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Agents Quick Guide  
August 30, 2009



# Agents Extranet administration

## Quick start guide

This quick start will help you get started with BugHotel Reservation System Extra Services module and will walk you through the basic and daily steps of managing a service.



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## Welcome to Bug Hotel Reservation System NextGen Edition Agents Module

BugHotel Reservation System NextGen Agents Module allows Tour Operators/Travel Agents have access to a reserved area/interface where they can create and modify reservations, tours, flights, extra services and package. Reservations can be made by travel agents on behalf of their customers. Travel Portal owners/administrators can assign reservations to travel agents through the travel portal interface. It is also possible to set commissions, markups and discounts for each travel agent.

There are also intensive reports for calculating commissions, revenues, etc...

Once the log-in process is completed, the following screen is shown to user. All the options are available in the left navigation menu (New Agent, List Agents, Agents Availability, Agents Rates, etc...).





## 1. Agents

### 1.1 New Agent

The option “New Agent” available from the “Agents” menu is used to create new agents.

A screenshot of the "Create Agents" form in the BugHotel Reservation System. The form is titled "Create Agents" and includes a play button icon on the left and a help icon on the right. It contains various input fields for agent information: First name (Paulo), Last name (Andrade), Company (Travel Agent C&A), Address (8345 NW 66 ST #5606), Address (line 2) (empty), City (Miami), Zip / Postal code (33166), Country (United States), State (Florida), Phone (305 748 4914), Fax (empty), Email (paulo@corp.bug-sc), Password (masked with dots), Logo Image (with a "Browse..." button and a checkbox for "Set picture to none and delete picture from system"), Discount (10 %), Markup (0 %), Personal ID (QWERTY123), Status (Allow the Agent to make booking), Payment (All), Profile (Please select profile (If any)), and a Memo field. At the bottom, there are "Submit", "Reset", and "Delete" buttons. A placeholder image for the logo shows a camera icon and the text "NO IMAGE AVAILABLE".

Within the create agent form the following fields are available:

- “*First name*” – This field is used to input the first name of your contact person in the travel agency
- “*Last name*” – This field is used to input the last name of your contact person in the travel agency
- “*Company*” – This field is used to input the name of the travel agency



- “Address” – This field is used to input the address of the travel agency
- “City” – This field is used to input the city of the travel agency
- “ZIP/Postal code” – This field is used to input the zip/postal code of the travel agency
- “Country” – This field is used to input the country of the travel agency
- “State” – This field is used to input the state of the travel agency
- “Phone” – This field is used to input the phone of the travel agency
- “Fax” – This field is used to input the fax of the travel agency
- “Email” – This field is used to input the email of the travel agency
- “Password” – Set the password for the travel agency, this field can be used together with email to access the my bookings area in the website and retrieve all reservations made by the travel agency
- “Logo image” – This field is used to input the logo/image of the travel agency. This is used and displayed in the voucher when the travel agency makes the reservation.
- “Discount” – Discount percentage to be applied to the travel agency on the rack rate prices. When set this system will present the prices to the travel agency minus this discount percentage
- “Markup” – Markup percentage to be applied to the travel agency on the rack rate prices. When set, the system will present the prices to the travel agency and add/sum the markup percentage to existing prices
- “Personal ID” – This field is used the personal id assigned to the travel agency and can be used to make reservations assigned/attached to this travel agency, when this personal id is used the system fetches the discount and or markup values and uses those based on the rack rates.
- “Status” - Allow travel agency to make reservations or not
- “Payment” – This is an informative field and shows/sets what type of payment the agency works with
- “Profile” – When the profile field is set, the agency will not work with rack rates but rather their own set of rates, using the profile section it’s possible to assign prices to a given profile and, if/when the travel agency logs in, this profile will be used.
- “Memo” – This is an informative field that can be used for multi-purposes information/text

**Notes: It is not possible to used both discount and markup fields, only one can be used.**

## 1.2 List Agents

“List Agents” is available from the “Agents” menu within extranet interface.



Within the “List Agents” form it’s possible to delete selected agent(s), export the report to “PDF” and “Excel” formats. To delete an agent, simple check the checkbox for the desired agent you want to delete and hit “Delete selected” from the bottom left “List agents” form.

To export the report to Adobe PDF format hit the button “PDF” in the left bottom of “List Agents” form.



To export the report to Microsoft Excel Spreadsheet format click the button “Excel” in the left bottom of “List Agents” form.

