# Oracle® Hospitality BellaVita

Online Booking Installation Manual
Release 2.7

March 2016

ORACLE

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# Preface

This document has been created to provide assistance to installers for the installation / activation of BV Online Booking.

## Audience

This guide is intended for system administrators and support familiar with BellaVita.

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:
https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at
http://docs.oracle.com/en/industries/hospitality/

## Revision History

| Date | Description of Change |
|---|---|
| January 18, 2014 | • Initial publication.<br>Document Version Number: 1.0 |

# 1 Modifications inside the BellaViteRoot

There is a routing website BellaVitaRoot. Inside the Configuration folder is a Versionconfiguration.xml

```
<?xml version="1.0" encoding="utf-8" ?>
<spaConfigurations>
  <spaConfiguration spaID="firstSpa">
    <bellaVitaVersion>1.0</bellaVitaVersion>
    <virtualDirectory>firstversion</virtualDirectory>
  </spaConfiguration>
  <spaConfiguration spaID="anotherSpa">
    <bellaVitaVersion>1.2</bellaVitaVersion>
    <virtualDirectory>thirdversion</virtualDirectory>
  </spaConfiguration>
  <spaConfiguration spaID="oneMoreSpa">
    <bellaVitaVersion>1.1</bellaVitaVersion>
    <virtualDirectory>secondversion</virtualDirectory>
  </spaConfiguration>
</spaConfigurations>
```

Here we need to set up the virtual directory for the specific **spaID** based on their version.

# 2 Modifications inside the BellaVitaWebUI application

## 1.1 Configuration

Inside the Configuration directory is a SpaConfiguration.xml

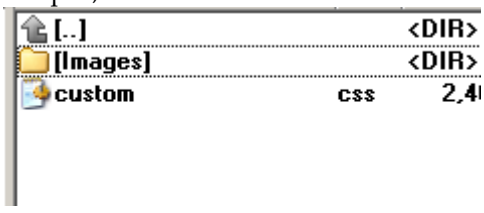
```
<?xml version="1.0" encoding="utf-8" ?>
<spaConfigurations>
  <spaConfiguration spaID="firstSpa">
<serviceRemoteAddress>http://10.31.67.135:9090/bvserver/services/OLBooking</serviceRemoteAddress>
    <!--
<serviceRemoteAddress>http://pushserver.microsdc.com/StartPush.aspx?HttpPushClientID=bellavitaservice&amp;MESSAGEIDPLACEHOLDER&amp;Method=POST&amp;CallURL=http://172.28.138.120:9096/bvserver/services/OLBooking</serviceRemoteAddress>-->
    <emailConfigurations>
      <emailConfiguration emailId="confirmation"
sender="zhegedus@micros.com" subject="Booking Confirmation From
FirstSpa"  />
      <emailConfiguration emailId="calcellation"
sender="firstspa@bellavita.com" subject="Booking Cancellation From
FirstSpa" />
      <emailConfiguration emailId="error"
sender="firstspa@bellavita.com" subject="Error happened!!!" />
      <emailConfiguration emailId="BillingInfoSubmitted"
sender="bellavita@micros.com" subject="Billing Information
Submitted" toAdress="zhegedus@micros.com"/>
      <emailConfiguration emailId="BillingInfoApproved"
sender="bellavita@micros.com" subject="Billing Information
Approved" toAdress="zhegedus@micros.com"/>
    </emailConfigurations>
    <cancellationPolicies unit="hour">
      <cancellationRule from="0" to="24" percentage="90" />
      <cancellationRule from="25" to="48" percentage="50" />
      <cancellationRule from="49" to="" percentage="0" />
    </cancellationPolicies>
  </spaConfiguration>
  <spaConfiguration  spaID="BpSpa1">

<serviceRemoteAddress>http://172.28.147.39:9090/bvserver/services/
OLBooking</serviceRemoteAddress>
    <emailConfigurations>
```

