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Quick Start Guide

June 30, 2009



Packages Extranet administration

Quick start guide

This quick start will help you get started with BugHotel Reservation System Packages and will walk you through the basic and daily steps of managing packages.



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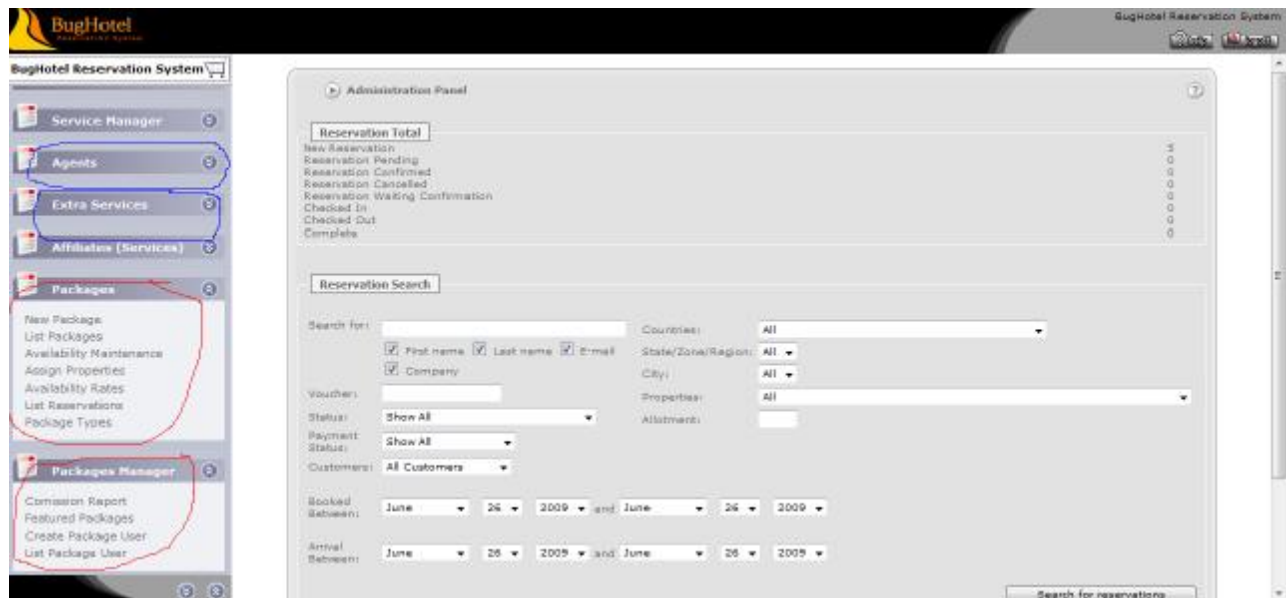
Welcome to Bug Hotel Reservation System NextGen Edition Packages Module

The Packages Module is designed for packaged vacations with the objective to facilitate the travel portal owners to upload their travel and tour packages; it allows you to manage the availability of your tours, bus, van, charters, events and much more...

Once the log-in process is completed, the following screen is shown to user. All the options are available in the left navigation menu (Packages manager, localization, etc...).

The Packages module is fully integrated with other existing modules, what this means is that if extra services module is available and configured correctly they will be available in the same interface, the same is valid for all other existing modules.

By default the user does not login to the packages interface but rather to the travel portal extranet where they have an integrate console with all options from all existing installed modules.



In this screen you will see the packages module (highlighted in red) and other modules (extra services & agents) (highlighted in blue) all in the same Travel Portal interface/extranet.



1. Packages



In order to create a new package, select the option “New Package” from the left Packages Menu.

To view existing packages, click the option “List Packages” from the left Packages Menu.

To view existing package reservations, click the option “List Reservations” from the left Packages Menu.

Use the option Packages Types to manage Type of Packages.