## 1.3 Agents Availability

Aside from setting up discount and markup for each agent it is also possible to create availability, allotments and prices for each agent for each hotel. What this means is that it will be possible to manually assign allotments for a given agent and instead of using the general availability he would use his own blocks and his own pricing.

**Note, when using its own allotments no discount or markup is applied and the prices are the selling prices, with no commissions, nothing.**

In order to create a specific allotment with specific prices for a given agent use the “Agents Availability” option from the “Agents” menu. You will then be able to add rates and pricing (Much the same way you do in the hotelier interface) but with some minor differences:

1. “Property” – In the property field select the hotel you are assigning the allotment to
2. “Room Type/Unit Type” – Is the unit pricing you are inputting
3. “Date from and Date to” – Date ranges for the allocation
4. “Agent” – From the agent drop down box select the desired agent you are allocating this pricing to
5. “Profile” – Leave empty for the purpose of this sample. Profile is explained in another section
6. “Allotment” – From the allotment, select the number of units for this allocation (Exclusive for this agent and for this unit)
7. “Pricing” – Input the price

Let’s sample this in the scenario bellow:

In the image bellow we are adding a specific allocation for the “Bug Software LLC” sample property, from 1 Jan 2009 to Dec 31 2009

We are setting this allocation to “Travel 9 Discount Agent”, what this means is that ONLY this agent will be able to book for this allocation and only this agent will actually see this allocation with these prices and allotment.

From the allotment drop down box we select 4 with a pricing of \$50

So basically we are adding 4 Single rooms available from 1 Jan 2009 to 31 Dec 2009 for \$50 each for “Travel 9 Discount Agent”

**Availability Maintenance** Select property you are setting the prices & allotment

Property: Bug Software LLC

Room Type/Rate: Single room/1 person(s)

Date from: January 1, 2009

Date to: December 31, 2009

Agent: Travel 5 Discount Agent Agent

Profile: - Please select (if any) -

Day-Of-Week Pattern:  Mon  Tue  Wed  Thu  Fri  Sat  Sun  
It's possible to register different prices for different weekdays (E.g. weekends have a higher price). Mark the weekdays where the different price is applicable. Once checked enter the special prices in the special price section. Usually this is left unchecked.

Day-Of-Week Exclusion Pattern:  Mon  Tue  Wed  Thu  Fri  Sat  Sun  
It's possible to register different prices for different weekdays (E.g. weekends have a higher price). Mark the weekdays where the different price is applicable. Once checked enter the special prices in the special price section. Usually this is left unchecked.

Inventory Status: Available

Minimum Stay: 1 night

Maximum Stay: 99 nights

Booking Lead Time: Same day checking allowed (0 days prior to arrival)

Guarantee/Cancel Policy: 1 day prior to the arrival date

Allotment: 4

**Daily Price**

Adults	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons	8 Persons	9 Persons	10 Persons	11 Persons	12 Persons
Prices	\$0	0	0	0	0	0	0	0	0	0	0	0


Extra Adults	Extra Person
Prices	0

Children	1 Child	2 Children	Extra Child
Prices	0	0	0

Now, when we go to the front and search for the property we see the following:

Sort by: **Property Name**

**Premium Listings**



**Bug Software LLC**  
 0045 NW 88 ST #5808  
 Florida 33166  
 United States

---

[\[ more info \]](#)
Units From: \$50.00

<< Start << Previous
Next >> End >>

As you can see in the image above we immediately see the pricing (\$50). Once we click the more info section we see the complete details of the rates and properties:

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Enter travel details below to see available rooms for this property or choose from available units.

Check In: Jun 29 2009      Check Out: Jun 30 2009      **GET RATES**

Units Available (Prices per unit)      *General availability allotment*

Unit Type	Mon Jun 29	Select Units
Double room/2 person(s) (HKK)	3 Unit(s) Available \$220.00	1
Single room/1 person(s) (HKK)	4 Unit(s) Available \$50.00	0
Triple room/3 person(s) (HKK)	No units available	0

*Specific allocation for the agent*

If you have a Voucher/Personal ID, please use it now. If you are unsure just leave it blank and continue.

Voucher/Personal ID is: AZERTY123

You have selected a total of 1 unit(s)      **BOOK**

*Agent Personal Id*

Bug Software LLC  
8345 NW 86 ST #5005  
Florida 33186  
United States

If you look closely at the image above you will see 4 Unit(s) Available for \$50 for Single room/1 person(s) but since we don't have Double rooms/2 persons allocation for this Travel Agent the system fetches the price from the general availability. What this means is that if the agent does not have specific allocations for a given unit the system shows the general availability pricing and allotment (If there is no availability) and further applies the markup or discount to the general availability prices.