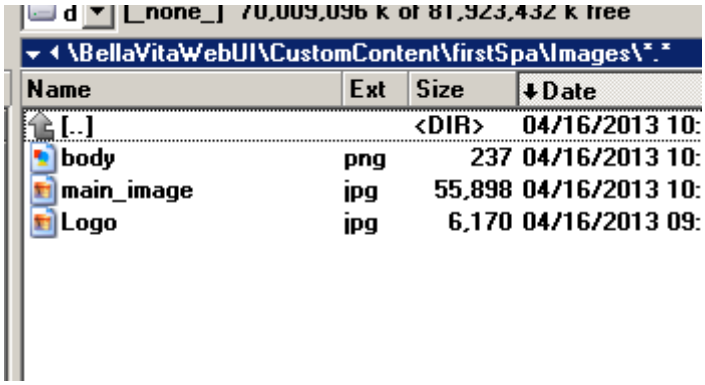
```
      <emailConfiguration emailId="confirmation"
sender="bellavita@micros.com" subject="Booking Confirmation From
BpSpa1" />
      <emailConfiguration emailId="calcellation"
sender="bellavita@micros.com" subject="Booking Cancellation From
BpSpa1" />
      <emailConfiguration emailId="error"
sender="bellavita@micros.com" subject="Error happened!!!" />
      <emailConfiguration emailId="BillingInfoSubmitted"
sender="bellavita@micros.com" subject="Billing Information
Submitted" toAdress="zhegedus@micros.com"/>
      <emailConfiguration emailId="BillingInfoApproved"
sender="bellavita@micros.com" subject="Billing Information
Approved" toAdress="zhegedus@micros.com"/>
    </emailConfigurations>
    <cancellationPolicies unit="hour">
      <cancellationRule from="0" to="24" percentage="90" />
      <cancellationRule from="25" to="48" percentage="50" />
      <cancellationRule from="49" to="" percentage="0" />
    </cancellationPolicies>
  </spaConfiguration>
</spaConfigurations>
```

Here we are able to configure each Spa. Here we can define the communication URL, the default cancellation policy of bookings, the email notifications etc…

## 1.2 Customisation

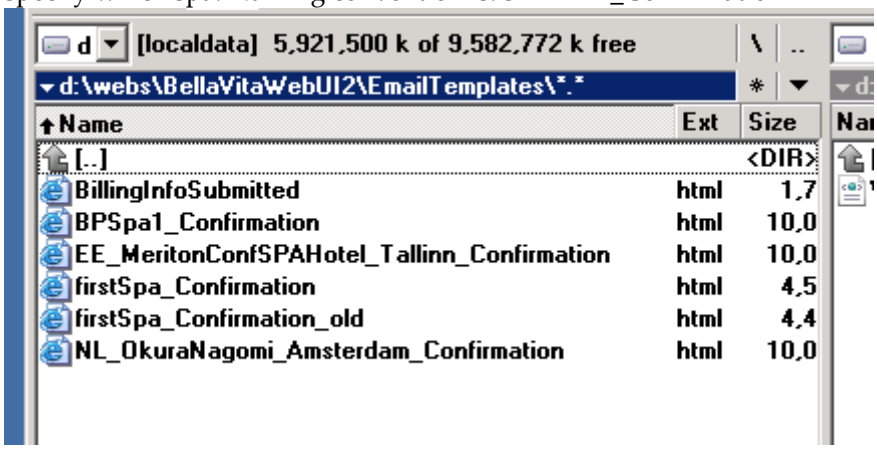
Under CustomContent folder we need to create a separate folder with the name of the SpaID.
So if the SpaID=BPSpa1, then the name of the folder should be the same (BPSpa1).
Under this folder we can have an image folder where we can put our images specific for the BPSpa1, and inside the custom.css file the style class specific for our spa.






## 1.3 Email

Under EmailTemplates folder we have the email templates for each Spa. The name of the file will specify which spa. Naming convention is: SPAID+"_Confirmation"



# 3 Modifications inside the DB application

## 1.4 Using the admin website as well

We need to add to the **tbl_SpaDetails** table

```
USE [BellaVitaWebUI];
SET NOCOUNT ON;
SET XACT_ABORT ON;
GO

BEGIN TRANSACTION;
INSERT INTO [dbo].[tbl_SpaDetails]([spaID], [spaName], [defaultLanguage],
[serviceRemoteAddress])
SELECT N'BpSpa1', N'Budapest Test Spa 1', N'en',
N'http://mfhuvpn.microsdc.com:9091/bvserver/services/OLBooking' UNION ALL
COMMIT;
RAISERROR (N'[dbo].[tbl_SpaDetails]: Insert Batch: 1.....Done!', 10, 1)
WITH NOWAIT;
GO
```

After this login to the admin website we will see in the left dropdown the new spa, and then we can configure the labels, the cancelation policy etc…

