

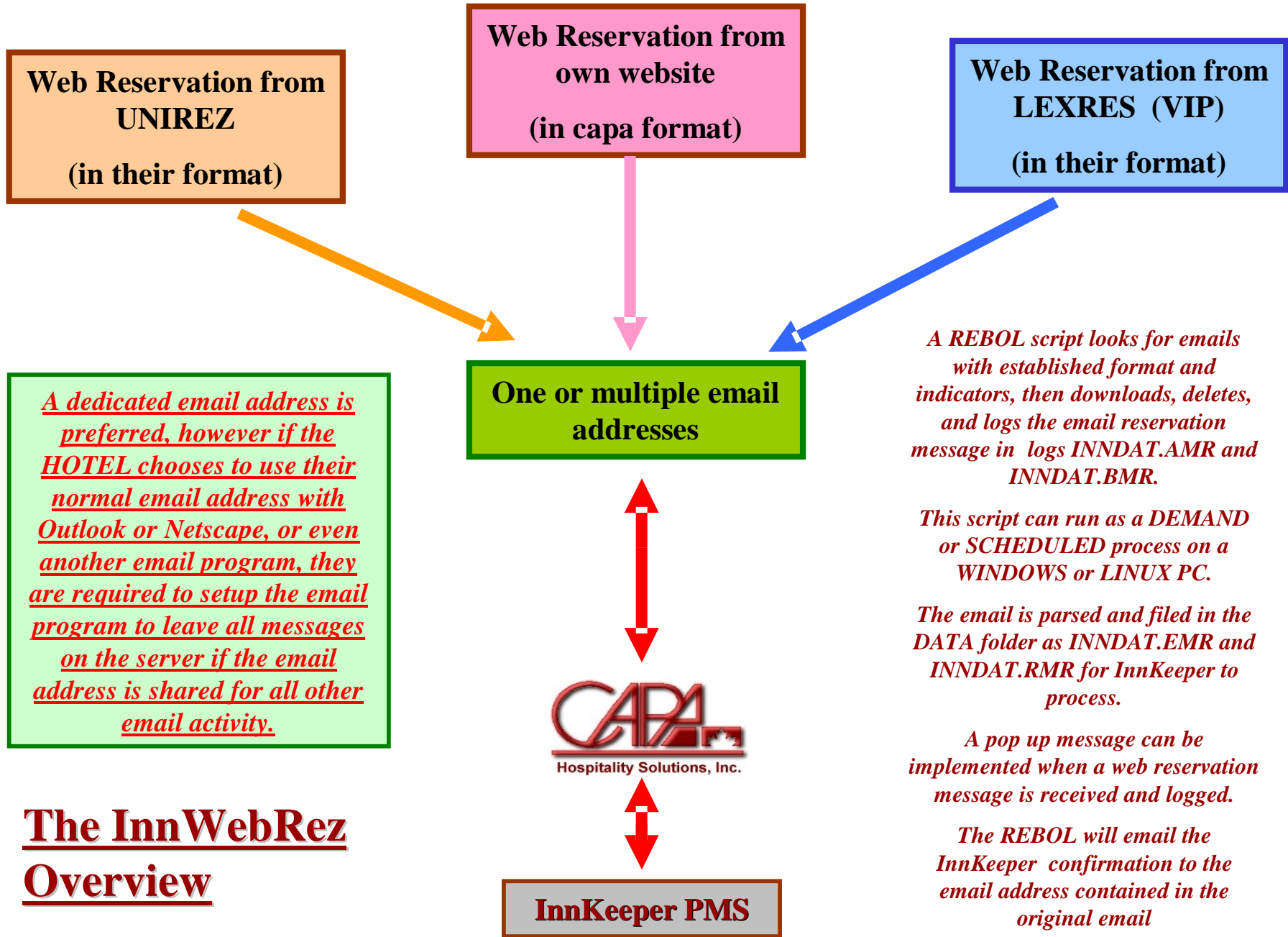
InnWebRez

from



&





The InnWebRez Overview

1. Website visitor views availability for desired room type, can scan through dates using mouse or arrows, and will be presented with an input screen for all reservation information that must be sent.

Room Type	17 Aug	18 Aug	19 Aug	20 Aug	21 Aug	22 Aug	23 Aug	24 Aug	25 Aug	26 Aug
Double, Non-smoking, G	na	na	5	10	5	8	4	4	5	7
Single, Non-smoking, G	na	na	na	2	1	3	2	3	3	3
King, Non-smoking	na	1	1	1	1	1	1	1	1	1
Single, Smoking	na	na	na	na	na	3	4	3	4	4
Double, Smoking	na	2	3	5	4	6	6	7	7	7
King, Non-smoking	na	na	2	1	1	2	1	1	1	1
King, Smoking	na	na	2	1	1	3	3	3	3	3
King, Jacuzzi, Non-smoking	na	4	4	6	6	6	5	5	5	5

2. The reservation booking input form will not enable 'SUBMIT' until all required fields are completed.

3.. ROOM TYPE will be selected from the list of configured types, and dates entered must be valid.

