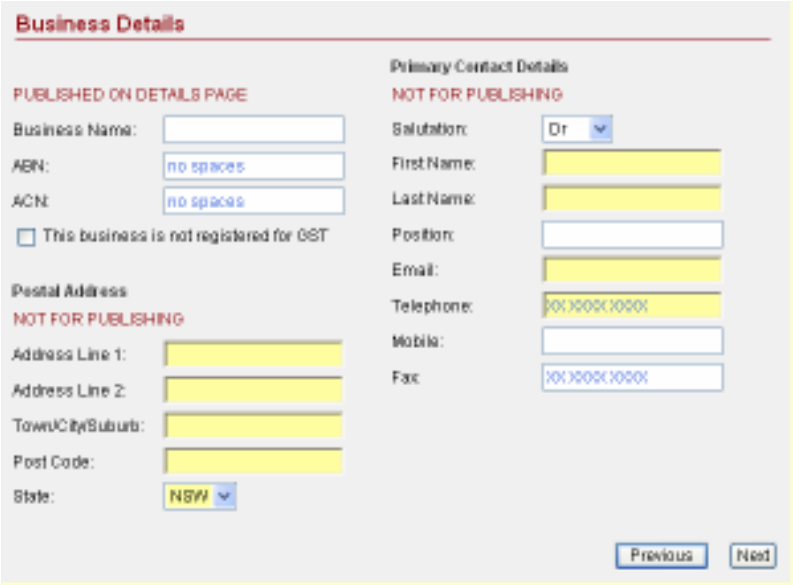
Click on ***Create User***

Click ***Continue*** to proceed to ***Business Registration***

By continuing you are agreeing to the Terms & Conditions of RoomsHere.com

Please read the Terms and Conditions, then click ***Next***

2. BUSINESS DETAILS



2.1 Business Registration and GST status

These details will be used for administration only and will not be provided to any third party.
In ***Business Name***, enter the name under which you are trading, which should be either your registered business name, your partnership name or if operating as a sole trader, your name.

Enter either:

- ***ABN***
- ***ACN***
- If your business is not registered for GST tick the box ***This business is not registered for GST***

2.2 Postal Address & Primary Contact Details

Enter your business postal address and primary contact details which are required for administration purposes.

Click ***Next*** then ***Finish*** to be directed to the ***Members Home Page***

3. MEMBERS HOME PAGE

Here, you will find the tabs for your day to day use of RoomsHere.com, and the ***Members Notice Board*** where we will post useful information, notify you of any changes to RoomsHere.com and tell you about industry trends etc.

Click on ***User Guide*** to see **Booking Agent Overview** for further information on all tabs and functions**.**
Note: if you experience problems opening some of the text boxes, you may need to disable your pop-up blocker.