## 1.4 Agents Rates

"Agent Rates" option is available from the "Agents" menu and it displays all available rates in the system. It is possible to filter the rates per Agent, Property or Profile and export the report to Excel and PDF format.

The screenshot shows the BugHotel Reservation System interface. On the left, the 'Agents' menu is open, with 'Agents Rates' highlighted. The main area displays the 'Availability Rates' report, which is filtered by Agent (Bug Software LLC). The report shows a table of rates for different unit types and dates. The 'Single room/1 person(s)' row is highlighted, showing a rate of \$50.00. The report also includes filters for Agent, Property, and Profile, and buttons for 'Delete selected', 'PDF', and 'Excel'.

Now if we select the "Travel 9 Discount Agent" the system filters the rates and only displays the previous rate we just inputted in section 1.3 (\$50 Single)

Property	Unit Type	From	To	Tue	Wed	Thu	Fri	Sat	Sun
Bug Software LLC	Single room/1 person(s)	01/01/2009	12/31/2009	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00

## 1.5 Agents Profiles

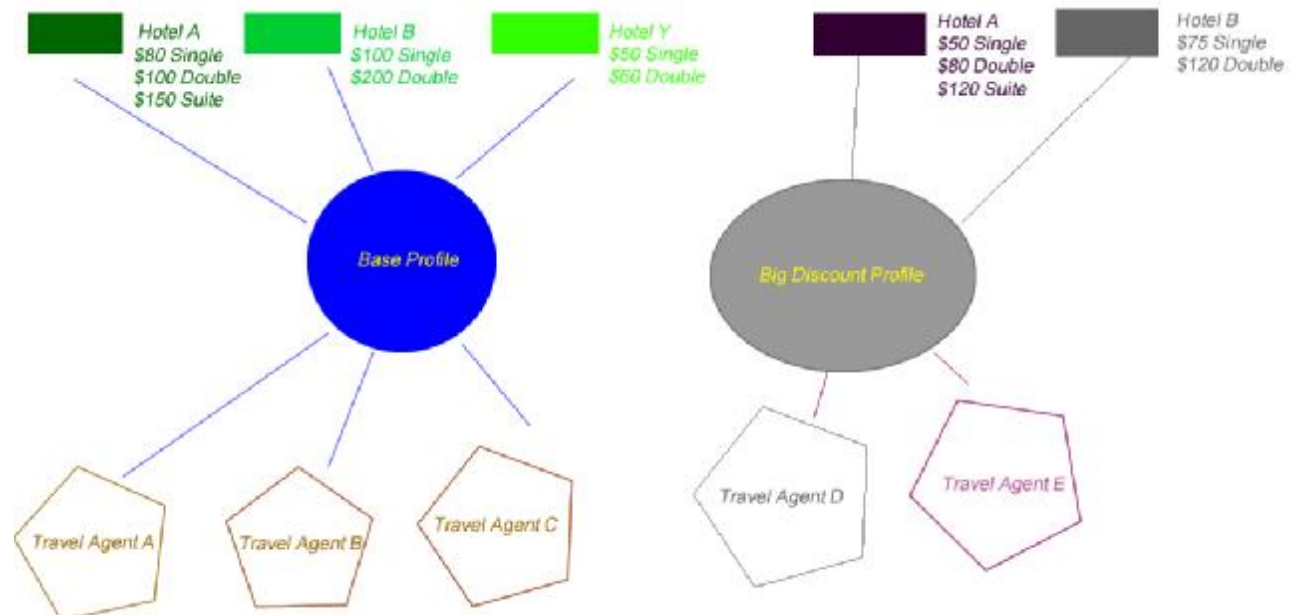
Instead of allocating prices and availability for each agent and for each property it is possible to allocate several agents to a “Profile” and then input the prices for that particular profile, this avoids having to input dozens of rates and dozens of prices for each agent and for each hotel.

Using agent’s profile we can create for example 2 or 3 profiles, assign dozens of agents to each profile and only input the rate prices for each hotel only once.

