Welcome

To the Semper Central Reservations System

CRS

Setup and Training Guide

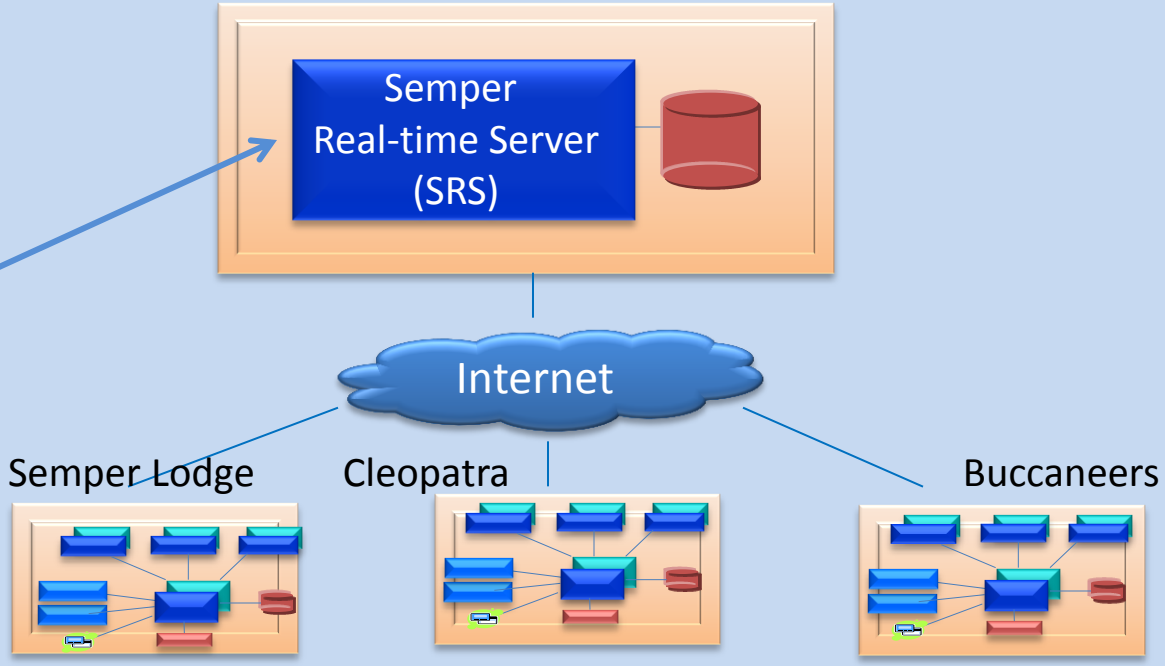
General Operational Principals

General Operational Principals

When reservation information is uploaded from the venue PMS to the SRS, all people contacts that were created at the venue, are also uploaded. In this way a central contacts database is established.

The company information is not uploaded to the SRS. A separate company database is created within the CRS system servicing all venues. This company information is also stored in the SRS but only utilised by the CRS system.

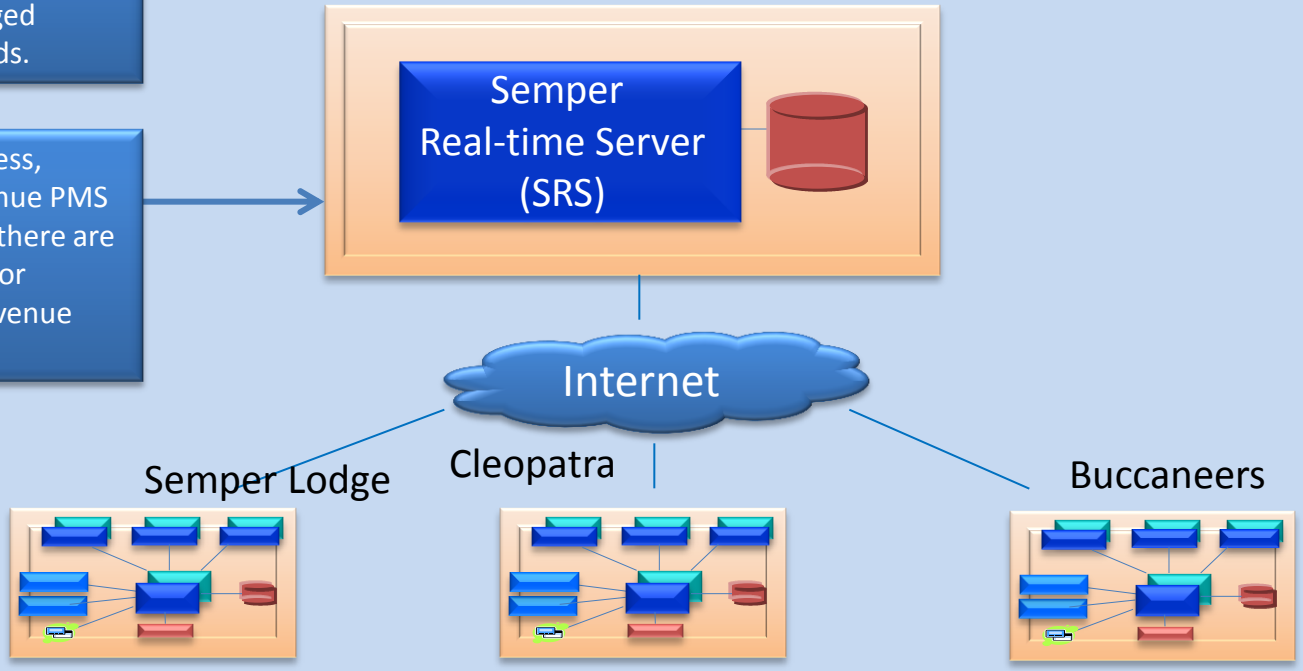
Each venue is setup within the Semper PMS to enable CRS capability.
The venue PMS system automatically synchronises with the central **S**emper **R**eal-Time **S**erver (SRS).
A copy of all future dated reservations created in the venue PMS are stored in the SRS.
New reservations created within the SRS, are automatically transferred to the venue PMS.



General Operational Principals

The SRS database is hosted and managed by Semper at an international hosting company. This guarantees the safety and availability of the database. The facility is secure and managed according to international hosting standards.

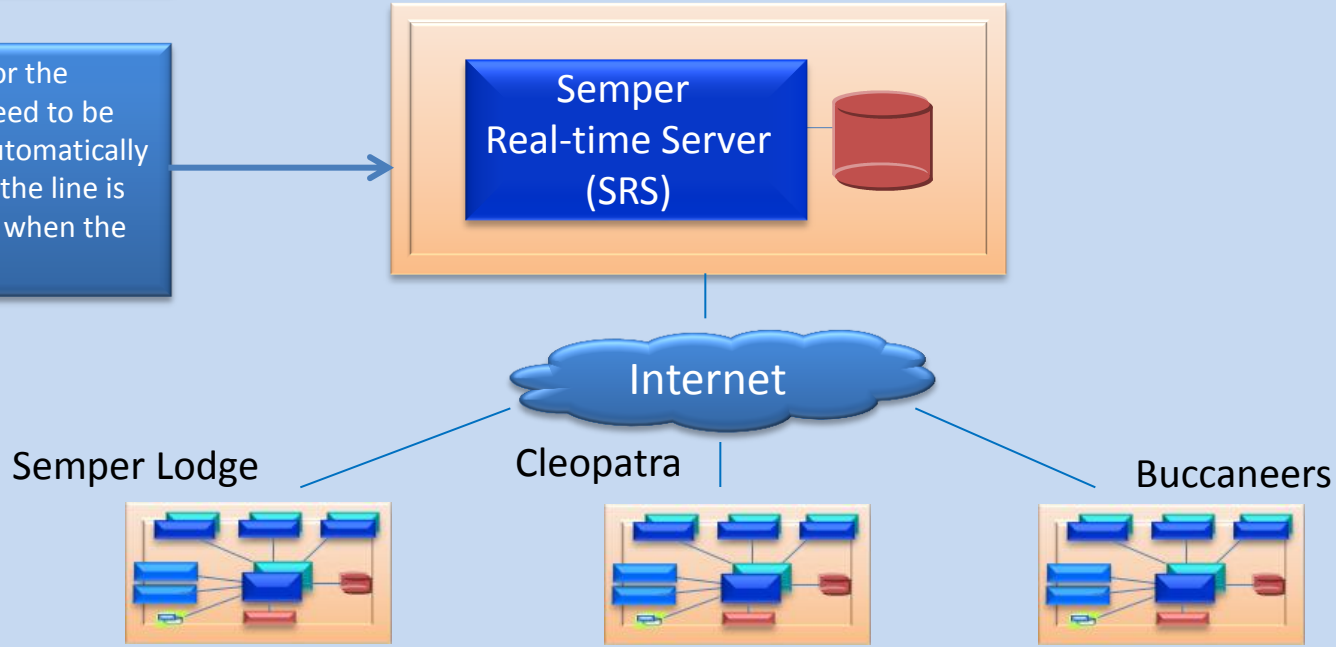
The synchronisation is an automated process, which happens every five minutes. The venue PMS first retrieves reservations from the SRS if there are any, and then sends any new reservations or changes to existing reservations from the venue PMS to the SRS.



General Operational Principals

Each venue requires an internet connection in order to retrieve new reservations from the SRS and to synchronise PMS reservations (new and changed) to the Semper SRS.

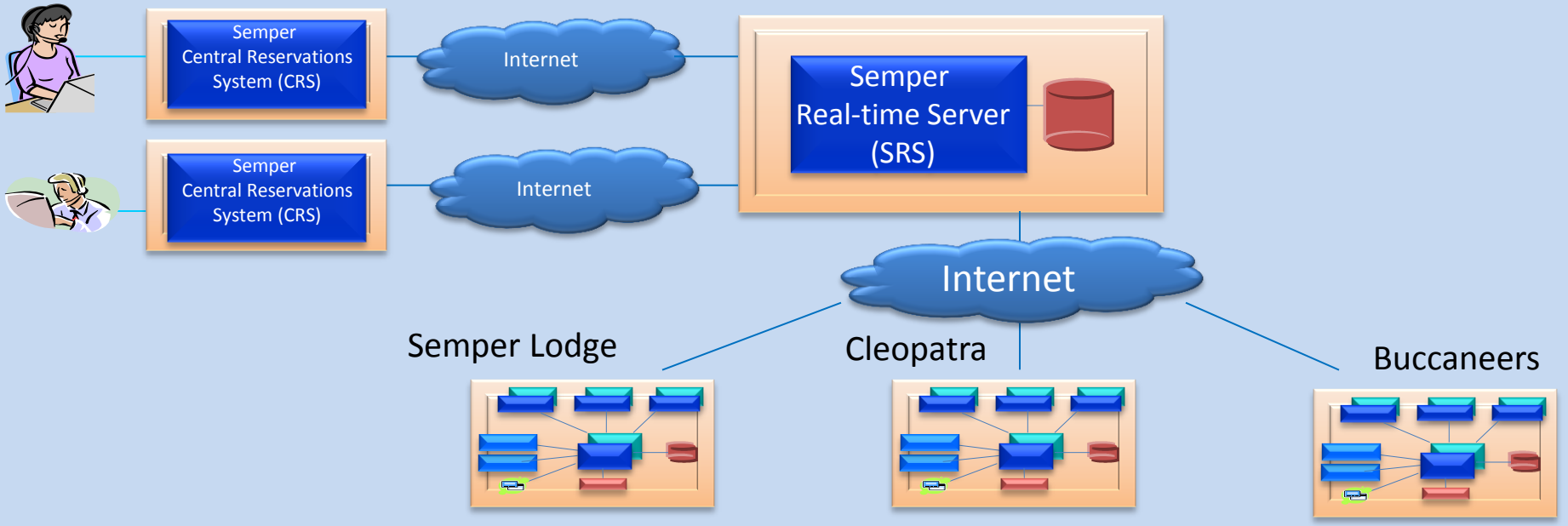
An internet connection is only needed for the synchronisation process and does not need to be connected thereafter. The system will automatically mark reservations for synchronisation if the line is down during the sync and process them when the line is back up.



General Operational Principals

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The CRS software is to be installed on all CRS operating computers.
Each operator accesses the central SRS database, where all the information resides.
They can view the actual reservations of any of the venues connected to the CRS and record bookings for one or multiple venues simultaneously (more on the operation of the CRS is explained in the later slides).



General Operational Principals

The SRS is also used as the single central database for all Internet related reservations, including bookings via a venue's own website (This is an example of the Buccaneers backpackers lodge).





Semper Central Reservations System (CRS)

Internet



Semper Central Reservations System (CRS)

Internet

Semper Real-time Server (SRS)

Internet

Semper Lodge

Cleopatra

Buccaneers

General Operational Principals

The booking process is managed by the Semper System and the reservations are transferred via the SRS to the venue's PMS system.
See http://www.chintsa.net/ for an example.





Semper Central Reservations System (CRS)

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Semper Central Reservations System (CRS)

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Semper Real-time Server (SRS)

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Semper Lodge

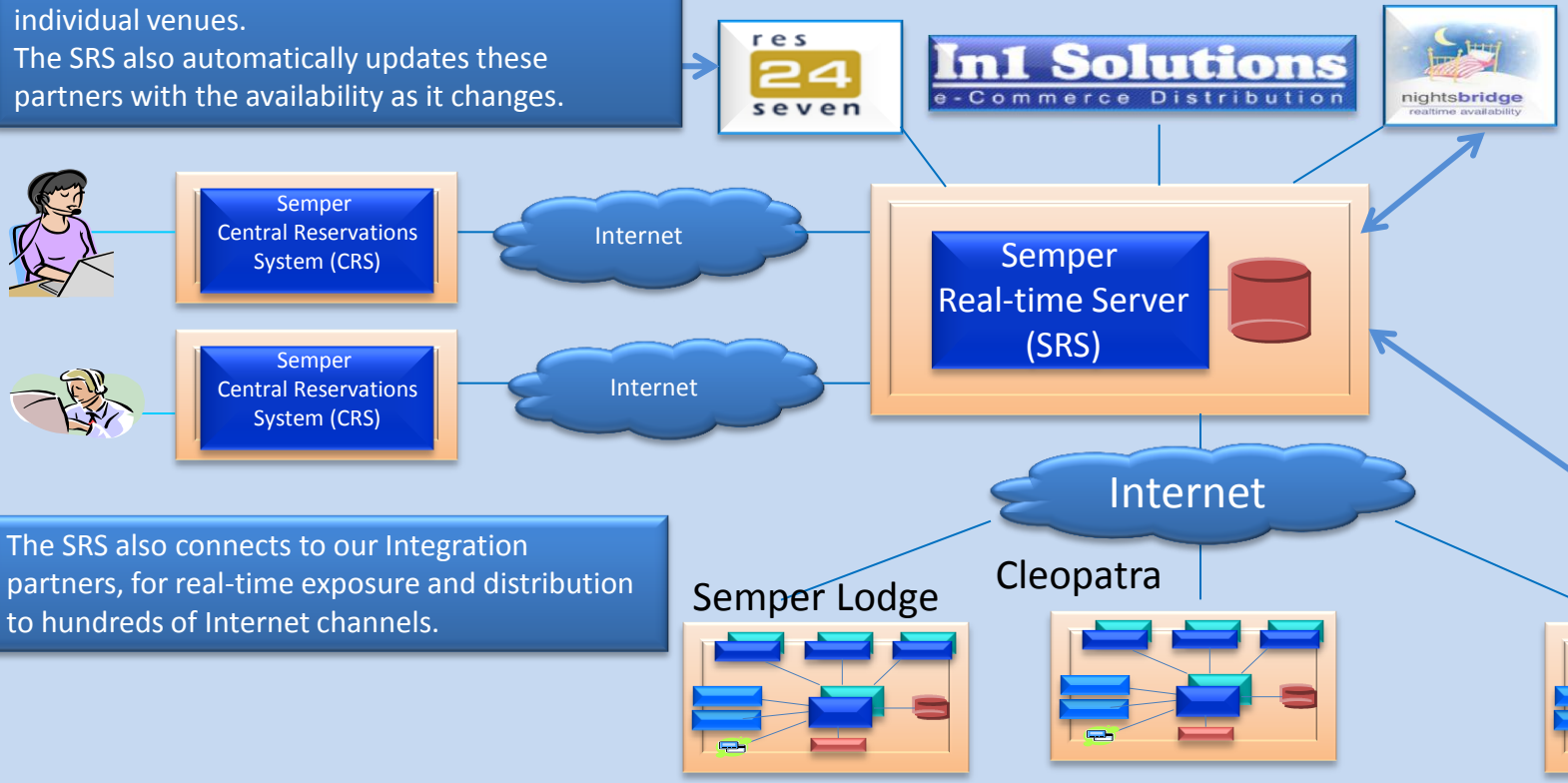
Cleopatra

Buccaneers

General Operational Principals

Semper

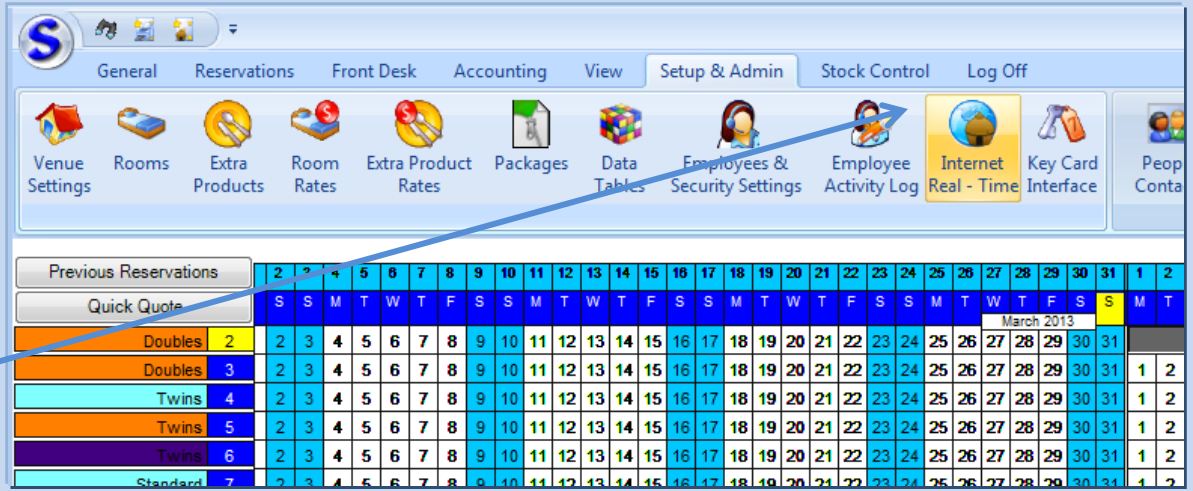
Bookings generated via any of these partners get stored in the SRS before being transferred to the individual venues.
The SRS also automatically updates these partners with the availability as it changes.



The SRS also connects to our Integration partners, for real-time exposure and distribution to hundreds of Internet channels.

Central Reservations Setup and Admin

Internet Real- Time PMS settings



In the venue PMS select the **Internet Real-Time** option to complete the setup.

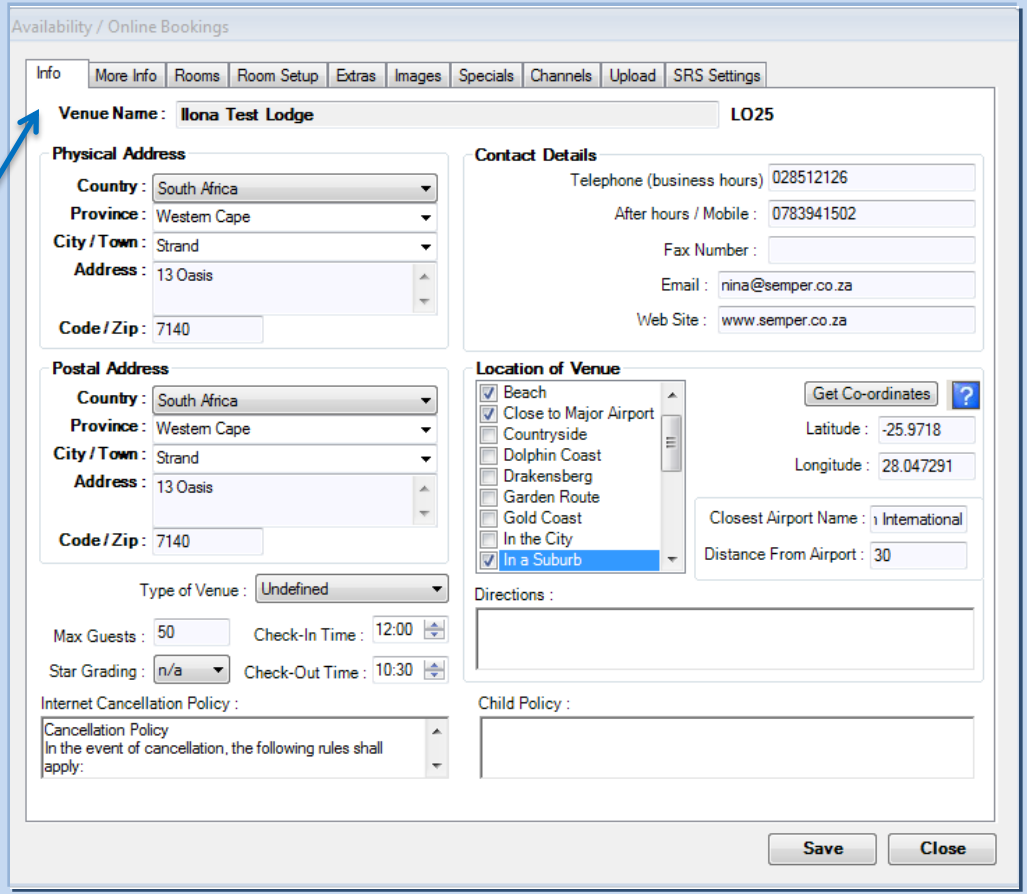
Note: only selected functions need to be performed which are related to the CRS system. Only those settings are dealt with in this manual.

Internet Real- Time PMS settings

Internet Real-Time - 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



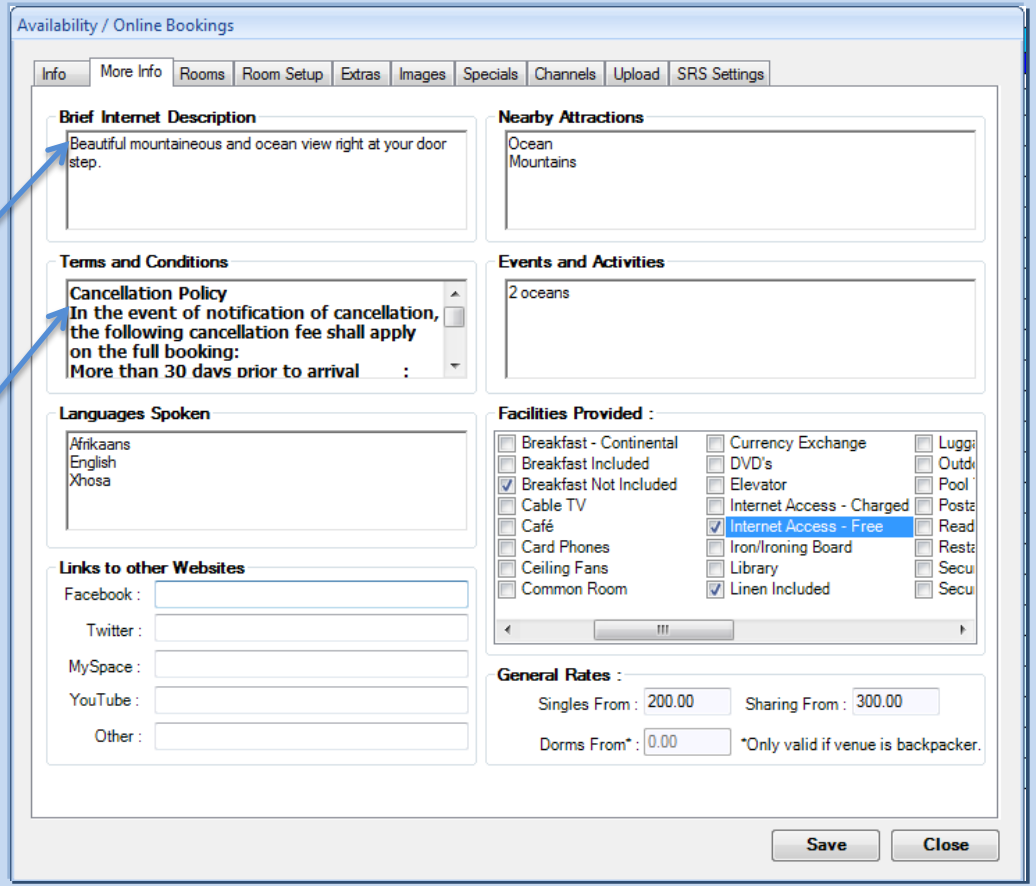
Internet Real- Time PMS settings

Internet Real-Time More Info
Complete this screen in full.

Insert a ‘Brief Internet Description’ which will be displayed on the booking page.

The Terms and Conditions must contain your terms and conditions as well as a cancellation policy.

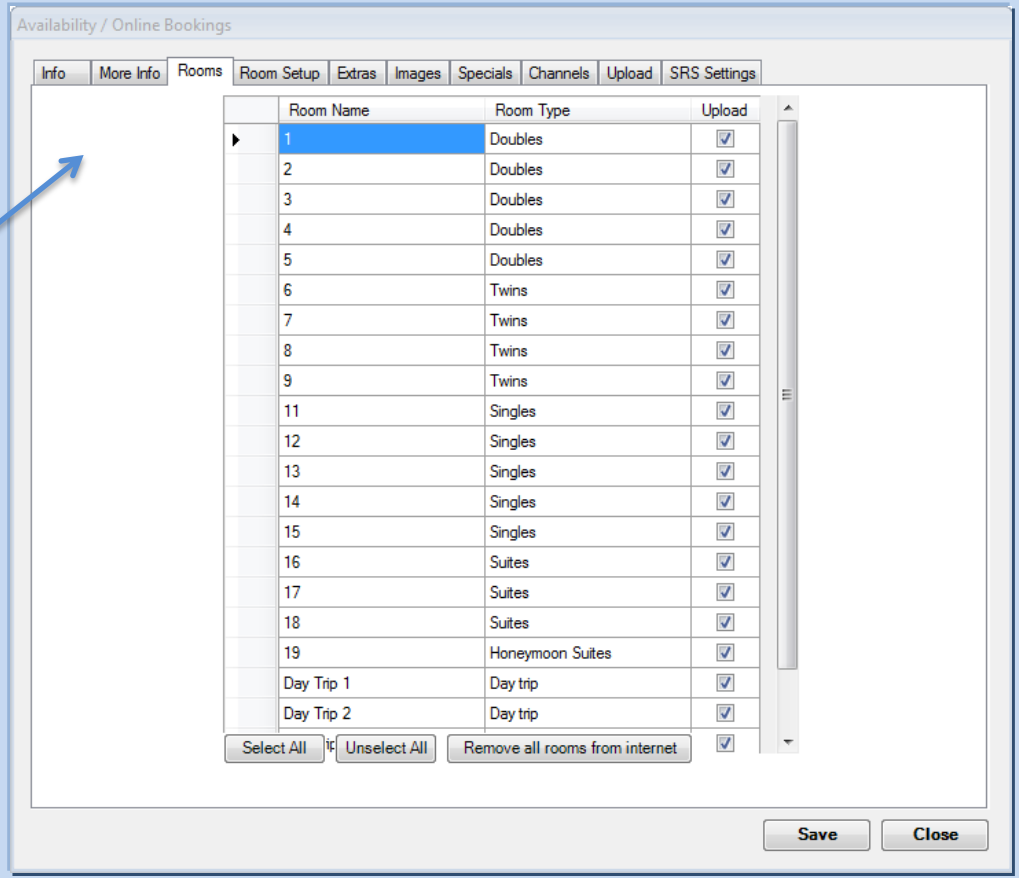
Ensure you select ‘**Save’** to store the information.



Internet Real- Time PMS settings

Internet Real-Time Rooms
Select all the rooms you wish to make available on the CRS.

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 own will.