1.1 New Package

In the “Create Extra services” form you are prompted for the following fields:

- “Name” – input the name of the package
- “Small Description” – input a small description of the packages (Used in the availability results section)
- “Description” – input a detailed description of the package
- “Date from” – input initial date that this package is available from
- “Date to” – input the end date that this package is available to
- “Inventory status” – Set this to Available, On-Request or Booked
- “Daily” – This is an important field and if set to daily means that the price inputted in the Prices Tab (In the bottom of the “New Package” form will be multiplied by the number of days. For example, if the price in the Service Price field in the bottom of the “New Package” form is set to \$100 and in the front end, the customer selects 5 days, then the total price for the service will be \$500
- “Duration Description” - Duration Description is an informative field that will be displayed to the customer when the package is selected
- “Images 1 to 8” and it’s descriptions – You can upload as many as 8 images for each package and use the images field for that purpose
- “Sort order” – This is used for sorting purposes and the system uses this to show/sort the display of the packages according to this value. For example a package with a value of 10 will be displayed first of one with value 9999 (default), If the sort order is the same for both packages the name of the package will be used for sorting purposes (Unless otherwise specified)
- “Type” - The type drop down box allows you to “Catalog” the package to a given category
- “Deposit” - A percentage field that will be collected and informed to the end user for the total of the booking, usually the remaining will be collected when the customer uses the service. By default this is set to 100%, meaning the total of the extra services bill will be charged
- “Per Person” – When set to yes you will be able to input prices for each person, example you will be able to input the price for 1 person price, 2 person price, etc... where if set to No the price will be the same without any control of persons.
- “Country” – Set the country where this package is available
- “Zone/State/Region” – Set the State/Zone/Region where this package is available
- “City” – Set the city where this package is available
- “Star Rating” – Set the start rating of this package
- “Supplier” – The supplier drop down box allows you to assign/attach a Affiliate/Vendor/Supplier to a given package
- “Location description” – This is another informative field that is displayed when the customer selects the package

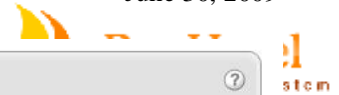


- “*Policies*” – This is another informative field that is displayed when the customer selects the package. By default this is a “Tab” field
- “*Itinerary*” – This is another informative field that is displayed when the customer selects the package. By default this is a “Tab” field
- “*Specifications*” – This is another informative field that is displayed when the customer selects the package. By default this is a “Tab” field
- “*Enable forms supports*” – Enable or disable packages forms support

The image bellow shows you a detailed image of the create/edit packages forms:

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Package ?

Name:

Description:

Date from:

Date to:

Inventory Status:

Minimum Stay:

Maximum Stay:

Booking Lead Time:

Guarantee/Cancel Policy:

Allotment:

Daily:

Duration Description:

Mandatory:

Images and Descriptions:

Type:

Max Adults:

Max Children:

Deposit: %

Per Person:

Prices

Package Price Structure

Package Price:

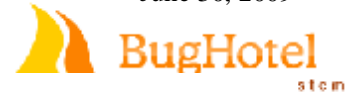
Country:

Zone/State/Region:

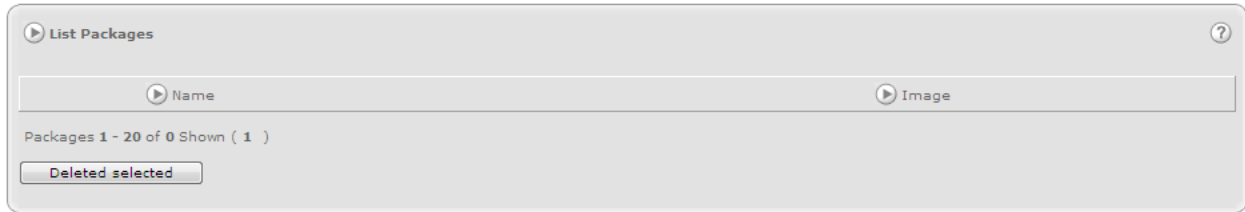
City:

Location Description:

Enable Forms Support:



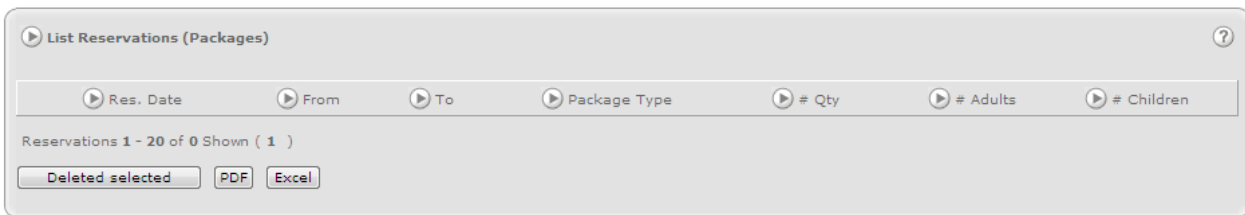
1.2 List Packages



“List Packages” option will show all available packages. It is possible to delete existing packages by selecting 1 or multiple packages you wish to delete and then hit the “Delete selected”

