

Welcome

This training module deals with  
Internet Real-Time Setup and Admin

## Internet Real Time

This function is where you define your on-line system options. This applies only if you are using the **Semper on-line booking system** for your website.

You define what information, rooms and rates you wish to upload to the Internet.

Any changes to your on-line booking system can be changed and re-applied. Such changes will be active immediately once uploaded on to the Internet.

RES - Semper Lodge - Version 6.1.2.112

General Reservations Front Desk Accounting View **Setup & Admin** Log Off

Venue Settings Rooms Extra Products Room Rates Extra Product Rates Packages Data Tables Employees & Security Settings Employee Activity Log **Internet Real - Time** Key Card Interface

Previous Reservations

	18	19	20	21	22	23	24	25	26	27	28	29	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	
February 2012																												
Double room 1	18	19	20	21	22	23	24	25	26	27	28	29	1	2	3	4	5	6	7	8	9	10	Bens					
Double room 2	Gates		20	21	22	23	24	25	26	27	28	29	1	2	3	4	5	6	7	8	9	10	Bens					
Double room 3	18	19	20	21	22	23	24	25	26	27	28	29	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
Twin room 4	18	19	20	21	22	23	Visagie					28	29	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

# Internet Real-Time Setup - Info

## Info

Complete this screen in full.

Pay specific attention to **your website address** as well as the **Type** of venue you would like to be classified as.

Ensure you select **Save** to store the information.

Availability / Online Bookings

Info More Info Rooms Room Setup Extras Images Specials Channels Booking Settings Upload SRS Settings

Venue Name : **Semper Lodge** L096

**Physical Address**

Country : South Africa  
Province : Gauteng  
City / Town : Magaliesburg  
Address : 12 Nettle rd  
Code / Zip : 1234

**Postal Address**

Country : South Africa  
Province : Gauteng  
City / Town : Midrand  
Address : P.O.Box 1  
Code / Zip : 1212

Type of Venue : Backpacker

Max Guests : -1 Check-In Time : 12:00  
Star Grading : 4 Check-Out Time : 10:30

Internet Cancellation Policy :  
In the event of cancellation, the following rules shall apply:  
More than 30 days prior to arrival : 0%

**Contact Details**

Telephone (business hours) : 03101010101  
After hours / Mobile : 083121212  
Fax Number :  
Email : semper@lodge.com  
Web Site : www.semper.co.za

**Location of Venue**

Battlefields  
 Beach  
 Close to Major Airport  
 Countryside  
 Dolphin Coast  
 Drakensberg  
 Garden Route  
 Gold Coast  
 In the City

Get Co-ordinates ?  
Latitude : -25.9718  
Longitude : 28.047291  
Closest Airport Name : Oliver Thamb  
Distance From Airport : 20

Directions :

Child Policy :

Save Close

# Internet Real-Time Setup More Info

**More Info**  
Complete this screen in full.

Pay specific attention to **Brief Internet Description** which is displayed on the booking page

The section **Terms and Conditions** is displayed before a user can confirm a booking and must contain your terms and conditions as well as a cancellation policy.

Ensure you select **Save** to store the information.

Availability / Online Bookings

Info **More Info** Rooms Room Setup Extras Images Specials Channels Booking Settings Upload SRS Settings

**Brief Internet Description**  
This rural setting is for the free spirited amongst us

**Nearby Attractions**  
Kruger National Park  
Salsburg Lion park

**Terms and Conditions**  
Cancellation Policy  
If cancelled within 7 days of arrival 100% cancellation  
If cancelled within 30 days 50% cancellation fee

**Events and Activities**  
this month we host the annual kruger walking tour  
the braai on a friday after the walk is for the entire family  
the new movie shreck is shows at our venue from friday

**Languages Spoken**  
Afrikaans  
English  
Zulu

**Facilities Provided :**

<input type="checkbox"/> 24 Hour Reception	<input type="checkbox"/> Breakfast - Continental	<input type="checkbox"/> Curre
<input checked="" type="checkbox"/> 24 Hour Security	<input checked="" type="checkbox"/> Breakfast Included	<input type="checkbox"/> DVD:
<input type="checkbox"/> Air Conditioning in Room	<input checked="" type="checkbox"/> Breakfast Not Included	<input checked="" type="checkbox"/> Eleva
<input checked="" type="checkbox"/> Airport Transfers	<input type="checkbox"/> Cable TV	<input type="checkbox"/> Interr
<input checked="" type="checkbox"/> Bar on Premises	<input checked="" type="checkbox"/> Caf�	<input checked="" type="checkbox"/> Interr
<input type="checkbox"/> BBQ Area	<input type="checkbox"/> Card Phones	<input checked="" type="checkbox"/> Iron/I
<input type="checkbox"/> Bicycle Hire	<input type="checkbox"/> Ceiling Fans	<input checked="" type="checkbox"/> Libra
<input type="checkbox"/> Breakfast - A La Carte	<input type="checkbox"/> Common Room	<input type="checkbox"/> Linen

