

## online bookings

### Preparing your online booking system

In order to effectively use the online booking system you will need the following:

- **A computer with an Internet connection**
- **A Guestlink Contact ID, User and Password**
- **An active email address or fax number**
- **An Entry/Advert on a DMS bookable website** (e.g *Golakes, Visit Eden, etc*)
- **Your business' Terms and Conditions**

In addition to this, if you wish to use the guest credit/debit card information to take a deposit or whole stay you will also need:

- **A PDQ machine or online equivalent**
- **A second secure password to access card information**

### Accessing the Guestlink System

1. Using a web browser go to [www.guestlink.co.uk](http://www.guestlink.co.uk)
2. Click on '**Login to Guestlink**' which can be found towards the top right of the screen to open the login window.
3. On your first login use the Contact ID and Password provided to enter the system (Leaving the user box blank).

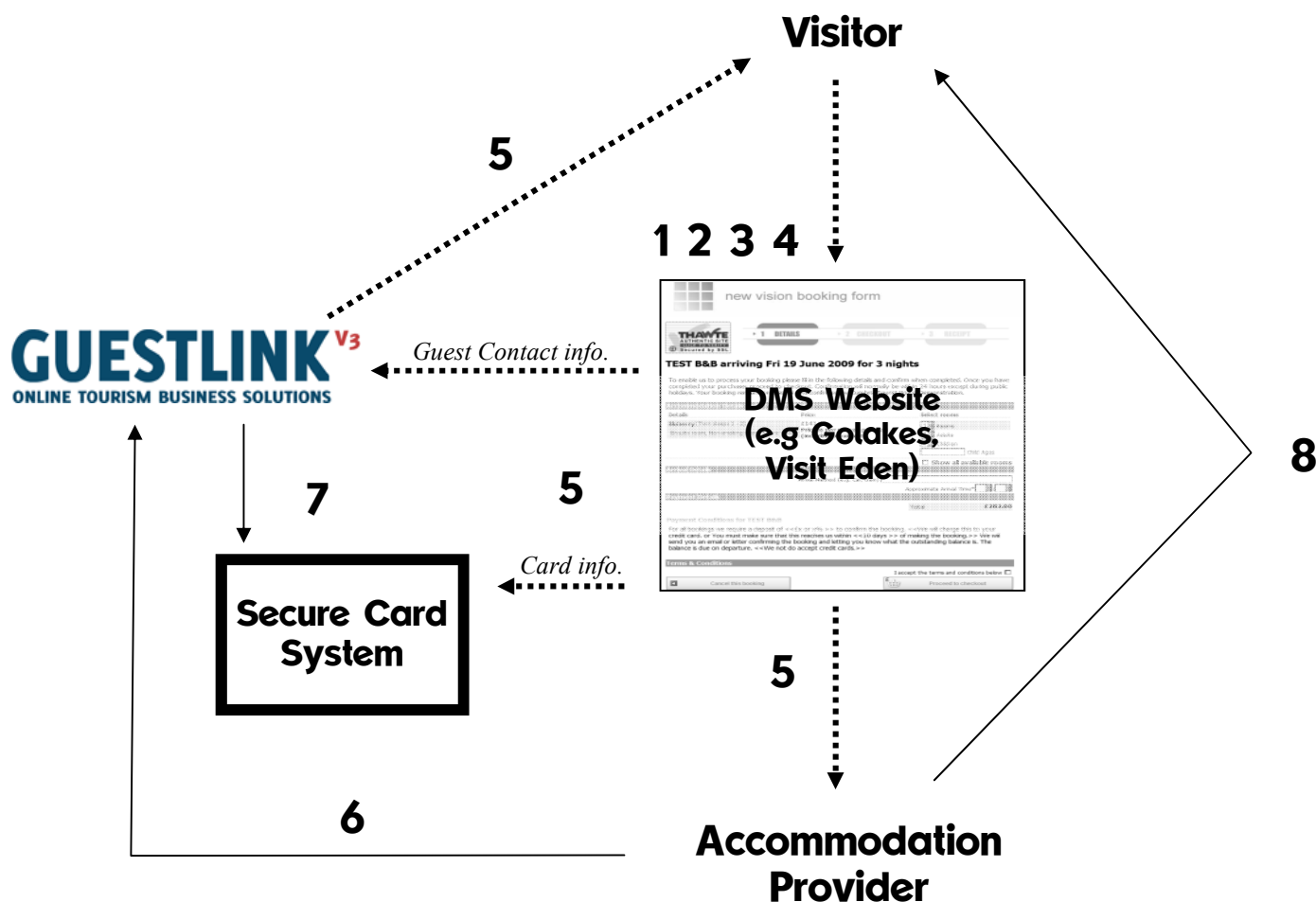
If you have logged in before, use the Contact ID, *the User* and the password you have chosen.