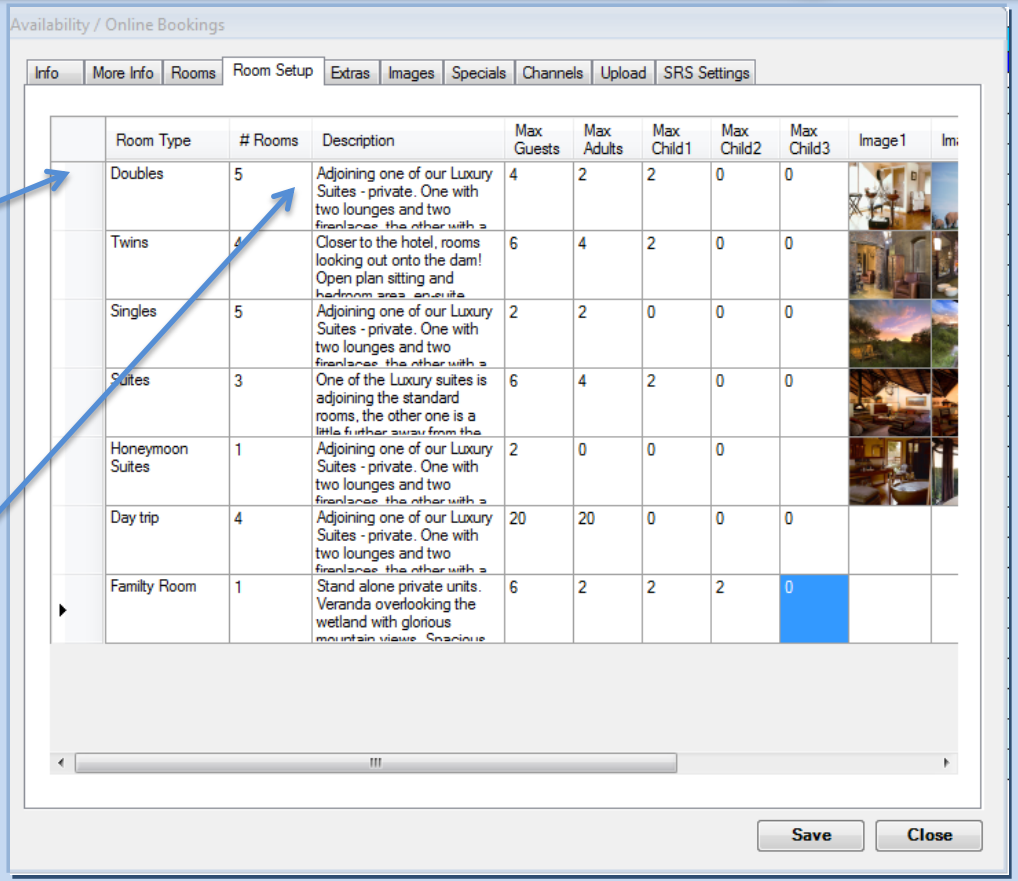


Internet Real- Time PMS settings

Internet Real-Time Room Setup

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

Enter the **Description** for each room type. Define everything that a guest will find in the room.

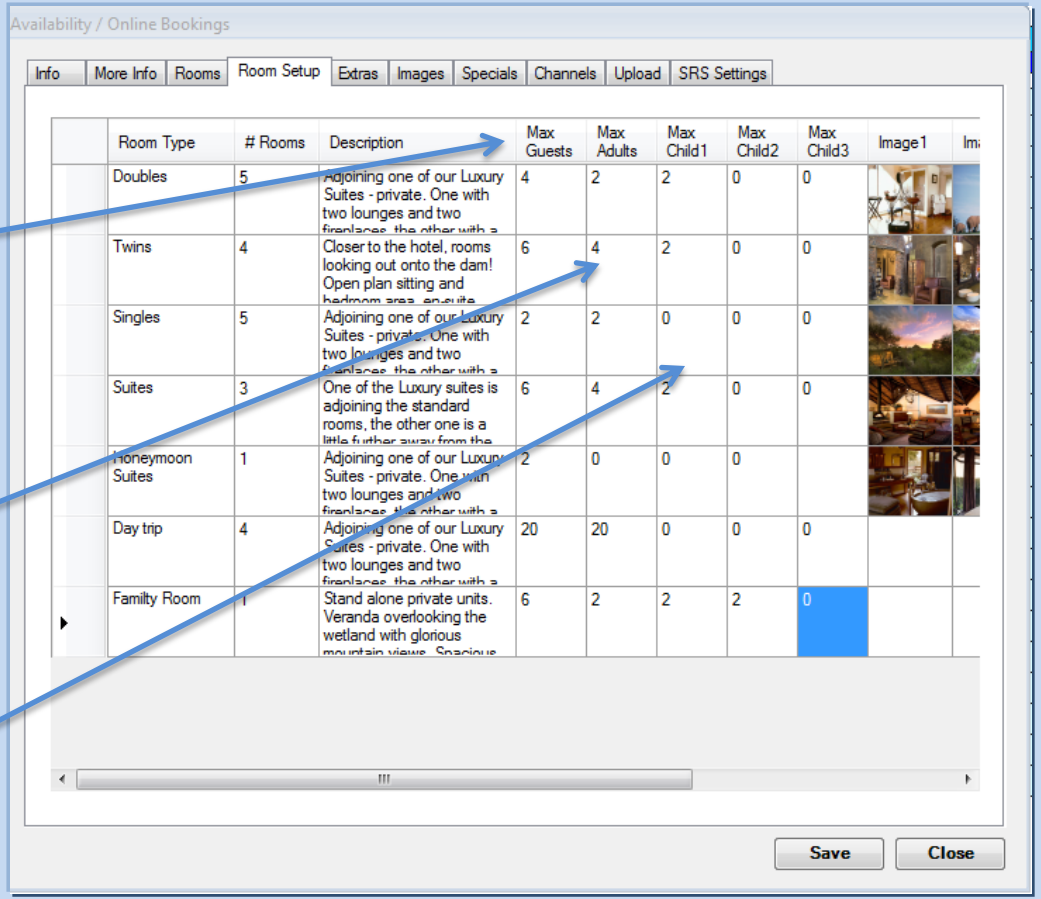


Internet Real- Time PMS settings

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

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.

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.



Internet Real- Time PMS settings

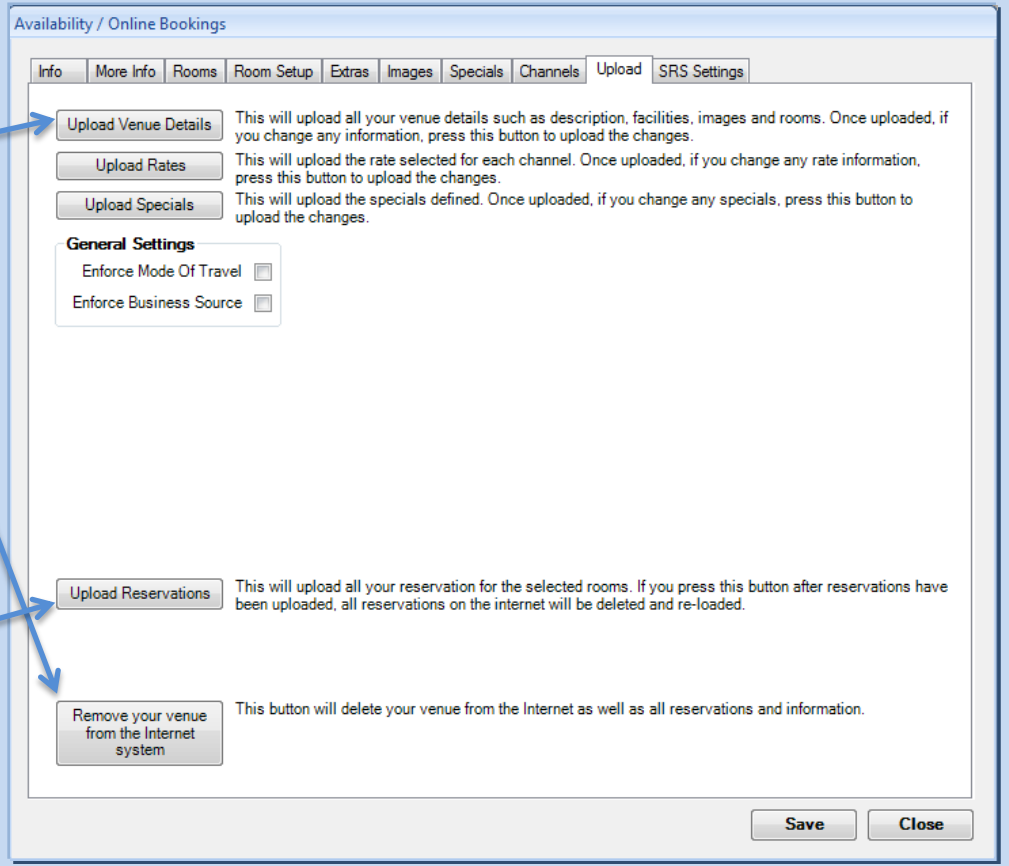
Use the **'Upload Venue Details'** to perform the initial uploading of your venue settings to the Real-Time system (SRS).

The **'Remove your Venue from the Internet system'** has the opposite effect and removes all information from the SRS

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

Internet Real-Time Upload Reservations
This will upload all your reservations to your CRS. This is normally performed only once.

Please note:
The upload rates and upload specials are not applicable for the CRS setup.

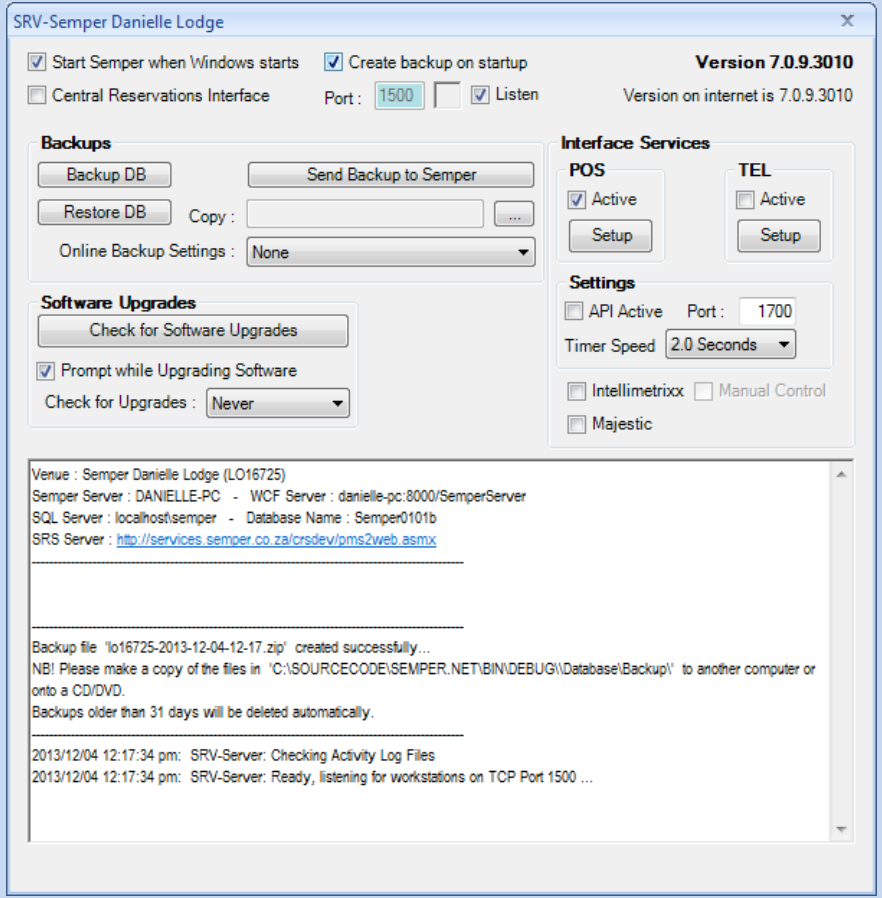


Central Reservations Setup and Admin

Semper

Restart your server and then make sure that the **'Central Reservations Interface'** checkbox has been selected (ticked).

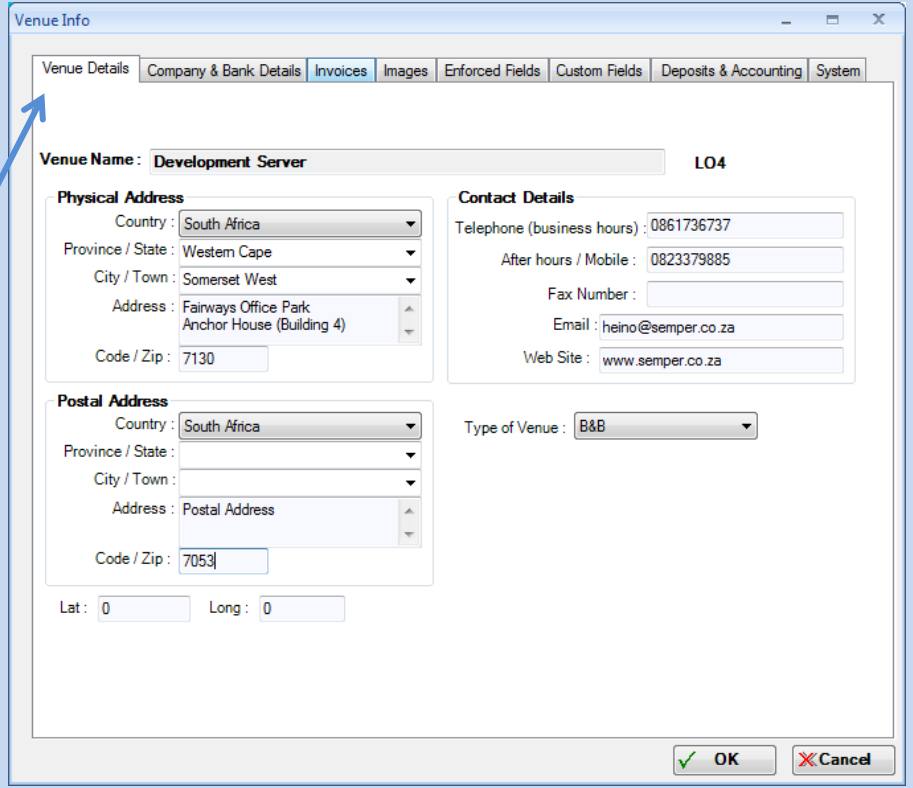
This is very important as it ensures automatic synchronisation of the system with the SRS.



Venue PMS settings

The Venue setup is performed within each venue's PMS system individually under Setup& Admin -> Venue Settings, and not within the CRS system, although there are certain changes that can be made within the CRS to the settings.

The CRS retains full control up to the arrival date of each reservation. This disables the venue from changing the reservation in any way until the day of arrival. Thereafter control is transferred to the venue. This is to ensure integrity is maintained of all reservation information.



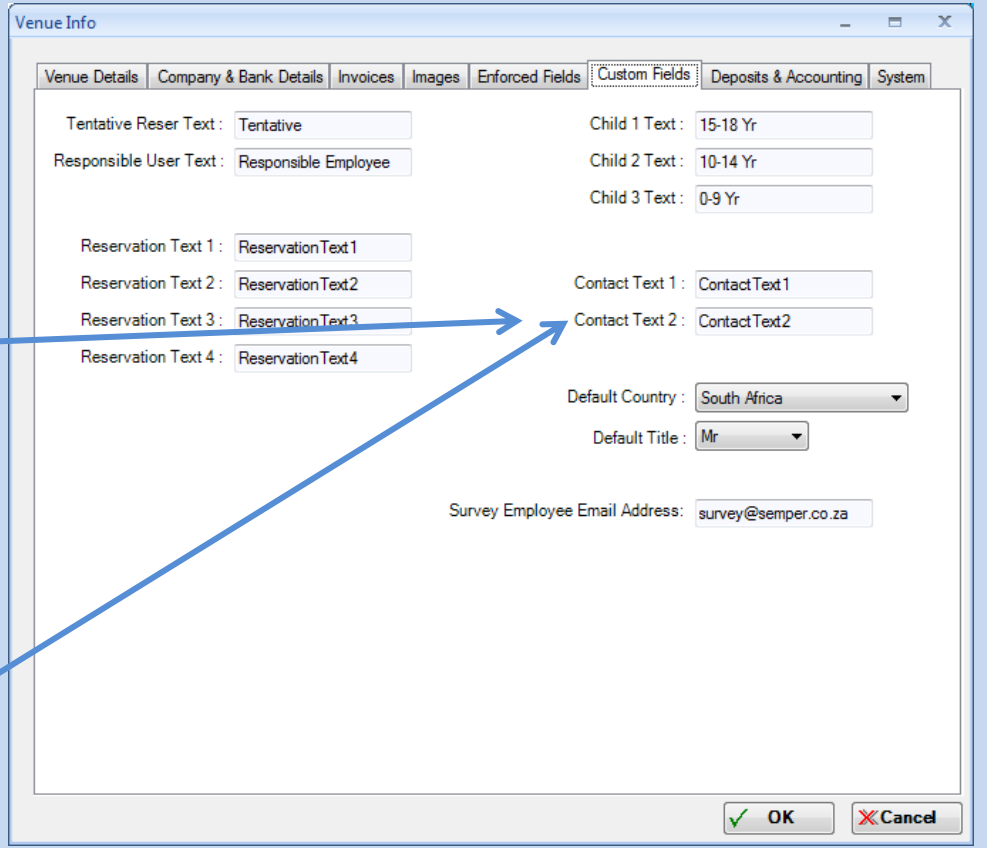
Venue PMS settings

Set your **CRM** Contact Text 1 and 2 settings as well as your Reservation Texts.

VERY IMPORTANT NOTE: These contact settings must be the same in the CRS and **ALL** the venues PMS's that belong to this CRS. It is the standard information you wish to capture for individuals that will be recorded for the entire group.
The setup of this information is done as follows:

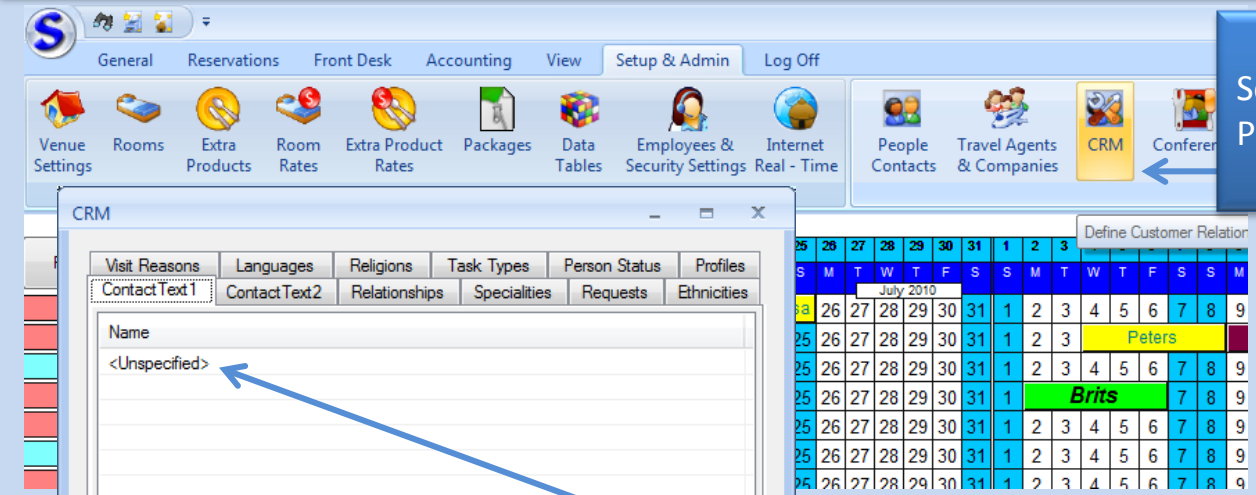
Select **Setup & Admin in each venue's PMS system,** followed by the '**Custom Fields'** tab and change the Contact Text 1 and 2 fields to the same values as you will set in your CRS system (see CRS setup below for details).

Once defined here, the values for each table then need to be captured.



Central Reservations Setup and Admin

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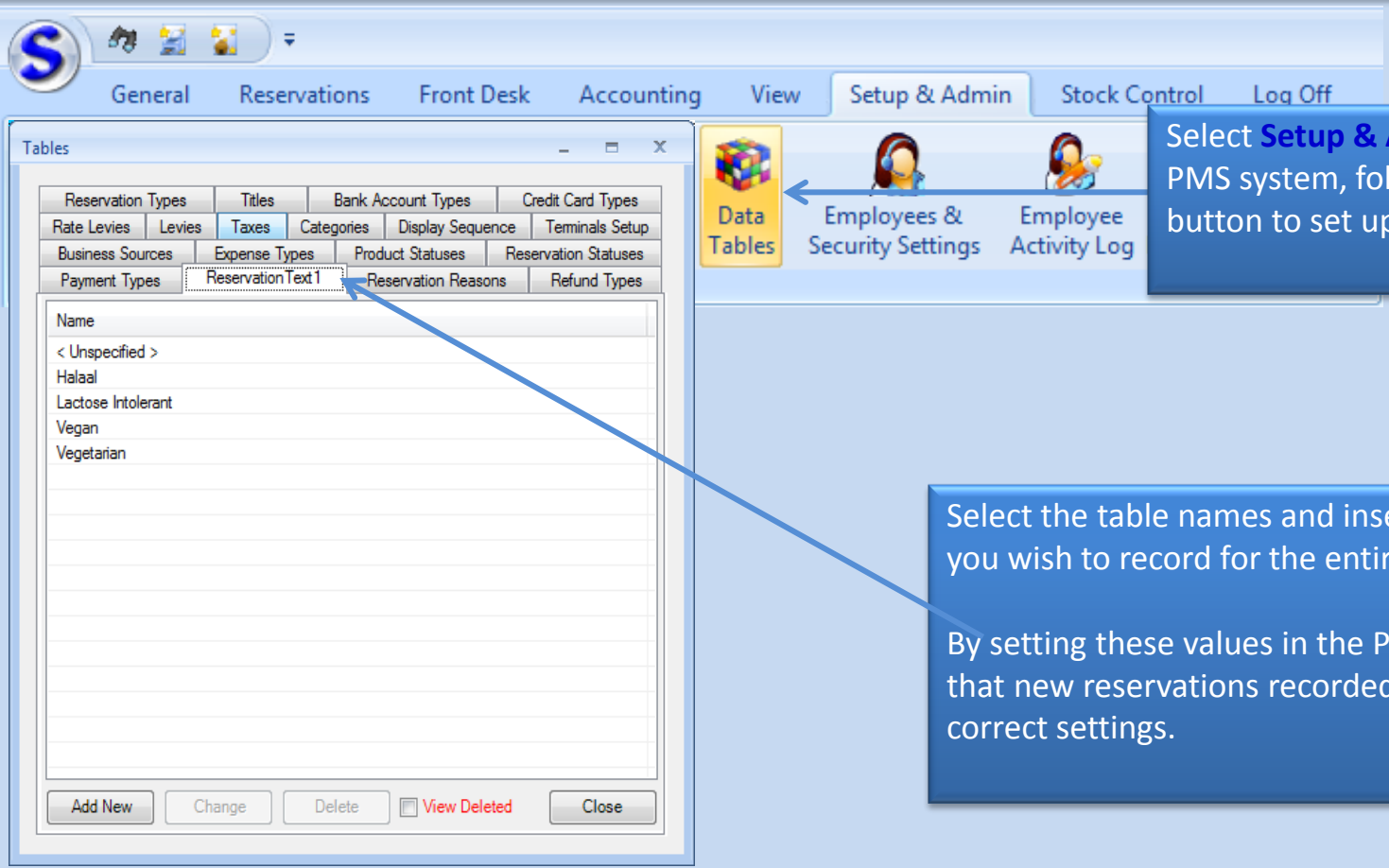
Select **Setup & Admin** in each venue's PMS system, followed by the **CRM** button

Select the table names and insert the standard values you wish to record for the entire group.

By setting these values in the PMS, you will ensure that new reservations recorded in the PMS have the correct settings.

Central Reservations Setup and Admin

Semper



Select **Setup & Admin** in each venue's PMS system, followed by the **Data Tables** button to set up your Reservation Texts.

Select the table names and insert the standard values you wish to record for the entire group.

By setting these values in the PMS, you will ensure that new reservations recorded in the PMS have the correct settings.

CRS setup

Select CRS settings under Setup & Admin

Complete the:

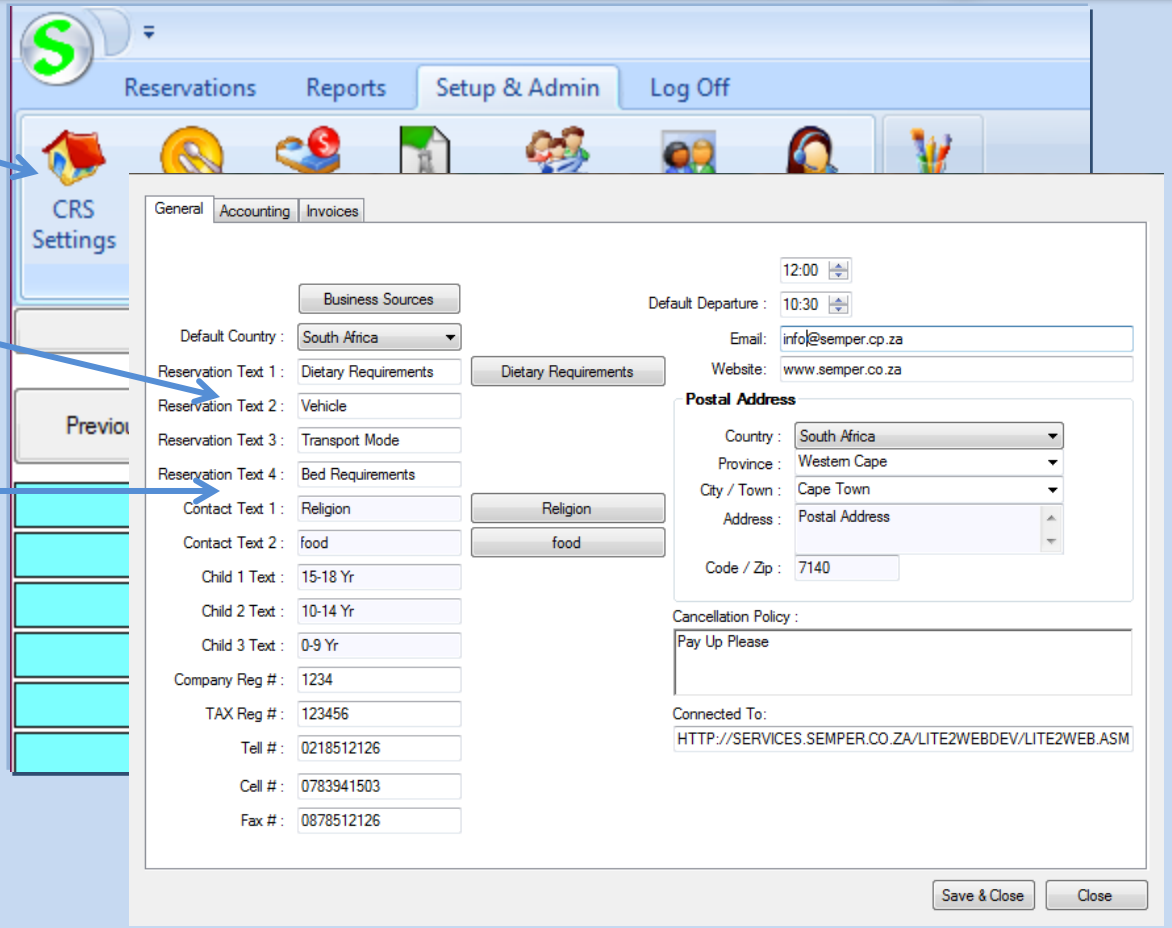
- ✓ Default Arrival and Departure times
- ✓ Contact Text 1 & 2settings
- ✓ Reservation Texts

Important Note: These text values must be the same as setup in each venue's PMS system, including the values assigned here for each table

- ✓ Child text values –

Another Important Note: These values must be consistent in the CRS as well as all venues in your group.

- ✓ Enter your cancellation policy here.

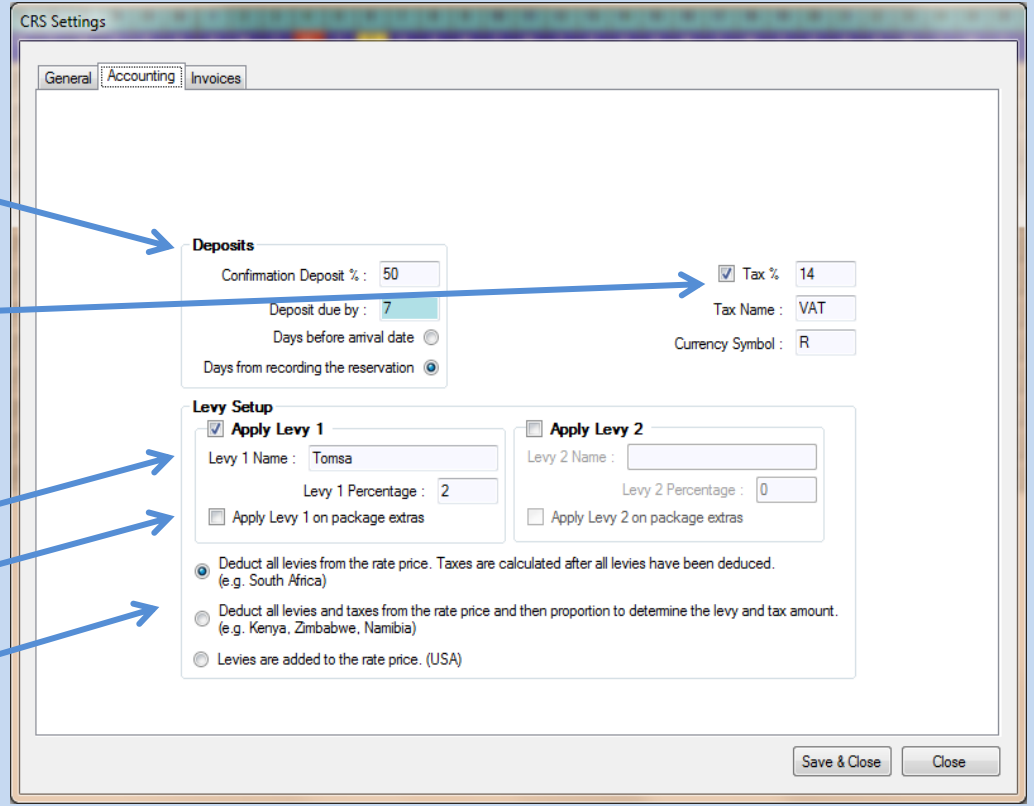


CRS setup

Under the Accounting tab, the deposit details for the venue can be setup.

Setup the tax % and tax name here. You can also set your currency symbol here.

- Levies get setup individually as demonstrated. Enter the levy name.
- For **packages**, if you wish the extras within a package be excluded from the levy then make sure this indicator is de-selected.
- You must then indicate how the levy must be calculated by selecting one of the following options. You will notice that different countries use different constructs when calculating the levy.