## 1.5 Set up without using the admin website

If we don't want to use the admin part, then we need to add first the new spa to the the **tbl_SpaDetails** table

```
USE [BellaVitaWebUI];
SET NOCOUNT ON;
SET XACT_ABORT ON;
GO

BEGIN TRANSACTION;
INSERT INTO [dbo].[tbl_SpaDetails]([spaID], [spaName], [defaultLanguage],
[serviceRemoteAddress])
SELECT N'BpSpa1', N'Budapest Test Spa 1', N'en',
N'http://mfhuvpn.microsdc.com:9091/bvserver/services/OLBooking' UNION ALL
COMMIT;
RAISERROR (N'[dbo].[tbl_SpaDetails]: Insert Batch: 1.....Done!', 10, 1)
WITH NOWAIT;
GO
```

After that we need to create the labels for this spa
We can do this with this script with modifying the SpaID section to the corresponding one.

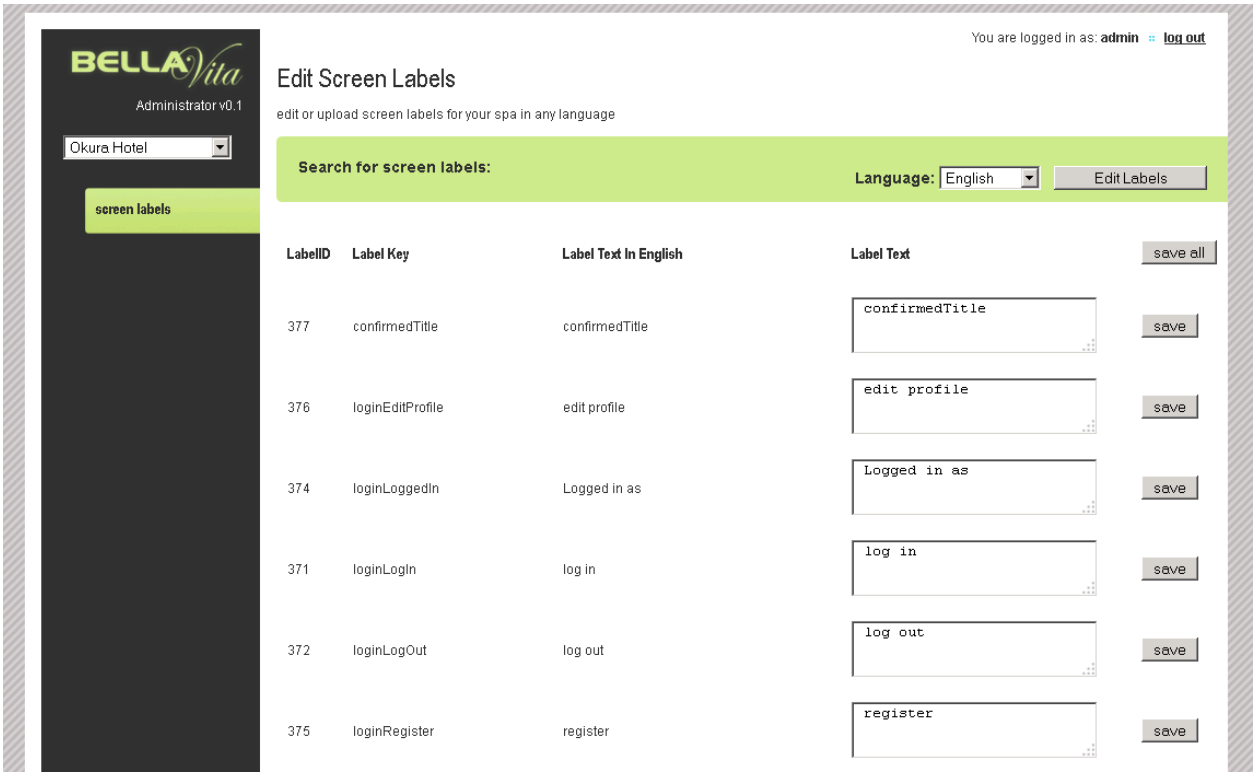
```
USE [BellaVitaWebUI];
SET NOCOUNT ON;
SET XACT_ABORT ON;
GO

SET IDENTITY_INSERT [dbo].[tbl_ScreenLabels] ON;

BEGIN TRANSACTION;
INSERT INTO [dbo].[tbl_ScreenLabels]([ScreenLabelID], [LanguageCode],
[LabelKey], [LabelText], [SpaID])
```

```
SELECT 29, N'en', N'navigationChoose', N'CHOOSE',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 30, N'en', N'navigationConformation', N'CONFIRMATION',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 31, N'en', N'navigationSearch', N'SEARCH',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 32, N'en', N'navigationYourDetails', N'YOUR DETAILS',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 33, N'en', N'searchWelcomeTitle', N'WELCOME TO OUR SPA',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 34, N'en', N'searchWelcomeText', N'“The term spa is associated
with water treatment which is also known as balneotherapy. Spa towns or
spa resorts including hot springs resorts) typically offer various health
treatments. The belief in the curative powers of mineral waters goes back
to prehistoric times. Such practices have been popular worldwide, but are
especially widespread in Europe and Japan.” - Wikipedia',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 35, N'en', N'searchTitle', N'SEARCH TREATMENTS',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 36, N'en', N'searchName', N'SEARCH TREATMENT NAME',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 37, N'en', N'searchCategory', N'TREATMENT CATEGORY',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 38, N'en', N'searchDateFrom', N'DATE FROM',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 39, N'en', N'searchDateTo', N'DATE TO',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 40, N'en', N'searchTimeFrom', N'TIME FR.',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 41, N'en', N'searchTimeTo', N'TIME TO',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 42, N'en', N'searchMaxDuration', N'MAX