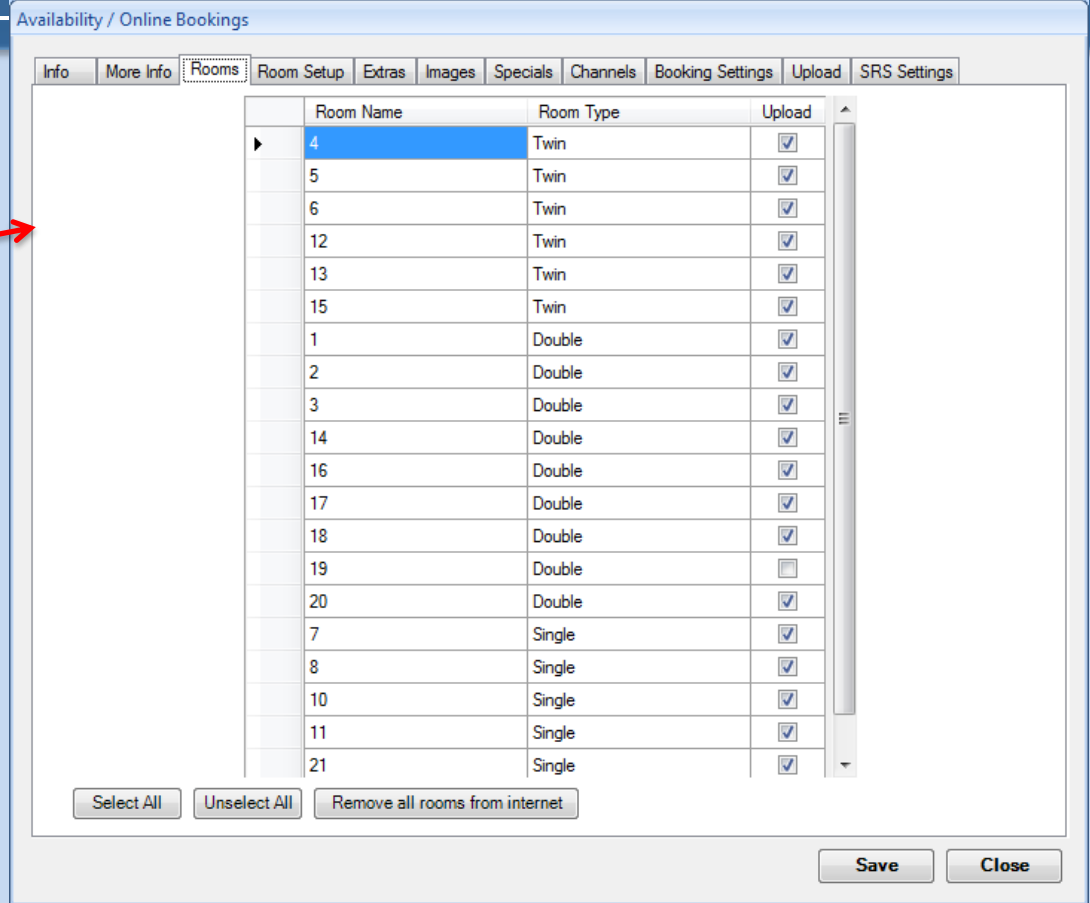
**Links to other Websites**  
Facebook :   
Twitter :   
MySpace :   
YouTube :   
Other :

**General Rates :**  
Singles From :  Sharing From :   
Dorms From\* :  \*Only valid if venue is backpacker.

## Rooms

Select the rooms you wish to make available on-line.

You may de-select rooms at anytime in the future and by **re-uploading the venue details**, rooms can be added and removed from the Internet at will.



The screenshot shows the 'Availability / Online Bookings' window with the 'Rooms' tab selected. A table lists 21 rooms with their names, types, and upload status. A red arrow points from the 'Rooms' section of the text box to the table. At the bottom of the window are buttons for 'Select All', 'Unselect All', 'Remove all rooms from internet', 'Save', and 'Close'.