Invoice Setup

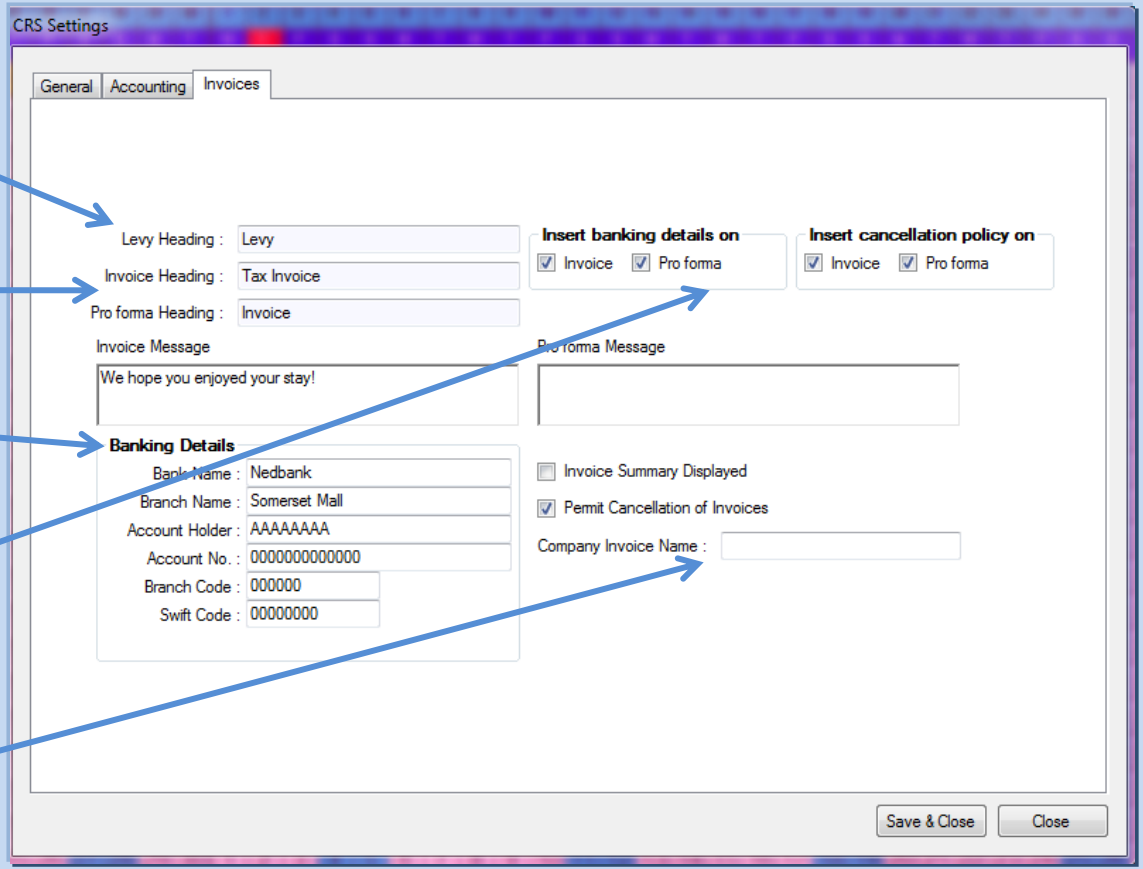
Under the invoices tab you are able to personalize your invoices. Set the levy, invoice and pro forma heading here.

Insert your invoice and pro forma invoice messages here.

Make sure that you enter the correct banking details.

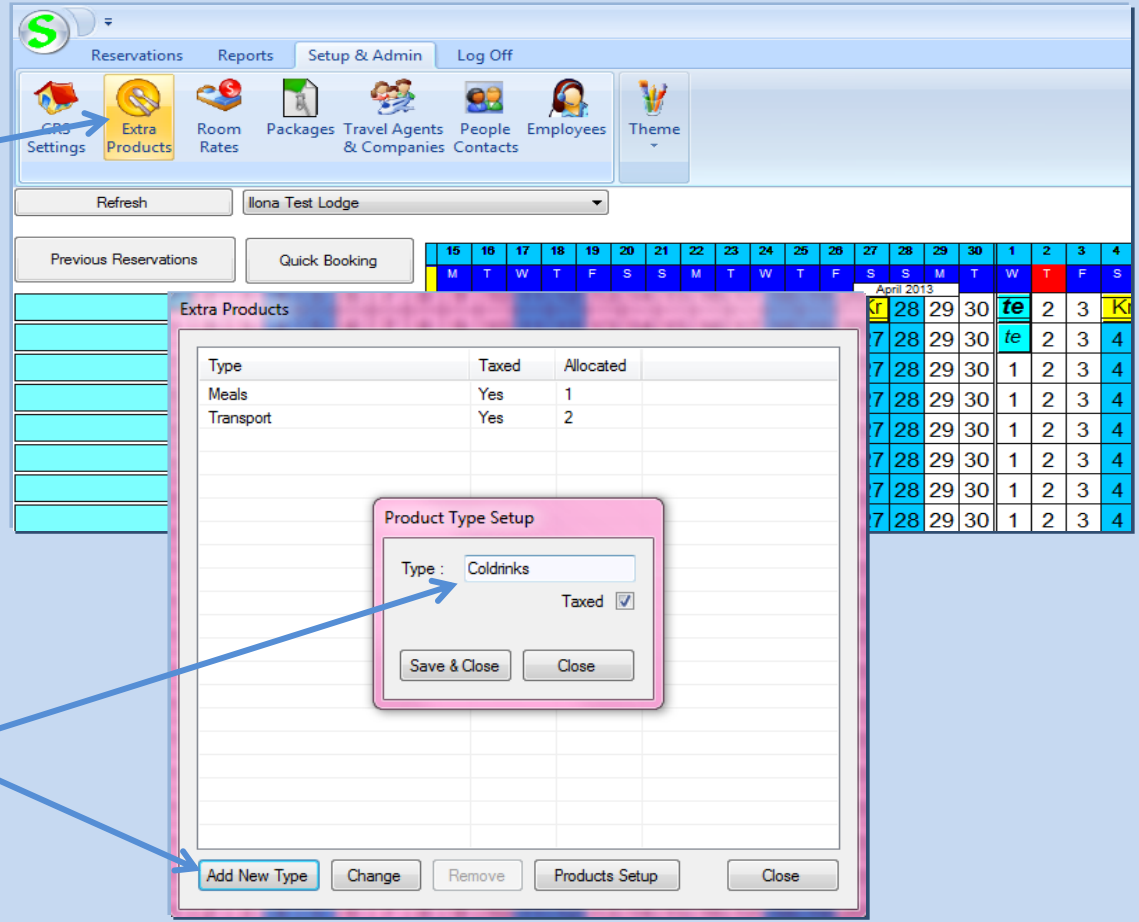
You are able to select where you would like your banking details and cancellation policy inserted.

Insert the companies name that you wish to have displayed on the invoice.



Extra Products setup

Select extra products.

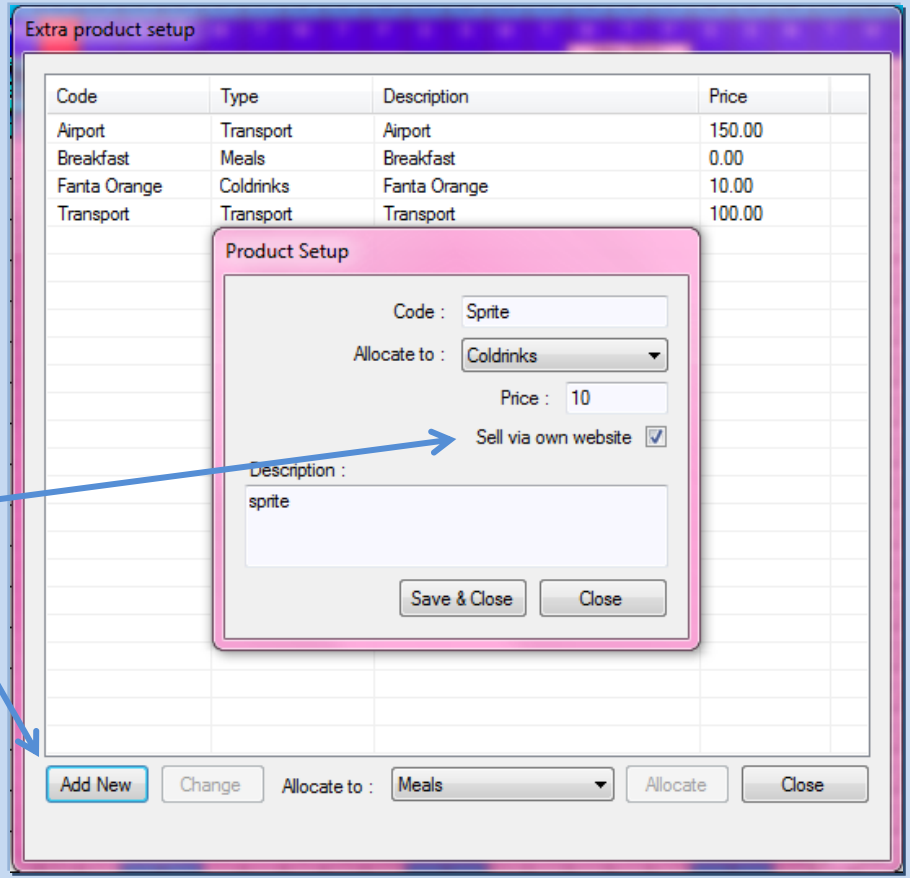


To add a new product type select ‘Add New Type’. Once you have selected it, type in the name of the extra product and select whether the type of product is taxable or not. Then select ‘Save & Close’.

Extra Products setup

Select ‘Product Setup’ on the Extra Products screen to setup the products. Select add new to add a new product. Type in the product code, allocate it to a product type, add the price and a description.

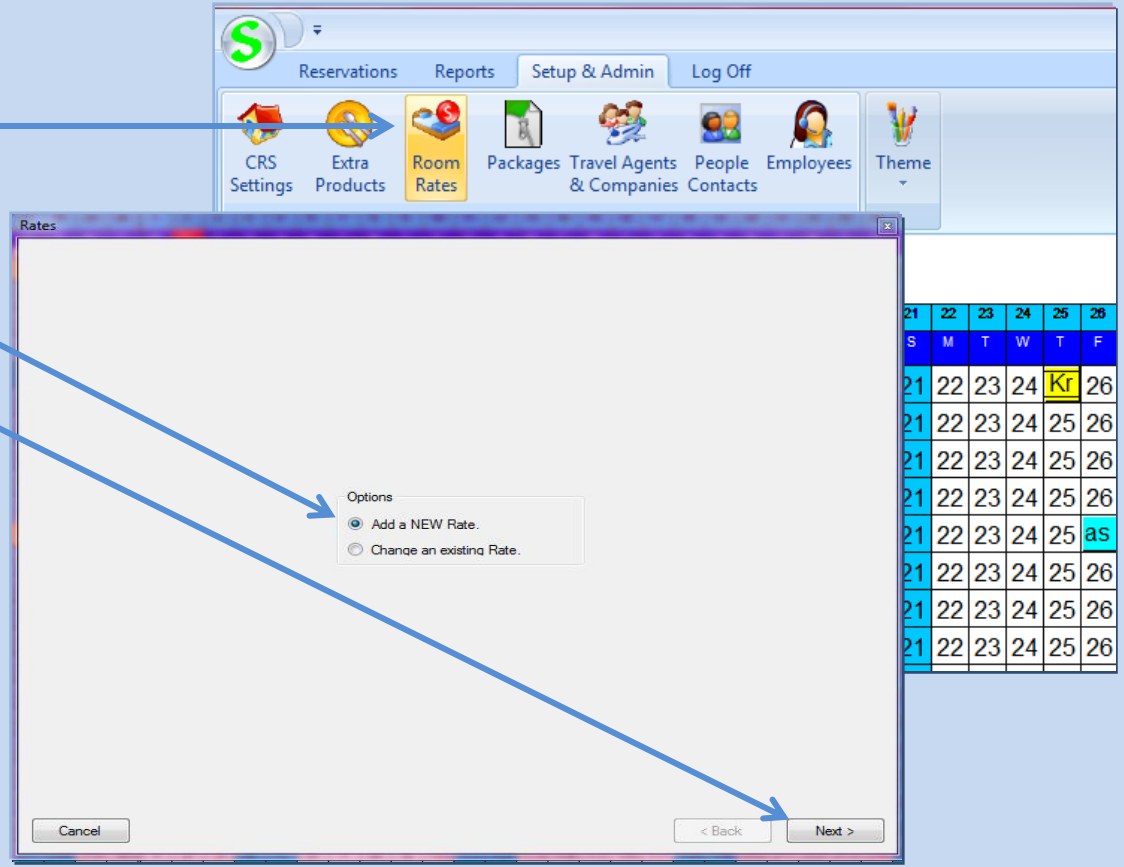
If you are using our online booking page and would like to sell this product on your webpage, make sure this tick is on. Then click ‘Save & Close’.



Room Rates setup

Select Room Rates

✓Select “Add a new Rate”
✓Select “Next”



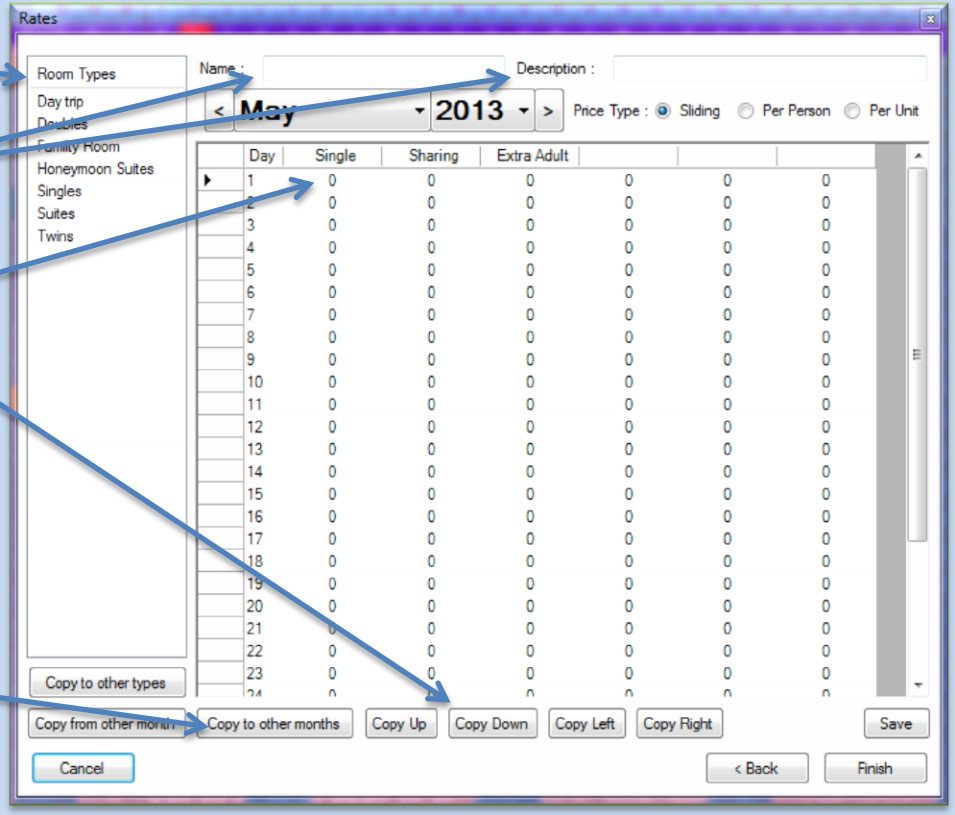
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Select the room type and the price type

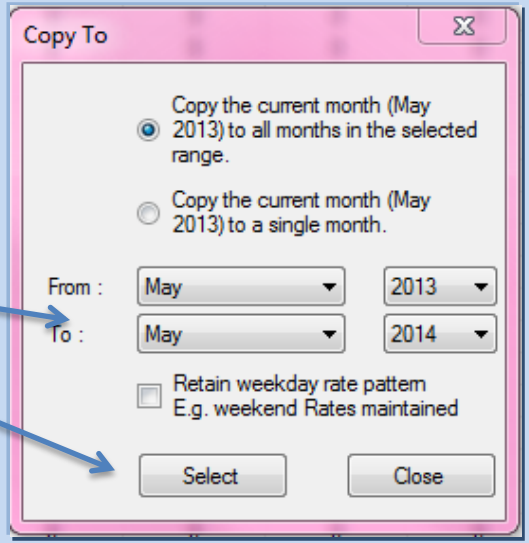
Add a Rate name and description

Enter the amount for 1 adult here and click on copy down repeat this for all adults, children and room types. Click on save. The default rate has now been saved for May 2013.

To copy this rate to other months, go to “Copy to other months”.

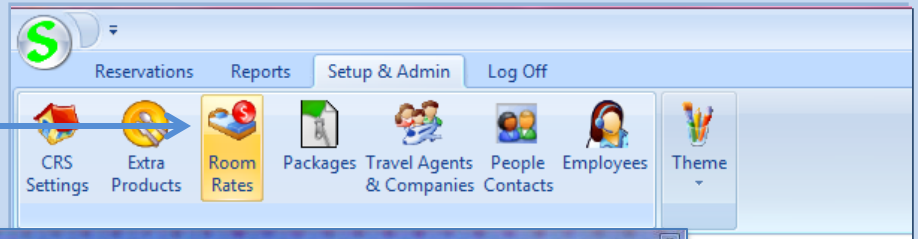


Select the month and year the rate is valid till then click on select. It will give a message that the rate has
been successfully copied. Click ok and Finish

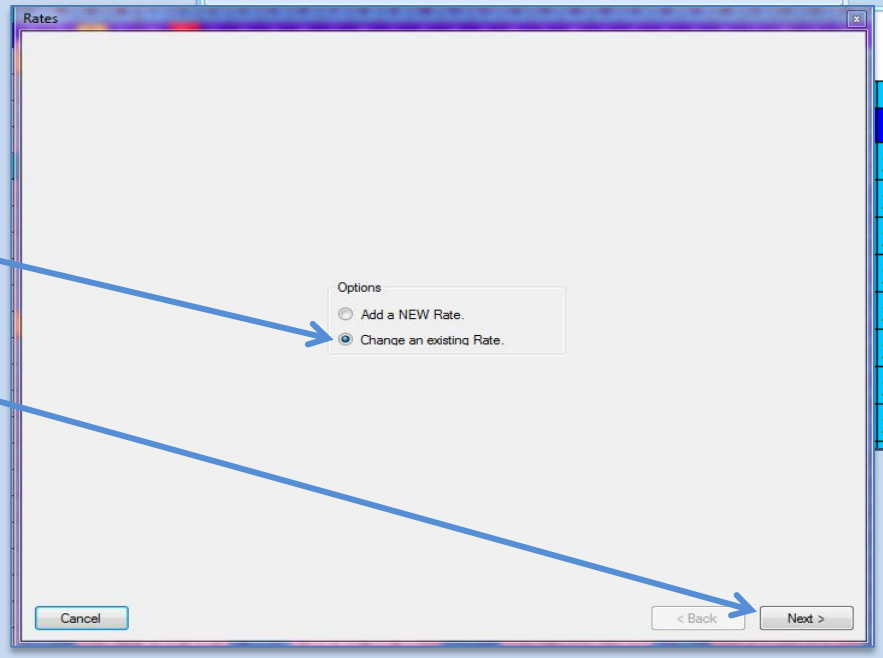


Changing Room Rates

Select Room Rates



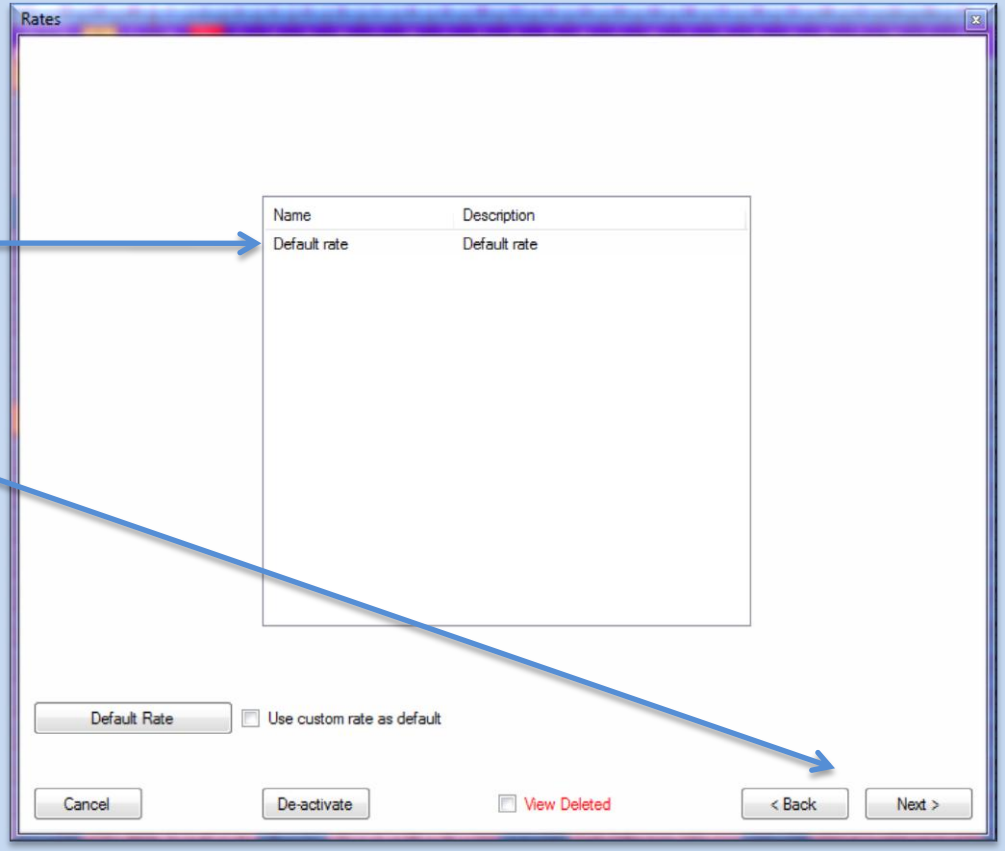
✓Select “Change an existing rate”
✓Select “Next”





Changing Room Rates

Select the Default rate (or the rate that needs to be changed)
Click on “Next”.



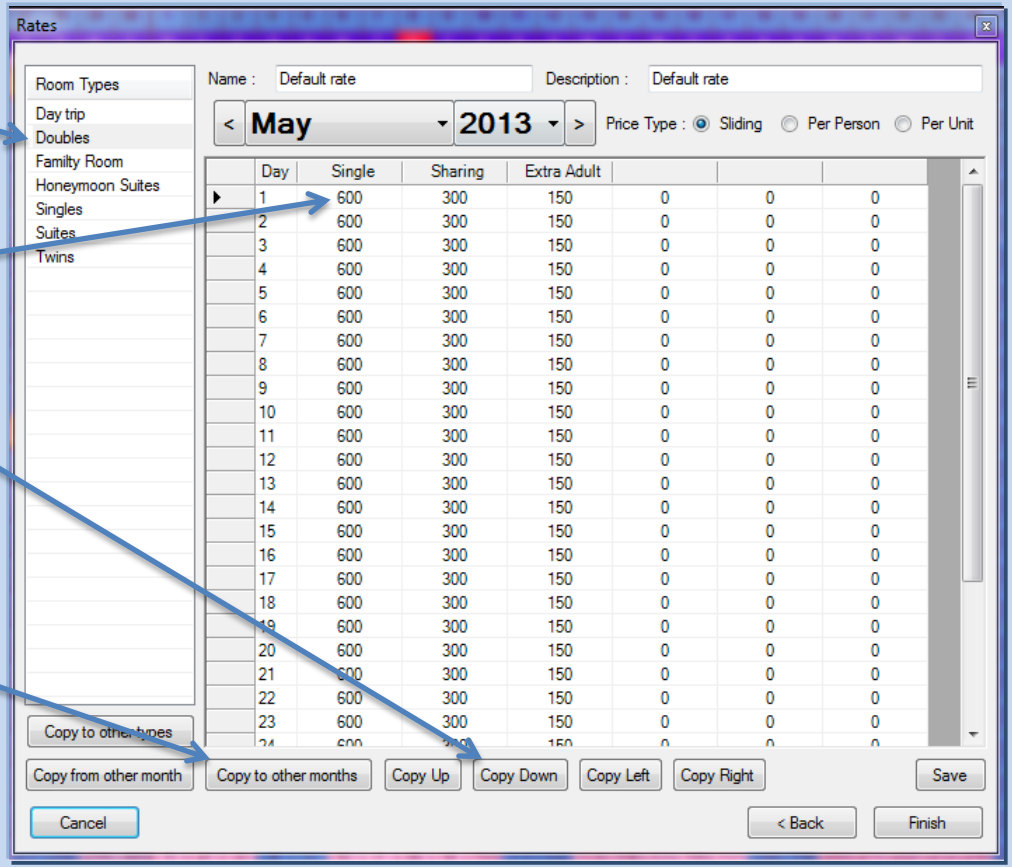
Central Reservations Setup and Admin

Semper

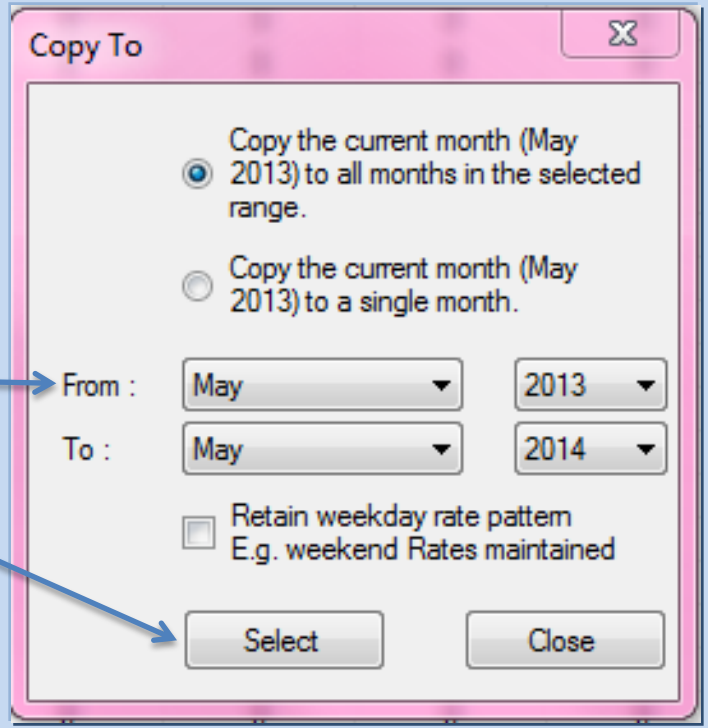
Select the room that needs to be changed.

Enter the amount for 1 adult here and click on copy down repeat this for all adults, children and room types. Click on save. The default rate has now been saved for May 2013.

To copy this rate to other months, go to “Copy to other months.



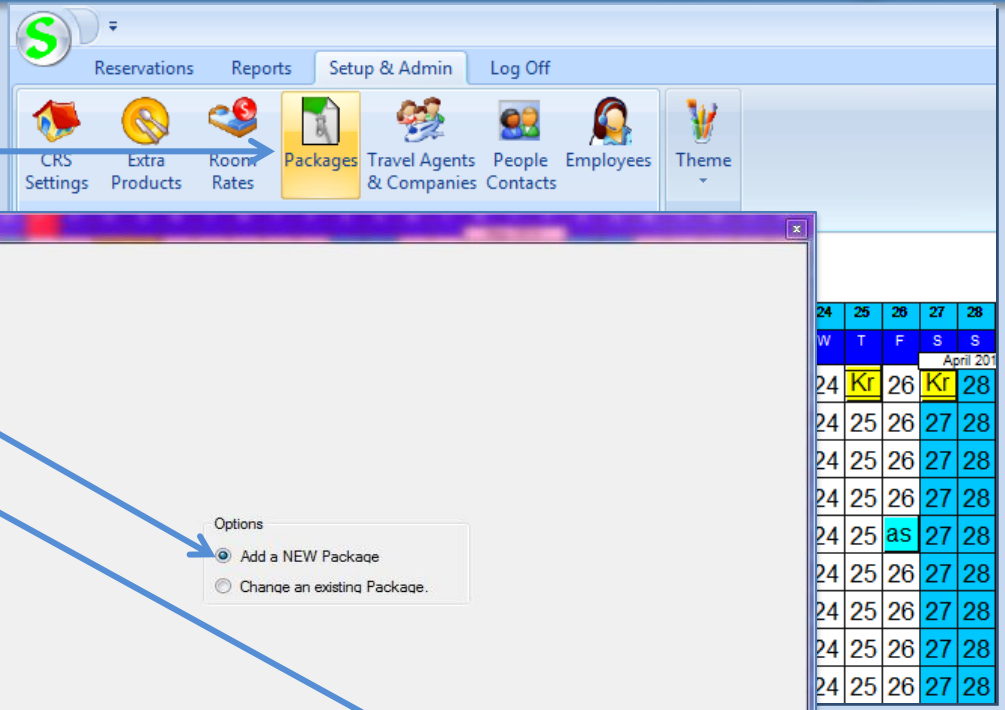
Select the month and year the rate is valid till then click on ‘Select’. It will give a message that the rate has
been successfully copied.