1.3 List Reservations

List reservations will list all reservations made. You are also able to export the reservations to PDF and Excel format by clicking the “PDF” and “Excel” buttons in the bottom of the “List Reservations (Packages)”



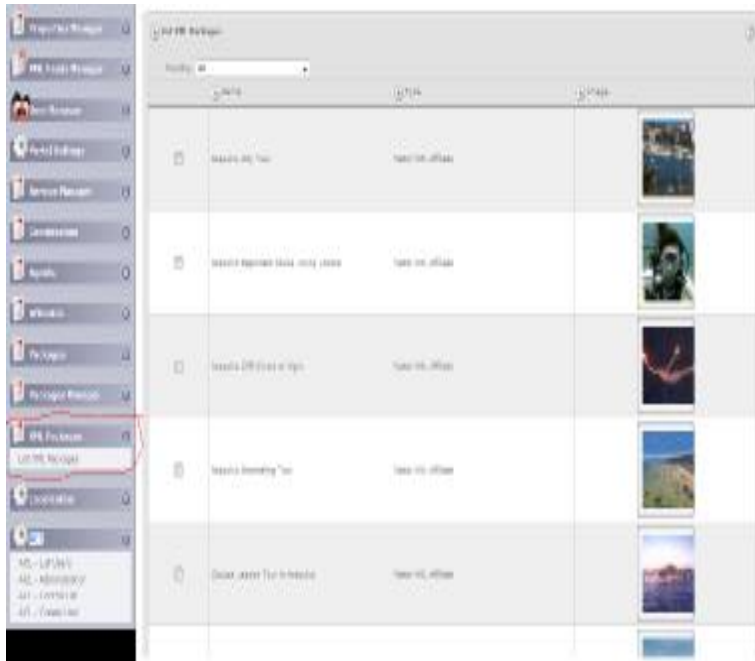
You can also delete an existing reservation by checking the check box of the desired reservations and then hit the “Delete selected” bottom left of the “List Reservations (Packages)” form.

1.4 Package Types

Package types section is used to create package categories that are displayed to end user as a way to catalog/filter types of packages

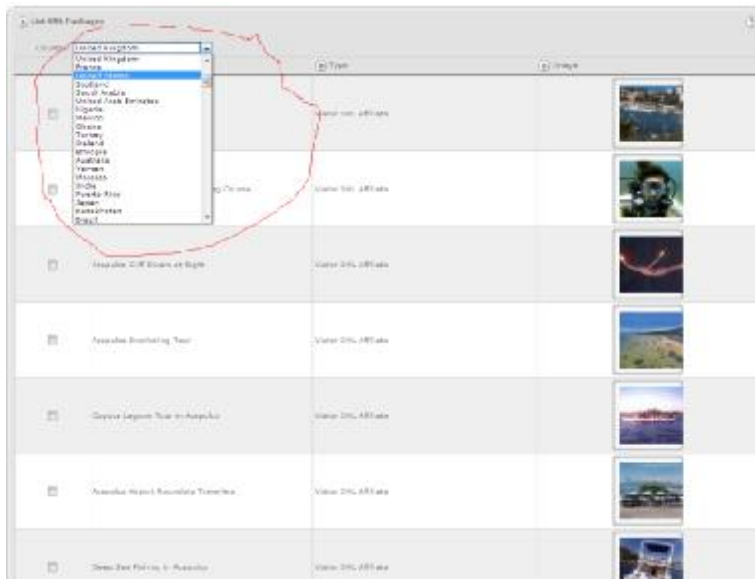
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List XML Packages option is only available within the Travel Portal extranet/interface in the XML Packages menu and it lists all third party available Packages.

You will see the name of the package, the provider and an image. You are also able to filter the available packages by country.