4. The Credit Cards presented are generated from site configuration.

5. The system will also validate the credit card (CC) number and that the expiry date is current and not for a past date.

A customized CC validation and encryption process is implemented

The BOOKING & CC VALIDATION Process

Reservations

Arrival Date: August 22 2004

Number of Nights:

Number of Guests:

Room Type: Double, Non-smoking, G

Name (Last, First):

E-mail Address:

Address:

Postal Code:

Phone Number:

Fax Number:

Credit Card Type: AMEX VISA MASTERCARD ENROUTE

Credit Card Number:

Expiry Date (mm/yy): /

Remarks:

1. Reservation emails start out by website visitor logging into Hotel's website, if they desire to book a room, clicks on RESERVATIONS, MAKE A RESERVATION, or BOOK A ROOM that shows availability and provides the input form.

**Web Reservation from own website
(in capa format)**

2. Hotel Website is linked to a web page that is setup to display availability/allotment and provide a booking form. This form is forwarded as the reservation request to an email address



3. The reservation request is received with the credit card encrypted and then retrieved from the email address assigned by the CAPA REBOL script and processed. The request is logged and forwarded to InnKeeper in a form ready for merging into reservation data base

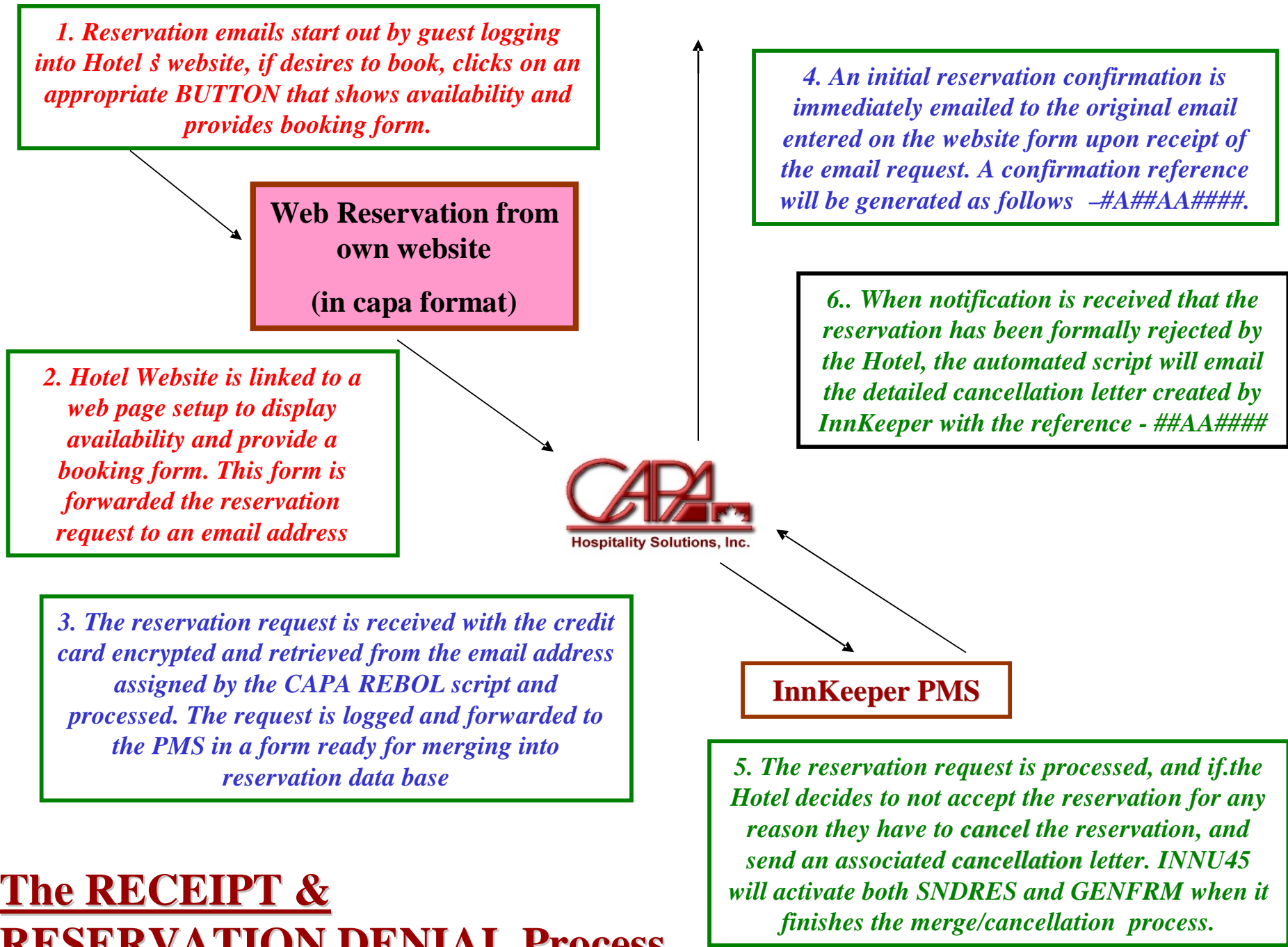
4. An initial reservation confirmation is immediately emailed to the original email entered on the website form upon receipt of the email request. A confirmation reference will be generated as follows -#A##AA####.