Package Setup

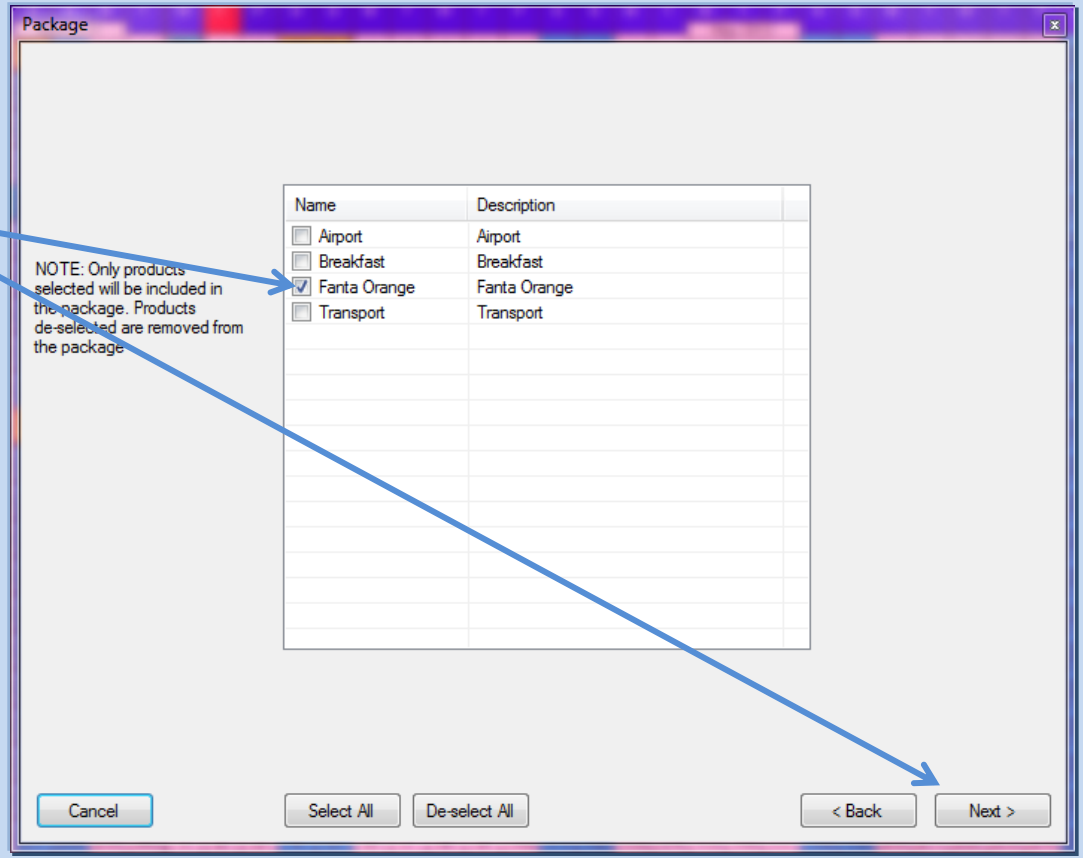
Select Packages

✓Select "Add a New Package".
✓Click on Next.



Package Setup

Select the extra products that you want included in your package by ticking the box next to it.
Click on ‘Next’.



Central Reservations Setup and Admin

Semper

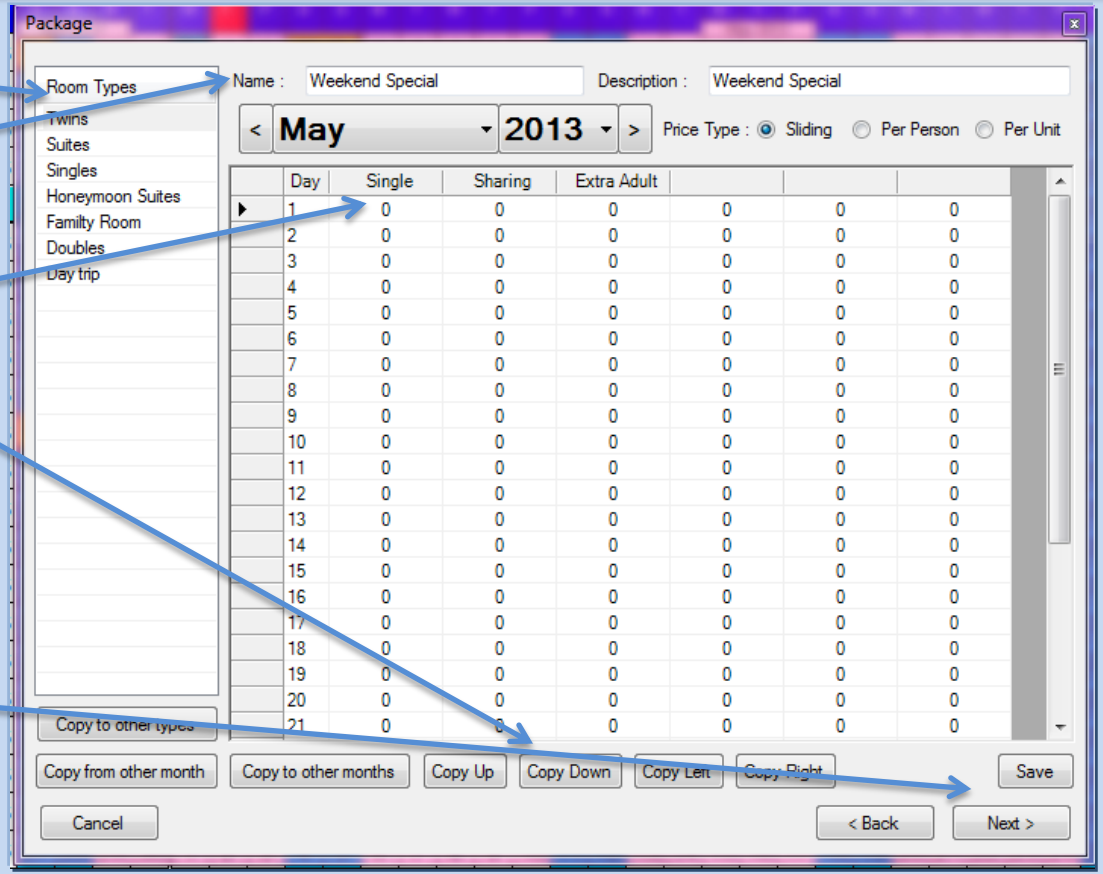
Select the rooms type and the price type.

Add a Rate name and description

Enter the amount for 1 adult here and click on copy down repeat this for all adults and children.

Only the accommodation amount needs to be filled in here.

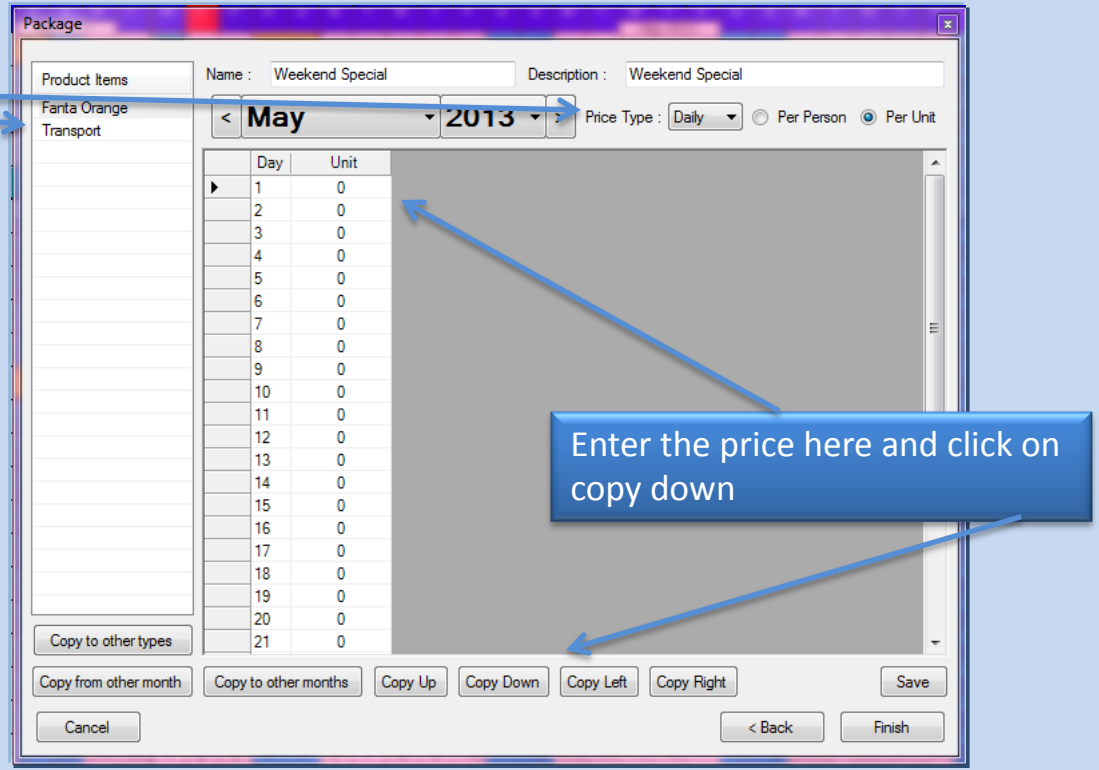
Click on Save and Next.



Semper

Select the product and the price type

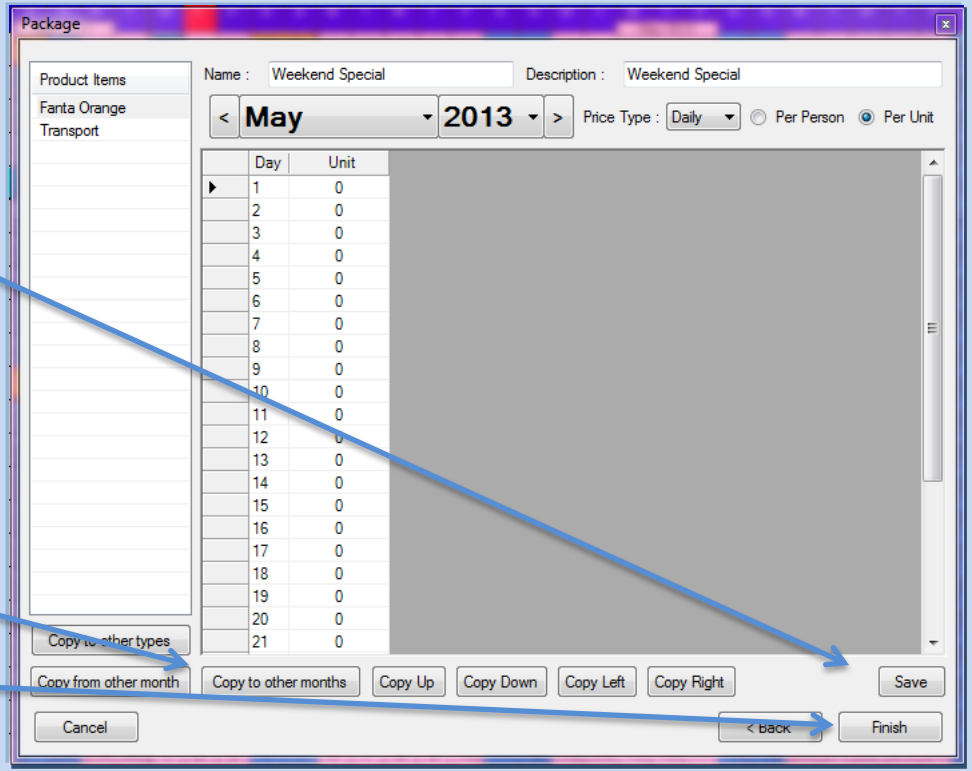
For extra products the price type is usually per person or per unit.



Enter the price here and click on copy down

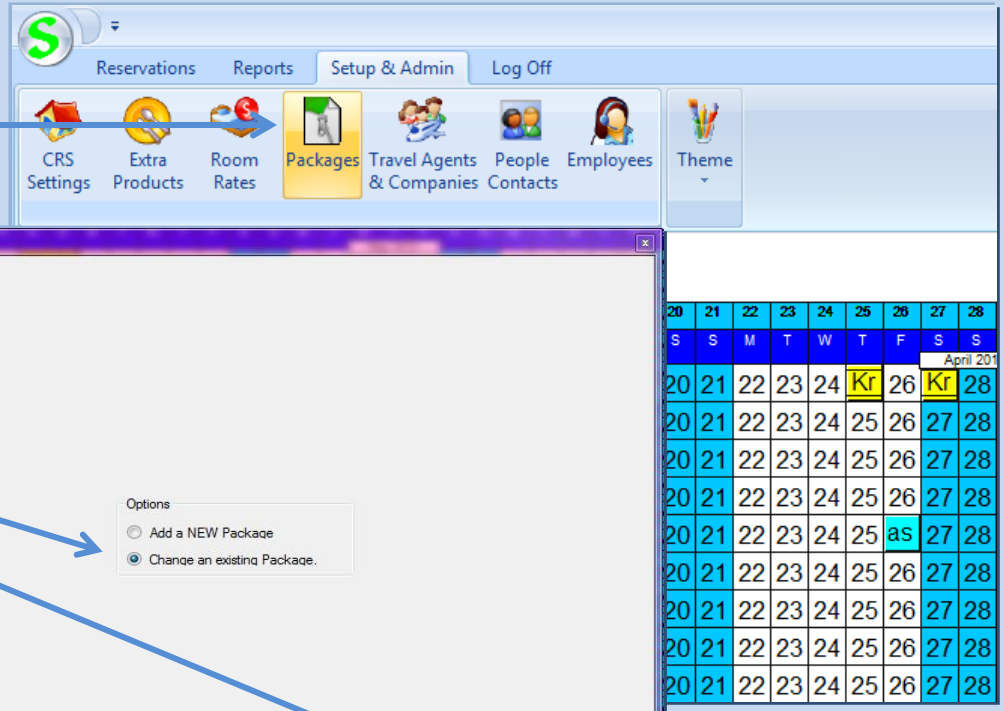
Repeat this for all the products, click on Save.
The new Package has now been saved for May 2013.

To copy these rate to other months, go to “Copy to other months”
Select the month the rate is valid to and select.
It will give a message that the rate has been successfully copied.
Click ok and Finish



Changing a Package

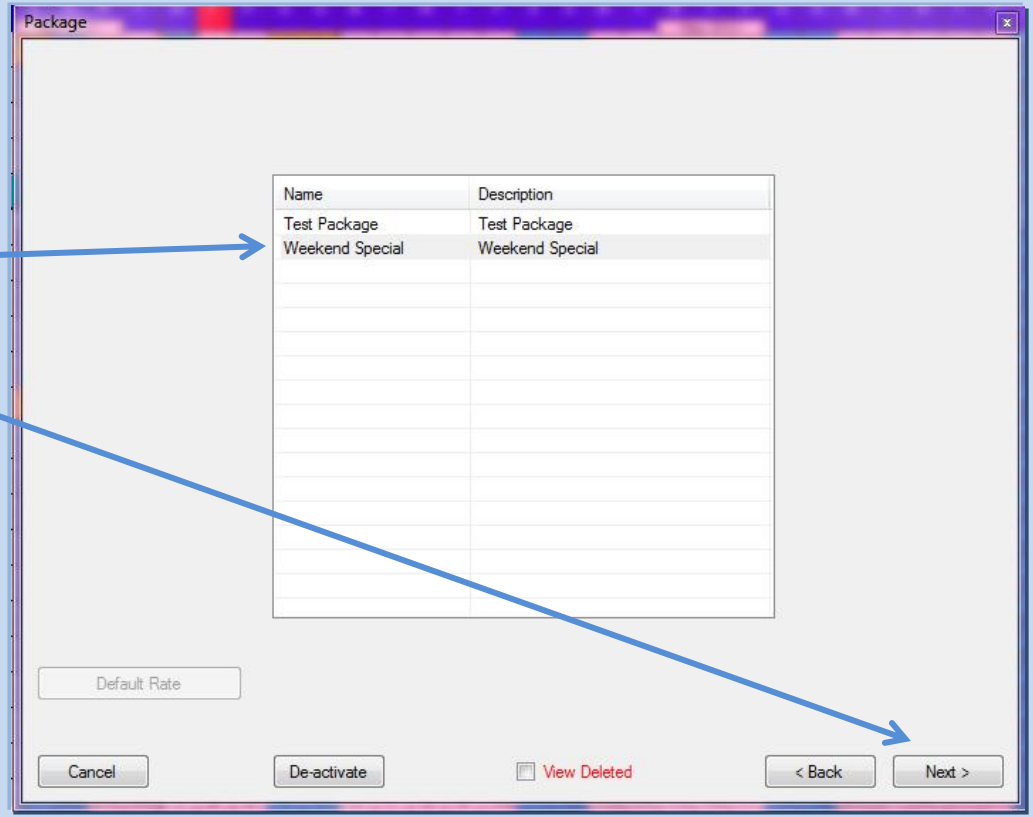
Select Packages



✓Select "Change an existing Package".
✓Click on Next.

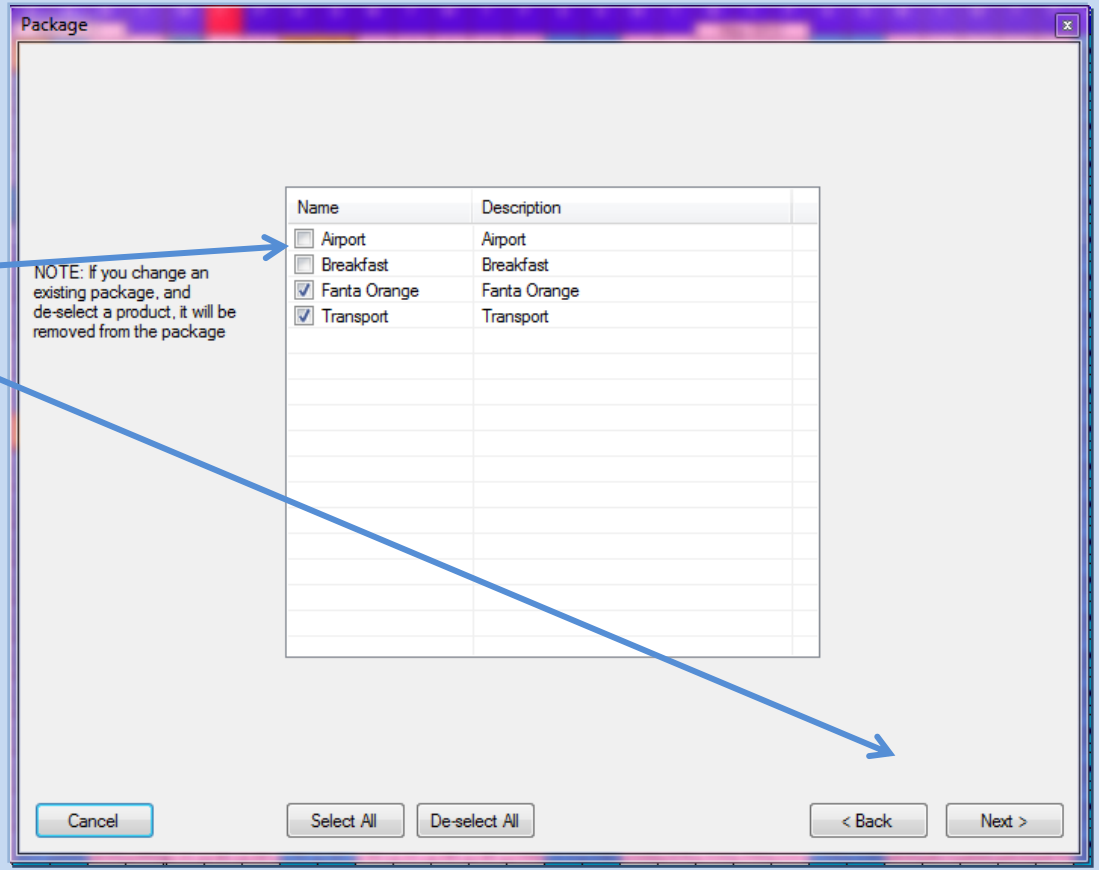
Changing a Package

- ✓Select the package you want to change.
- ✓Click on Next.



Changing a Package

- ✓Select the extra products you want in your package.
- ✓Click on ‘Next’.



Central Reservations Setup and Admin

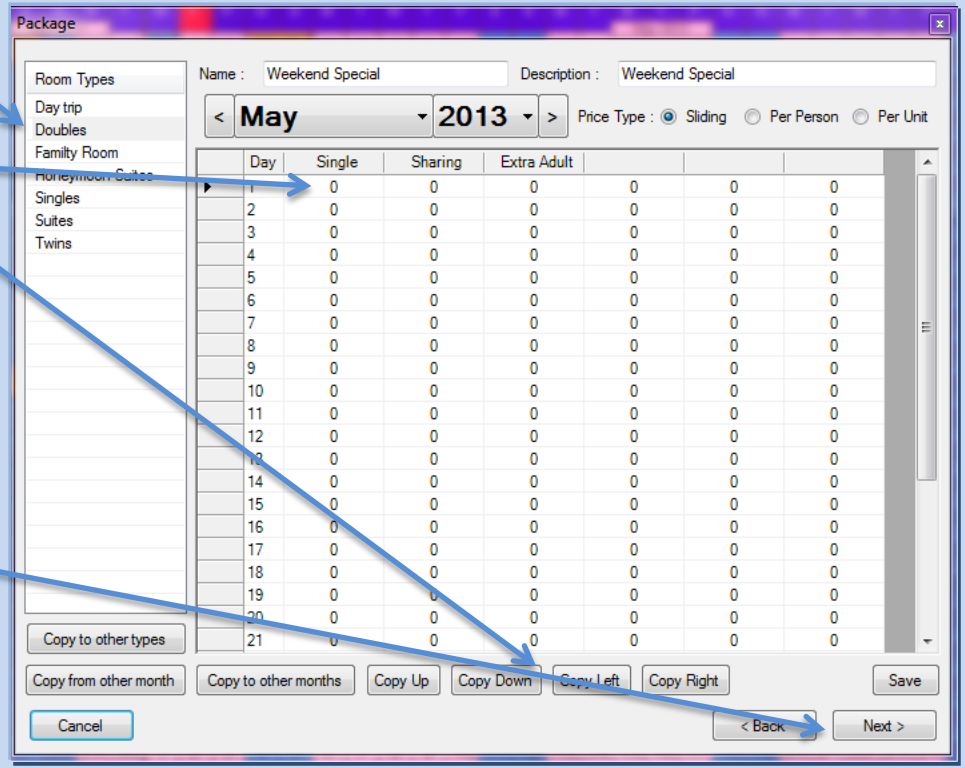
Semper

Select the room type that needs to be changed.

Add the rate under adult 1 and copy down.
Do this for all the adults and children

Do this with all the room types that need to be changed.

Click on Save and Next.

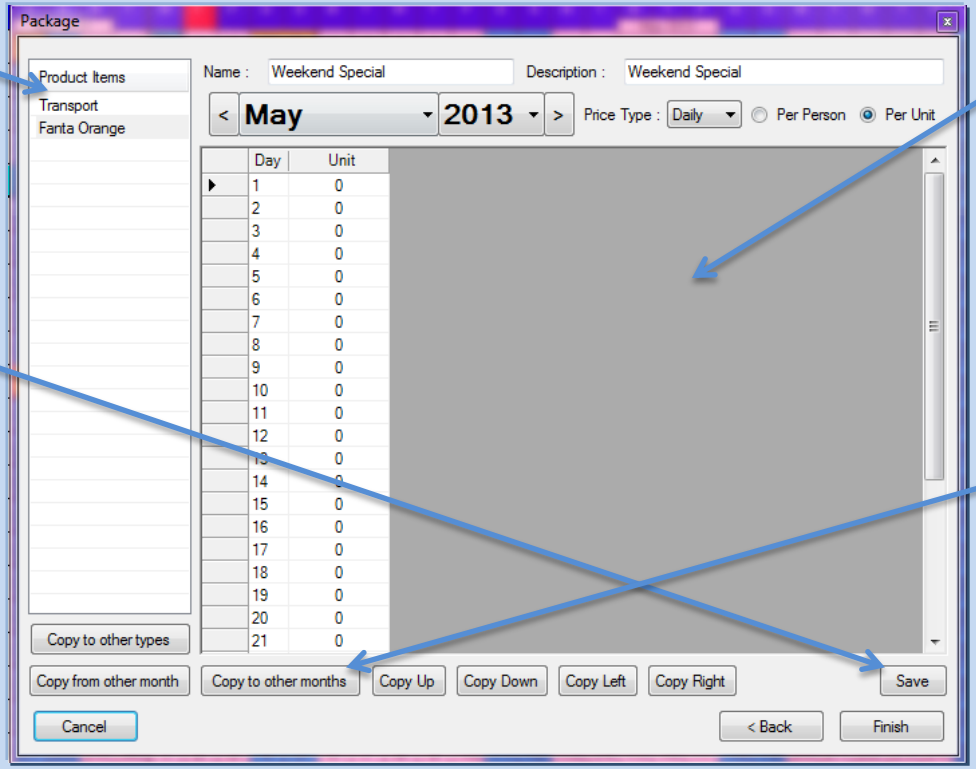


Central Reservations Setup and Admin

Semper

Select the extra product that needs to be changed.

Do this with all the products that need to be changed. Click on Save. The changed package has now been saved for May 2013.

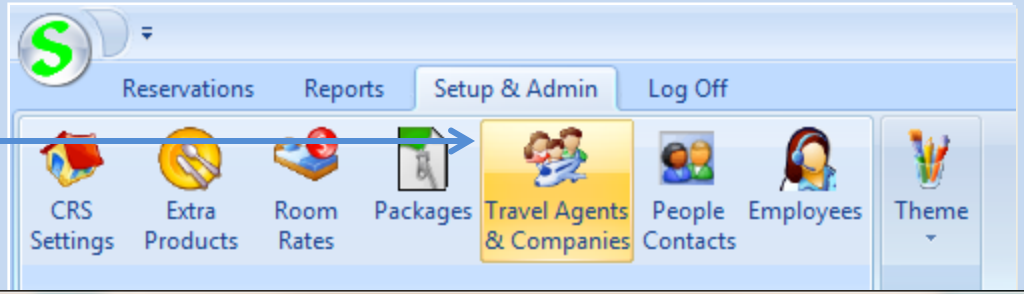


Add the rate per unit or per person

To copy this rate to other months, go to “Copy to other months”. Select the month the rate is valid until and select. It will display a message that the rate has been successfully copied. Click ok and Finish.

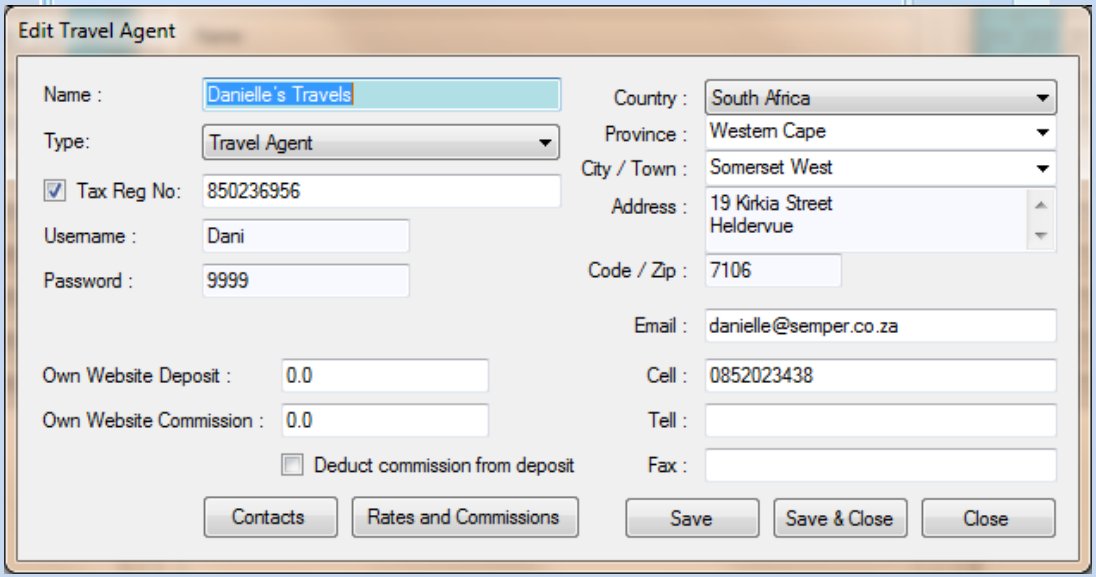
Travel Agents & Companies

Select Travel Agents & Companies



Travel agents & Companies are setup here as well as the commercial arrangements you have with each one.

The company information will be downloaded to each venue's PMS as and when a booking is made by that company. At that time, all details recorded will be transferred to the venue's PMS. If the company does not exist in the venue PMS it will automatically be created.