DUR.',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 43, N'en', N'searchPersons', N'PERSONS',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 44, N'en', N'searchGenderPreference', N'THERAPIST',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 45, N'en', N'searchClearCriterias', N'clear criterias',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 46, N'en', N'treatmentsTitle', N'TREATMENTS',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 47, N'en', N'timeSlotsTitle', N'AVAILABLE APPOINTMENTS',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 48, N'en', N'selectedTreatmentsTitle', N'SELECTED TREATMENTS',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 49, N'en', N'loginLogIn', N'Log in',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 50, N'en', N'loginLogOut', N'Log out',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 51, N'en', N'loginNotLoggedIn', N'You are not logged in',
N'EE_MeritonConfSPAHotel_Tallinn'
COMMIT;
RAISERROR (N'[dbo].[tbl_ScreenLabels]: Insert Batch: 1.....Done!', 10, 1)
WITH NOWAIT;
GO

BEGIN TRANSACTION;
INSERT INTO [dbo].[tbl_ScreenLabels]([ScreenLabelID], [LanguageCode],
[LabelKey], [LabelText], [SpaID])
SELECT 52, N'en', N'loginLoggedIn', N'Logged in as',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
```

```
SELECT 53, N'en', N'loginRegister', N'Register',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 54, N'en', N'loginEditProfile', N'edit profile',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 81, N'hu', N'searchWelcomeTitle', N'Üdvözöljük',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 82, N'hu', N'selectedTreatmentsTitle', N'Kiválasztott kezelések',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 83, N'de', N'loginEditProfile', N'Meine Daten',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 84, N'de', N'loginLoggedIn', N'Angemeldet als',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 85, N'de', N'loginLogIn', N'Anmelden',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 86, N'de', N'loginLogOut', N'Abmelden',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 87, N'de', N'navigationYourDetails', N'IHRE DETAILS',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 88, N'de', N'searchDateTo', N'Bis Datum',
N'EE_MeritonConfSPAHotel_Tallinn' UNION ALL
SELECT 89, N'de', N'navigationChoose', N'Auswahl',
N'EE_MeritonConfSPAHotel_Tallinn'
COMMIT;
RAISERROR (N'[dbo].[tbl_ScreenLabels]: Insert Batch: 2.....Done!', 10, 1)
WITH NOWAIT;
GO

SET IDENTITY_INSERT [dbo].[tbl_ScreenLabels] OFF;
```

# 4 Modifications inside the BellaVitaAdmin application

We need to select in the left dropdown the modified spa, and then we can change the labels for each language separately.