For example:

We can create a profile called “Base Profile”, assign 2 or 3 agents to that particular profile and then input the prices for 1 hotel for the Base Profile, then the 3 agents or the agents assigned to this profile will be able to book using that rates and that allotment, avoiding to input the same info 3 times for 3 hotels. We rather input the prices and availability for the “Base Profile” for all hotels and just assign the agents to that given profile.

We can then create a profile, let’s say “Big Discount Profile” and assign our best selling “Agents” with high discount and they will access those rates and pricing.



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The process of adding profile is very simple. Click “Agents Profile” from the “Agents” menu. Then, in the “Agents Profile” form click the “Add New Agent Profile” as seen in the image below:



Then fill in the agent and hit “Submit”



If you go to “Agents Availability” you will now see the “Profile” and you can input the pricing and information normally as you do but do not select any agent from the agents drop down box.



## 2. Reservation Workflow



## 2.1 Discount

When an end user accesses the web site of a travel agency, travel portal, etc... he will see the rack rates/end user prices. In the scenario bellow, we can see that "Single room/1 person(s)" unit has a \$100 price.

Enter travel details below to see available rooms for this property or choose from available units.

Check In: Jun 26 2009      Check Out: Jun 27 2009      **GET RATES**

Unit(s) Available (Prices per unit)

Unit Type	Fri Jun 26	Select Units
Double room/2 person(s) <small>[MORE &gt;]</small>	No units available	0
Single room/1 person(s) <small>[MORE &gt;]</small>	9 Unit(s) Available \$100.00	1
Triple room/3 person(s) <small>[MORE &gt;]</small>	5 Unit(s) Available \$200.00	0
Triple room/3 person(s) On Request Rate		

If you have a Voucher/Personal ID, please use it now. If you are unsure just leave it blank and continue.

Voucher/Personal ID is:

You have selected a total of 1 units **BOOK**

*End user rates, also known as B2C Rates or Rac Rate*

*No voucher inputed*

Test Property  
8345 NW 66 ST #5606  
Florida 33166  
United States  
☆☆☆☆

What we are going to explain now is how to edit an existing agent, assign him a personal id to be inputted in the front end reservation system as well as set a discount percentage so he can get a better deal on existing rates.

The first thing we need to do is login to the extranet interface, click the "List Agents" option and edit the desired agent we want to give the personal id and discount.

The screenshot shows the BugHotel Reservation System extranet interface. On the left is a navigation menu with options like 'New Agent', 'List Agents', 'Agents Availability', 'Agents Rates', 'Agents Profiles', 'New Sub Agent', and 'List Sub Agent'. The 'List Agents' option is highlighted. On the right is the 'List agents' page, which displays a table of agents. The table has columns for 'List Name', 'First Name', 'Company', and 'Email'. One agent is listed: 'Paulo' with 'Travel Agent C&A' as the company and 'paulo@corp.bug-hotels.com' as the email. Below the table, there are buttons for 'Deleted selected', 'PDF', and 'Excel'. The 'Edit' button for the first agent is circled in red.

In the scenario/image above we are editing the "Travel Agent C&A".

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**Create Agents**

First name: Paulo  
Last name: Andrade  
Company: Travel Agent C&A  
Address: 8345 NW 66 ST #5606  
Address (line 2):  
City: Miami  
Zip / Postal code: 33166  
Country: United States  
State: Florida  
Phone: 305 748 4914  
Fax:  
Email: paulo@corp.bug-sc  
Password: \*\*\*\*\*  
Logo Image:    
 Set picture to none and delete picture from system  
Discount: 10 %  
Markup: 0 %  
Personal ID: QWERTY123  
Status: Allow the Agent to make booking  
Payment: All  
Profile: - Please select profile (If any) -  
Memo:

Now if you look closely to this image (Create Agents form), you can see a discount set of 10% and the personal id is QWERTY123. To save that information we hit the “Submit” button located in the bottom center of the form.

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**Create Agents**

First name: Paulo  
Last name: Andrade  
Company: Travel Agent C&A  
Address: 8345 NW 66 ST #5606  
Address (line 2):  
City: Miami  
Zip / Postal code: 33166  
Country: United States  
State: Florida  
Phone: 305 748 4914  
Fax:  
Email: paulo@corp.bug-sc  
Password: \*\*\*\*\*  
Logo Image:    
 Set picture to none and delete picture from system

Discount: 10 % *— This agent has a 10% discount on Rack Rates*  
Markup: 0 %  
Personal ID: QWERTY123 *— Agent's personal id is QWERTY123*  
Status: Allow the Agent to make booking  
Payment: All  
Profile: - Please select profile (If any) -  
Memo:

We now give that information to the agent (QWERTY123) and he will then login to the front end, input “QWERTY123” in the personal id section of the site and will hit “Get Rates” (As seen in the image bellow).