	Room Name	Room Type	Upload
▶	4	Twin	<input checked="" type="checkbox"/>
	5	Twin	<input checked="" type="checkbox"/>
	6	Twin	<input checked="" type="checkbox"/>
	12	Twin	<input checked="" type="checkbox"/>
	13	Twin	<input checked="" type="checkbox"/>
	15	Twin	<input checked="" type="checkbox"/>
	1	Double	<input checked="" type="checkbox"/>
	2	Double	<input checked="" type="checkbox"/>
	3	Double	<input checked="" type="checkbox"/>
	14	Double	<input checked="" type="checkbox"/>
	16	Double	<input checked="" type="checkbox"/>
	17	Double	<input checked="" type="checkbox"/>
	18	Double	<input checked="" type="checkbox"/>
	19	Double	<input type="checkbox"/>
	20	Double	<input checked="" type="checkbox"/>
	7	Single	<input checked="" type="checkbox"/>
	8	Single	<input checked="" type="checkbox"/>
	10	Single	<input checked="" type="checkbox"/>
	11	Single	<input checked="" type="checkbox"/>
	21	Single	<input checked="" type="checkbox"/>



## Internet Real-Time Setup Room Setup

## Room Setup

The rooms selected under the **Rooms** are combined in their room types and the total number of each room is displayed under the column **#Rooms**.

## Availability / Online Bookings

Info More Info Rooms Room Setup Extras Images Specials Channels Booking Settings Upload SRS Settings

	Room Type	# Rooms	Description	Max Guests	Max Adults	Max Age0-7	Max Age0-7	Max Age0-7	Image1	Im:
▶	Twin	6	Twin room has 2 queen sized beds with TV and barfridge	4	2	2	2	2		
	Double	8	Double room has a single king sized bed TV, Bar fridge and overlooks the ocean	6	4	2	2	2		
	Single	5	Single room has one single bed, TV and bar fridge plus shower and no bath	1	1	1	0	0		
	Honeymoon	1	one extra large bed with kings sized bath, 46" TV with full HD	2	2	1	1	1		

Save

Close



## Internet Real-Time Setup - Room Setup

Enter the **Description** for each room type which will be displayed on your booking page when a user hovers over the room type.

Define everything that a guest will find in the room.

## Availability / Online Bookings

Info More Info Rooms Room Setup Extras Images Specials Channels Booking Settings Upload SRS Settings

	Room Type	# Rooms	Description	Max Guests	Max Adults	Max Age0-7	Max Age0-7	Max Age0-7	Image1	Im:
▶	Twin	6	Twin room has 2 queen sized beds with TV and barfridge	4	2	2	2	2		
	Double	8	Double room has a single king sized bed TV, Bar fridge and overlooks the ocean	6	4	2	2	2		
	Single	5	Single room has one single bed, TV and bar fridge plus shower and no bath	1	1	1	0	0		
	Honeymoon	1	one extra large bed with kings sized bath, 46" TV with full HD	2	2	1	1	1		

Save



Close

# Internet Real-Time Setup - Room Setup

Enter the **Max Guests** for each room type. This is the Max Pax field and determines the maximum people that can be booked into a room (i.e. the total number of adults plus children).

Availability / Online Bookings

Info More Info Rooms Room Setup Extras Images Specials Channels Booking Settings Upload SRS Settings

	Room Type	# Rooms	Description	Max Guests	Max Adults	Max Age0-7	Max Age0-7	Max Age0-7	Image1	Im:
▶	Twin	6	Twin room has 2 queen sized beds with TV and barfridge	4	2	2	2	2		
	Double	8	Double room has a single king sized bed TV, Bar fridge and overlooks the ocean	6	4	2	2	2		
	Single	5	Single room has one single bed, TV and bar fridge plus shower and no bath	1	1	1	0	0		
	Honeymoon	1	one extra large bed with kings sized bath, 46" TV with full HD	2	2	1	1	1		

Save Close





# Internet Real-Time Setup - Room Setup

Enter the **Max Adults** for each room type. This is the maximum number of adults a user will be able to select when making a booking.