4. On your first time in the system you will be asked to setup your user and to change your password. Once this is completed you will need to use the User box next time you login, so please make a note of this.

If you have logged in before, you will be automatically directed to the welcome screen.

### Things to Do

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Setup Guestlink Contact ID, User and Password                        | → | Contact Cumbria Tourism for Login assistance or a DMS form. (01539 822222)  |
| <input type="checkbox"/> Check Email address and/or Fax number is on the DMS record           | → | Contact Jude Walsh at Cumbria Tourism (01539 825023 or <a href="mailto:jwalsh@cumbriatourism.org">jwalsh@cumbriatourism.org</a> ) |
| <input type="checkbox"/> Make sure that the advert information is correct and up-to-date      | → | In Guestlink click on <b>My Channels</b> , find the website to check, click <b>Details</b> then <b>View Entry</b> .               |
| <input type="checkbox"/> Ensure that the prices are correct and availability is current       | → | Contact Cumbria Tourism for Guestlink training (01539 822222)   |
| <input type="checkbox"/> <b>(Optional)</b> Set up secure password for card information access | → | Contact New Vision Helpdesk direct on 0845 166 2217 to set up card details  |



## How the system works

To get the best results from the system it is important to understand how the procedure works from visitor to accommodation provider.

### Provisional Bookings (Traditional method)

1. A visitor finds the business on a DMS website and can see the business' current prices and availability.
2. The visitor selects the number of nights/ weeks and the dates they wish to stay. The visitor can read the room/unit information, and select the number of adults and children wishing to stay.
3. The visitor reads the business' terms and conditions and clicks a tick-box to agree.
4. The visitor inputs their name, address, contact details and card information and clicks to confirm the provisional reservation.
5. At this point the visitor receives an email of the reservation that they have provisionally booked and the accommodation provider receives an email or fax to mention they have a provisional booking.
6. The accommodation provider accesses Guestlink and can see the visitor information under the **Bookings** section.
7. If the provider has the facility to process credit cards they can access the information via Guestlink to the secure system, find the details and take a deposit to secure the reservation.
8. The provider can then either email or call the visitor to confirm the booking.

## Accessing the Guest information

- Once you have received an email or fax notification of a booking, login to Guestlink (see page 1 on how to do this)
- Click on **Bookings** from the menu system to view the bookings for the business.
- Each row on the booking screen displays a summary of each booking. The guest name, telephone number and email address. The unique booking reference number, time of booking, start date and number of nights, the room selected and the source of the booking. (Website or TIC)
- Clicking on the Reference number will display more guest information such as their full address and more detail on their requested stay such as number of nights, which room/unit and the date of the first night's stay.
- Clicking on the **Card Details** button will open up a separate window to view the guest's card information from the secure card system. You will need your Card Password to access this information. Contact the Help Desk directly on **0845 166 2217** if you require assistance at this point.
- Once the booking has been completed, follow the **Action Required** table on the booking screen to mark the booking as either **Confirmed, Cancelled, Declined** or **No Show**.