Travel Agents & Companies

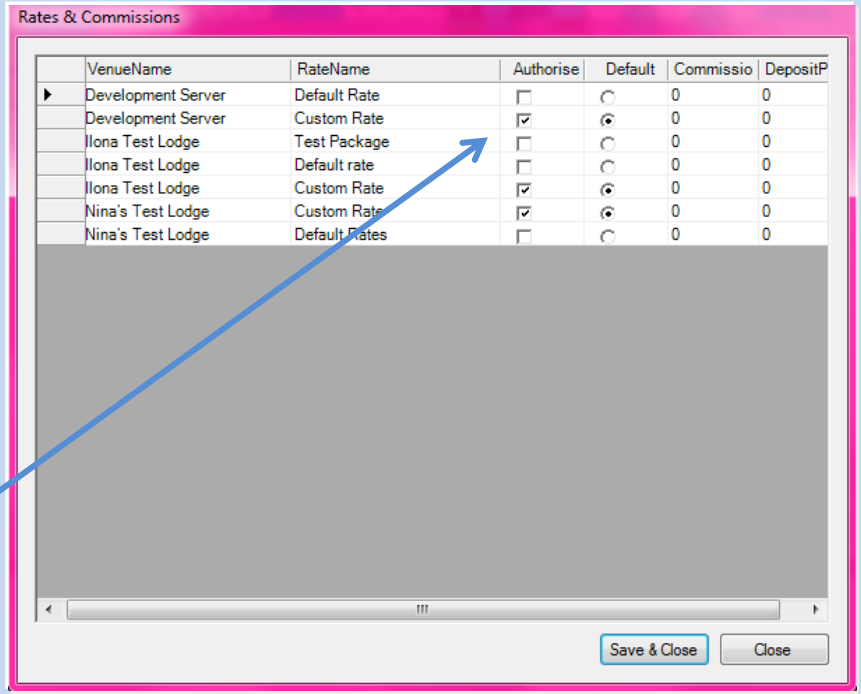
Enter all details here

Important note: The gross value of a booking must be recorded in the CRS which **EXCLUDES** the commission.

Any commission recorded will be downloaded to the venue at the time the booking is transferred.

When the booking reaches the venue PMS, the commission transaction will be generated and inserted based on the % recorded in the CRS. Under rates and commissions you can set-up the deposit and commission for the company.

Remember to select *authorise* to activate the commissions and deposits.



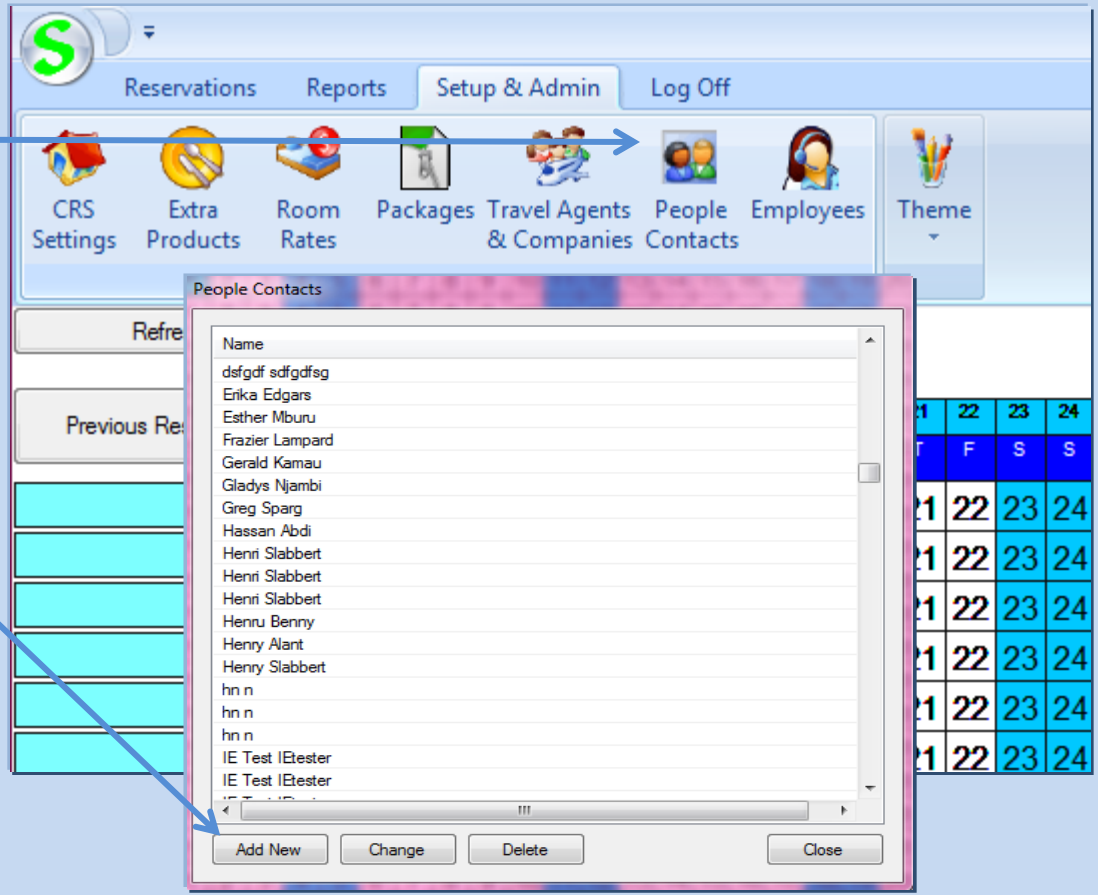
Semper

Managing people Contacts

Select People Contacts

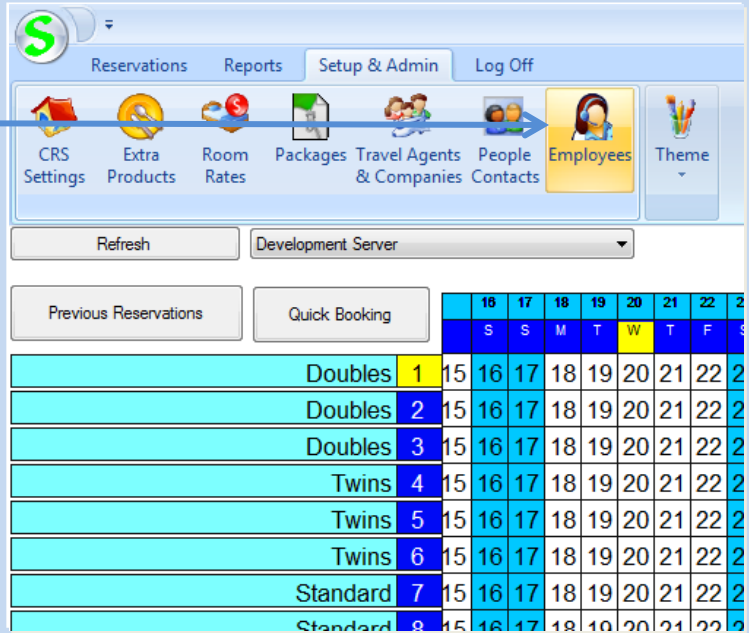
People contacts is where you can view all contacts in the database as well as change the details of anyone one of them or delete a contact.

- ✓Select “Add new” to add a new contact.
- ✓Select “Change” to change an existing contact (first click on the contact you wish to change).
- ✓Select “Delete” to delete a contact (first click on the contact you wish to change).



Managing your employees

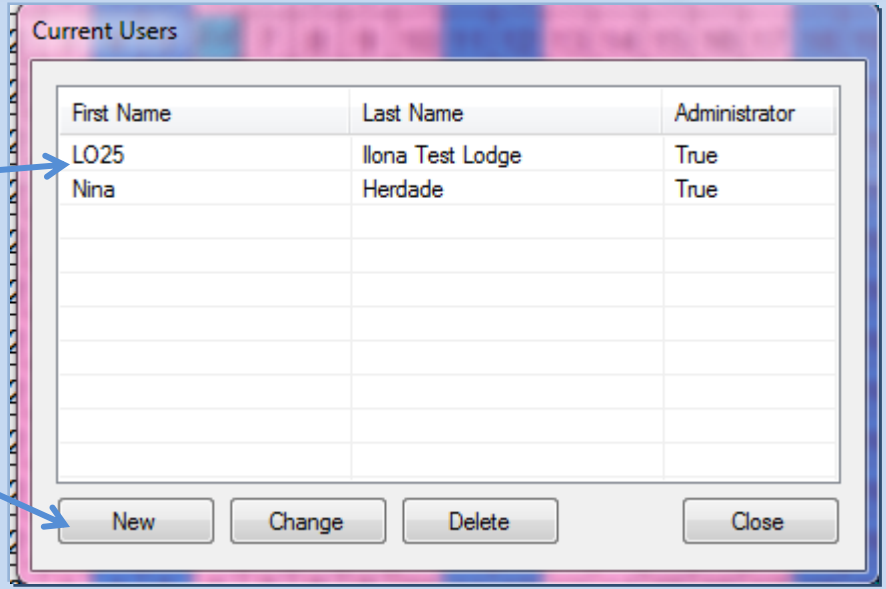
Select Employees

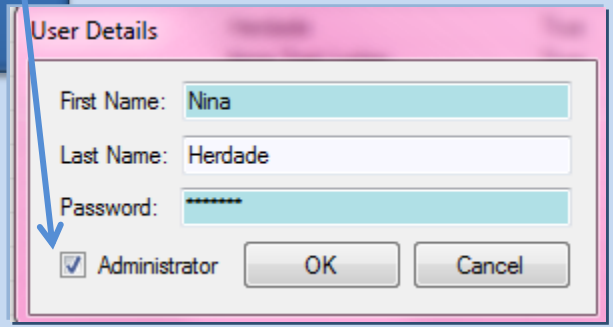


Managing your employees

The employee information gets recorded on all reservations they work with and this is also transferred to the venue at the time the booking is made.

✓To add a new employee select “New”.
✓To change an existing employee, select the employee then change.
✓If you would like the employee to have access to everything make sure the administrator tick is on.
✓To remove an employee, select delete.

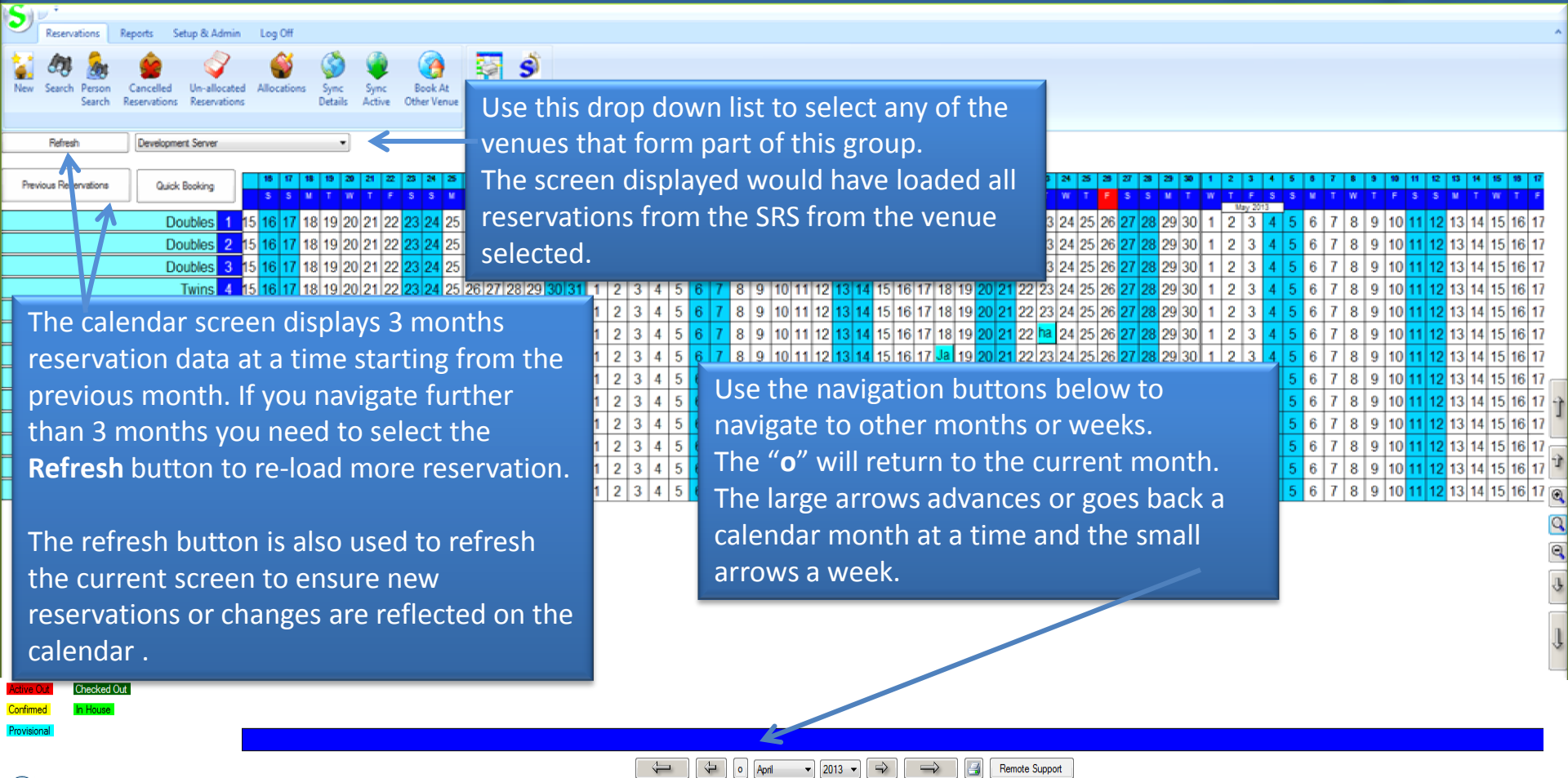




Recording and Managing Reservations

Recording and managing reservations

Semper



Use this drop down list to select any of the venues that form part of this group.
The screen displayed would have loaded all reservations from the SRS from the venue selected.

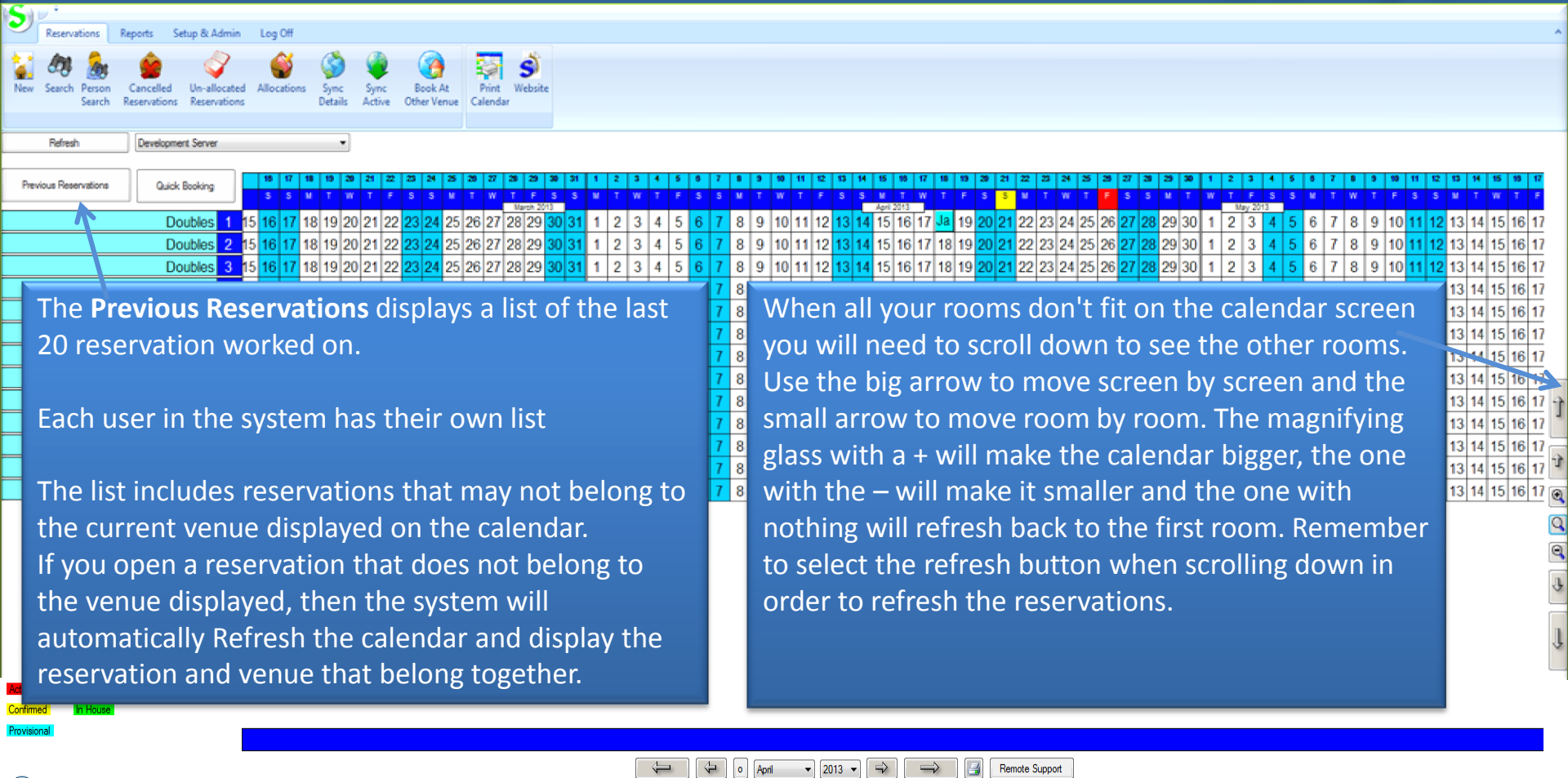
The calendar screen displays 3 months reservation data at a time starting from the previous month. If you navigate further than 3 months you need to select the **Refresh** button to re-load more reservation.

The refresh button is also used to refresh the current screen to ensure new reservations or changes are reflected on the calendar .

Use the navigation buttons below to navigate to other months or weeks.
The "**o**" will return to the current month.
The large arrows advances or goes back a calendar month at a time and the small arrows a week.

Recording and managing reservations

Semper



The **Previous Reservations** displays a list of the last 20 reservation worked on.

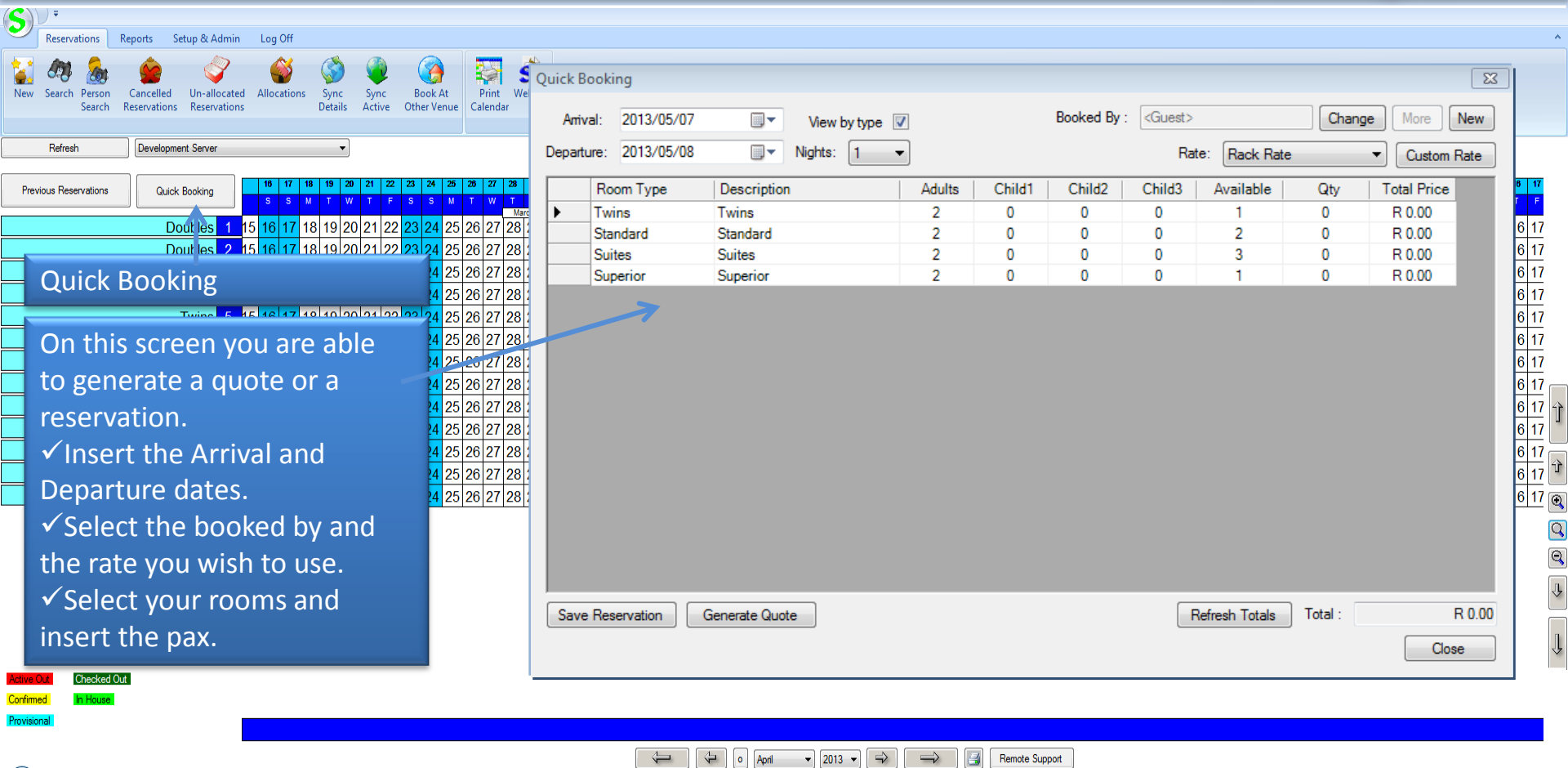
Each user in the system has their own list

The list includes reservations that may not belong to the current venue displayed on the calendar.
If you open a reservation that does not belong to the venue displayed, then the system will automatically Refresh the calendar and display the reservation and venue that belong together.

When all your rooms don't fit on the calendar screen you will need to scroll down to see the other rooms. Use the big arrow to move screen by screen and the small arrow to move room by room. The magnifying glass with a + will make the calendar bigger, the one with the – will make it smaller and the one with nothing will refresh back to the first room. Remember to select the refresh button when scrolling down in order to refresh the reservations.

Recording and managing reservations

Semper



Recording and managing reservations

Semper

On this screen you are able to generate a quote or a reservation.

✓Insert the Arrival and Departure dates.

✓Select the booked by and the rate you wish to use.

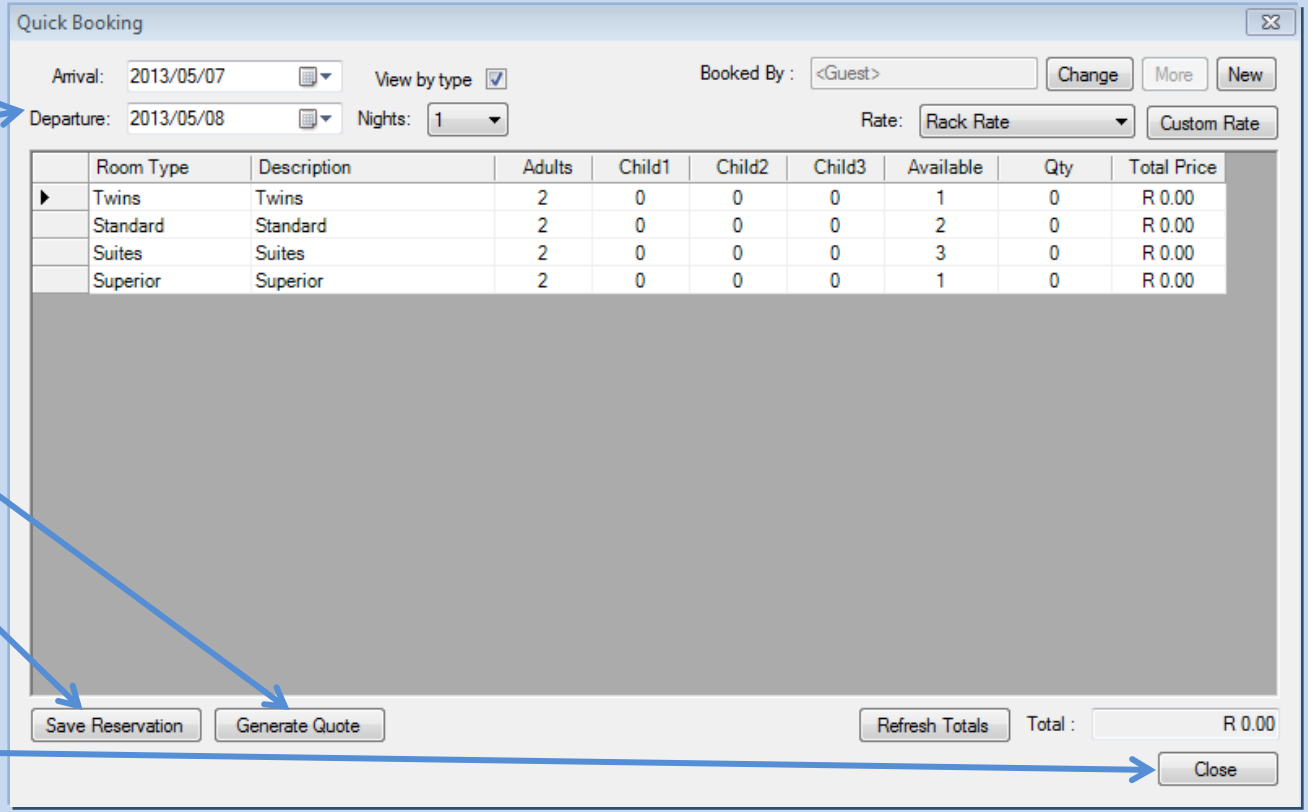
✓Select your rooms and insert the pax.

✓Select refresh totals to make sure it is correct.

✓If you wish to generate a quote, select “Generate Quote”.

✓If you wish to save it as a reservation, select “Save Reservation”.

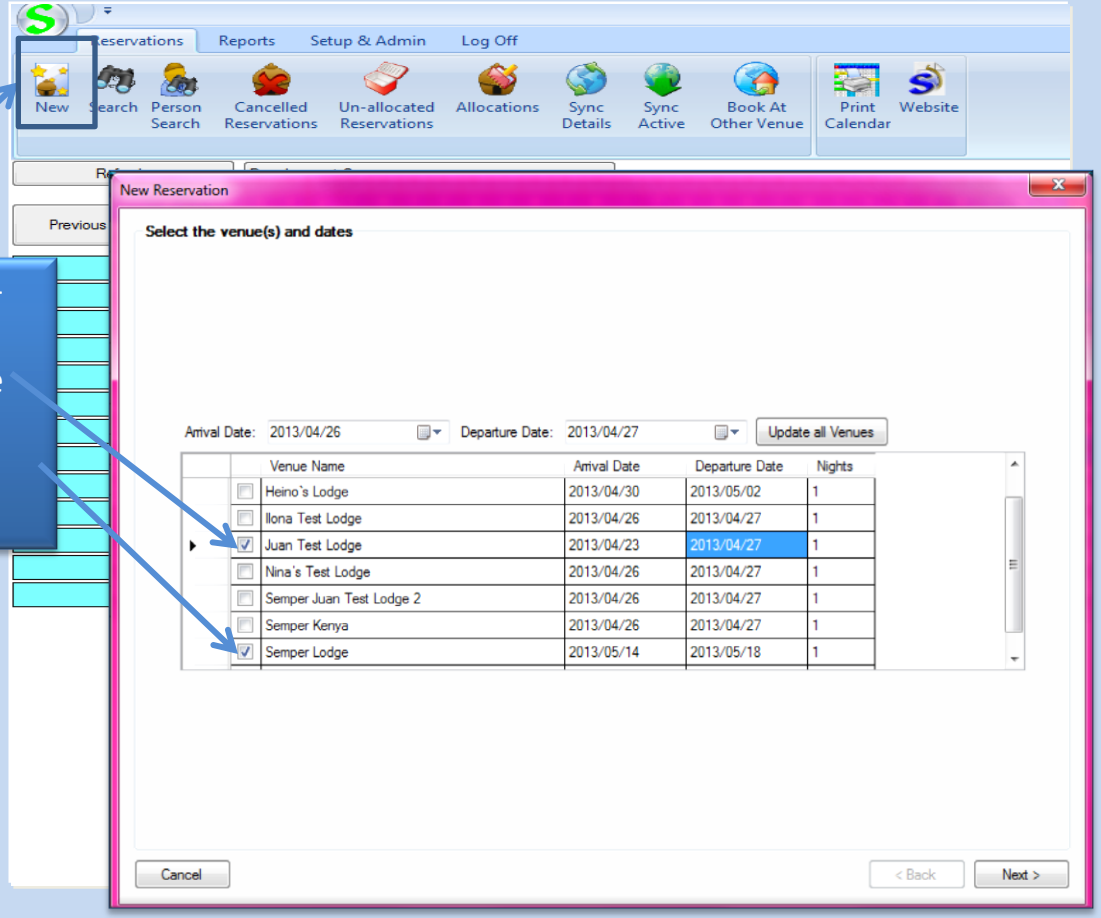
✓Select close.