# BugHotel Reservation System

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Enter travel details below to see available rooms for this property or choose from available units.

Check In: Jun 26 2009      Check Out: Jun 27 2009      **PLEASE WAIT...**

Unit(s) Available (Prices per unit)

Unit Type	Fri Jun 26	Select Units
Double room/2 person(s) <small>[MORE &gt;]</small>	No units available	0 ▾
Single room/1 person(s) <small>[MORE &gt;]</small> <b>\$100 - B2C Price</b>	9 Unit(s) Available \$100.00	1 ▾
Triple room/3 person(s) <small>[MORE &gt;]</small> <b>\$200 - B2C Price</b>	5 Unit(s) Available \$200.00	0 ▾
Triple room/3 person(s) On Request Rate		

If you have a Voucher/Personal ID, please use it now. If you are unsure just leave it blank and continue.

Voucher/Personal ID is:

**1. Agent inputs it's personal id**  
**2. Agent presses "Get Rates" button**  
**3. Please wait button shows up and prices will reload after a couple of seconds**

You have selected a total of  units **BOOK**

Test Property  
8345 NW 66 ST #5606  
Florida 33166  
United States  
☆☆☆☆☆

Once the travel agent inputs his personal id and hits the "Get Rates" section he will see his rates with a discount value (As seen in the image below).

Enter travel details below to see available rooms for this property or choose from available units.

Check In: Jun 26 2009      Check Out: Jun 27 2009      **GET RATES**

Unit(s) Available (Prices per unit)      **New prices are reloaded with 10% discount based on agent profile**

Unit Type	Fri Jun 26	Select Units
Double room/2 person(s) <small>[MORE &gt;]</small>	No units available	0 ▾
Single room/1 person(s) <small>[MORE &gt;]</small>	9 Unit(s) Available \$90.00	1 ▾
Triple room/3 person(s) <small>[MORE &gt;]</small>	5 Unit(s) Available \$180.00	0 ▾
Triple room/3 person(s) On Request Rate		

If you have a Voucher/Personal ID, please use it now. If you are unsure just leave it blank and continue.

Voucher/Personal ID is:

You have selected a total of  units **BOOK**

Test Property  
8345 NW 66 ST #5606  
Florida 33166  
United States  
☆☆☆☆☆

We now see the "Single room/1person(s)" unit with a price of \$90 and "Triple room/3 persons(s)" with a \$180 price.

The customer then selects the desired unit for booking and clicks "Book"

# BugHotel Reservation System

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## You are booking in:

Test Property  
8345 NW 66 ST #5606 , 33166  
United States

Date	Unit Type	Qty	Price
Fri Jun 26	Single room/1 person(s)	1	\$90.00
Reservation Total:			\$90.00

**IMPORTANT:** Before entering your credit card details and confirming your booking, please make sure that the above details are correct. In particular, check that you are going to book the correct dates and number of beds. Once we have confirmed your booking, we cannot refund your deposit or booking fee under any circumstance.

### This booking is made to:

Andrade, Paulo  
Travel Agent C&A  
8345 NW 66 ST #5606  
Miami, Florida 33166  
United States

*No customer details are requested and this reservation will be associated with the agent.*

*It is also possible to configure the system to request passenger's names*

### Special Request Information

We will forward any special requests or information that you would like sent to the property upon confirmation of this reservation. Special requests are not guaranteed, please contact property for details.

### Payment Information

Credit Card	<input checked="" type="radio"/>
PayPal (Visa, Mastercard, American Express)	<input type="radio"/>
Prepaid	<input type="radio"/>

Credit Card Type:	American Express
Credit Card Number:	<input type="text"/>
Credit Card Expiry Date:	January / 2009
CVV:	<input type="text"/>
Name on Credit Card:	<input type="text"/>
<input type="checkbox"/> I have read and accept the terms and condition and privacy policy. You must accept the terms and conditions to book.	
<b>CONFIRM</b>	

He will now make the reservation without the need of inputting any customer information whatsoever (As seen in the image above). The system can also be configured to request the passenger details in this form, so that the travel agency will still make the reservation but has to input the customer basic details so that the hotel owner knows the customer information (This will be explained in another section of this Quick Guide).