In order to filter the available country packages you simple select the desired country from the drop down box and the available packages for that country will show up.



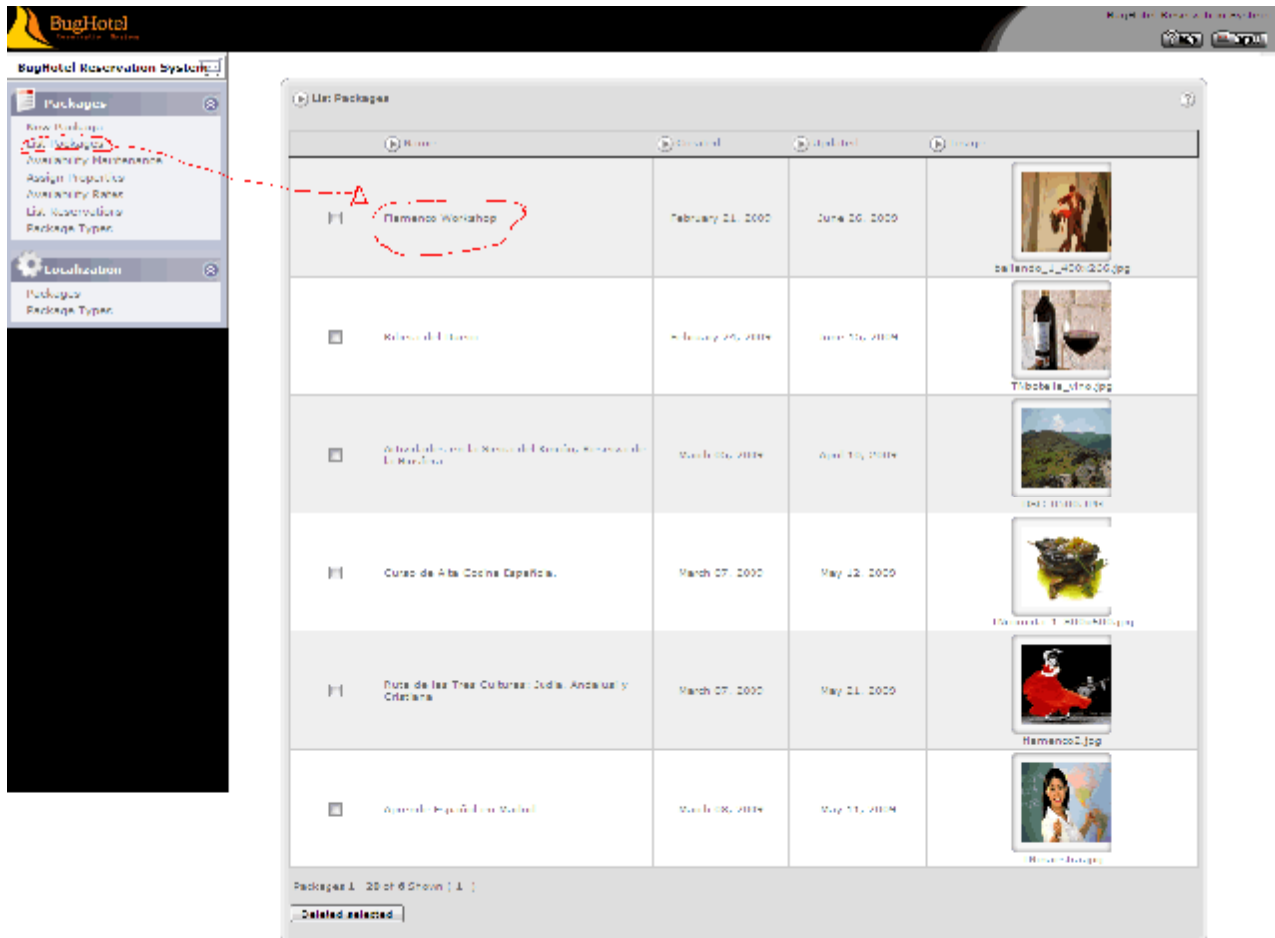
3. How to work with packages

3.1 Packages forms

Packages forms are used primarily to request data/information from end users when making reservations, for example, let's imagine you are creating an "Airport Transfer" package and aside from the basic customer information (First name, last name, email, address, etc...) you want to ask specific questions, for example in the "Airport Transfer" example you would probably want to ask "Flight number", "Arrival time", "Number of adults arriving", etc...