Making a reservation

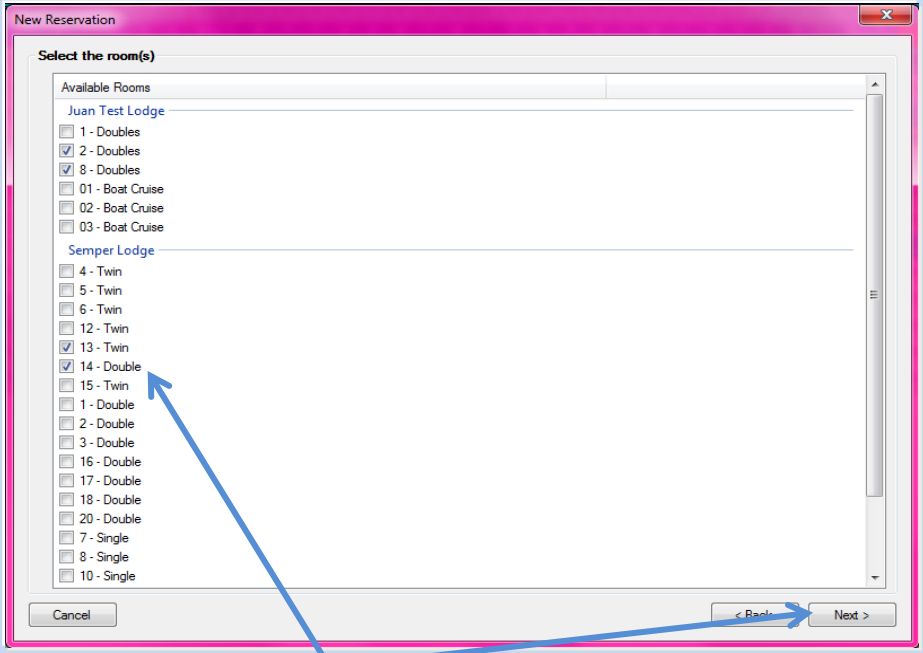
Select New (Wizard)

This wizard is used for single, groups or multi-venue reservations.
In this example, we wish to book one or more rooms at two separate venues and also for different dates in an itinerary fashion.

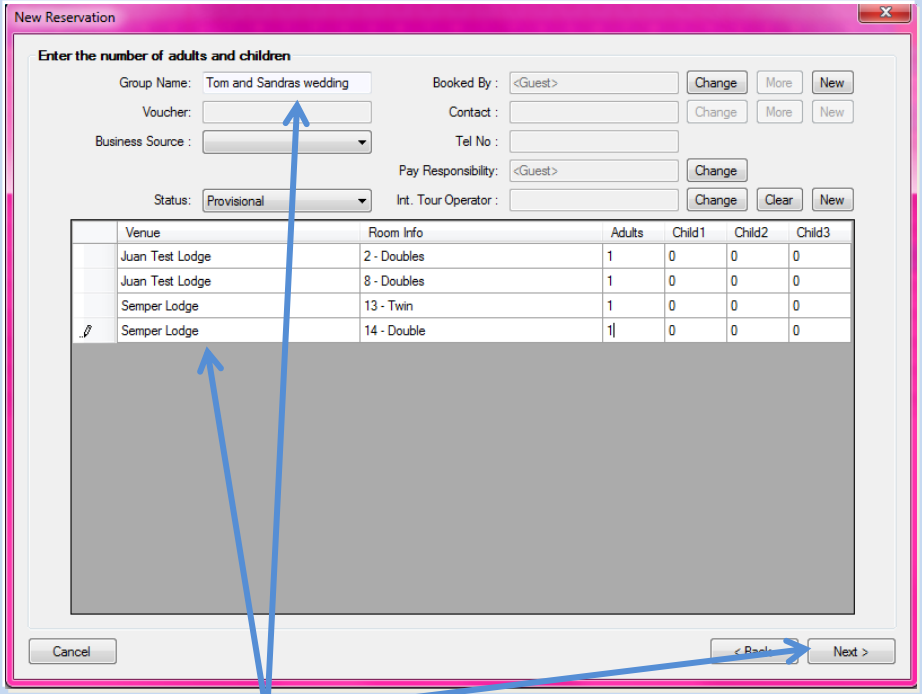


Recording and managing reservations

Semper



1. The next screen presented displays the availability at the venues and dates selected. Select one or more rooms at each venue.
If the reservation is made at multiple venues, the CRS will consider this as one CRS GROUP reservation, irrespective of the number of rooms chosen at each venue. A group will also be created when more than one rooms is selected at one venue.



2. The next screen presented displays the rooms selected at each one of the venues.
Enter the Group name and the number of people in each room.

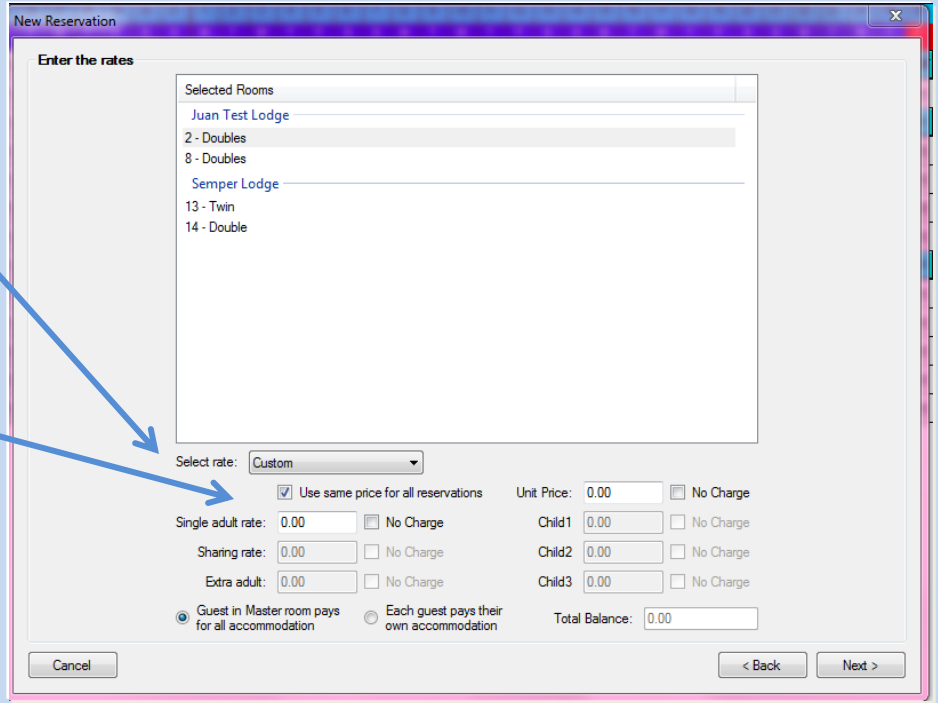
Recording and managing reservations

Semper

Select the rate you wish to use. If you select custom rate, enter the rate for each room by high-lighting a room and entering a price in one of the categories available

Note: You may select that the same price be used for all rooms. This will require that you enter a price for each category (E.g. Singles if one of the room has one person, or Sharing for 2 people or Extra adult for more than 2.

Important Note: The price entered will be multiplied by the number of adults and the result multiplied by the number of days unless a Unit price is selected which will multiply the unit price by the number of days.



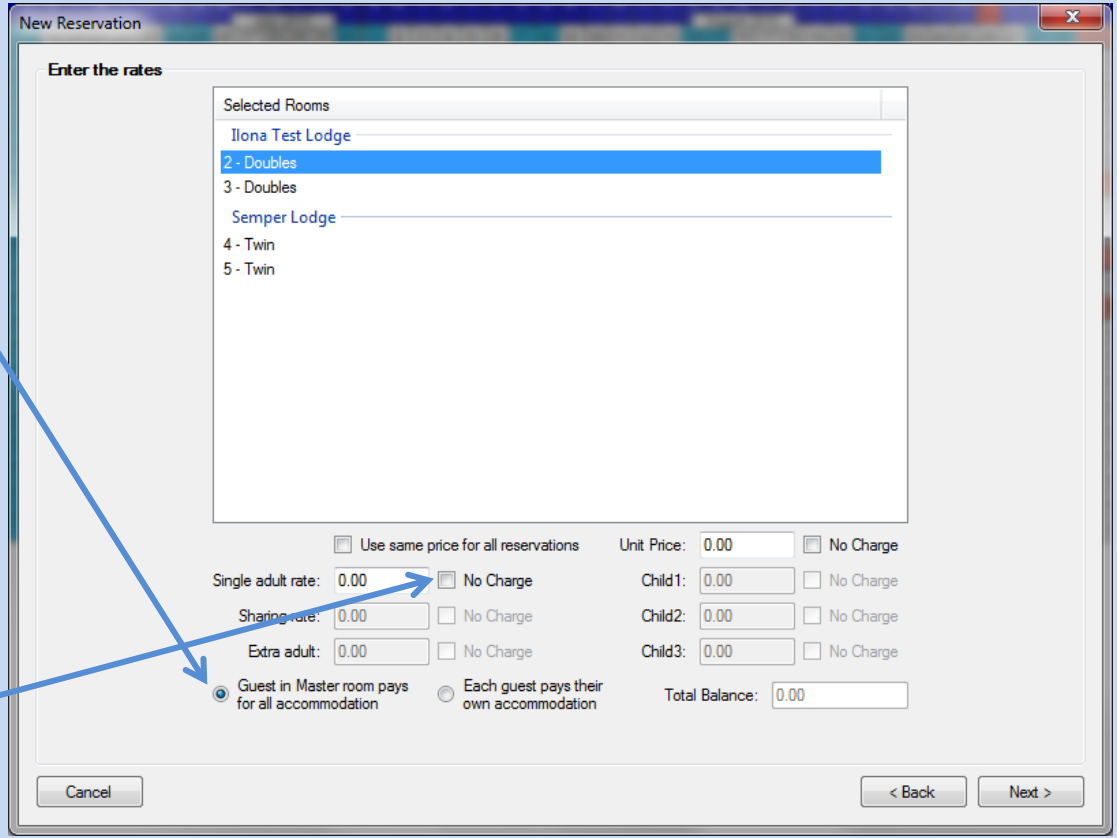
Recording and managing reservations

Select if a single account (i.e. Master Room) will pay for all accommodation for all rooms or if each guest will be responsible for their own account.

The system will auto select the first rooms of each venue as the Master Room.

Select Next and complete the wizard which at the end will save all the reservations and schedule them for transfer to the venue(s)

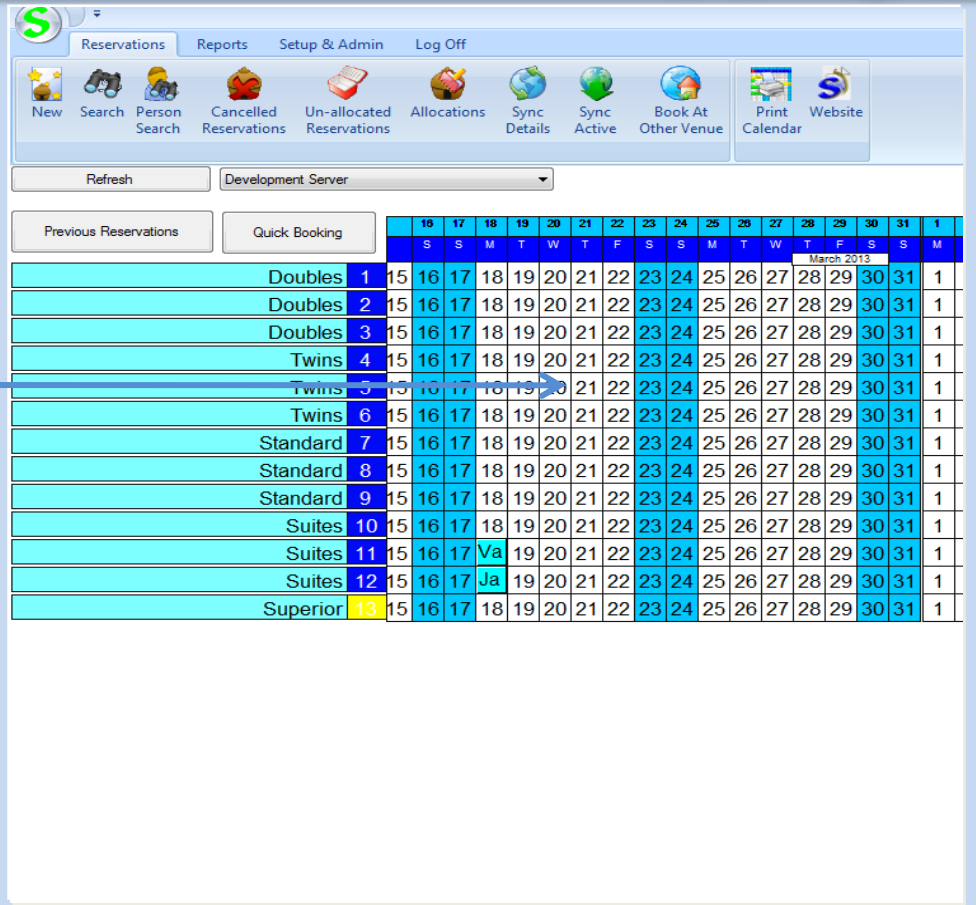
A No Charge can also be entered for each category. This will result in the venue PMS generating accommodation charges with a zero amount.



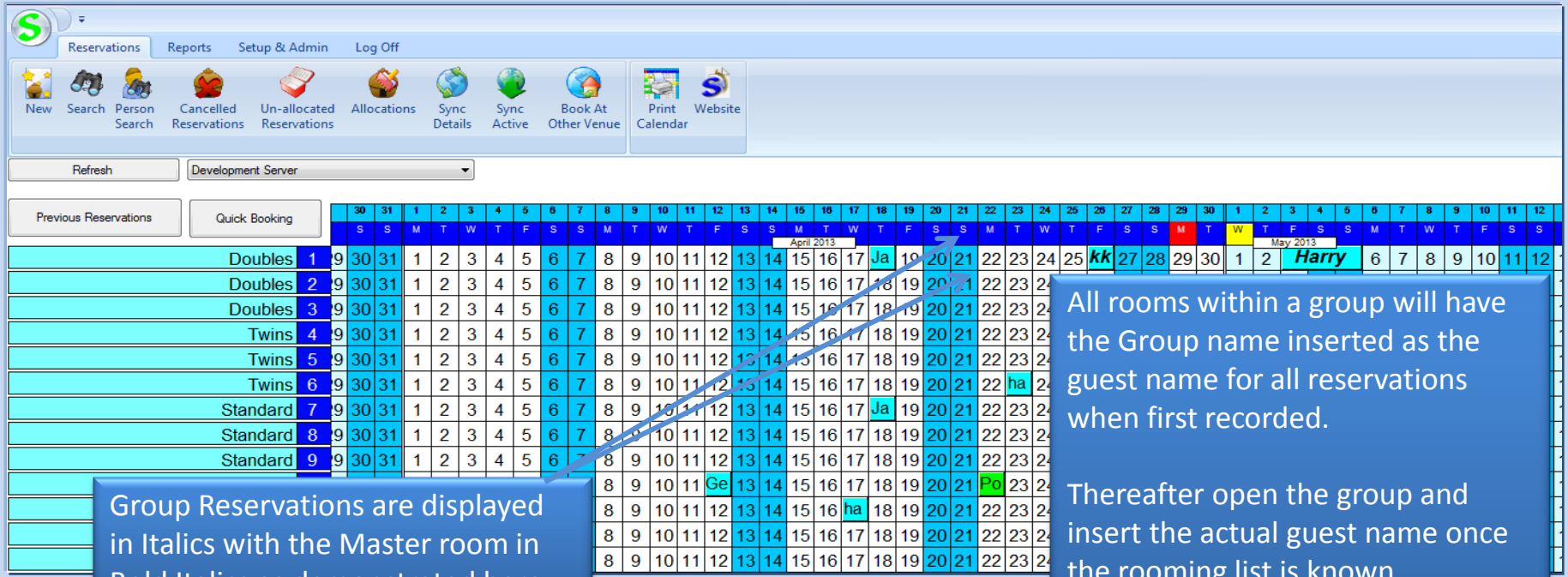
Recording and managing reservations

Semper

Alternatively for a single booking you are able to record a new single reservation by clicking on the calendar at the intersection between the room and the arrival date. You can then proceed to record a single room booking.



Managing your group reservation



Recording and managing reservations

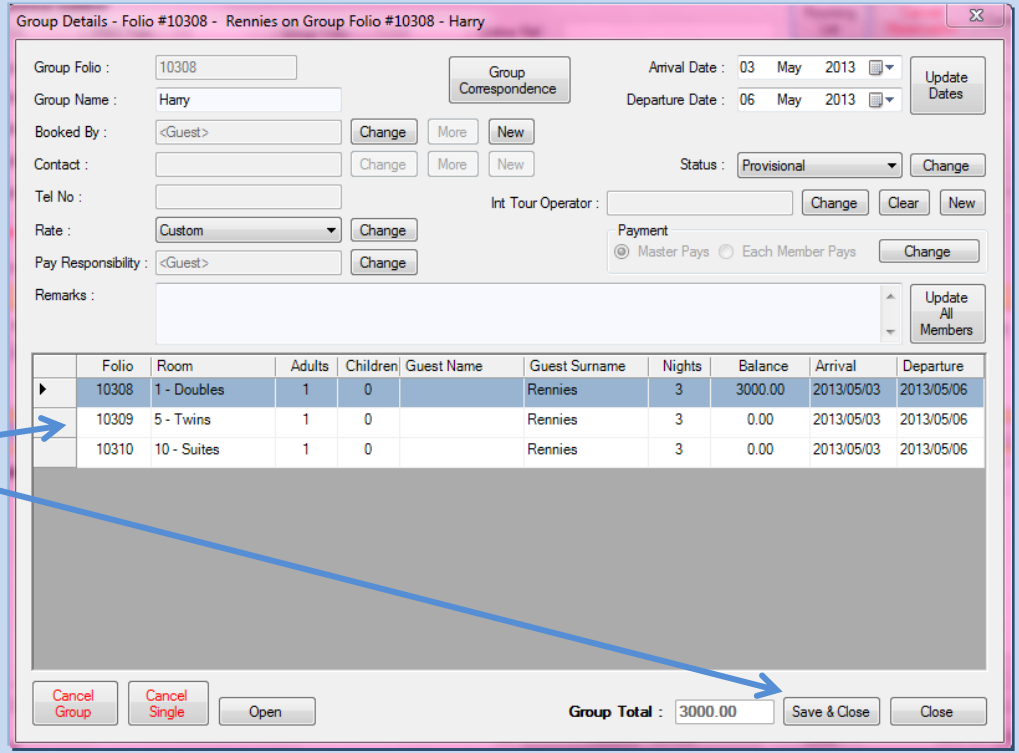
Semper

For Groups, the ‘Rooming List’ button on the Reservation Screen will display all the rooms in the group.

Changes made on the Rooming List screen will affect all reservations in the group.

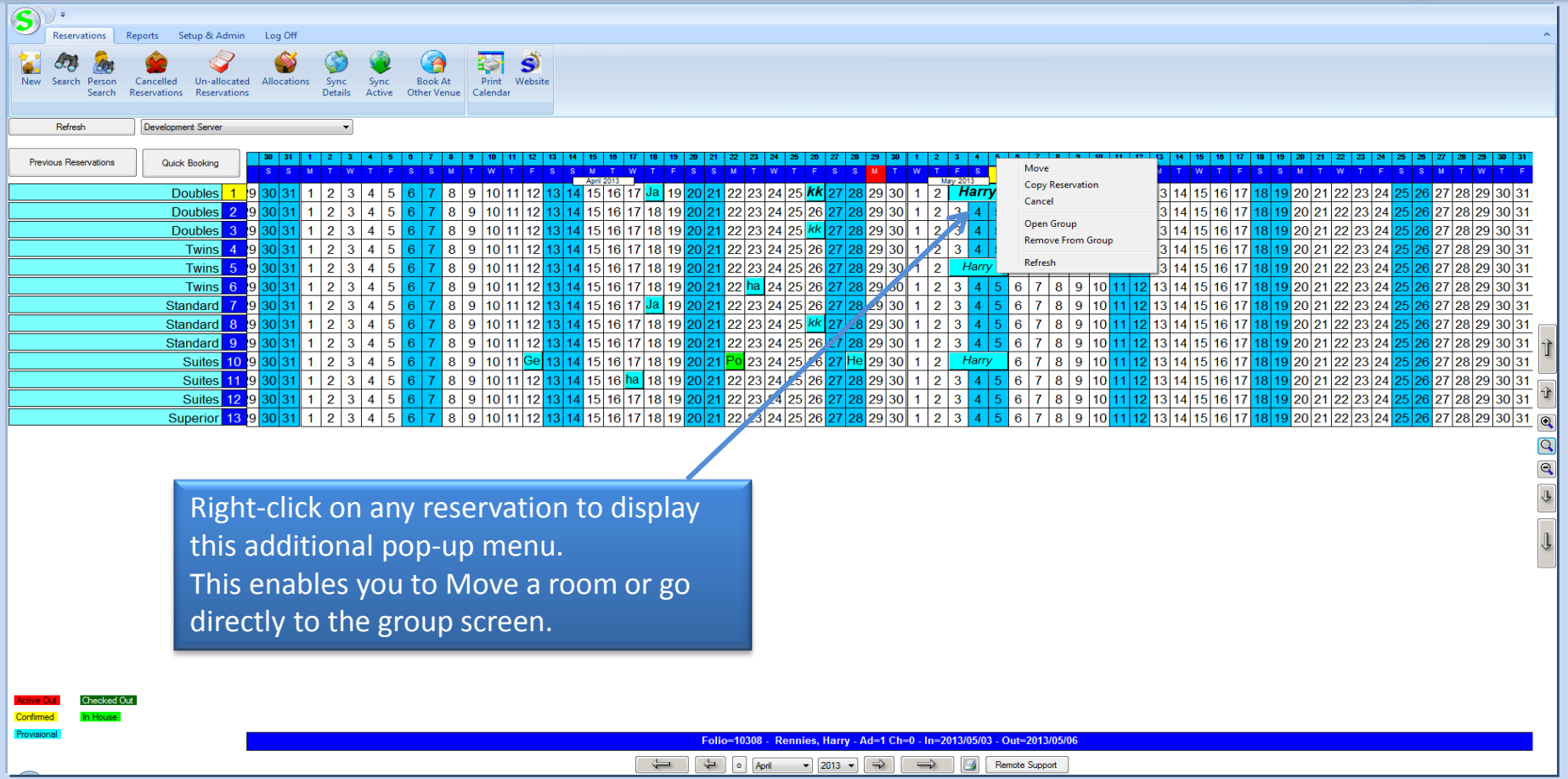
Individual reservations may be opened by double-clicking on one of the rooms.

On this screen if the ‘Save & Close’ button is selected, then all reservations in the group will be transmitted to the venue.



Recording and managing reservations

Semper



Right-click on any reservation to display this additional pop-up menu.
This enables you to Move a room or go directly to the group screen.

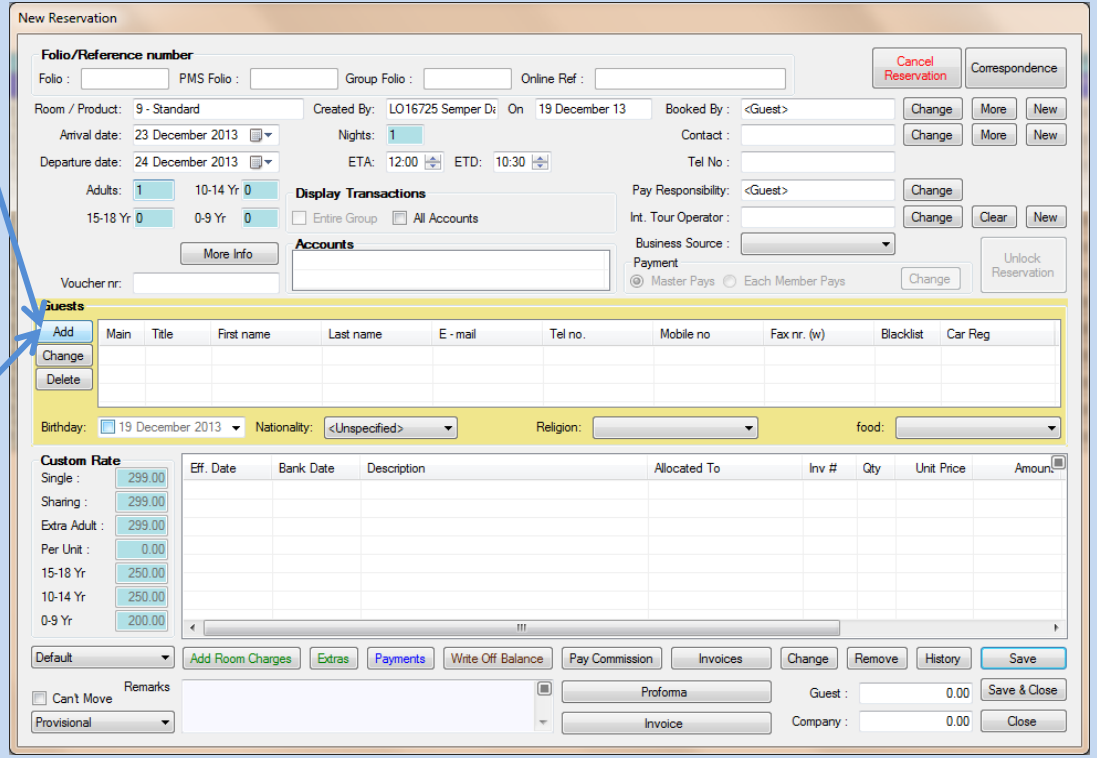
Guests connected to a reservation

Guests connected to a reservation

When recording a new reservation, you can use the **Add** button to insert one or more people in the reservation. At least one guest per reservation is required.

Guests connected to a reservation

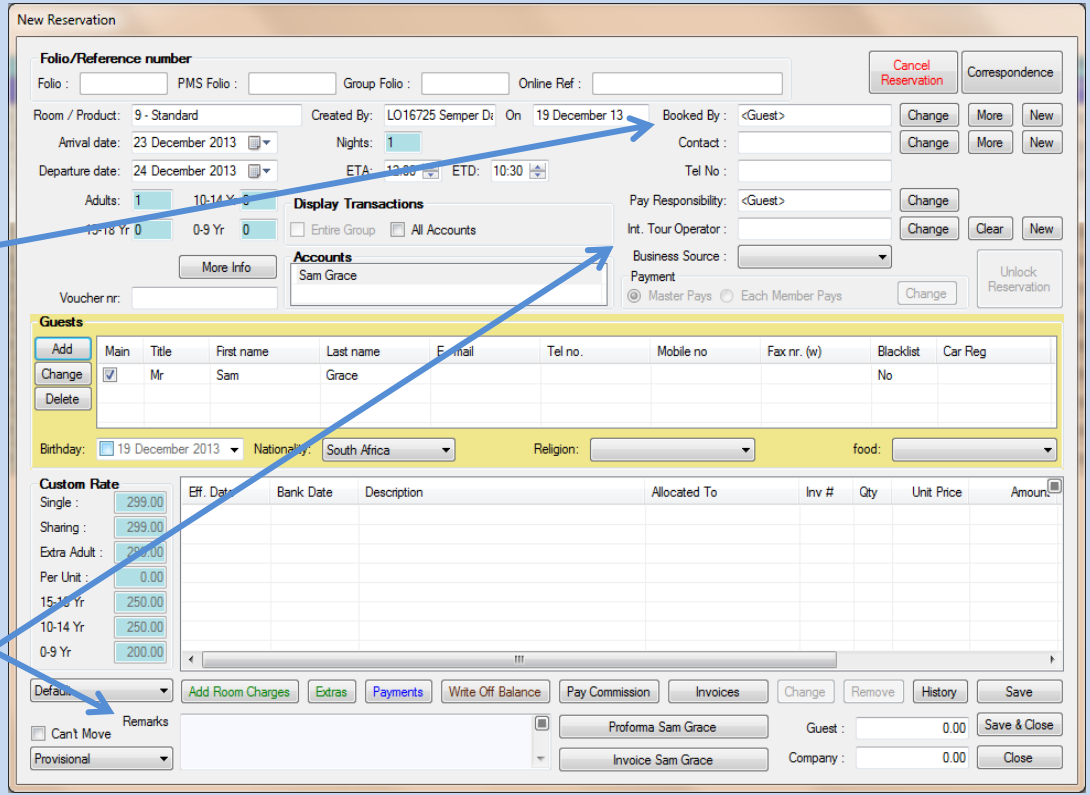
The most commonly used guest information is displayed here and can be changed without first selecting the ‘More’ button.
If a change is made, remember to select the ‘Save’ button to store the changes made.



Reservation Information

The **Booked by** entity. If a person makes a booking on their own, without the intervention of a travel agent or company, this must be set to Guest.
If a company is making the booking, then the company name must be inserted here.
This will determine if there is any commission that must be calculated and which will then be deducted from the price specified.

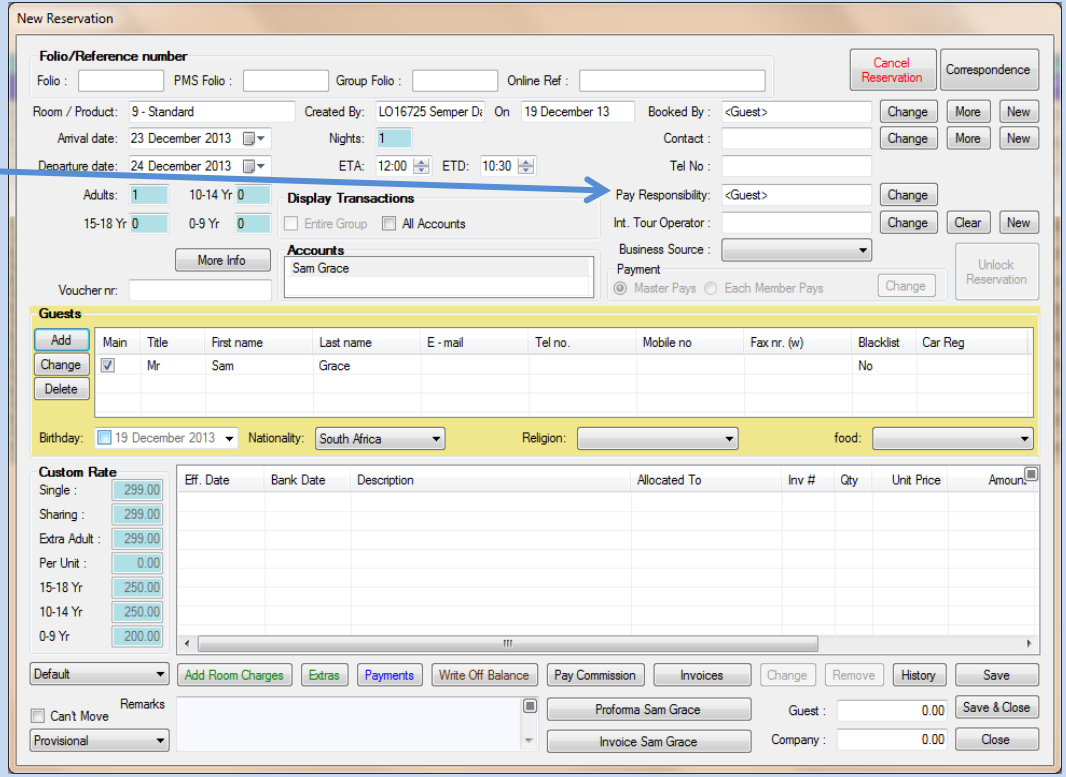
The **International Tour Operator and Local Ground Handler** is recorded here and will be inserted in the remarks field when the reservation is transferred to the venue PMS system.