Availability / Online Bookings

Info More Info Rooms Room Setup Extras Images Specials Channels Booking Settings Upload SRS Settings

	Room Type	# Rooms	Description	Max Guests	Max Adults	Max Age0-7	Max Age0-7	Max Age0-7	Image1	Im:
▶	Twin	6	Twin room has 2 queen sized beds with TV and barfridge	4	2	2	2	2		
	Double	8	Double room has a single king sized bed TV, Bar fridge and overlooks the ocean	6	4	2	2	2		
	Single	5	Single room has one single bed, TV and barfridge plus shower and no bath	1	1	1	0	0		
	Honeymoon	1	one extra large bed with kings sized bath, 46" TV with full HD	2	2	1	1	1		



Save Close

# Internet Real-Time Setup - Room Setup

Enter the **Max Children** for each age category for each room type. This is the maximum number of children a user will be able to select when making a booking.

Availability / Online Bookings

Info More Info Rooms Room Setup Extras Images Specials Channels Booking Settings Upload SRS Settings

	Room Type	# Rooms	Description	Max Guests	Max Adults	Max Age0-7	Max Age0-7	Max Age0-7	Image1	Im:
▶	Twin	6	Twin room has 2 queen sized beds with TV and barfridge	4	2	2	2	2		
	Double	8	Double room has a single king sized bed TV, Bar fridge and overlooks the ocean	6	4	2	2	2		
	Single	5	Single room has one single bed, TV and bar fridge plus shower and no bath	1	1	1	0	0		
	Honeymoon	1	one extra large bed with kings sized bath, 46" TV with full HD	2	2	1	1	1		

Save Close

# Internet Real-Time Setup - Room Setup

Insert 4 images per room type.

Click on an empty block and insert an image.

Room images should be the same size for best effect.



Try use a size that is no larger than 150kb. The larger the size, the slower the display of the images will be.

These images get displayed on your website when a user selects a room type.

It is a good idea to load an image and then visit your website and test that the image quality and size is acceptable to you.

## Availability / Online Bookings

Info More Info Rooms Room Setup Extras Images Specials Channels Booking Settings Upload SRS Settings

	Room Type	# Rooms	Description	Max Guests	Max Adults	Max Age0-7	Max Age0-7	Max Age0-7	Image1	Im
▶	Twin	6	Twin room has 2 queen sized beds with TV and barfridge	4	2	2	2	2		
	Double	8	Double room has a single king sized bed TV, Bar fridge and overlooks the ocean	6	4	2	2	2		
	Single	5	Single room has one single bed, TV and bar fridge plus shower and no bath	1	1	1	0	0		
	Honeymoon	1	one extra large bed with kings sized bath, 46" TV with full HD	2	2	1	1	1		

Save

Close

## Internet Real-Time Setup - Room Setup

## Images per room type.

Always check that the size of the image is acceptable.

Click on an image or an empty block to insert, remove or preview the display as it would appear on your website.

Availability / Online Bookings

Info	More Info	Rooms	Room Setup	Extras	Images	Specials	Channels	Booking Settings	Upload	SRS Settings
ms	Description	Max Guests	Max Adults	Max Age0-7	Max Age0-7	Max Age0-7	Image1	Image2	Image3	Ima
	Twin room has 2 queen sized beds with TV and barfridge	4	2	2	2	2				
	Double room has a single king sized bed TV, Bar fridge and overlooks the ocean	6	4	2	2	2				
	Single room has one single bed, TV and bar fridge plus shower and no bath	1	1	1	0	0				
	one extra large bed with kings sized bath, 46" TV with full HD	2	2	1	1	1				

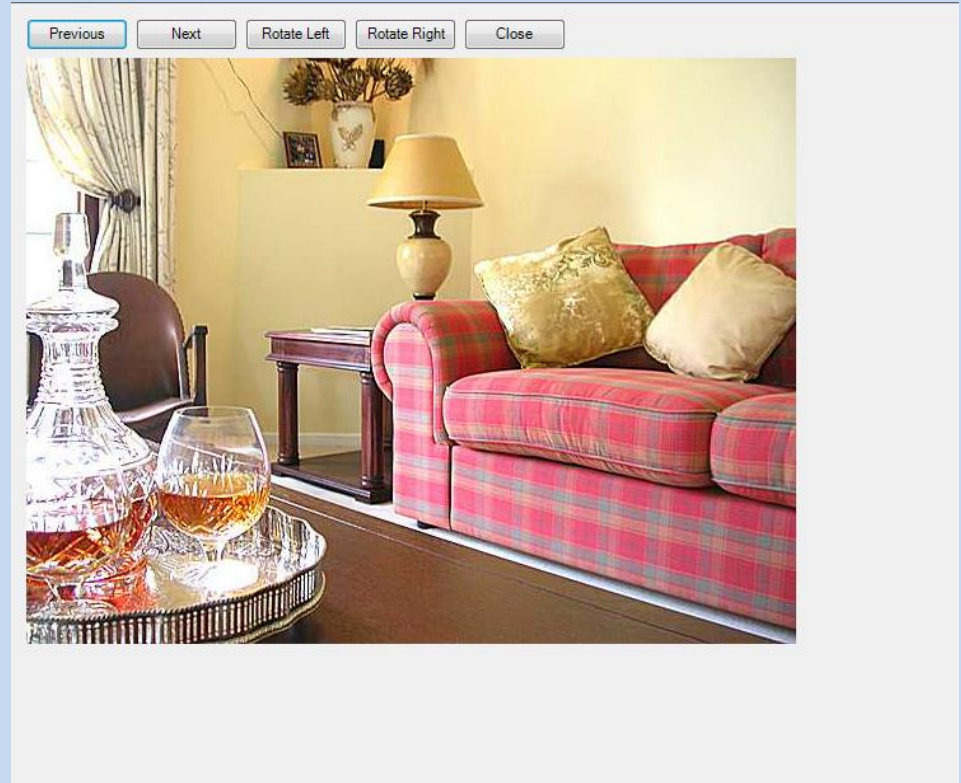
Insert Image  
Remove Image  
Preview Images