The "Airport Transfer" package is just one example, and the use of forms is widely used. In the next pages we will explain you how to create forms and show you its behavior.

In order to add a form to an existing package, you will need to go to the Packages menu and click the List Packages option, and then locate the desired package you want to edit and click on it. In the image bellow we are editing the "Flamenco Workshop" package



The same is valid for creating a package, the only difference is that instead of going to List Packages you would go directly to New Package option.



“Flamenco Workshop” Package

Once you are in the packages form, you need to locate the option “Enable Forms Support” and check the checkbox.

The “Enable Forms Support” checkbox can be found in the top of the Packages form.

Then you check the “Enable Forms Support” checkbox, the form expands and several new fields are presented.

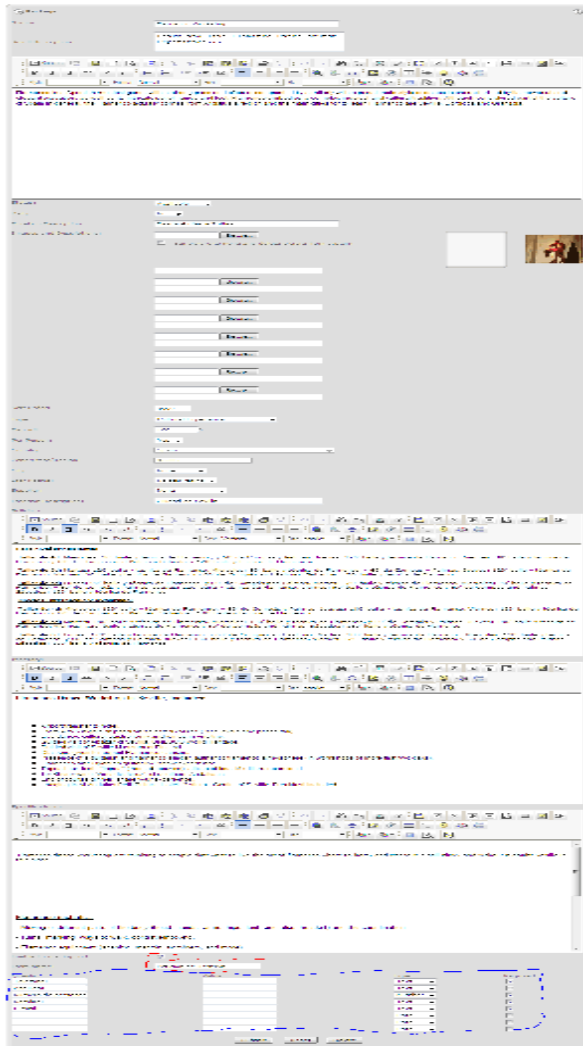
Form name

8 field for question purposes (These are the questions that will be asked for this package to the users making the reservation/booking)

8 field for default values, these values if set will be the default values for each of the questions made.

There is also 8 field drop down boxes with type field, the available types are Text, Number, Date and Time, in this section you would set the type box with the correspondent type. For example, if we are to ask “Flight time”, we would set the type to “Time”, if we are to set the Date, for example “Arrival Date” we would set the type to “Date”, for the first and last time, we would set the type to “Text”.

The last column is a checkbox with the label “Required”, if the user making the reservation needs to input the information or if that is not required.



Enable Forms Support:

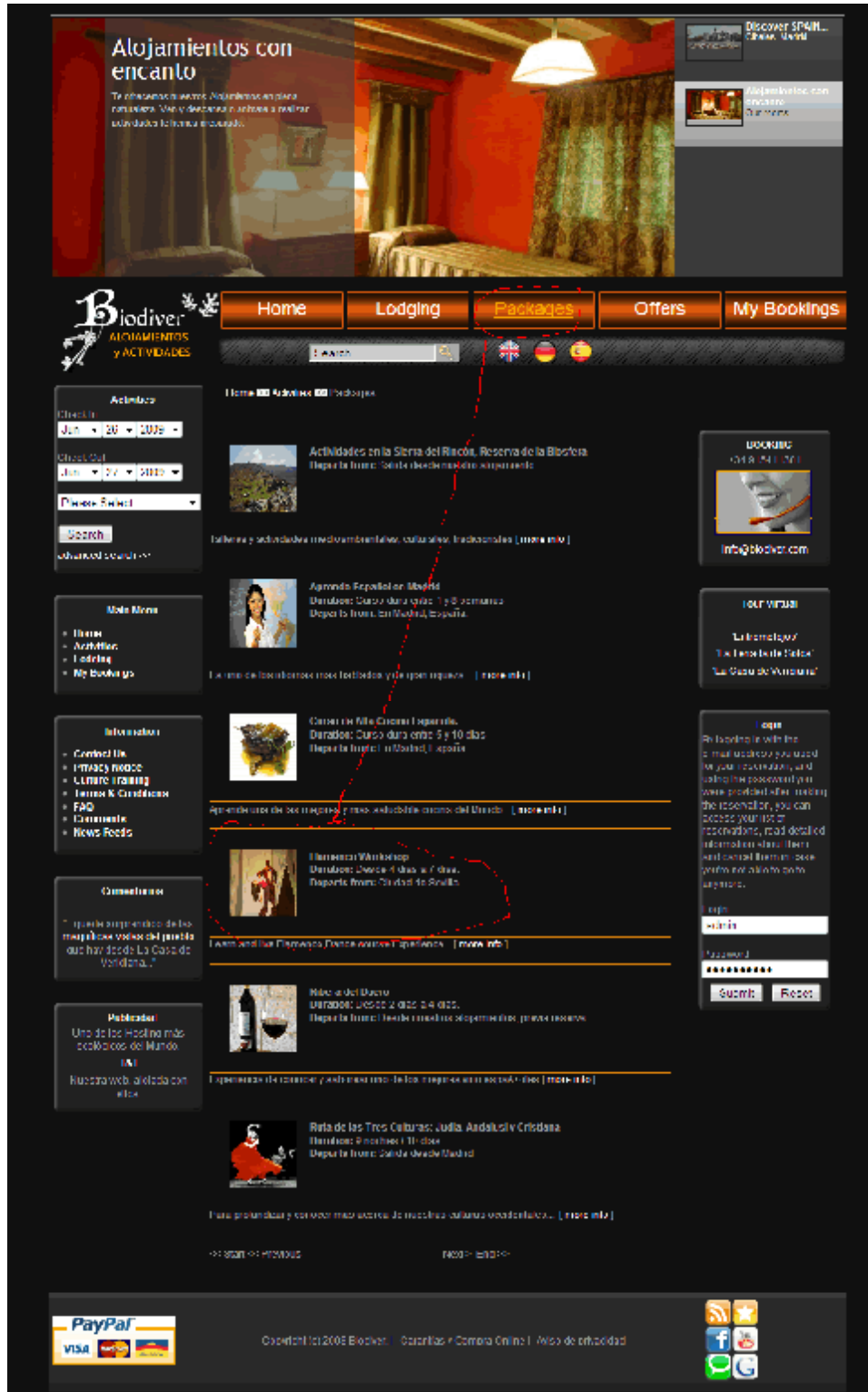
Form name:

Question	Value	Type	Required
Telefono:	<input type="text"/>	Text	<input checked="" type="checkbox"/>
Apellido:	<input type="text"/>	Text	<input type="checkbox"/>
Numero de personas	<input type="text"/>	Number	<input checked="" type="checkbox"/>
Nombre:	<input type="text"/>	Text	<input checked="" type="checkbox"/>
E-mail:	<input type="text"/>	Text	<input checked="" type="checkbox"/>
	<input type="text"/>	Date	<input type="checkbox"/>
	<input type="text"/>	Date	<input type="checkbox"/>
	<input type="text"/>	Date	<input type="checkbox"/>

Detailed information for Forms support



3.2 Packages search



Now, what we are going to do is go to the front end site or travel portal and click the “Packages” section or search for an Activity or Package.

This is just a sample and it can be changed in any way. It also does not have to be called Packages, it can be Activities, Tours, etc... (You can name it whatever you want) or even create several sections for specific types of activities.

At this time what we are going to do is select the previously create package called “Flamenco Workshop”.