Reservation Information

The **Payment Responsibility** entity. This determines who will be responsible for paying for the accommodation.
If a company is responsible, the name of the company must be inserted here. When the reservation is transferred to the venue PMS, a separate billing account will be setup for the company and all accommodation transactions will be allocated to that account, as well as any payments recorded here.

A second billing account will be setup with the name of the Guest, to which all extras can be posted.

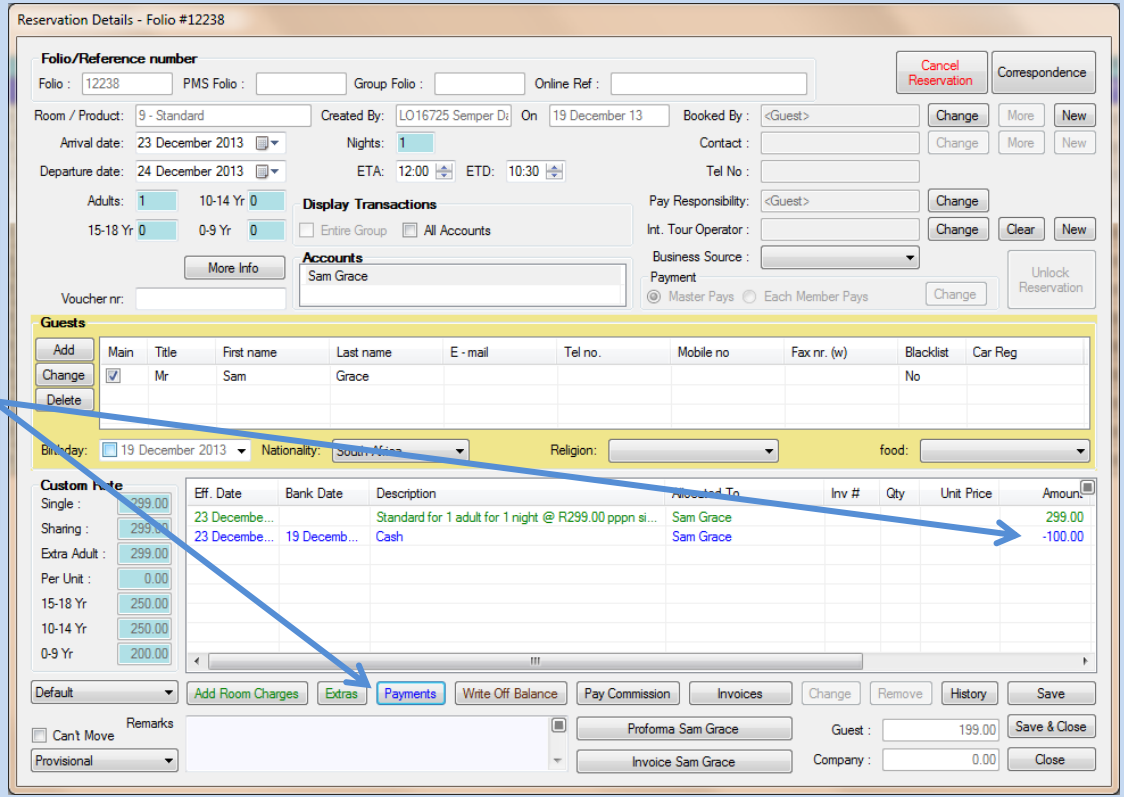


Recording and managing reservations

Semper

The Payments received can be entered here. These payments can only be changed here and will not be downloaded to the Venue PMS.

Important: The Bank date must be set to the date you received the money into your account.

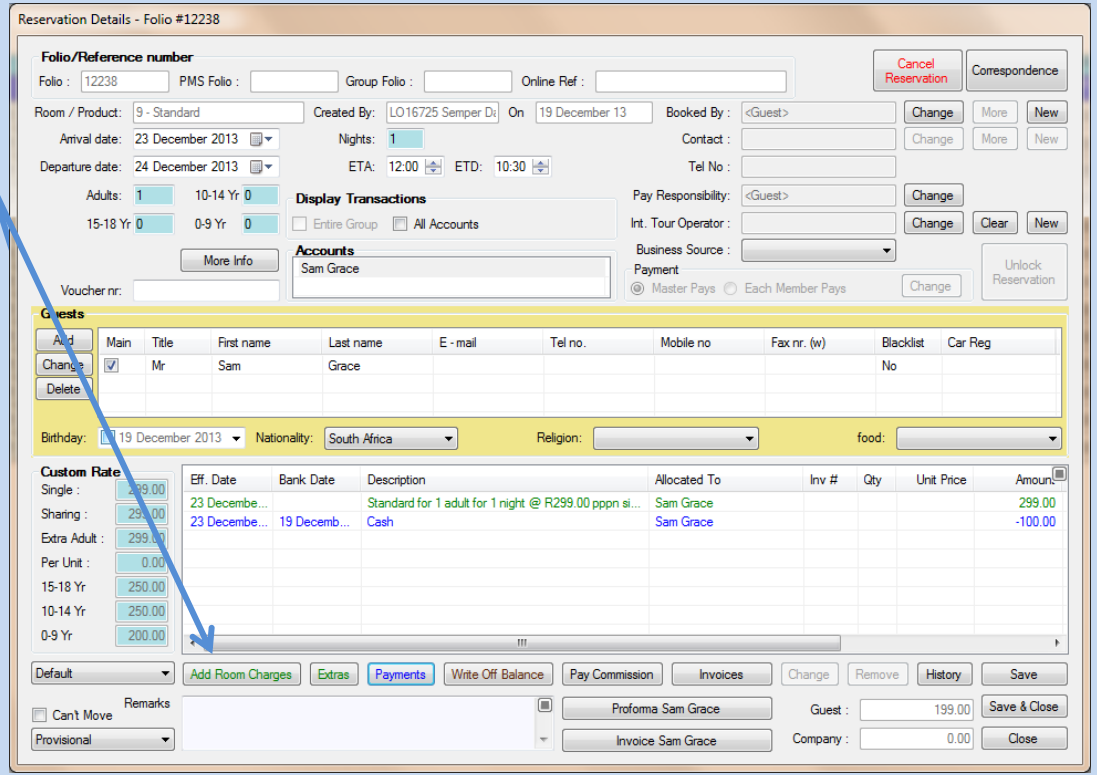


Recording and managing reservations

Semper

The **Rate or Price** is inserted here and the accommodation total is displayed for this reservation only.
If a booking was recorded in the venue PMS, the system will automatically insert the accommodation pricing here. Select the "Add Room Charges" button to insert the rate onto the booking.

Important note: This is not the balance of the reservation, but only the accommodation component. If a package was recorded in the PMS, the full package value will be used to determine the price displayed here.
Where children are recorded in the PMS, a single value will be recorded as a Unit Price for all children combined.

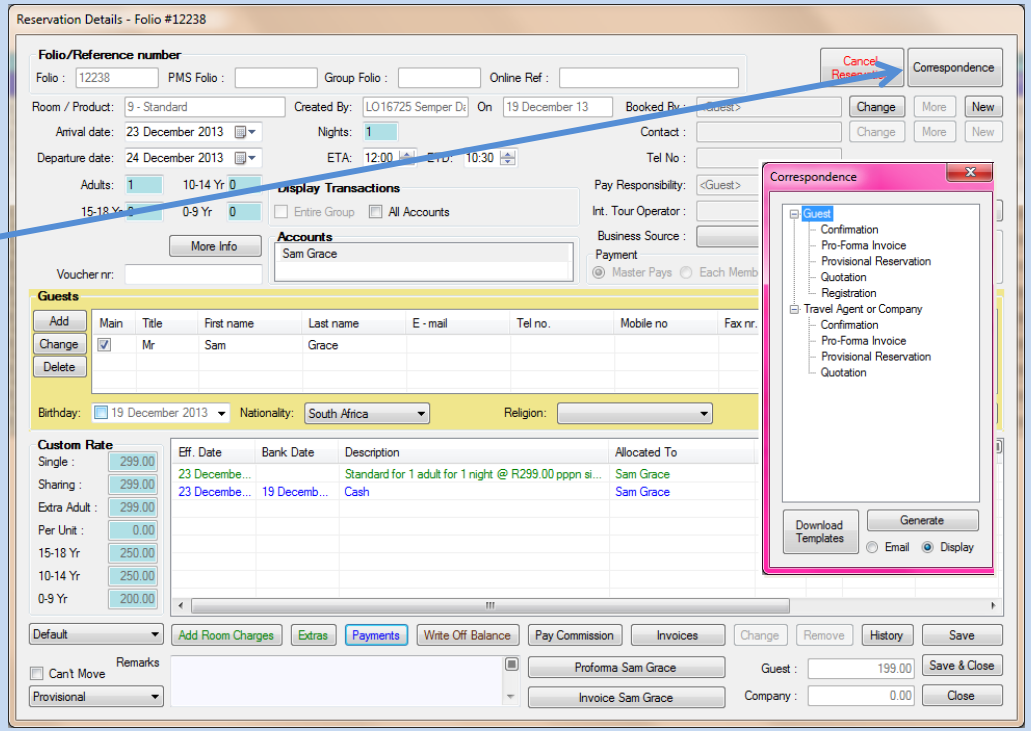


Recording and managing reservations

Semper

The **Correspondence** documents are templates which you can setup to perform various functions, such as the generation of confirmation letters, generation of pro-forma invoices etc.

A standard set gets distributed with the original product. New documents can be created, as well as customisation of the original documents distributed.



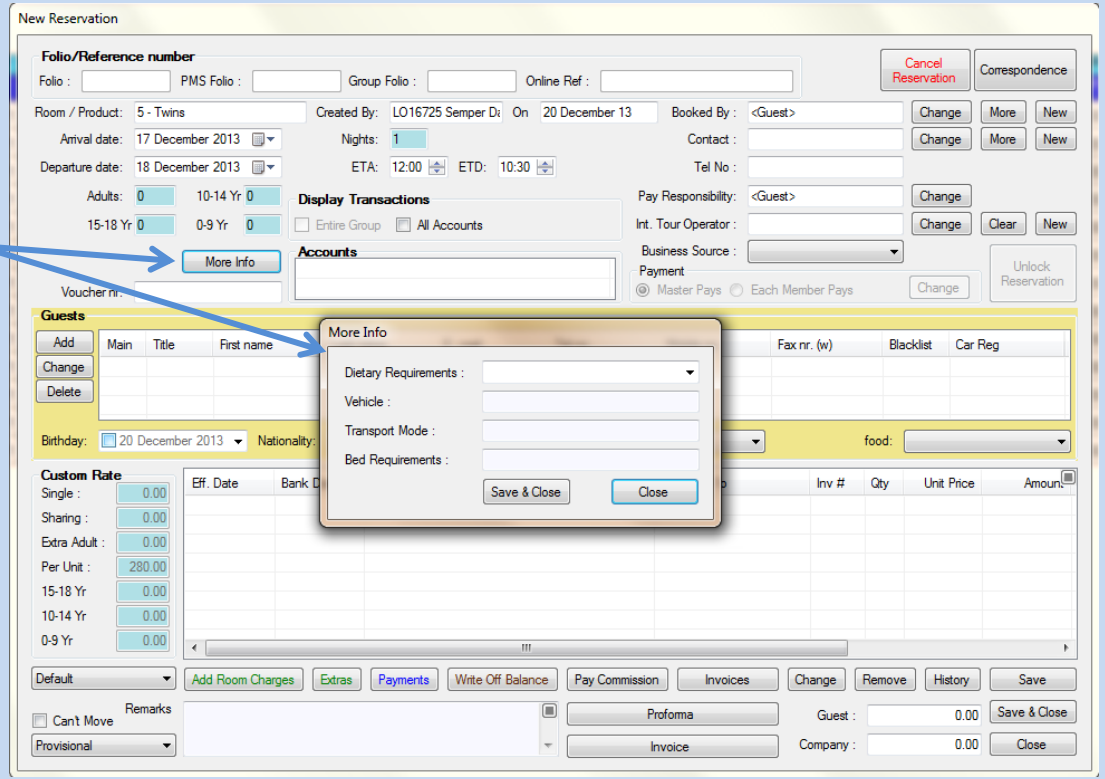
Recording and managing reservations

Semper

Reservation Texts

To add Reservation Texts to a booking, select the “More Info” button on the reservation screen.

These Reservation Texts are set up in CRS Settings under the General Tab and should be set up the same at each of your PMS Venues.



Recording and managing reservations

Semper

To open an existing reservation click on the reservation displayed on the calendar. The reservation screen will appear.

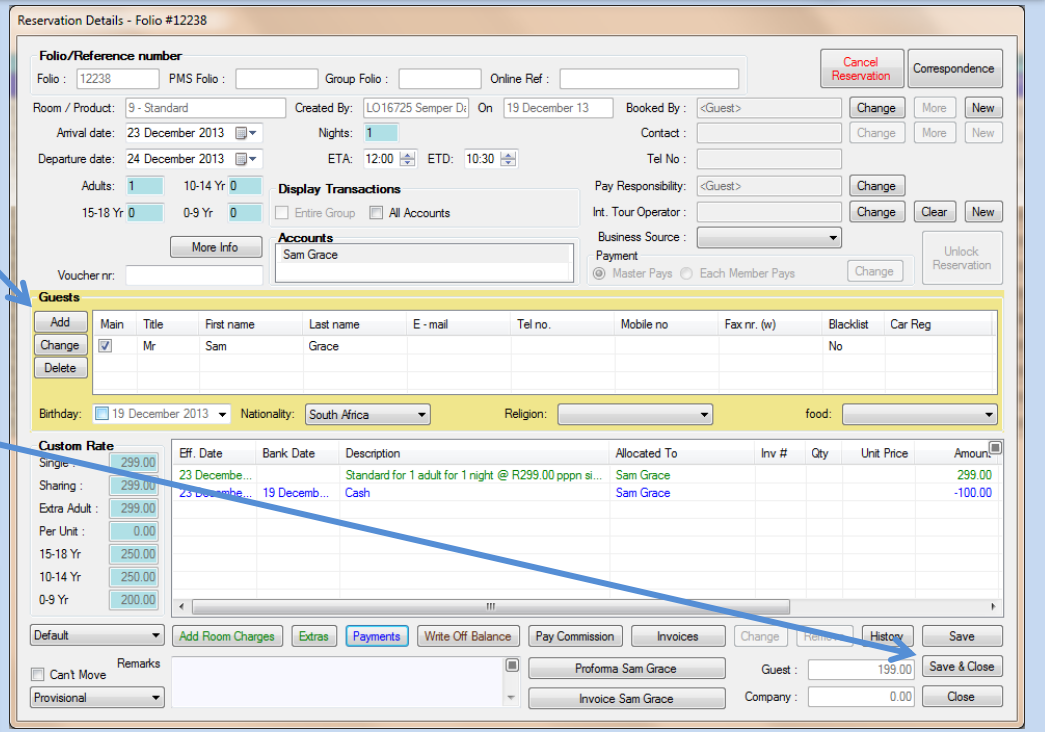
Important note:
The yellow coloured area is where guest(s) connected to this reservations are displayed. The rest of the screen relates to the reservation.

If you make changes to the reservation information (e.g. Remarks) and then wish to make changes to the guest information, you must first select the **Save** button to store your reservation changes before proceeding to change the guest information.

Important note:

The **'Save'** and **'Save & Close'** buttons, instruct the system to transfer the reservation to the venue PMS.

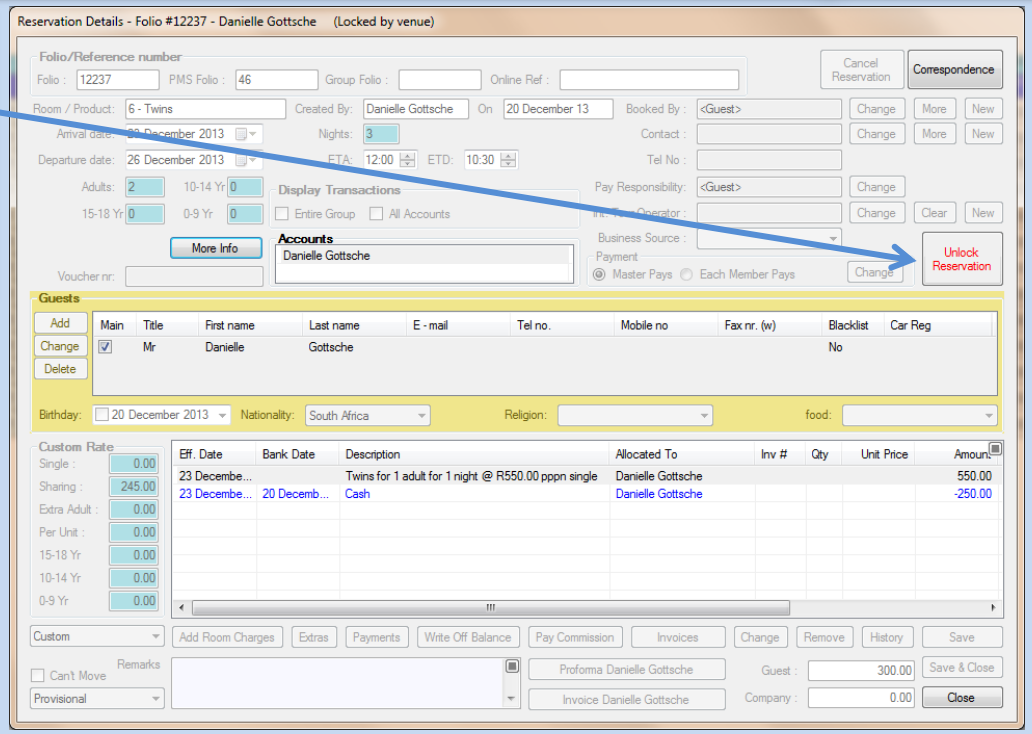
If you only view the reservation and make no changes, make sure to select the **'Close'** button and not the 'Save' or the 'Save & Close' buttons.



Recording and managing reservations

Semper

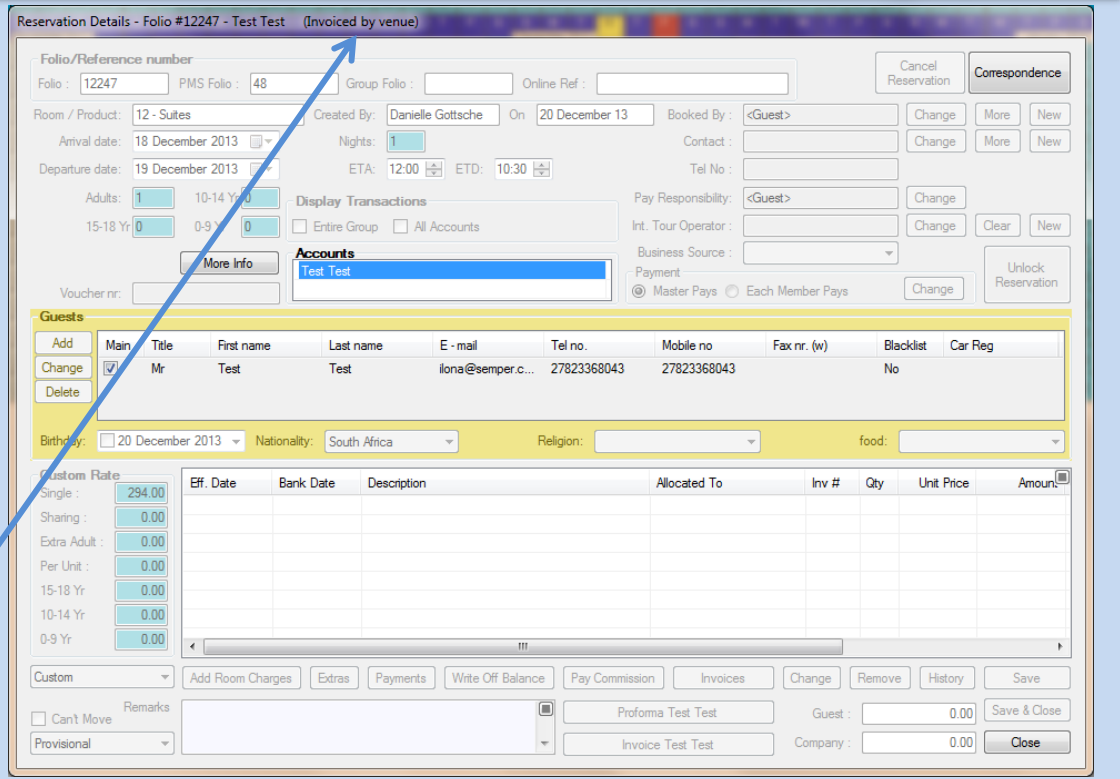
Reservations created in the PMS and uploaded to the CRS, first have to be unlocked in the CRS before changes can be made to the booking. Do so by opening the reservation in the CRS and selecting the "Unlock reservation" button. This will allow changes to be made to the reservation.



Recording and managing reservations

Semper

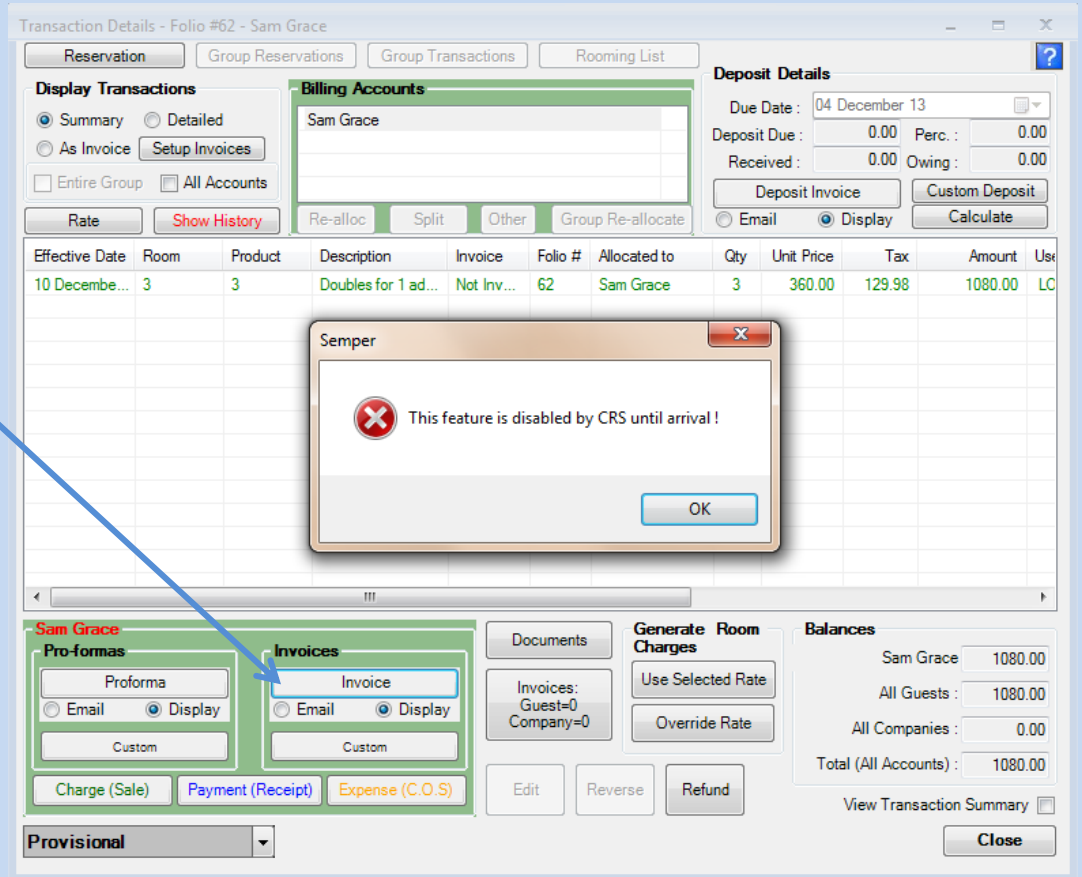
Once a reservation has been invoiced at the venue, it will be disabled within the CRS and you will only be able to view the information as demonstrated here without being able to make any changes. It will tell you at the top of the reservation screen that it is an invoiced booking.



Recording and managing reservations

Semper

Bookings cannot be invoiced in the Venue PMS until date of arrival of the booking, this feature is done in the CRS.



Recording and Managing reservations

Semper

If a booking is created in the CRS and downloaded to the PMS the following rules apply:

- CRS accommodation transactions may not be edited in the PMS. They can however be reversed and new transactions can then be added.
- Other CRS transactions downloaded to the PMS are not changeable or reversible in the PMS.
- Booked by can only be changed to Guest in the Venue PMS if booking was made by a company. Another company cannot be selected in the PMS, this will have to changed in the CRS.
- Payment Responsibility can only be changed to Guest or to the same company set as the booked by company.
- Splitting of a booking is disabled in the PMS until date of arrival.
- Group functions (changing master rooms, adding rooms to a group, removing rooms from a group) are disabled in the Venue PMS until date of arrival.

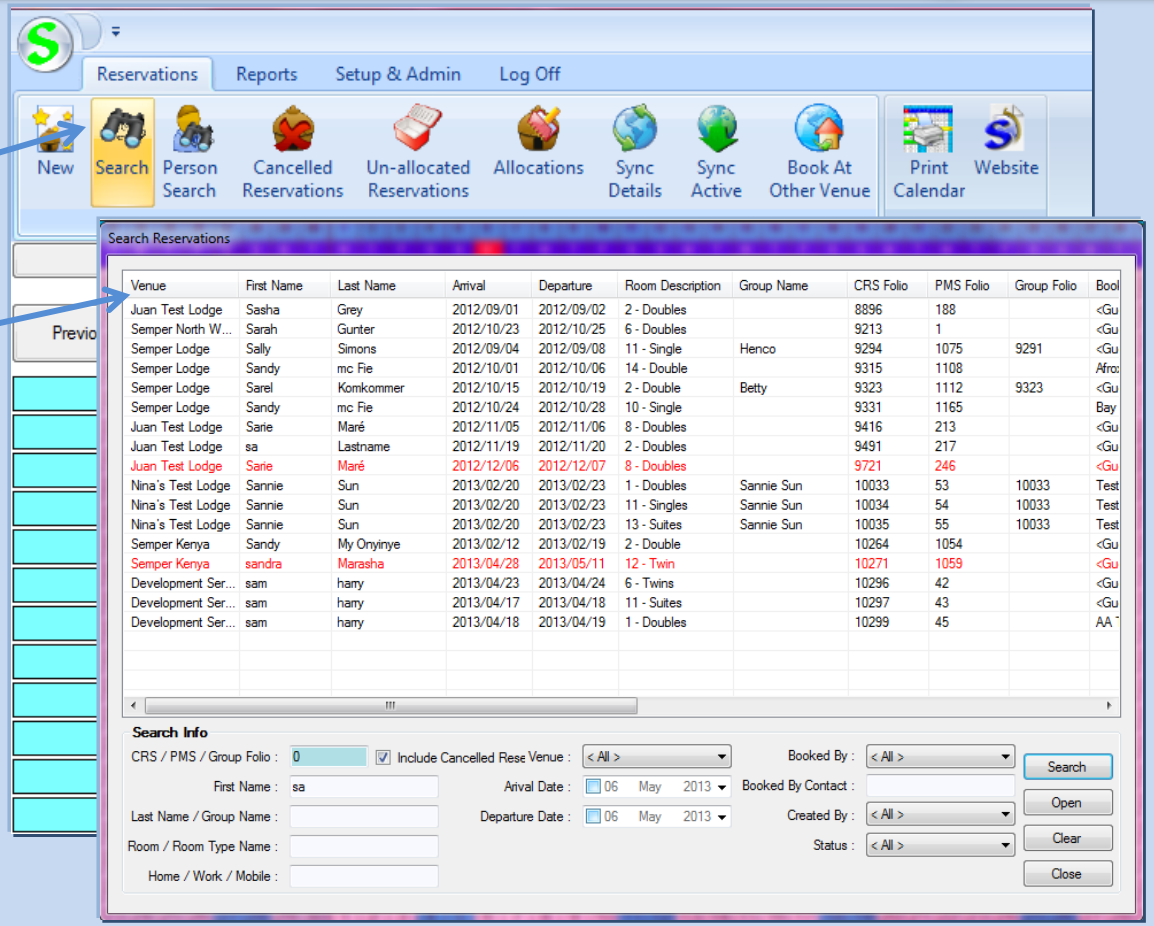
Semper

The Search Facility

Select Search

The Search facility will search across all venues in the group and display a list of reservations according to your search. (You can use the first 2 letters of the name and surname to search or any of the other search criteria's).