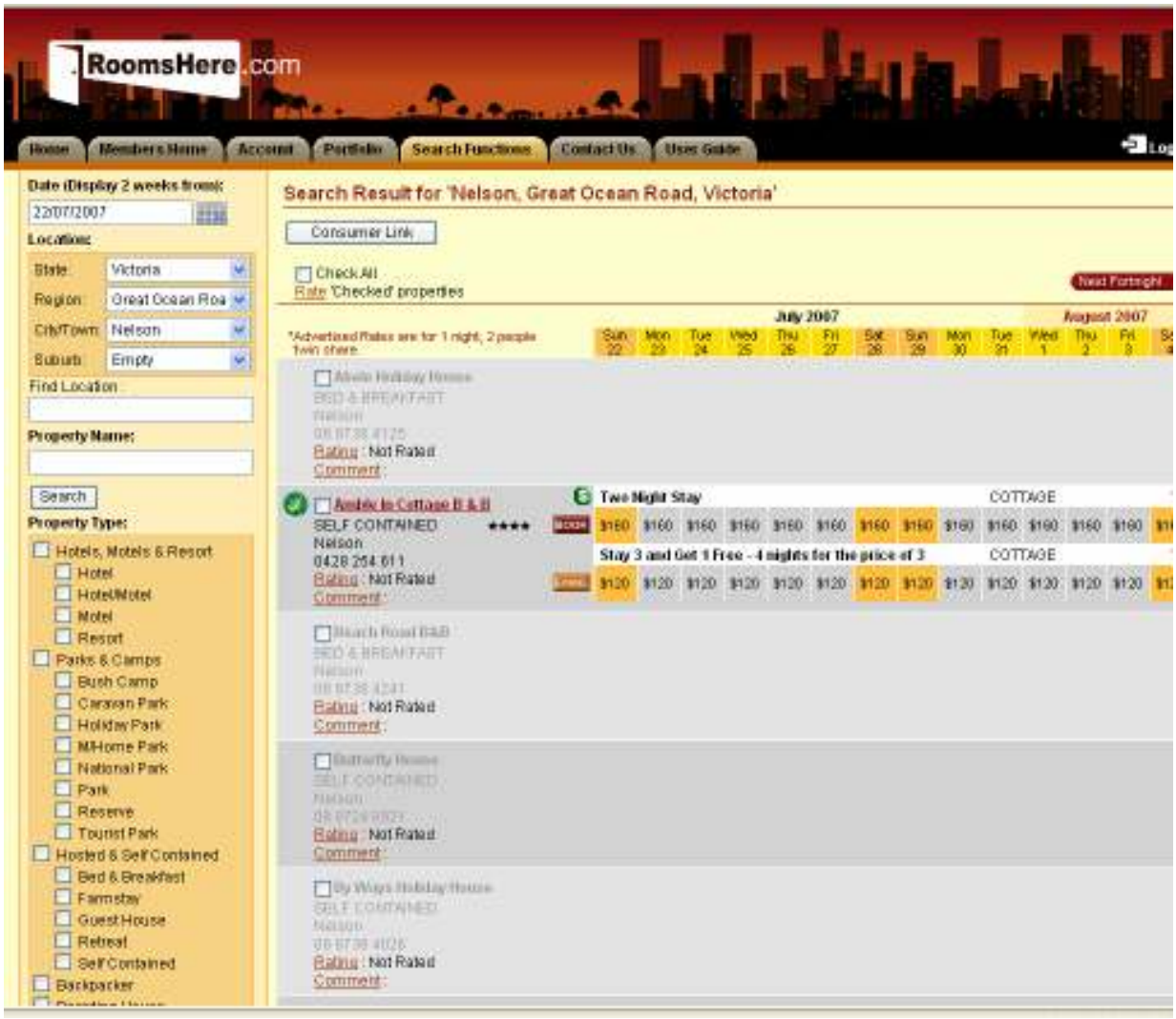
4. SEARCH FUNCTIONS

RoomsHere.com has provided special ***Search Functions*** for Booking/Travel Agent use, so that all properties can be displayed in a similar manner as the ***Consumer*** view, but with some additional functions that **cannot be viewed by consumers**.

The Booking/Travel Agent functions have also been incorporated into the Visitor Information Centre Logins so that they can use RoomsHere.com to streamline their accommodation booking processes.

Click on the ***Search Functions*** tab to bring up all the search options down the left side of the page.

Initiate a Town, City, Suburb or Area ***Search*** to retrieve all the properties listed for that area with the additional functions as described in the Booking/Travel Agent Overview.



All properties listed within the chosen ***Search*** will now be displayed, with inactive listings displayed in grey with:

- Property Name
- Property Type
- Property Location – Town/City/Suburb
- Telephone Number

Subscribed properties will display much more detail with calendar and full access to the ***Property Detail*** page which links to their email, website and online booking system if they have nominated to use one.

4.1 Commissionable Products

The properties listed in grey are unsubscribed properties and will not display a calendar or other property information until they have been activated through the sign up process.

Active listings with products displaying a $ have been identified by property owners as products that will generate income for you by paying commission or booking fees on sales.