Save

Close

## Preview Images per room type

This viewer displays the actual size of the image, exactly how it will be displayed on your website. If it is too large, the image will take a long time to load and will be frustrating for the end user.



## Extra Products

Any extra product defined can be sold via your website. Indicate those by selecting this tick-box.

The extra products can be found under Setup & Admin → Products → select the **Products** type.

**Product Setup**

- A. Gratuity
- a. Housekeeping
- B. System
- Bar
- Breakfast
- Dinner
- Fruit and Veg
- Goods
- Lunch
- Sundries
- Transport
- Wine

**Category Properties**

Name:   **Is Active**

Description:

Accommodation

Conference - Conference Venues, PAX...

Other - Food, Drinks, Services etc...

Classification:

Printer:

Use Custom Report

Max Pax:

**Sales Departments :**

- Conference
- Own Website
- Restaurant
- Housekeeping
- Accommodation
- Bar

Block from Point of Sale (Valid for Non-Semper POS systems only)

Is Full Day

**Taxes**

Name	Description	Percent...	Tax Number
<input checked="" type="checkbox"/> VAT	South African VAT	14.0	124324



**OK**  **Cancel**

## Extra Products

The extra products activated will appear on this screen (Setup & Admin → Internet Real-time). Enter a **Description** which fully describes the product.  
Enter the **Unit Price**.  
Enter the **Max Qty**. This field determines the maximum qty a user will be able to purchase from your website.

Availability / Online Bookings

Info More Info Rooms Room Setup **Extras** Images Specials Channels Booking Settings Upload SRS Settings

Extra Product	Description	Unit Price	Max Qty	Image1	Image2	Image3	Image4
Breakfast	Full English breakfast	50.00	3				
Dinner	Fixed menu with one starter, one main course and a desert	120.00	5				
Lunch	Choice of sandwiches, hamburger or platter	80.00	10				

Double click to preview images

Save Close

## Extra Products

Up to 4 pictures may be displayed for every extra product.



Insert the pictures here.

The format and size works the same as room pictures.

Uploading venue details will upload all your extra products as part of that process (see Upload tab).

Availability / Online Bookings

Info More Info Rooms Room Setup Extras Images Specials Channels Booking Settings Upload SRS Settings

Extra Product	Description	Unit Price	Max Qty	Image1	Image2	Image3	Image4
Breakfast	Full English breakfast	50.00	3				
Dinner	Fixed menu with one starter, one main course and a desert	120.00	5				
Lunch	Choice of sandwiches, hamburger or platter	80.00	10				

Double click to preview images

Save Close



## Specials

Multiple specials can be defined  
Each special is active for the specified period.  
Specials are automatically applied if the booking qualifies.  
If more than one special is active when a booking is made, the user will be able to select the special that must be applied.

Once defined, the active specials display in the active specials box.

Use the Upload Specials (see **Upload** tab) to activate your specials. Any existing specials will first be deleted and new ones loaded.