6.. When notification is received that the reservation has been formally approved/confirmed by the Hotel, the automated script will email the detailed confirmation letter created by InnKeeper with the reference - ##AA####

InnKeeper PMS

5. The reservation request is processed by InnKeeper and is reconfirmed through a formal detailed email letter. If appropriate, the property can reject the reservation. The system generates an email confirmation file and notifies the automated email script. INNU45 will activate both SNDRES and GENFRM when it finishes the merge process.

The RECEIPT & CONFIRMATION Process



The RECEIPT & RESERVATION DENIAL Process

InnKeeper PMS



**Web Reservation
referencing**

The confirmation number format is important so that the 2 different methods of receiving, and inputting, a reservation can be tracked and identified.

1. The RECEIVE script will assign a reservation number to the incoming reservation email data which is passed on to InnKeeper as follows:

eg: 4A01CA1234 where 4 is the last digit of the year, A is the first letter of the alphabet therefore the first month of the year January, 01 is the 1st of Jan, CA reflects the first 2 letters of the guest name (CA for CAPA), and then 4 numbers in a sequential generation process from 0001 to 9999.

2. InnKeeper will manage all web based reservations received as if they were a CRS generated reservation because the confirmation number format is different than the regular Innkeeper confirmation # format. The Confirmation reference for the formal confirmation letter to email out will be a 'txt' file as follows:

eg: 01CA1234 where 01 is the 1st of Jan, CA reflects the first 2 letters of the guest name (CA for CAPA), and then 4 numbers produced by sequential number generation from 0001 to 9999. The 'txt' file is to enable windows/users to easily display/read the file.

3. The denial/cancellation, or an actual cancellation, processes are defined so that the automated script can send a specified email letter produced by InnKeeper. The normal InnKeeper format for a cancellation inserts the current date and uses a C as the last character of the sequence number.

In this case the original reference number generated by the script will be maintained for the cancellation process by InnKeeper

WHATEVER INN AVAILABILITY

This table gives the number of rooms and their rate available for each date.

Dates may be selected outside of the ones shown here, up to a year in advance.

Room Type	17 Aug	18 Aug	19 Aug	20 Aug	21 Aug	22 Aug	23 Aug	24 Aug	25 Aug	26 Aug
Double, Non-smoking, G	na	na	5 \$79.00	10 \$80.00	5 \$80.00	8 \$79.00	4 \$79.00	4 \$79.00	5 \$79.00	7 \$79.00
Single, Non-smoking, G	na	na	na	2 \$74.00	1 \$74.00	3 \$73.00	2 \$73.00	3 \$73.00	3 \$73.00	3 \$73.00
King, Non-smoking	na	1 \$73.00	1 \$73.00	1 \$74.00	1 \$74.00	1 \$73.00	1 \$73.00	1 \$73.00	1 \$73.00	1 \$73.00
Single, Smoking	na	na	na	na	na	3 \$73.00	4 \$73.00	3 \$73.00	4 \$73.00	4 \$73.00
Double, Smoking	na	2 \$79.00	3 \$79.00	5 \$80.00	4 \$80.00	6 \$79.00	6 \$79.00	6 \$79.00	8 \$79.00	8 \$79.00
King, Non-smoking	na	na	2 \$73.00	1 \$74.00	1 \$74.00	2 \$73.00	1 \$73.00	2 \$73.00	2 \$73.00	2 \$73.00
King, Smoking	na	na	2 \$73.00	1 \$73.00	1 \$73.00	3 \$73.00	3 \$73.00	3 \$73.00	3 \$73.00	3 \$73.00
King, Jacuzzi, Non-smoking	na	4 \$99.00	4 \$99.00	6 \$99.00	6 \$99.00	6 \$99.00	5 \$99.00	3 \$99.00	4 \$99.00	4 \$99.00