Booking Ref	Customer	Details	Booking Date	Visit Date	No Nights	Room/Rate	Booking Source	Status
00040151	Shale Waples	01835421400	06/02/2009 15:18	06/02/2009	2	TEST B&B Ebor House		B
00044656	Alan	Click To Email	03/06/2009 22:14	03/06/2009	3	TEST B&B 4	New Media Demo (Text)	B
00044749	Sarah	Click To Email	27/05/2009 08:51	27/05/2009	3	TEST B&B 4		B
00044171	Alan Airey	0153962912	24/02/2009 11:36	06/02/2009	7	TEST Set Rooms Bangalore	Cumbria Golates website	Cancelled
51981592	February Test	0153962912	06/02/2009 14:28	06/02/2009	1	TEST B&B 4 Keswick C		X
00043795	Jill Allen	01539 25009	20/01/2009 13:34	23/01/2009	1	TEST B&B 4	Cumbria Golates website	Confirmed
00043793	Jill Allen	01539 25009	20/01/2009 13:31	23/01/2009	1	TEST B&B 4	Cumbria Golates website	Cancelled
00043245	Test	0153962912	18/12/2008 11:54	18/12/2008	1	TEST B&B 4	Cumbria Golates website	Cancelled
00001644	Test	Click To Email	05/12/2008 15:51	05/12/2008	1	TEST B&B 4	Alan Baird	B
0000446260	Rachel Stott	0194820348039	17/03/2009 11:13	20/03/2009	3	TEST B&B 4	Cumbria Golates website	Confirmed

**Booking Reference: 0000446260**

Unit	Name	First Night	Type	Facilities	Board	Number People	Nights	Cost for Stay
4		20/03/2009 00:00:00	double	EJN	B&B	2	3	£137.00



- The credit/debit card information is automatically securely deleted from the system **at midnight** on the last night of the stay. You will **not** be able to access the card information after this time.
- For security the 3 digit card security code (CSC) will only be visible **once** and will be removed securely after it is shown.
- Each person who has access to the card information will need to have a separate user and password to access the card system.
- Each user needs to be verified to be allowed access to the card information. Contact New Vision directly on **0845 166 2217**.

## Frequently Asked Questions

### ***What's the difference between provisional and allocated bookings?***

The system can be configured so that the room/unit is automatically allocated to the guest. Using this method the guest is informed by the website that the booking is automatically confirmed without contact with the accommodation provider. This method is fine if the accommodation provider keeps checking for online bookings regularly and ensures that the system is consulted before any other bookings from other sources are made, otherwise double-bookings can occur.

The more traditional method is provisional booking, where the guest is informed throughout the online process that the booking is provisional until confirmed by the provider. The accommodation provider then has to confirm manually with the guest. This prevents any chance of double-booking as the booking remains provisional until the provider has checked and confirmed.

### ***How do I change to or from allocated bookings?***

This can be altered in the **Availability** screen in Guestlink. Next to each room/unit in the system there is an **RTA** (Real Time Allocation) tick box. Clicking on this will toggle whether the room/unit is set to allocation or not. If the room is set to allocation the row will appear in Pink.

### ***How do I add or change my Terms & Conditions?***

This can be done quickly in Guestlink by clicking on **Bookings** then **T&Cs**. This will bring up a page where you can type in or paste your terms in for your potential guests to agree to before they make a reservation. Follow the on-screen instructions to either use a template or your own information to do this.

### ***Why should I mark down the booking as Completed or Cancelled?***

Changing the status of the booking is important to your own statistics, in some cases it may also have a bearing on whether the visitor receives an additional pre-visit pack for the area from the website owners.

### ***Who do I contact for....***

#### ***...Guestlink Training/Assistance?***

- Contact Cumbria Tourism for a training session or telephone support. (01539 822222)

or

- The New Vision Helpdesk 0845 166 2217.

#### ***...a data correction?***

- Contact the Cumbria Data Steward, Jude Walsh (jwalsh@cumbriatourism.org or 01539 825023)

#### ***...a problem with my website entry?***

- Contact the person responsible for the website, this can be found in Guestlink under **My Channels**, then **Details** next to the appropriate website name.

#### ***...my card password?***

- Contact the New Vision Helpdesk on 0845 166 2217.