Availability / Online Bookings

Info | More Info | Rooms | Room Setup | Extras | Images | **Specials** | Channels | Booking Settings | Upload | SRS Settings

**Available Specials :** Select a special, the start and end date and enter the replacement values.

Stay for {0} night(s), get {1} night(s) free	Replacement Value 1 :	<input type="text"/>
Stay for {0} night(s), get {1}% off accommodation	Replacement Value 2 :	<input type="text"/>
If accommodation value exceeds {0}, get {1}% discount	Voucher :	<input type="text"/>
Stay for {0} night(s), get {1} free	Available Specials :	14 March 2012 <input type="button" value=""/>
Receive {0} if you book and pay your deposit before {1}	Available Specials :	15 March 2012 <input type="button" value=""/>
Receive {0}% discount for midweek stay. Minimum {1} night(s)	<input type="button" value="Add Selected"/>	
Receive {0} discount for midweek stay. Minimum {1} night(s)		
Receive {0}% discount for weekend stay. Minimum {1} night(s)		
Receive {0} discount for weekend stay. Minimum {1} night(s)		
Receive {0} discount		
Receive {0}% discount		
Book for {0} adults, pay for {1} adults		
Receive {0}% discount if you book and pay your deposit {1} days b...		

**Active Specials :**

Stay for 3 night(s), get 1 night(s) free between 09 April 2012 and 09 May 2012
Stay for 3 night(s), get 1 night(s) free between 13 June 2012 and 27 June 2012
Stay for 3 night(s), get 15% off accommodation between 11 July 2012 and 12 July 2012

# Internet Real-Time Setup – Channels

## Channels

This function enables you to link a rate to a channel (such as a company or your own website). These channels are pre-defined within the Semper real-time system (please consult your Semper help desk).

Enter a rate for each channel. This has to be defined before a channel will be active.

The **Public rate** is the rate for your own website booking system and the **Company Rate** is used for all companies (Travel agents, Tour operators and corporations) that can be placed on on-line bookings. See later how to setup and operate companies.

Availability / Online Bookings

Info More Info Rooms Room Setup Extras Images Specials Channels Booking Settings Upload SRS Settings

	Channel Name	Public Rate	Company Rate	Included in public rate	Included in company rate	Dep %	Comm Deducted
▶	Test CRS	Rack Rate	Rack Rate			0.0	<input checked="" type="checkbox"/>
	Test Own Webs...	B&B	Rack Rate	Bed and breakfast	Bed only	50.0	<input checked="" type="checkbox"/>

Save Close

# Internet Real-Time Setup – Channels

## Channels

Enter an **Included in rate** description.

This will be displayed on the booking page and it is important that it is adequately specified .

The **Deposit percentage** and **commission** (can be a %, a fixed amount per transaction or a Monthly fixed amount) as well as **Commission Deducted**, is pre-defined within the Semper real-time system.

If **commission deducted** is set, then the Channel will process a deposit payment (via CC or bank transfer), deduct their commission from the deposit and pay you the balance.

The deposit % will indicate the deposit amount collected by the Channel.

If a zero deposit is specified, the booking will be taken without payment.

Availability / Online Bookings

Info More Info Rooms Room Setup Extras Images Specials Channels Booking Settings Upload SRS Settings

Company Rate	Included in public rate	Included in company rate	Dep %	Comm Deducted	Comm %	Comm Amount	Comm Monthly
▶ Rack Rate			0.0	<input checked="" type="checkbox"/>	0.0	0.00	0.00
▶ Rack Rate	Bed and breakfast	Bed only	50.0	<input checked="" type="checkbox"/>	5.0	0.00	0.00

Save Close

## Internet Real-Time Setup – Upload

Use the **Upload venue Details** to perform the initial upload of your setting to the Real-Time system .

This is also used when **changes** are made and need to be re-applied

All other buttons are used for specific functions as described in detail next to each button.

Availability / Online Bookings

Info More Info Rooms Room Setup Extras Images Specials Channels Booking Settings **Upload** SRS Settings

<input type="button" value="Upload Venue Details"/>	This will upload all your venue details such as description, facilities, images and rooms. Once uploaded, if you change any information, press this button to upload the changes.
<input type="button" value="Upload Rates"/>	This will upload the rate selected for each channel. Once uploaded, if you change any rate information, press this button to upload the changes.
<input type="button" value="Upload Specials"/>	This will upload the specials defined. Once uploaded, if you change any specials, press this button to upload the changes.
<input type="button" value="Upload Reservations"/>	This will upload all your reservation for the selected rooms. If you press this button after reservations have been uploaded, all reservations on the internet will be deleted and re-loaded.
<input type="button" value="Remove your venue from the Internet system"/>	This button will delete your venue from the Internet as well as all reservations and information.

End of training module  
Internet bookings