There is also an extended search available as well as a small search available and they can be positioned anywhere in the template. In this case it’s the top left box that says “Activities”



3.3 Package display

The screenshot shows the BugHotel website interface. At the top, there is a banner for "Discover SPAIN..." with a large image of a cathedral. Below the banner is a navigation menu with buttons for Home, Lodging, Packages, Offers, and My Bookings. A search bar is located below the navigation menu. On the left side, there are several sidebar sections: "Activities" with a search form, "Link Menu" with a list of links, "Information" with a list of services, "Comentarios" with a text area, and "Publicidad" with a small advertisement. The main content area displays a "Flamenco Workshop" package. The package description is in Spanish and mentions a 4-day experience in Seville. Below the description is a table with columns for Description, Start, End, Price, and Status. The table lists four dates: December 01, 2008; August 21, 2009; November 01, 2008; and October 31, 2009. The prices are 2592.00, 2592.00, 21,200.00, and 21,200.00 respectively. A red circle highlights the "Book" button next to the price for the October 31, 2009 date. On the right side, there is a "Reservas" section with a "Book" button and a "Tour/Virtual" section with a "Reservar" button. At the bottom, there is a "Login" section with a text input for the username "admin" and a password field, along with "Submit" and "Cancel" buttons. The footer contains a "PayPal" logo, a "VISA" logo, and a copyright notice for 2008 by Ploker, Inc.

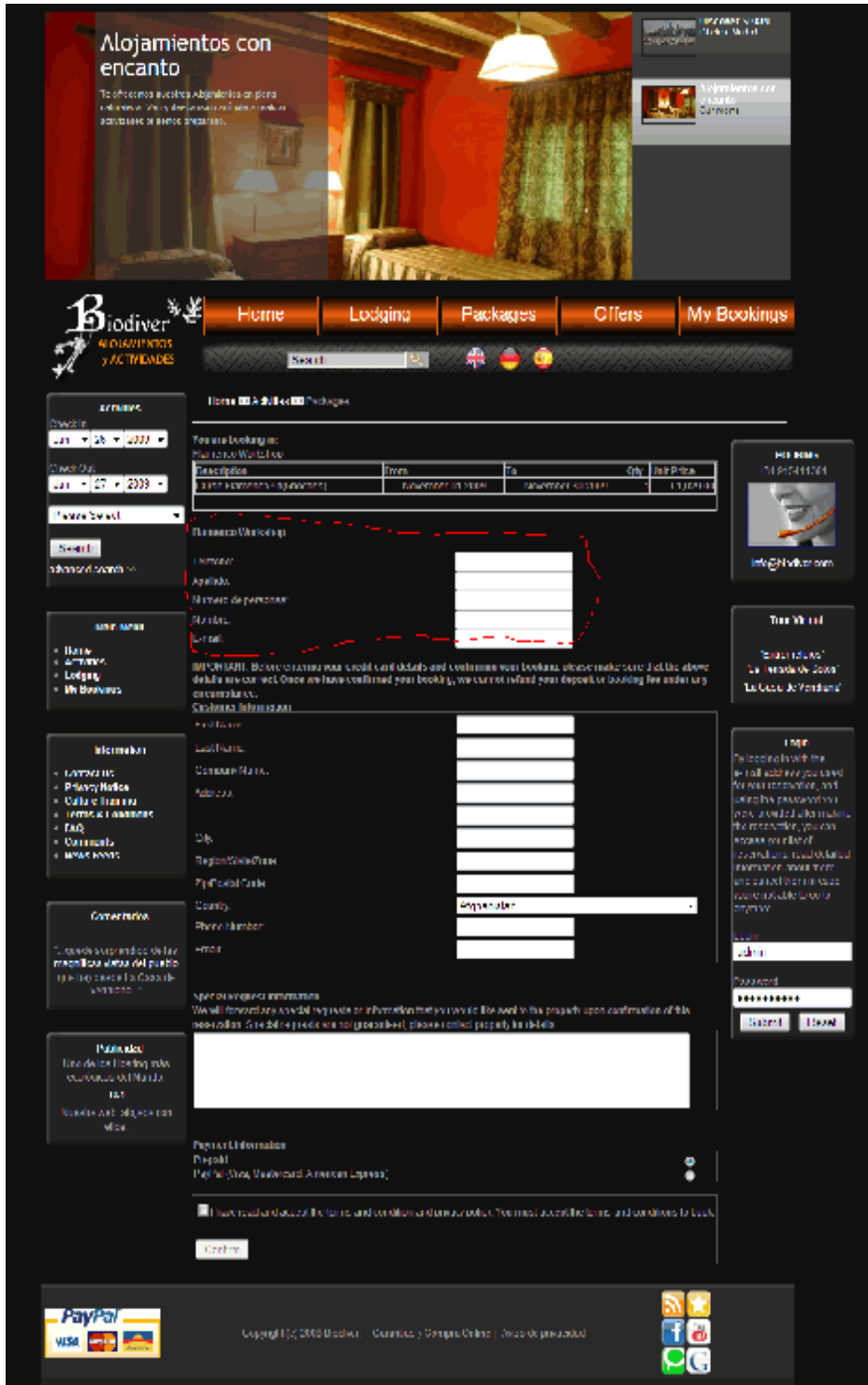
Once we select the package, all the information is displayed.