# 5 Pre Requisites

- Minimum Version 2.7.0.5
- License needed :

| | | | |
|---|---|---|---|
| BV-2000-303 | BellaVita Spa & Wellness Online Booking | **Restricted**, FLAT, One Time Set-Up Fee | BV_HOST01 |
| BV-2000-304 | BellaVita Spa & Wellness Online Booking Monthly Hosting Fee | Per Site, min contract 12 months, 3 months notice, billable 6 months in advance | - |
| BV-2000-305 | BellaVita Standard WebServices | **Restricted**, FLAT | BV_A07 |

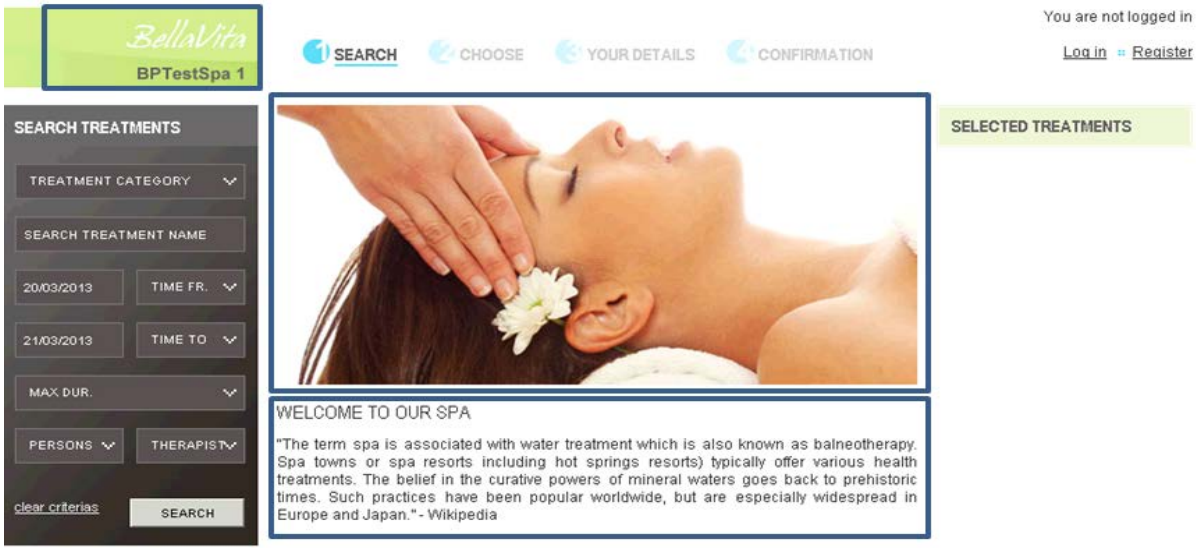
# 6 Preparations

1. Desired URL PARAMETER indicating the SPA Web Name
2. URL of BV Webservices
3. Ask the SPA responsible to prepare a list of Treatments they want to offer online
    a. Online Name and Description
4. LOGO for the online booking
5. Picture
6. Languages
7. Ask for the details about style / color set for the later web appearance

## Home Page

The following items can be customised on this page:

- Name of Spa
- Logo of Spa: Logo image 200x68
- Picture: Home page image 500x238 (Here maybe the width [500] is more important. The height can be less or more)
- Welcome note: limit 2000 characters

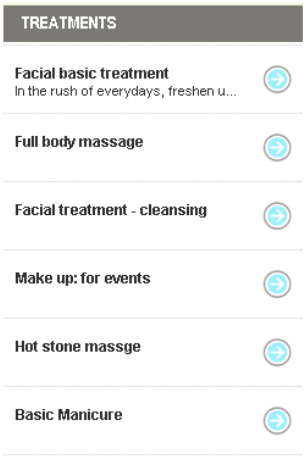



## Search filters

Treatment Category: configured in BellaVita/Administration/Settings/Online Category. Used in Master Data/Offer/Online Category

## Treatments

Treatment names and notes are configured in Master Data / Offer/ Online name, online remark.


TREATMENTS
Facial basic treatment
In the rush of everydays, freshen u...
Full body massage
Facial treatment - cleansing
Make up: for events
Hot stone massge
Basic Manicure