Hotel LINK ”
web page



InnKeeper PMS

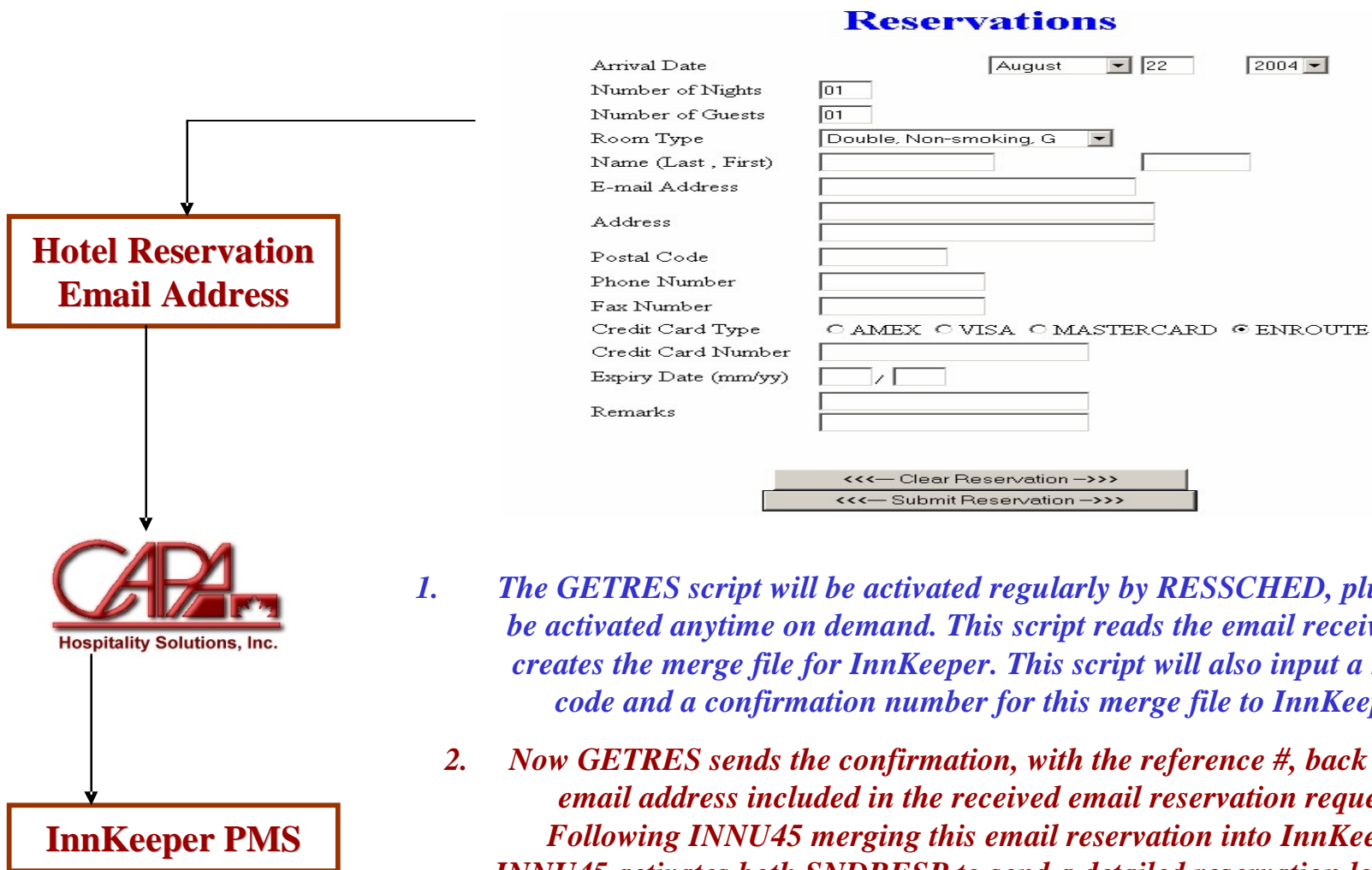
This part of the website screen displays the capability to send your availability/allotment to the link web page. You can send the all availability for all rooms, or just an allotted room availability for ranges of dates

GENFRM is the program that generates this availability/allotment display on the target web page. GENFRM uses a variety of InnKeeper and Internal files to build the room type grid and rates with variances. The wording, etc. are all established through parameters established in the configuration.

GENFRM can run on demand or on a preset schedule using RESSCHED.

This part of the website screen displays the input form for a web site visitor to your site to fill in and send to you as a reservation request.

This form, when completed, and submitted, is sent to a preset email account. The CAPA Rebol script scans for these emails automatically at the hotel end.