Once the travel agent confirms the reservation and email is sent to the travel portal owner, hotel manager and customer/travel agent and the reservation is stored in the extranet.



View Reservation: Test Property

Customer Information	
Andrade, Paulo	
Travel Agent CBA	
8345 NW 66 ST #5606	
Florida 33166	
United States	
paulo@corp.bug-software.com	
305 748 4914	

Reservation Information	
Reservation #	3
Customer #	3
Reservation Date	06/26/09
Reservation Updated	06/26/09
Reservation Number	1121701312
Voucher	1504755848
IP Address	10.0.0.33

Reservation Status

Reservation Status: New Reservation

Payment Method: Credit Card

Payment Status: Awaiting Payment

Agent: Paulo *Agent is associated with this reservation*

Departments: - No department set -

Credit Card Information	
Credit Card Name	Paulo Andrade
Credit Card Number	4242424242424242
Expiration Date	12/3018
CVV	111

Date	Unit Type	Qty	Adults	Children	Total
06/26/2009	Single room/1 person(s)	1	1	0	\$90.00
No Unit/Room Assigned					

Reservation Total	
Subtotal	\$90.00
Tax	\$0.00
Service Charge	\$0.00
Miscellaneous	\$0.00
Deposit	0
Total	\$90.00
Paid	0
Pending	\$90.00

Update selected    Print Reservation    Deleted selected

If we look closely to the reservation details in the extranet we can clearly see the reservation agent associated to this reservation.

## 2.2 Markup

The markup option is usually used on a close environment in a B2B way where agents need first to login to the system before actually seeing any rates. Although not required usually the front end needs to be configured to require personal id before actually seeing any rates. The reason for that is because the original rates are lower than the ones used by each travel agent (That the system markups up) the travel agents will actually see the lower rates before logging in and thus not making much sense.

In order to configure the front end to require personal id before seeing rates you need to edit the configuration file config.inc.php and edit the Personal ID Directive.

The following directive needs to be changed from false to true:

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```
//  
// Personal ID Directive  
//  
// Requires personal ID  
//  
define('PERSONAL_ID_REQUIRED'      , false);  
  