# 7 Parameters to be explained to the SPA

| | ParameterDescription | ParameterKey | ParameterValue | UserDefined | Spa |
|---|---|---|---|---|---|
| 1 | OLBooking.isActive: | OLBooking.isActive | true | ☑ | |
| 2 | OLBooking.doSearchOffersSameC... | OLBooking.doSearchOffersSameCategory | true | ☑ | |
| 3 | OLBooking.preserveNbFreeSlotsP... | OLBooking.preserveNbFreeSlotsPerDay | 0 | ☑ | |
| 4 | OLBooking.bookInAdvanceDays: | OLBooking.bookInAdvanceDays | 0 | ☑ | |
| 5 | OLBooking.bookInAdvanceHours: | OLBooking.bookInAdvanceHours | 4 | ☑ | |
| 6 | OLBooking.cancelHoursInAdvance: | OLBooking.cancelHoursInAdvance | 24 | ☑ | |
| 7 | OLBooking.mailTimeoutMS: | OLBooking.mailTimeoutMS | 5000 | ☑ | |
| 8 | OLBooking.maxSearchRangeDays: | OLBooking.maxSearchRangeDays | 7 | ☑ | |
| 9 | OLBooking.onlineInProcessRGBCol... | OLBooking.onlineInProcessRGBColor | 255,36,36 | ☑ | |
| 10 | OLBooking.onlineLanguages: | OLBooking.onlineLanguages | | ☑ | |
| 11 | OLBooking.tentativeMinutes: | OLBooking.tentativeMinutes | 15 | ☑ | |
| 12 | OLBooking.isPrepaid: | OLBooking.isPrepaid | true | ☑ | |
| 13 | OLBooking.closedRangeNoResultA... | OLBooking.closedRangeNoResultAddedDays | 7 | ☑ | |
| 14 | OLBooking.openEndNbDays: | OLBooking.openEndNbDays | 7 | ☑ | |
| 15 | OLBooking.openEndAddedNbDay... | OLBooking.openEndAddedNbDaysWhenNoEntries | 30 | ☑ | |
| 16 | OLBooking.maxOpenEndResult: | OLBooking.maxOpenEndResult | 15 | ☑ | |
| 17 | OLBooking.maxClosedRangeResult: | OLBooking.maxClosedRangeResult | 25 | ☑ | |
| 18 | OLBooking.maxAlternativeSlots: | OLBooking.maxAlternativeSlots | 15 | ☑ | |
| 19 | OLBooking.contactInfo: | OLBooking.contactInfo | SPA_TELEPHONE_GOES_HERE - SPA_... | ☑ | |

Opening hours – please let us know which opening hours you are going to publish on the WEB booking. They might be different then the real opening!

*OLBooking.isActive* Set to true to activate online booking requests. the service.
*OLBooking.contactInfo* On some occasions e.g. cancellation, the guest needs to contact the spa. The contact information is given by this parameter. This will be available on the confirmation sent to the guest and can be updated here. Available in the next version of online booking.
*OLBooking.onlineLanguages* Languages supported for the online booking. The service tries to guess the languages if no value is set. Format: en,de
*OLBooking.passwordInfoNote* Texts to use when sending password. This is a SystemKeyNote.
*OLBooking.cancelHoursInAdvance* Confirmed bookings have to be canceled a certain time in advance > when it is set to 24 hours, the within 24 hours of the start time of the booking, the cancellation cannot be made. If it is more than 24 hours, the online cancellation rules apply.
*OLBooking.tentativeMinutes* Booking of the shopping cart will be guarenteed a certain number of minutes. Default value: 15
*OLBooking.bookInAdvanceDays* Advance booking time: mininum value. To determine what is the earliest available time slot for a search of appointments. This parameter limits this in days.
*OLBooking.bookInAdvanceHours* The minimal advance booking time may be set in hours as well. This parameter is only considered if *bookInAdvanceDays* equals 0.
*OLBooking.maxSearchRangeDays* Maximum days per offer to search to avoid too many results displayed online.
*OLBooking.onlineInProcessRGBColor* Color used to display the bookings of the shopping cart in the schedule. Default: 255,36,36 (red)
*OLBooking.doSearchOffersSameCategory* If no slots matching the search criteria are fond, then the remaining offers of the category are searched. We always try to supply a result. Only available in the future version of online booking.
*OLBooking.preserveNbFreeSlotsPerDay* For each offer considered a minimal number of free slots per day should be preserved for offline usage.
*OLBooking.isPrepaid* The bookings are charged by the Web-UI to the guest over his credit card, so this parameter is set to true.
*OLBooking.mailTimeoutMS* Mail timeout in ms. Default: 5000