DO NOT USE THE BOOK BUTTON - THIS HAS BEEN PROVIDED FOR CONSUMERS ONLY
If you wish to book any of these products for customers, you must contact the Accommodation Business direct to negotiate the amount of commission or booking fees you will earn, and to arrange payment terms and conditions that are suitable to you and the property owner.

Once you have established a business as one you wish to deal with in future, you may wish to give a performance rating and maintain some records about the property etc.

4.2 Selecting & Rating Properties

RoomsHere.com provides you with facilities to maintain a ***Rating*** and ***Comment*** on every property. This information is stored in your personal data base and can only be viewed through **your** Login.

As you establish a working relationship with a particular property, you will be able to give it a ***Rating*** according to your internal system and use the ***Comment*** box to maintain information such as customer feedback, commission rates, payment terms and conditions etc.

Click on the ***Rating*** link to select a rating for an individual property. Likewise to make ***Comment.***

If you wish to select multiple properties, click on the ***Check All*** box at the top of the list and then select the required ***Rating*** which will take effect on all the properties you have selected.

To change a rating on an individual property, click on ***Rating*** and make the change.

4.3 Display Options

To streamline future property searches, RoomsHere.com has provided three display options which are located beneath the ***Use more search criteria*** check box:

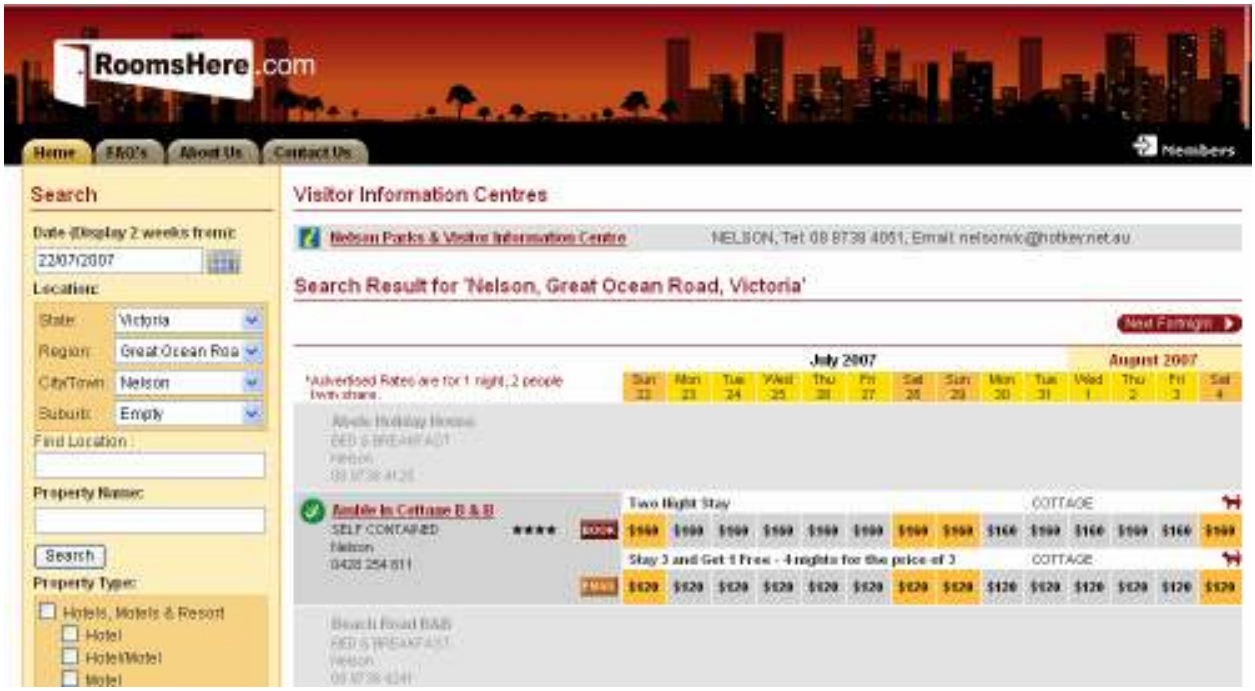
- ***Show all***
- ***Show selected (ticked only)***
- ***Show selected and not rated***

REMEMBER: All future searches will be based on this display option, which of course can be changed at any time.