If you open a reservation that does not belong to the venue displayed, then the system will automatically Refresh the calendar and display the reservation and venue that belong together.



Recording and managing reservations

Semper

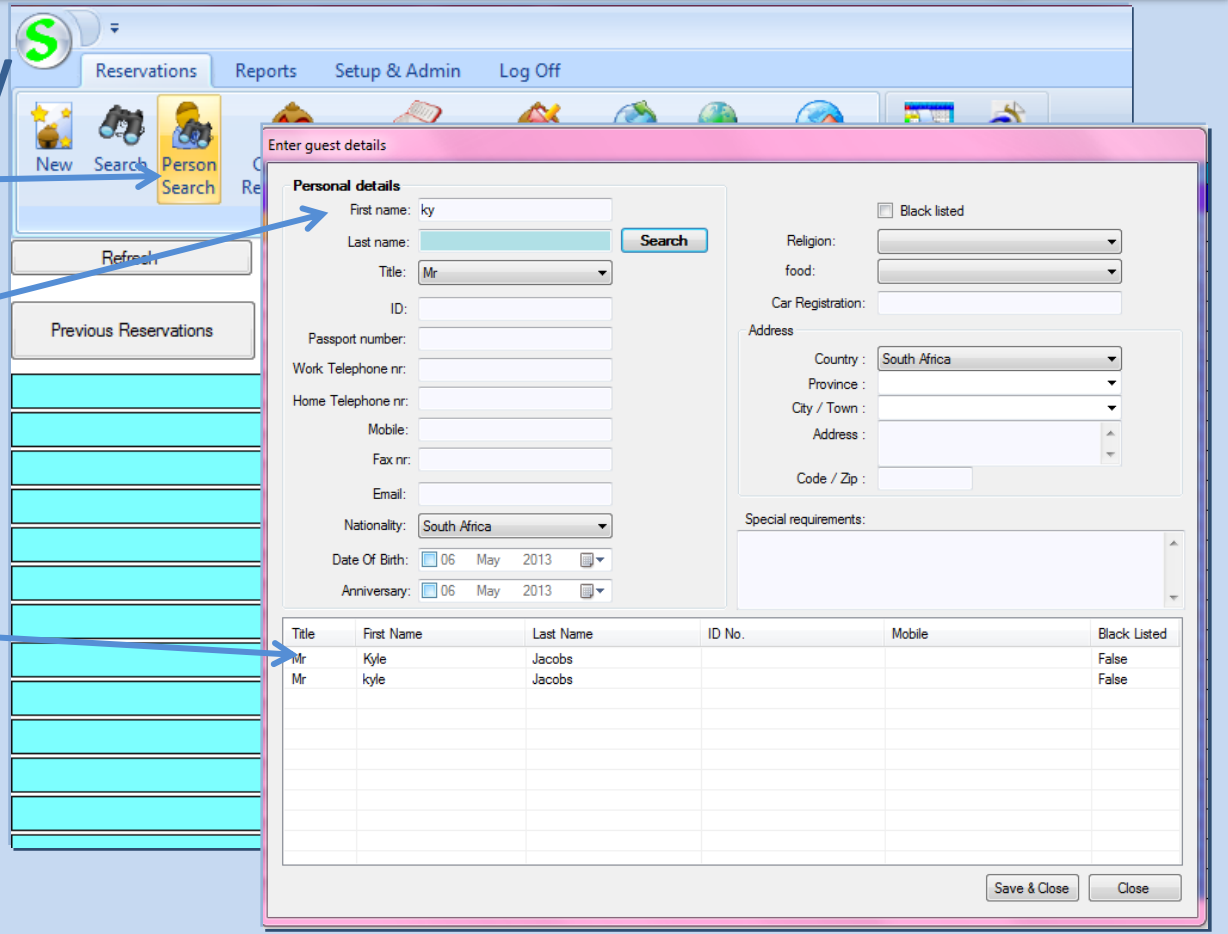
The Person Search Facility

Select Person Search

The Search facility will search across all venues in your group and display a list of guests according to your search. (You can use the first 2 letters of the Name and Surname to search or any of the other search criteria).

Select the guest you wish to view in the below list.

If you change any of the guests information, remember to select ‘Save & Close’.



Recording and managing reservations

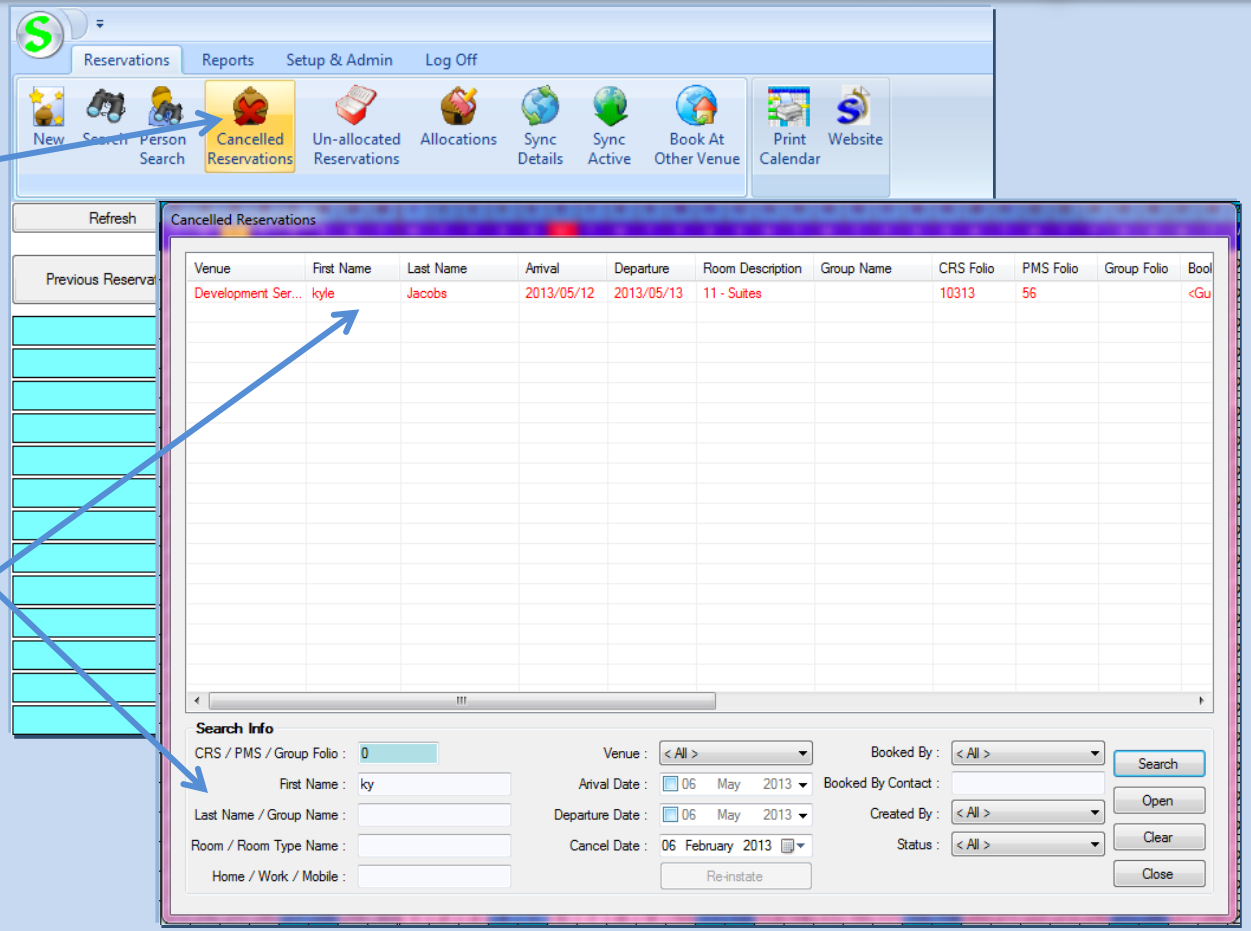
Semper

Cancelled Reservations

Select Cancelled Reservations

The Cancelled Reservations facility will search across all venues in the group and display a list of reservations according to your search (you can use the first 2 letters of the Name and Surname to search or any of the other search criteria).

If you open a reservation that does not belong to the venue displayed, then the system will automatically Refresh the calendar and display the reservations and venues that belong together.



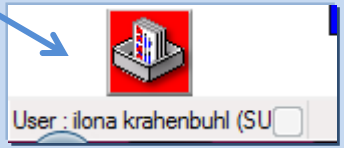
Recording and managing reservations

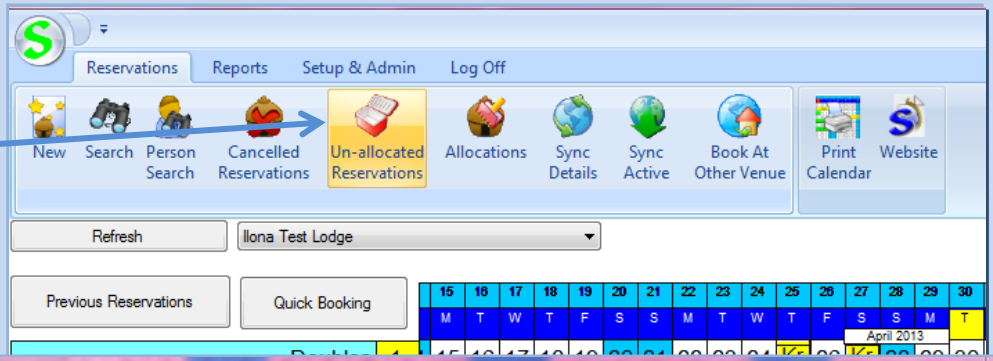
Semper

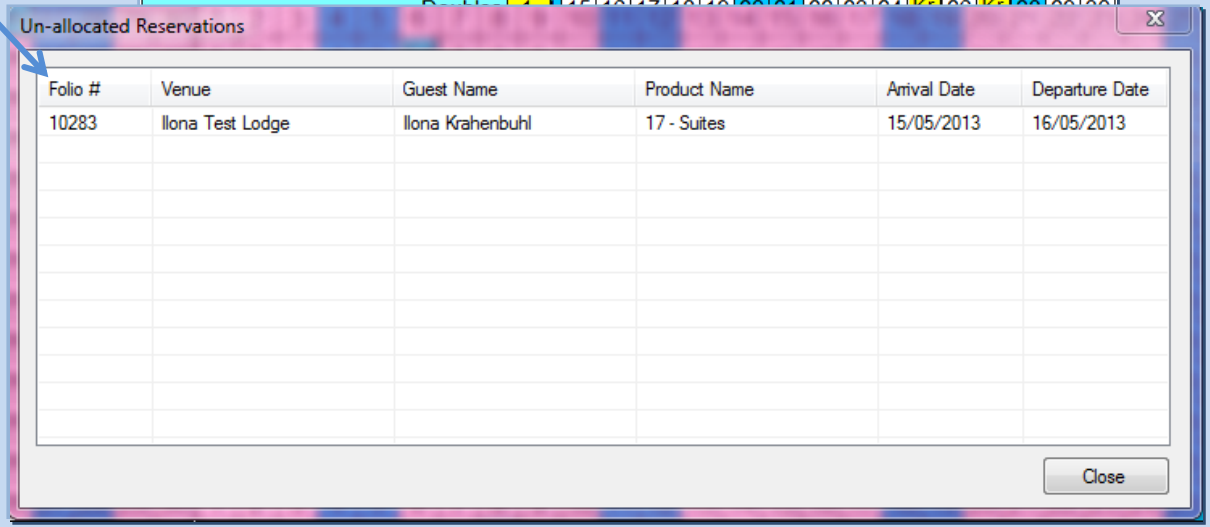
Un-allocated Reservations

Select Un-allocated Reservations

All the reservations that are in the temporary storage boxes in the PMS systems of your venues will show here. These reservations are only accessible from the specific venues PMS.







Recording and managing reservations

Semper

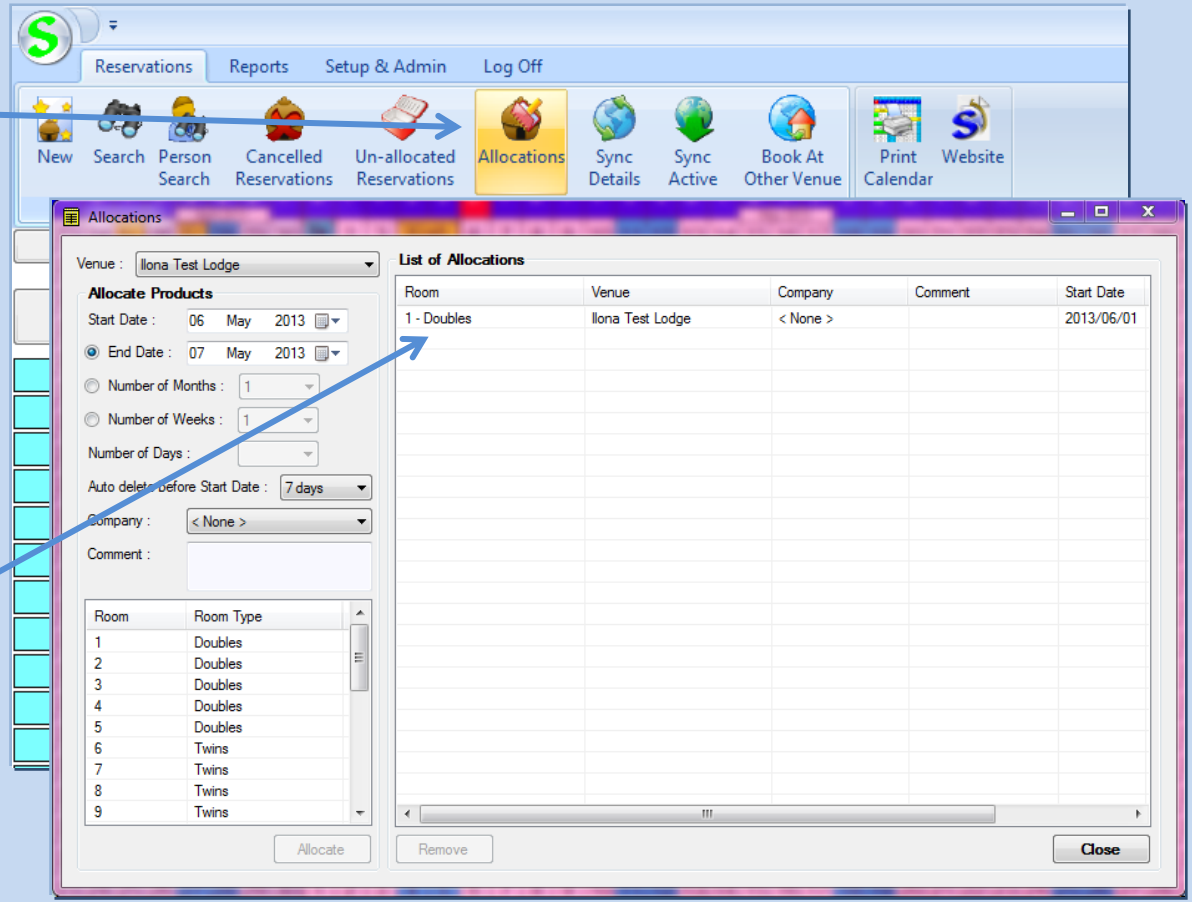
Allocations

Select Allocations

Select the **dates** the allocation must be added, select the room it should be added to and click on ‘Allocate’.

Note: Today’s date and the start date of the Allocation, must be more then the number of days specified in the system settings in your PMS, otherwise it will not display on the calendar screen.

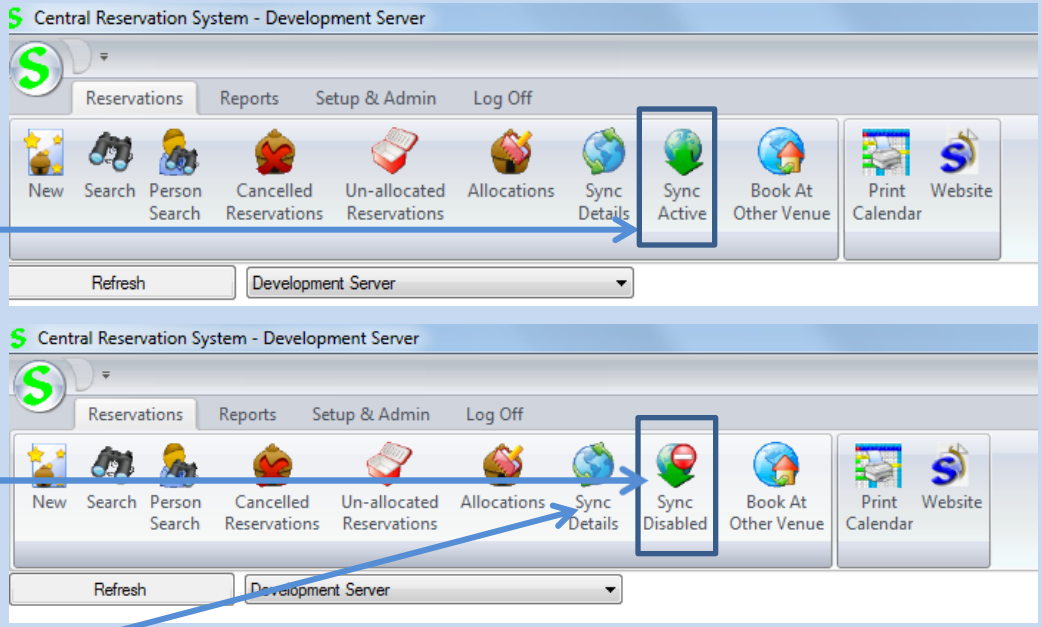
The room will now display under “List of Allocations”. The List of Allocations will show all the groups allocations.



Sync Details

Your ‘Sync Active’ button should be enabled in order for the bookings made in the CRS to automatically synchronise with each venue’s PMS. This synchronisation occurs automatically every 5 minutes (see beginning of this module).

If Sync is disabled (done by clicking on the ‘Sync Active’ button once), it will disable automatic synchronisation and all reservations made from now onwards have to be released manually (as well as those not yet released). This is done by going to the ‘Sync Details’ button.



Recording and managing reservations

Semper

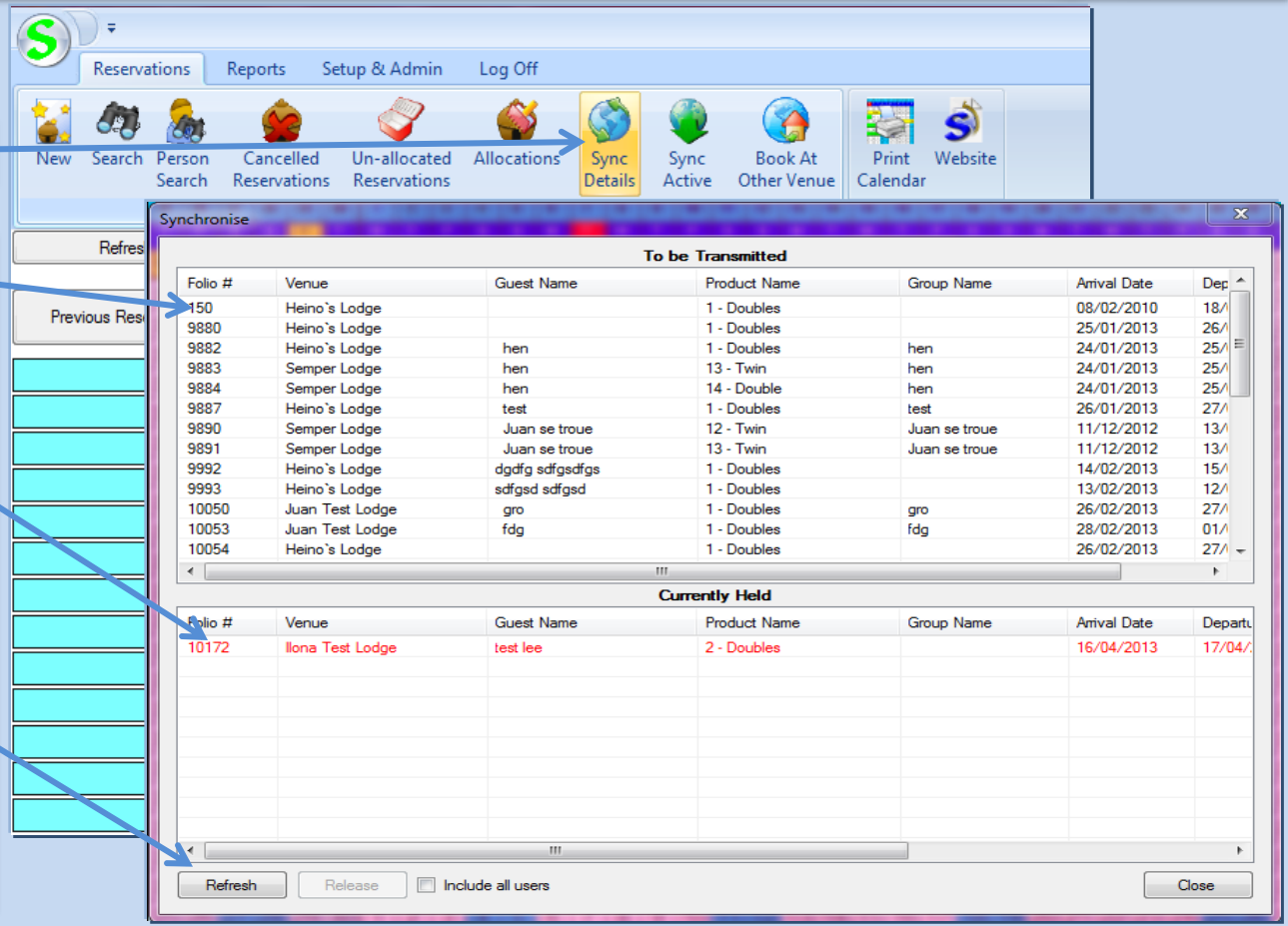
Sync Details

Select ‘Sync Details’

Displayed under ‘To be Transmitted’, are all the reservations that still need to be downloaded into one of the venue’s PMS.

Displayed under ‘Currently Held’, are the reservations that are open in one of the groups venues. If Sync is disabled, reservations in here can be high-lighted and then select ‘Release’, which will then move that reservation under ‘To be Transmitted’.

If Sync is Active, reservations will be synced to the Venue’s PMS as this window is opened or refreshed. Refresh your calendar in your PMS, to view the new reservations on the calendar.



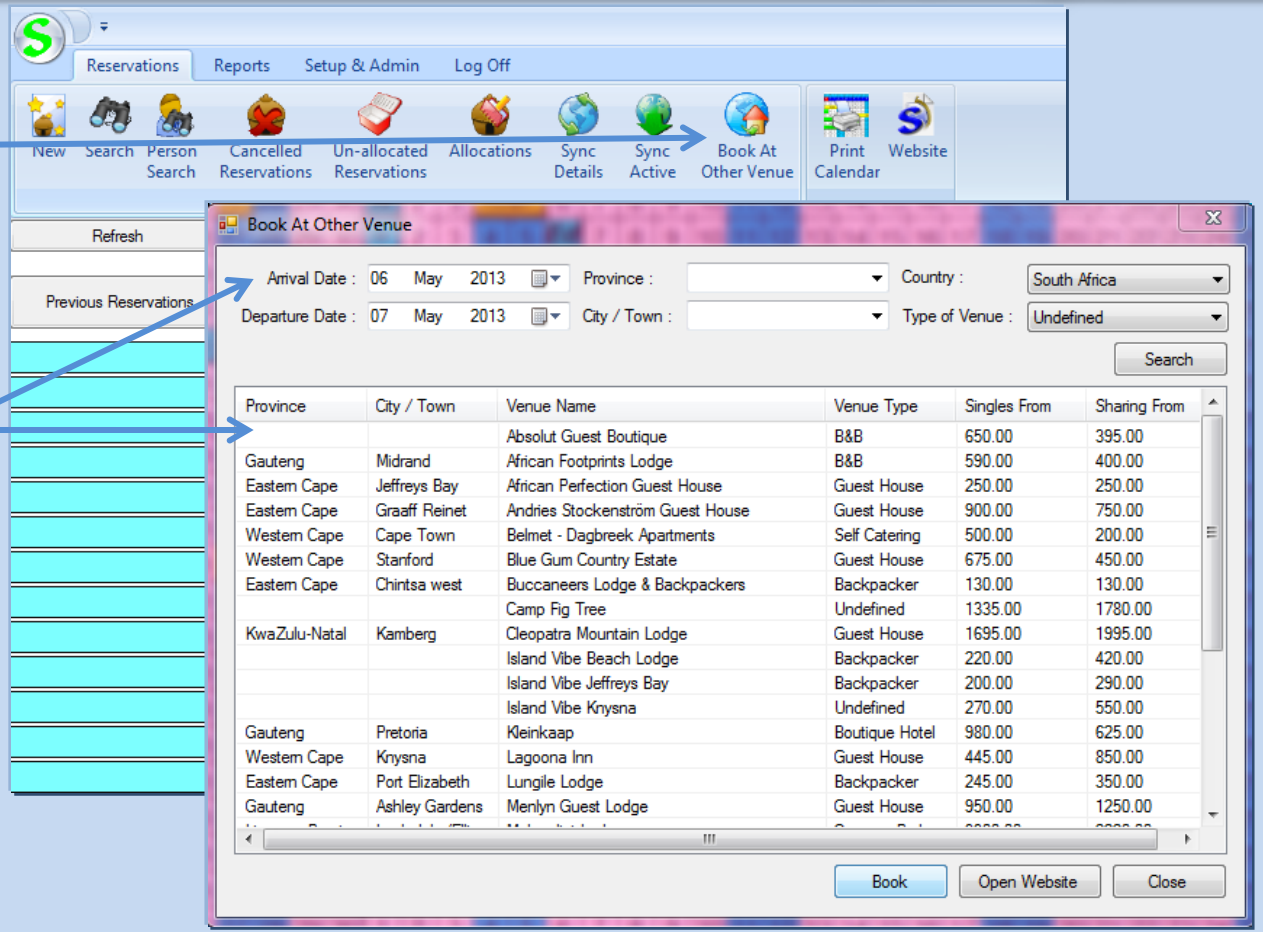
Recording and managing reservations

Semper

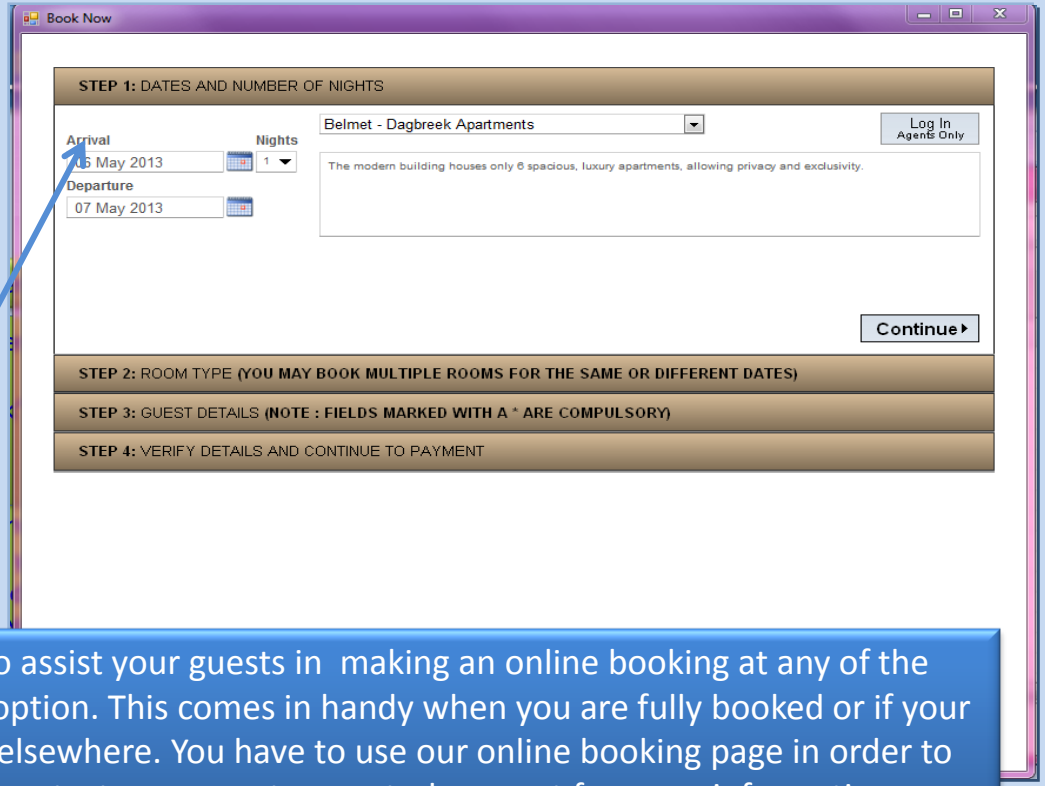
Book at Other Venue

Select Book At Other Venue.

- ✓Select the Arrival and Departure date then click “Search”.
- ✓Select the venue you wish to book at.
- ✓Select “Book”.
- ✓The Semper online booking page will appear.
- ✓Follow the steps to complete the online booking.



Book at Other Venue



The “Book At Other Venue” option allows you to assist your guests in making an online booking at any of the other Semper users that are registered for this option. This comes in handy when you are fully booked or if your guests are travelling and need accommodation elsewhere. You have to use our online booking page in order to appear on this list. If you are interested, please contact your agent or central support for more information.

Thank You!

Please remember to give us your feedback.