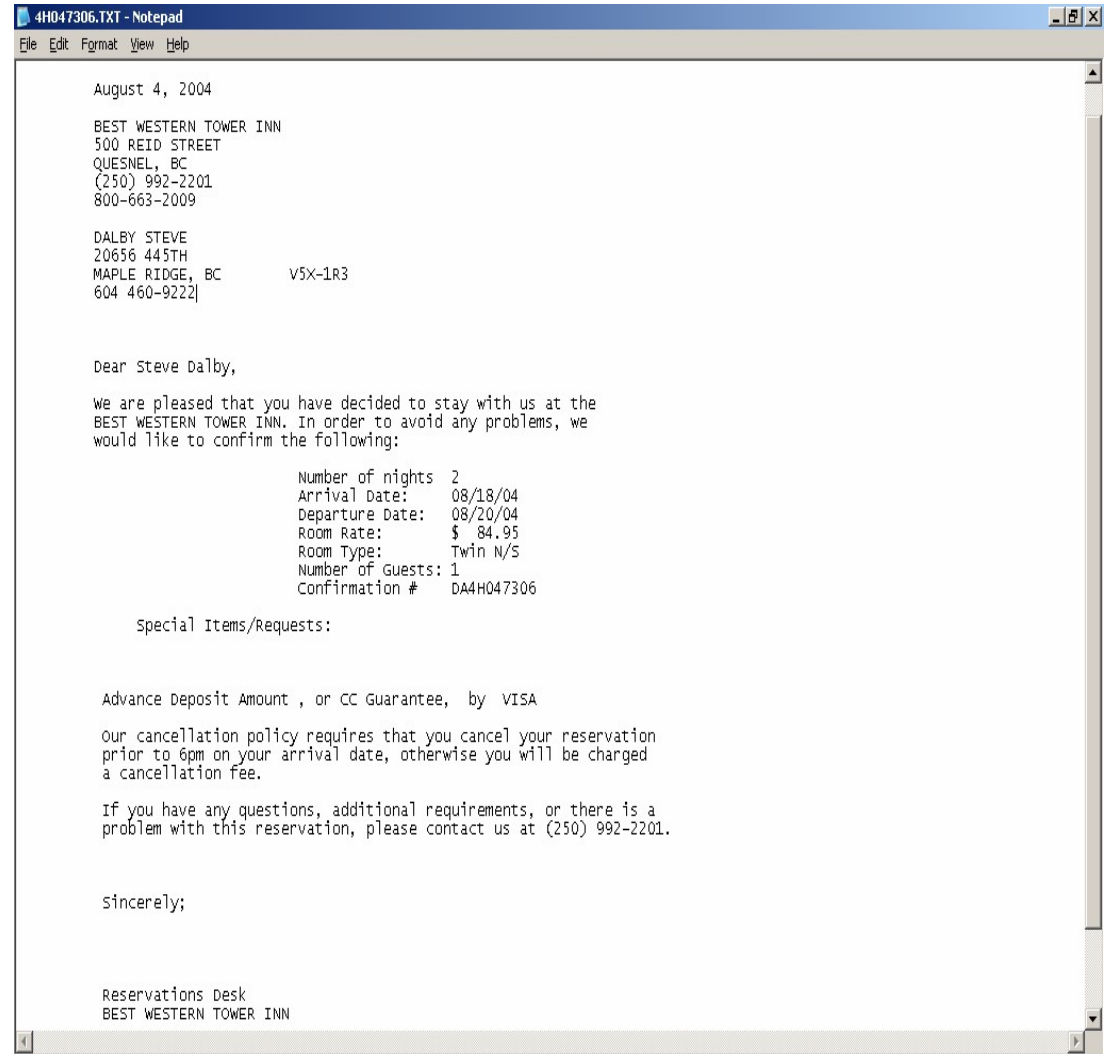


1. *The GETRES script will be activated regularly by RESSCHED, plus it can be activated anytime on demand. This script reads the email received and creates the merge file for InnKeeper. This script will also input a market code and a confirmation number for this merge file to InnKeeper.*
2. *Now GETRES sends the confirmation, with the reference #, back to the email address included in the received email reservation request.. Following INNU45 merging this email reservation into InnKeeper, INNU45 activates both SNDRESP to send a detailed reservation letter, and GENFRM, to update the web page availability to reflect this latest confirmed reservation.*

InnKeeper PMS



The REBOL system installed will automatically email the confirmation form letter, or cancellation form letter, to the guest's email address that was included in the submitted website booking input form, then logs the event for future reference, and does the necessary housekeeping to ensure the event isn't duplicated by accident.