to  
  
//  
// Personal ID Directive  
//  
// Requires personal ID  
//  
define('PERSONAL_ID_REQUIRED'      , true);
```

Once this change is made end users will not be able to make reservations without using the personal id code and they will immediately see the message "Personal id is required"

A screenshot of the BugHotel reservation system search page. The page contains various search filters such as "Check In:", "Check Out:", "Country:", "Region:", "City:", "Type of establishment:", "Number of units:", "Board type:", "Sort by:", "Search by property name:", "Price range:", "Star rating:", and "Amenities:". A modal dialog box is overlaid on the page, displaying a yellow warning icon and the text "Personal ID Required" with an "OK" button. The dialog box title is "The page at http://10.0.0.95 says:". The search filters are partially obscured by the dialog box. The "Number of units:" filter shows "1" for "Adults" and "0" for "Children". The "Star rating:" filter shows checkboxes for 1, 2, 3, 4, and 5 stars, with the 1, 2, and 3 star options checked. The "Amenities:" filter shows a list of amenities with checkboxes, including "Air-Conditioning", "Business Centre", "Coffee/Tea Making Facilities", "Conference Facilities", "Dry Cleaning Service", "Family Rooms", "Free Morning Newspaper", "Hi Speed Internet Connection", "Ironing Facilities", "Lounge Bar", "Alarm Clock", "Car Park nearby", "Concierge - 24 hours", "Direct-Dial Telephone", "Electronic Keycard", "Fitness Suite", "Hairdryer", "Internet Access", "Lift to all Floors", and "Luggage Store".

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We create the agent called “Travel 9 Discount Agent” with 10% markup and personal id AZERTY123

A screenshot of the "Create Agents" form in the BugHotel system. The form is a light gray box with a title bar that says "Create Agents" and a close button. It contains various input fields for agent information. The "Discount" field is set to 0%, and the "Markup" field is set to 10%. The "Personal ID" field contains "AZERTY123". There are red circles around the "10" in the Markup field and "AZERTY123" in the Personal ID field. Red text annotations are present: "10% Markup for this Travel Agency" next to the Markup field and "AZERTY123 is the personal id" next to the Personal ID field. The form also includes fields for name, address, phone, email, password, and status. At the bottom, there are "Submit", "Reset", and "Delete" buttons.

First name: John  
Last name: Smith  
Company: Travel 9 Discount Agent  
Address: 8345 NW 66 ST #5606  
Address (line 2):  
City: Miami  
Zip / Postal code: 33166  
Country: United States  
State: Florida  
Phone: 305 748 4914  
Fax:  
Email: nonreply@bug-hotel  
Password: \*\*\*\*\*  
Logo Image:   
 Set picture to name and delete picture from system  
Discount: 0 %  
Markup: 10 %  
Personal ID: AZERTY123  
Status: Allow the Agent to make booking  
Payment: All  
Profile: - Please select profile (if any) -  
Memo:

We now go to the front end reservation system and input AZERTY123 in the reservation search form as seen in the next image:

**MAIN MENU**

- Home
- Packages
- Hotels
- On Request Hotel
- Real Time Hotel
- Quota
- Flights
- My Bookings

**SEARCH HOTELS**

Check In: Jun 29 2009  
Check Out: Jun 30 2009  
Country: United States  
Region: Florida  
City: All  
Type of establishment: All  
Number of units: 1  
Units: Adults 1, Children 0  
Board type: All  
Sort by: Property Name  
Search by property name:   
Price range:   
Star rating:  4  5  
 3  2  1  
 0

**MYBOOKINGS**

By logging in with the e-mail address you used to your reservation, and using the password you were provided after making the reservation, you can access your list of reservations, read detailed information about them and cancel them in case you're not able to go to anymore.

Login:   
Password:

**Amenities:**

- Air-Conditioning
- Business Centre
- Coffee/Tea Making Facilities
- Conference Facilities
- Dry Cleaning Service
- Family Rooms
- Free Morning Newspaper
- Hi Speed Internet: Cable/DSL
- Ironing Facilities
- Lounge Bar
- Luxurious Private Facilities
- Non Smoking Rooms
- Pets allowed
- Private Facilities
- Reception - 24 hours
- Room Bar
- Rooms for Disabled
- Satellite TV
- Secular Service
- Taxi/limo outside The Hotel
- Voicemail
- Alarm Clock
- Car Park (free)
- Concierge - 24 hours
- Direct Dial Telephone
- Electronic Keycard
- Fitness Suite
- Hairdryer
- Internet Access
- Lift to all floors
- Luggage Store
- Mini Bar
- Pay Movie
- Power Shower
- Radio
- Restaurant
- Room Service - 24 hours
- Safety Deposit
- Sound/Storm Room
- Sightseeing Tours Arranged
- Trolley/Photo
- Writing Desk

Show only available hotels

If you have a voucher/personal ID, please use it now. If you are unsure just leave it blank and continue.

We now see the results with the base price (\$100) + 10% markup:

**Premium Listings**

**United States**  
5 Stars  
Units from: \$110.00

**Hotel Property**  
8246 NW 56 St, Ft Lauderdale, Florida 33166  
(954) 441-1111

**Start** **Previous** **Next** **End**

The same is valid for the show hotel section:

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Enter travel details below to see available rooms for this property or choose from available units.

Check In: Jun 29 2009

Check Out: Jun 30 2009

GET RATES

Unit(s) Available (Prices per unit)

Marked up rate for 10% - Base price = \$100, Selling price for the agent = \$110

Unit Type	Mon Jun 29	Select Units
Double room/2 person(s) (HXXL)	5 Unit(s) Available \$110.00	1
Single room/1 person(s) (HXXL)	10 Unit(s) Available \$110.00	1
Triple room/3 person(s) (HXXL)	5 Unit(s) Available \$220.00	0
Triple room/3 person(s) On Request Rate		

If you have a Voucher/Personal ID, please use it now. If you are unsure just leave it blank and continue.

Voucher/Personal ID is: AZERTY123

You have selected a total of 2 units **BOOK**

Test Property  
6345 NW 66 ST #5606  
Florida 33166  
United States  
☆☆☆☆

And now the reservation in the back end:

The screenshot shows a web interface for viewing a reservation. It is divided into two main sections: Customer Information and Reservation Information.

**Customer Information:**

- Smith, John
- Travel & Discount Agent
- 6345 NW 66 ST #5606
- Florida 33166
- United States
- noreply@bug-hotel.org
- 305 748 4814

**Reservation Information:**

- Reservation #: 4
- Customer #: 4
- Reservation Date: 06/29/09
- Reservation Updated: 06/29/09
- Reservation Number: 1926440028
- Voucher: 99598019
- IP Address: 10.0.0.33

**Reservation Status:**

- Reservation Status: New Reservation
- Payment Method: Credit Card
- Payment Status: Awaiting Payment
- Agent: Travel & Discount Agent
- Departments: No department set

### 3. Front end configuration

By default the front end reservation system does not show the voucher/personal id, it is required for the agents to work correctly and it's disabled by default.

In order to enable it you need to locate the configuration file for the core front end component file called config.inc.php, locate the Enable personal/voucher id directive and enable it.

Once you open the configuration file (config.inc.php) with your notepad or vim or other text editor file you will see the following directives:

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//

// Enable personal/voucher id

//