- Name
- Description
- Type
- Duration
- Departure
- Pricing
- Etc...

By default the book button is disabled, once we select the desired price, it will dynamically be set to enabled and end users can click "Book" to make a reservation.



3.4 Book section



In the book section the complete pricing information is displayed along with all available payment options.

If forms are enabled, they are displayed in this page as well (In the picture they are highlighted in red).

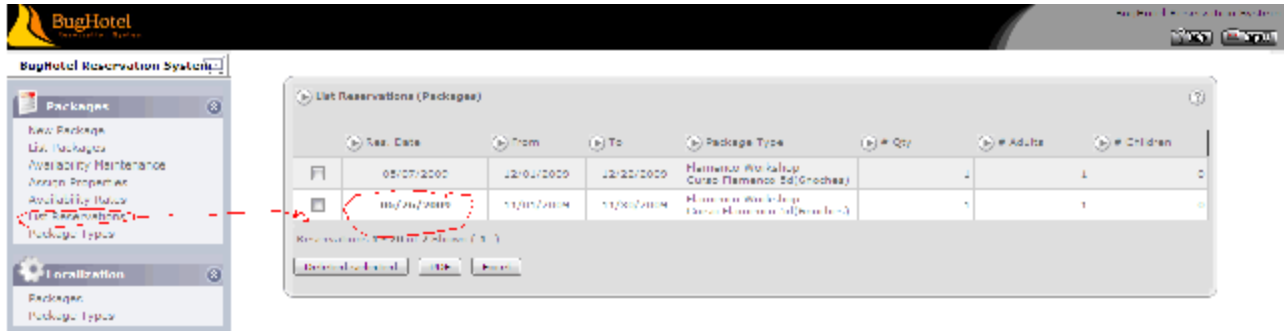
The end user will then fill the required fields for the form and below that input the his details (Name, address, etc...)

Once done, they can input any special requests, select payment information and check the “Condition and privacy policy” terms.

Only after the “Confirm” button becomes active and the end user can then make the reservation.



3.5 List Reservations (Packages)



Back to the back office/extranet, package managers can see the reservations made in the “List Reservations” section. When clicked, the last reservations show up. This report can also be exported to PDF format and Excel Spreadsheet format.

In order to view a reservation, simply move the mouse over to one of the fields and click on it. The reservation details will show up.



3.6 View Reservation

Once a reservation has been selected (clicked), all the reservation details show up.

- Reservation information
- Customer information
- Reservation status
- Reservation details
- Reservation totals

If forms are active, then the form answers are also shown in the “View Reservations” form.

Within this form it is also possible to update the reservation and payment status as well as send voucher confirmation.

In order to update the reservation status, select the reservation status you want to change this reservation to (For example from “New Reservation” to “Confirmed Reservation” then check the check box next to it and hit “Update selected” button in the bottom of the form.

You can do the same procedure for “Payment Status” option. (For example

change the payment status from “Awaiting Payment” to “Payment Received”)

To send the confirmation voucher to the customer, simple hit “Send Voucher” and a new screen will pop up with the voucher details. The exact same details are also emailed to the customer.