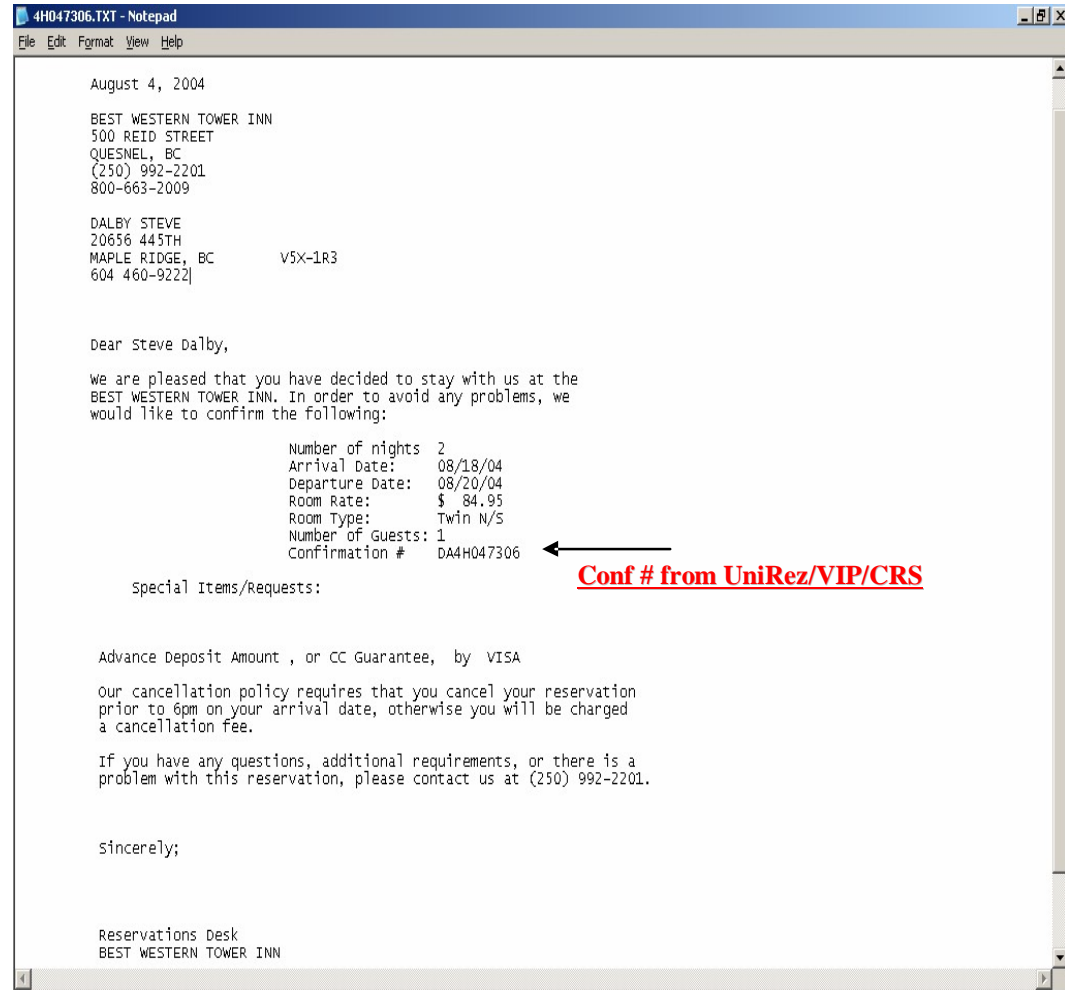


The InnKeeper system will be responsible for generation of the appropriate letter form, as well as providing the EMAIL RESERVATION scripts with the name and location of the resulting letter following merge and confirm, or merge/cancel and cancellation form.

InnKeeper PMS



The REBOL system installed will automatically email the confirmation letter to the guest's email address that was included in the submitted website form, then logs the event for future reference, and does the necessary housekeeping to ensure the event isn't duplicated by accident.



NOTE *** for other web based reservation systems merged, the confirmation numbers will preserve the original format and reference actually sent by the web reservation firm, or generated by the CAPA scripts for your own web site generated reservations routed via the CAPA web link page.**

Installation & Operation

of

InnWebRez





INNU45.EXE must be installed in the **\INN** folder and the **\INN\CONFIRMS** folder must be created to facilitate the automated confirmation processes.



All components of the automated scripts, with associated ini files and address files, are to be located in the **\INN\RES** folder.



The **REBOL** program, with a custom **USER.R** ,” to be installed in the **c:\REBOL** folder on every PC that will be enabled for email reservation functions.

This custom 'USER.R' file must be copied to the \INN\RES folder as well.

The 3 links associated with InnWebRez must be implemented using high speed broadband which is established on you LAN and does not require dial up:



GENFRM ” GETRES ” SNDRESP ”

All windows workstations that the property desires to be able to access these functions must have access to the Internet.



We require a dedicated email address at the Hotel for receiving these reservation emails so that there is no concern for other regular Hotel emails.

Most email servers provide multiple email addresses when you sign up for high speed.

CRITICAL SETUP PARAMETERS

- 1. The GENFRM script will read the InnKeeper 01D for room types and payment codes, the 02D file for room availability, the INN DAT.RTT for variances, and 2 other files (PAYCODE.DAT and ROOMCODE.DAT) for cross reference tables, and then generates a form based on these established parameters for rates, rate variances, allotment %, as well as the ROOM TYPE cross reference. 4 other files (AVAIL.HD/AVAIL.TL/FORM.HD/FORM.TL) are used to set up the style and wording of the forms. EMAIL.ACC, FTP.ACC, and USER.R must also be configured and installed to facilitate the email functions.*
- 2. The GENFRM batch file itself can also be configured/adjusted for items such the number of 10 days grids to display and the percentage for allotments, as well as colors for the foreground text, border color, and day of the week colors.*
- 3. The AVAIL.HD and AVAIL.TL is where you will insert desired wording at the top and bottom of the availability grid.*
- 4. The FORM.HD and FORM.TL enable wording at the top and bottom of the form, but are also very important as FORM.HD establishes the PERL script to call for the form, and the EMAIL ADDRESS that the form will be sent to.*
- 5. The PERL script requires that the REFERS areas be setup with the DOMAIN names of the HOST site and the DOMAIN name of the recipient address.*



GETRES



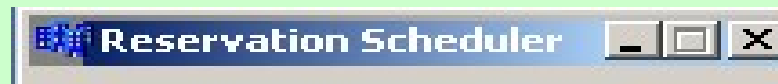
GENFRM



SMDRESP

GENFRM ” GETRES ” SMDRESP ”

These 3 programs are designed to work as DEMAND ” programs which can be scheduled to perform their functions on predetermined schedules or when ever staff would like them to function.