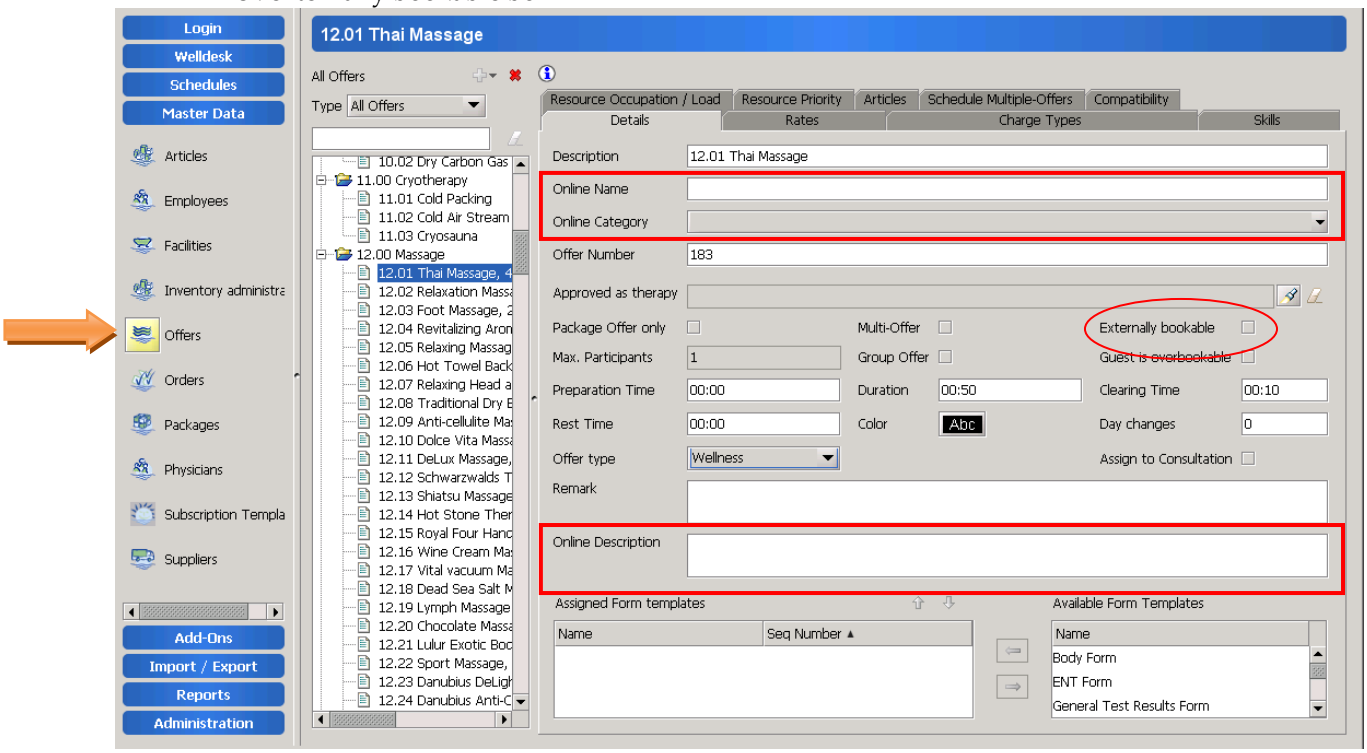
**The following parameters control the detailed behavior of the online booking:**
*OLBooking.closedRangeNoResultAddedDays* A search with a closed date range of 'nbDays' days has given no result. Also a repeated search with another 'nbDays' days has not produced any result. 'closedRangeNoResultAddedDays' are added for a last try.
*OLBooking.openEndNbDays* An open end date range search has been requested. The end date is set to start date + 'openEndNbDays' days
*OLBooking.openEndAddedNbDaysWhenNoEntries* Also the last open end search gave an empty result. The serach is repeated with 'openEndAddedNbDaysWhenNoEntries' days
*OLBooking.maxOpenEndResult* The result of open end searches is limited to 'maxOpenEndResult' entries
*OLBooking.maxClosedRangeResult* The result of closed end searches is limited to 'maxClosedRangeResult' entries
*OLBooking.maxAlternativeSlots* When slots of alternative offers are search, the result is limited to 'maxAlternativeSlots' entries

# 8 1st implementation phase – configure BV

- All preparations mentioned before can now be already configured in BV prior the online booking URL is activated
- Test Web Services

## Offers

- Master Data/Offers please write online name, category and description to those offers which you would like to sell online.
- Tick externally bookable box



# 9 2nd implementation phase – configure online booking

- Make sure all details are gathered to kick off phase2, such as (Ask for the details about style / color set for the later web appearance, configuration is done in BV)
- Currently needed to involve Web Programmers in Budapest (namely Elod Laszlo)
- To be reviewed how to shift these tasks to OPERATION

## Test and go live