```
define('ENABLE_PERSONAL_ID' , false);
```

You should change the false to true to read as follow:

//

// Enable personal/voucher id

//

```
define('ENABLE_PERSONAL_ID' , false);
```

After the personal id text box show (See image bellow):

The screenshot shows the BugHotel Reservation System search interface. The search criteria are: Check In: Jun 29 2009, Check Out: Jun 30 2009, Country: United States, Region: Florida, City: All, Number of rooms: 1, Units: 1, Children: 0. The search results area displays a list of amenities and room features. A red circle highlights a text input field labeled "Voucher/Personal ID is: AZERTY123" with a "SEARCH" button next to it.



## 4. How to enable guest names

By default only the customer's details are asked when making a reservation, further, when using the agent's module no details are asked for the customer at all. In some scenarios it may be useful to ask travel agents the guest's names.

In order to request the guest names at the check out level you need to open the configuration file (config.inc.php) look for the directive Ask for guest names (as seen bellow and set it to 1):

```
// Ask for guest names  
  
//  
  
// If set to 1, in the book section, the system will ask for guest name for the room  
  
//  
  
DEFINE('ASK_FOR_GUEST_NAMES'      , 0);
```

### And change it to :

```
// Ask for guest names  
  
// If set to 1, in the book section, the system will ask for guest name for the room  
  
DEFINE('ASK_FOR_GUEST_NAMES'      , 1);
```

### Pay attention to 1 (One)

Once this is done, when making a reservation you will see the following:

You are booking at:  
Bug Software LLC  
3315 NW 66 ST #5506, 33155  
United States

Date	Unit type	Qty	Price
Mon Jun 29	Single room/1 person(s)	1	\$60.00
Reservation Total:			\$60.00

**IMPORTANT:** Before entering your credit card details and confirming your booking, please make sure that the above details are correct. In particular, check that you are going to book the correct dates and number of beds. Once we have confirmed your booking, we cannot refund your deposit or booking fee under any circumstance.

This booking is made to:

Address: Phila  
Travel Agent USA  
3315 NW 66 ST #5506  
Miami, Florida 33155  
United States

**Travel Agent**

Guest(s) Information

Unit Type	Adults	Children
Single room/1 person(s)	Guest _____	

**Guest, since it's a 1 person 1 is requested**

Special Request Information  
We will forward any special requests or information that you would like sent to the property upon confirmation of this reservation. Special requests are not guaranteed, please contact property for details.

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And in the back office extranet, the following will be visible to the hotel manager:



View Reservation: Bug Software LLC

Customer Information	
Andrade, Paulo	
Travel Agent CBA	
8342 SW 55 ST #3606	
Florida 33166	
United States	
paulo@corp.bug-software.com	
202 748 4914	

Reservation Information	
Reservation #	10
Customer #	3
Reservation Date	06/23/09
Reservation Updated	06/25/09
Reservation Number	1159675842
Voucher	1920265276
IP Address	192.0.0.22

Reservation Status

Reservation Status	New Reservation
Payment Method	Credit Card
Payment Status	Making Payment
Agent	Travel Agent CBA
Departments	No Department set

Credit Card Information

Credit Card Name	Paulo Andrade
Credit Card Number	4040404040404040
Expiration Date	12/2018
CVV	111

Date	Unit Type	Qty	Adults	Children	Total
06/23/2009	Single room/1 person(s)	1	1	0	\$90.00
	No Unit/Room Assigned				

Guest Information

Unit Type	Adults	Children
Single room/1 person(s)	Will Smith	

Reservation Total

Subtotal	\$90.00
Tax	\$0.00
Service Charge	\$0.00
Miscellaneous	\$0.00
Deposit	0
Total	\$90.00
Paid	0
Pending	\$90.00

Buttons: Update selected, Print Reservation, Deleted selected