RESSCHED is a program that performs the property s’ desired schedule with each half hour being the default.

You can activate RESSCHED manually or include it in your STARTUP. When running you will see the **Reservation Scheduler** desktop.

You can run it minimized if you prefer by just configuring it s’ properties to do so.



RESSCHED



A link from the property's own website to a special Web Page that features booking with CC validation and capability to transmit encrypted CC data to an email address. eHospitality facilitates this "LINK" web page for the property.

This web page is also the target web page for the linked availability/allotment for the property

An email address and a PC capable of 128 bit security. We also recommend email notification software that advises when an email is received in the associated mailbox. (A mail program, like Express, Outlook, or Netscape is **not required** to link the systems)



A dedicated email address at the Hotel for receiving these reservation emails without concern for other regular Hotel emails



The property builds a **RESERVATION or BOOK A ROOM** button on its website that takes the website visitor to the eHospitality designed **AVAILABILITY & BOOKING** web page.

This link must be provided to the property.

Room Type	17 Aug	18 Aug	19 Aug	20 Aug	21 Aug	22 Aug	23 Aug	24 Aug	25 Aug	26 Aug
Double, Non-smoking, G	na	na	5	10	5	8	4	4	5	7
			\$79.00	\$80.00	\$80.00	\$79.00	\$79.00	\$79.00	\$79.00	\$79.00
Single, Non-smoking, G	na	na	na	2	1	3	2	3	3	3
				\$74.00	\$74.00	\$73.00	\$73.00	\$73.00	\$73.00	\$73.00
King, Non-smoking	na	1	1	1	1	1	1	1	1	1
		\$73.00	\$73.00	\$74.00	\$74.00	\$73.00	\$73.00	\$73.00	\$73.00	\$73.00
Single, Smoking	na	na	na	na	na	3	4	3	4	4
						\$73.00	\$73.00	\$73.00	\$73.00	\$73.00
Double, Smoking	na	2	3	5	4	6	6	6	8	8
		\$79.00	\$79.00	\$80.00	\$80.00	\$79.00	\$79.00	\$79.00	\$79.00	\$79.00
King, Non-smoking	na	na	2	1	1	2	1	2	2	2
			\$73.00	\$74.00	\$74.00	\$73.00	\$73.00	\$73.00	\$73.00	\$73.00
King, Smoking	na	na	2	1	1	3	3	3	3	3
			\$73.00	\$73.00	\$73.00	\$73.00	\$73.00	\$73.00	\$73.00	\$73.00
King, Jacuzzi, Non-smoking	na	4	4	6	6	6	5	3	4	4
		\$99.00	\$99.00	\$99.00	\$99.00	\$99.00	\$99.00	\$99.00	\$99.00	\$99.00

Reservations

Arrival Date:

Number of Nights:

Number of Guests:

Room Type:

Name (Last, First):

E-mail Address:

Address:

Postal Code:

Phone Number:

Fax Number:

Credit Card Type: AMEX VISA MASTERCARD ENROUTE

Credit Card Number:

Expiry Date (mm/yy): /

Remarks:

Upon clicking on **RESERVATION or BOOK A ROOM**, the website visitor is taken to a web page that displays current availability/allotment, with weekends highlighted, and applicable rates defined by the property. The rates/variances are defined by the property through a file located in \INN\RES. The % of allotment is defined by the property as well.