4.4 Consumer Link

Click on ***Consumer Link*** if you wish to turn your screen around to show the list of properties to a customer without divulging your ratings and comments.

This view is also valuable for accessing the details of other Visitor Information Centres and is the best format for printing if you need to supply a list of accommodation properties to a client.



5. MANAGING A PROPERTY PORTFOLIO

This function will only be used if you provide Property Management services for Accommodation Businesses or holiday houses.

To set up a ***Portfolio*** of properties in RoomsHere.com, you will need to:

- Liaise with each property owner as their calendar will not appear in your ***Portfolio*** until they assign their property to you by entering **your email address** into the assignment field
- Check that the property owner has displayed your contact details in their Property Details page, so that enquiries are directed to you instead of them

Because the property owner still has access to these functions through the Accommodation Business Login, you will need to arrange with the property owner whether you will manage the ***Calendar*** functions totally or partially.

- The property owner may opt to set up all the seasons, prices etc, giving you the responsibility of placing a ***B*** in the days that are booked
- The property owner may ask you to take full responsibility for total management of the calendar including price setting and display etc.

Click on ***Portfolio*** to see a list of properties that have been assigned to your Agency.

Click on the ***Property Name*** to bring up the ***Property Details –*** these can only be changed by the property owner, but you can check that the property owner has entered your contact details, so that enquiries are forwarded to you

5.1 Setting up Seasons

See further information in Booking/Travel Agent Overview

Click on the ***Product Name*** which will take you into the ***Calendar*** with links to ***Seasons*** and ***Product Details.***

You will be able to see ***Product Details***, but will not have access to them.

Click on ***Seasons.*** You will find that one season has already been set up for the 12 month period from the day that you set up your product, and this season automatically displays a "-" in every day.

REMEMBER: RoomsHere.com displays a 12 month calendar, automatically rolling over every day. To be sure that the calendar is displaying exactly what you want consumers to see, either extend the period of the first season, or ***Add Season*** to set up your property owner's next price rise etc.

Click ***Edit*** to re-set this first season.

Set up the date range

- Click ***Start Date*** to bring up the calendar to re-set the date
- Click ***End Date*** to bring up the calendar to re-set the date

Set up the *Price* field with your preferred display method which can be $Rates, ***A, B*** or **"-".**

See Booking Agent Overview for further information on how to utilise the daily calendar display.

Enter Inclusions
See Booking/Travel Agent Overview for further information.

In the ***Inclusions*** column, click ***Add,*** and in the ***Add Inclusions*** drop down box, enter the inclusion you wish to display.

Click ***Save*** to add this to the list of inclusions now available for future use.

To select an inclusion from your list, click on the to access the drop down list of pre-entered inclusions.

Prioritise the Seasons
Carefully consider how you wish your seasons to work for your clients and using the or , move the seasons to the priority required.

5.2 Maintaining the Product Calendar

Once you have set up your Seasons, you can then use the ***Calendar*** function to over-ride any day – see Booking Agent Overview for further information.

Click on ***Calendar*** to bring up the current month.

Click on the ***Year*** and ***Month*** to select which month you wish to edit.

To show that a particular day is booked, click on the ***Booked*** link to ***Save*** a ***B*** in that day.
Or
Click on the ***Edit*** to bring up the ***Booked, Available*** or ***Price*** boxes to make the change required.

You can also add an inclusion on the run here, or select one that has already been entered for this Property.

Click ***Save*** to save the details of a particular day.

You have now completed the Booking/Travel Agent setup and have 30 Days FREE Trial to use all the functions provided by RoomsHere.com.

RoomsHere.com is committed to ongoing enhancements and we value your feedback if you have suggestions to make the system more workable.

We aim to display an accurate list of all accommodation in every Town/City/Suburb/Area across Australia and we would appreciate you advising us of any properties not listed or any that have now ceased operation – see Excel file provided in ***Contact Us.***