

## Functional Specification (Office Version)

### Front Booking Screens

iBex front booking screens enable you to provide a direct booking solution for your customers and/or agents from your web site and has the following features

- Search results displayed in order of availability for date selected, then price.
- Multi property search shows availability either as Available, On Request or Unavailable.
- Enquiry facility allows customer to convert an enquiry to a booking.
- Up-sell optional extras (eg. meals, transfers, car parking, tours, etc).
- Accept customer deposit either by manual secure link or real time gateway provider (eg. PayPal).
- Operate either as a popup window, or incorporated within a frame.
- Customised colours and themes to complement your web site.
- Control over mandatory/optional fields (eg. contact details, how found, etc).
- For total customisation design your own front end screens and link to back end functions via XML interface.

### Property Management

- Ability to create an unlimited number of internal. properties, including property and room descriptions, images, rate and availability.
- Each property can have unlimited room types.
- Each room type can have unlimited room units.
- Each room type can have unlimited rate types.

### Inventory Management

- Ability to set inventory levels and sell method as instant confirmation or on request. If set to instant confirmation, have it automatically change to on request or unavailable once inventory fully sold.
- Ability to block out room types from sale for any selected date range.

### Extras Management

- Setup optional extras categories.
- Extras can be optional, mandatory, included or excluded depending on room type chosen.
- Setup charge types including each, per hire, per day, etc.
- Set maximum limits.
- Set whether extra is available for agents to sell.
- Set rates based on season and length of stay.
- Define 3rd party supplier extras (eg. shuttle operators for airport transfers) and generate vouchers.

### Rate Management

- Can cater for room rate, per guest rate, rate based on length of stay, seasonal rates, weekday/weekend rates and package rates (eg. stay 5 nights, pay for 4).
- Rates set for minimum to maximum number of guests.
- Can define multiple rates (eg. Adult and child rates).
- Ability to create multiple rate schedules and each schedule can have up to six rates (either all manually set or calculated from other rates).
- Set minimum stay for chosen rate.
- Set which agents are assigned to a rate.

## Reservation Management

- Ability to create internal users (such as staff members) with password and restricted access and functions.
- Internal users may enter bookings directly and select which rate to apply to the booking.
- Bookings can be searched and retrieved based on reference number, guest name, status, sales date range, arrival date range and by property.
- Search results may be exported in a format able to be read by spreadsheet programs.
- Booking details may be edited, dates changed, value changed, room changed, rooms added, extras added and moved to a new property.
- Internal users have access to a graphical calendar display which shows by property and date range:
  - Booked rooms by room type
  - Booked guests by room type
  - Booked guests by room unit
  - Room availability by number of guests
  - Room allocation
  - Room availability
  - Room rates
  - Extras rates
- Room servicing module enables room servicing schedule to be generated as required.
- Ability to create invoices for bookings, including printing, emailing, viewing, adding or crediting items and selecting which items to invoice.
- Full transaction log of all changes to bookings.
- Ability to create vouchers for rooms or optional extras, including printing, emailing and viewing, adding or crediting items and selecting which items to voucher.

## Automated Communication

- Automated emails are generated when the booking request or enquiry is created and when the status changes (eg. from 'Enquiry' to 'Confirmed' or 'Unconfirmed').
- Control over who auto emails are distributed to (ie. any or all of Supplier, Agent, Guest and Property).

- Ability to manually email guest from the Booking Edit Screen.
- Automated booking confirmation receipts are generated and can be emailed to the guest.
- Optional printer friendly online brochure showing property contact details, property images, room images and a location map can be included with auto emails.
- All outgoing emails are held in a log against the booking reference number.
- Emails are sent in HTML format and standard or customised templates are available.

## Reporting

- Commission - (property, date and gross and nett revenue) filtered by arrival, departure or sale date range.
- Arrivals and Departures - filtered by property by date.
- Optional Extras Booked - filtered by extras category.
- Booking Status - filtered by property by date (returning guest list).
- Email Log - lists all auto email sent out under operator's name.
- Guest List - shows contact details and number of bookings for those who have made casual bookings.
- Guest Statistics - (number of bookings, room nights, average stay, total value, average rate) filtered by country, how found, status and sale date range.
- Invoice/Debtors/Payments.
- Property Statistics - (number of bookings, room nights, average stay, total value, average rate) filtered by region, location, chain, status and sales date range).
- Revenue - by date of stay and date of sale.
- Occupancy.
- Room Servicing.
- Ability to export all reports as a CSV file (readable by spreadsheet programs).