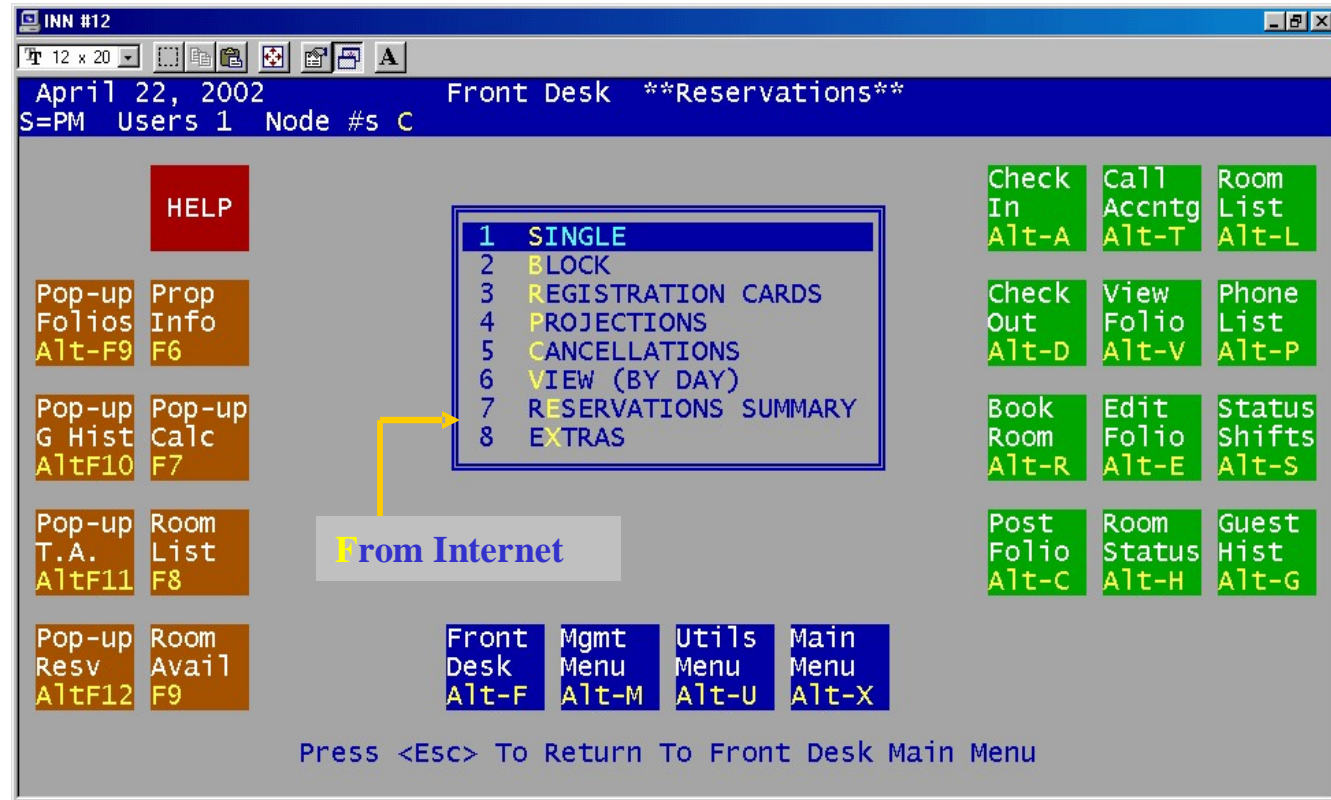
The website visitor browses the availability, and then goes to the built in reservation/booking page which accepts the inputs for a reservation request.

The system validates the CC and forces all necessary information. When submitted, the information entered is sent to the email address established at the property.

This email address, password, and the out going mail server (SMTP) must be provided by the property.

Upon installing the INNU45 executable, the InnKeeper V502 will be ready to accept internet based reservations.

Any time a reservation is received via the InnWebRez system, the InnKeeper reservation menu will change to add a new line 7, EXTRAS drops to line 8, indicating a reservation is in the cue.



Any time Innkeeper displays the new line #8 FROM INTERNET, there is a email reservation waiting to be merged into the the InnKeeper database.

When this line is present, the web visitor who submitted it should have already received the initial email message with the Reference # . This Reference # remains in the system and is used as the Reference/Confirmation # with the final response when the reservation is merged.



- 1 SINGLE
- 2 BLOCK
- 3 REGISTRATION CARDS
- 4 PROJECTIONS
- 5 CANCELLATIONS
- 6 VIEW (BY DAY)
- 7 RESERVATIONS SUMMARY
- 8 FROM INTERNET
- 9 EXTRAS

By selecting #8 to merge the reservation, the system will display the reservation being merged into the InnKeeper reservation database .

By pressing <P> when the reservation is being displayed, you can print out a reservation record for your files.

Front Desk		**From Internet**		Reservations	
Reservation Name	Room Type	Date	Nts	Market	GCode #G
FORD HARRISON	SMALL SUITE	Oct 29/04	1	WEBRES	1

Press <P> to Print, or <Esc> to Exit

NAME	ARRIVAL	R	NTS	INV	#G	P	CREDIT CARD	EXPIRY	MKT CODE	REMARKS
CAPA SOFTWARE	Nov 02/04	2	4		2	2	123456797	09/06	WEBRES	DNB@ABC.COM
Reservation confirmed. Confirmation # 4J22CA1234										

The process and data activity is as follows:

GETRES gets the email reservation

GETRES creates 2 files in \Inn\Data

InnDat.emr and **inndat.rmr**

And, uses **inndat.amr** to log activity

Innu45 see the files, highlights **FROM INTERNET** ”

Innu45 takes **EMR** and **RMR** and renames

Innu45 merges the email reservation(s)

Use **EMR** for data regarding reservations

Deletes the **EMR** file

writes activity to **SMR** file for **SNDRESP**

Innu45 calls **SNDRESP** and **GENFRM**

SNDRESP sends formal confirmation using

The data in the **SMR** file

SNDRESP logs reservation in **AMR**

GENFRM sends new availability/allotment

GETRES.exe

\inn\data\inndat.emr

\inn\data\inndat.rmr

\inn\data\inndat.amr

INNU45.exe

X \inn\data\inndat.emr

\inn\data\inndat.rmr

\inn\data\inndat.smr

\inn\data\inndat.rlg

\inn\data\inndat.rap

\inn\data\inndat.smr

SNDRESP.exe

X \inn\data\inndat.smr

\inn\data\inndat.amr