

Oracle® Hospitality Suite8

Suite8 webConnect

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Preface

Audience

This guide for Suite8 webConnect is intended for system administrators and support familiar with Suite8.

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>

Revision History

Date	Description of Change
October, 2014	<ul style="list-style-type: none">• 8.9.5.2 - Restructured the Installation Guide, updated screen shots and features to suite Suite8 Version 8.9.5.x functionality.
February, 2017	<ul style="list-style-type: none">• Release 8.10.1.0 -Updated
May, 2017	<ul style="list-style-type: none">• Release 8.10.2.0 - web connect for CCM
August, 2018	<ul style="list-style-type: none">• Release 8.13.0.0 - CCM add support for flat and per hour rates.• CCM support for sub events.• CCM support for online payments• CCM cancellation of bookings.

1 Suite8 webConnect

Suite8 webConnect is the Web Booking Engine for Suite8. Suite8 webConnect offers queering rate and room type availability, booking rooms as well as packages and SPA items, reserving tables in the properties outlets or picking up reservations from a block. It has been enhanced and many modules integrated, depending on the activated feature or license code it is possible buying vouchers, maintaining calendar events, completing questionnaire forms, accessing bonus points, sending requests to the property or accessing social networks such as Google Plus, Facebook or Twitter, all this is configurable via Suite8 Setup and the Suite8 webConnect Global ASPX file. The modules: Table Reservations, Voucher Management, Conference Management, Questionnaires, Bonus Points are subject to a separate License Code. With Suite8 webConnect direct access for existing and new customers is given and all functionality is available via mobile devices or tablets, however, **it does not include offline availability or GDS connectivity.**

Feature Availability

This feature is available in the Professional and Small Business Edition. It is controlled by the license **Suite8 Homepage** or the License Code **webConnect**, combining all web connected modules, such as:

- Create Reservations
- Shopping cart functionality
- Online Payment plugin
- Corporate Login
- Travel Agent Login
- Online Questionnaire
- Facebook and Twitter integration
- Calendar events
- Online Table Reservation*
- Online Bonus point /Loyalty Module*
- Online Voucher*
- Mystay Manager*
- Update personal data
- Itinerary look-up
- Guest Service Request
- View invoice
- Mobile Reports*
- Show reports on any device with internet connection
- Sort option / search option within reports
- Dashboard reports
- Assign rooms & check-in
- Change Room Status
- Resolve Guest Service Request
- CCM webConnect*
- Create online booking request for meetings or conference*

* For these modules a separate license needs to be activated

Prerequisites

- Suite8 Version 8.10.2.x
- A valid license code for Suite8 Homepage or Suite8 webConnect
- A valid license code for **MyCCM Homepage**
This is only required when using Conference and Catering Management (CCM). It is included in the Suite8 Web Connect License.
- Installation of Suite8 XML Interface
- An open port on the web booking server, allowing access for the web page to the XML Interface (please refer to the configuration details for the XML Interface and the XML Interface Installation Guide, Suite8 webConnect installation, activates the license for the XML Interface internally).
- SSL certificate (please refer to the document: How to install SSL certificate)
- MVC 3.0 for the IIS hosting the S8 webConnect.
- Fidelio Server has to be up and running (for Email Sending)

XML Interface Server

Please refer to the Hardware requirements for Suite8 clients and the Installation Guide for the XML Interface for all details on the configuration of the XML Interface Server, the following is required on the XML Server to run Suite8 webConnect:

- Microsoft Internet Information Server V 5.0 or higher or Apache 1.3.x
- MSXML 4.0 or 6.0 (preinstalled since XP, please check the version number)
- Microsoft .net frame work

Web Booking Server

The web page is hosted on the web booking server, this requires:

- Microsoft Internet Information Server v 5.0 or higher
- Microsoft .Net Framework 4.5

Windows 7, Windows 8.x and Windows 10 Features

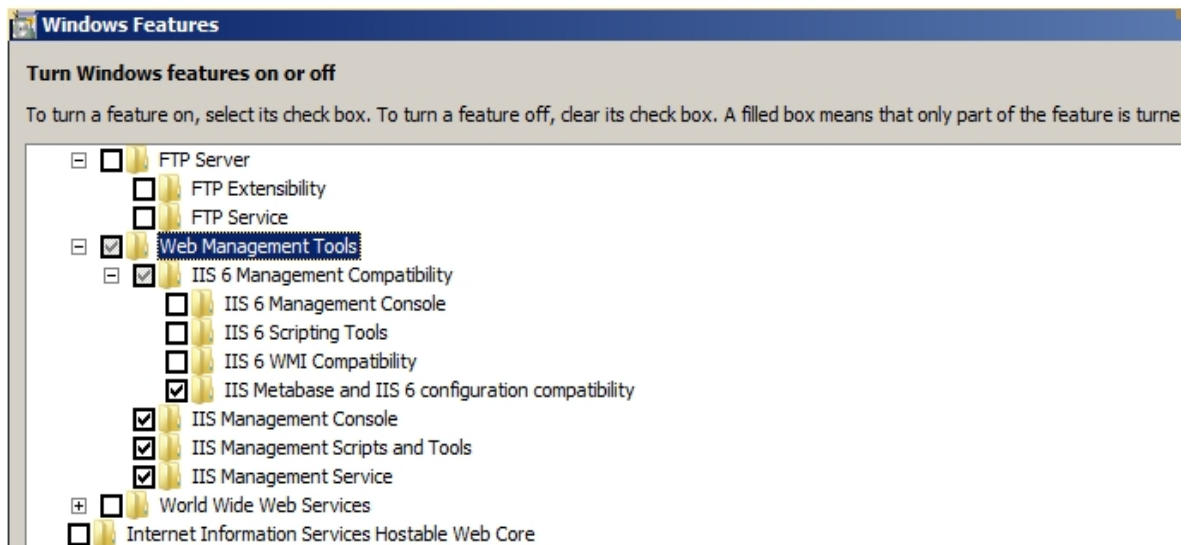
If Internet Information Service 7 or higher is installed commonly used with Windows 7, Windows 8 and Windows 10, it is necessary activating IIS 6 compatibility features on the PC where Suite8 webConnect is installed to successfully run the Install Shield.

2 IIS6 Compatibility & ASP.NET

Activating IIS6 compatibility features with Windows 7

To activate IIS 6 compatibility features under Windows 7, perform the following steps:

1. Open the **Control Panel**
2. Select **Program and Features**
3. Select **Turn Windows features ON or OFF** on the left-hand side
4. Open **Internet Information Service**
5. Open **Web Management Tools**

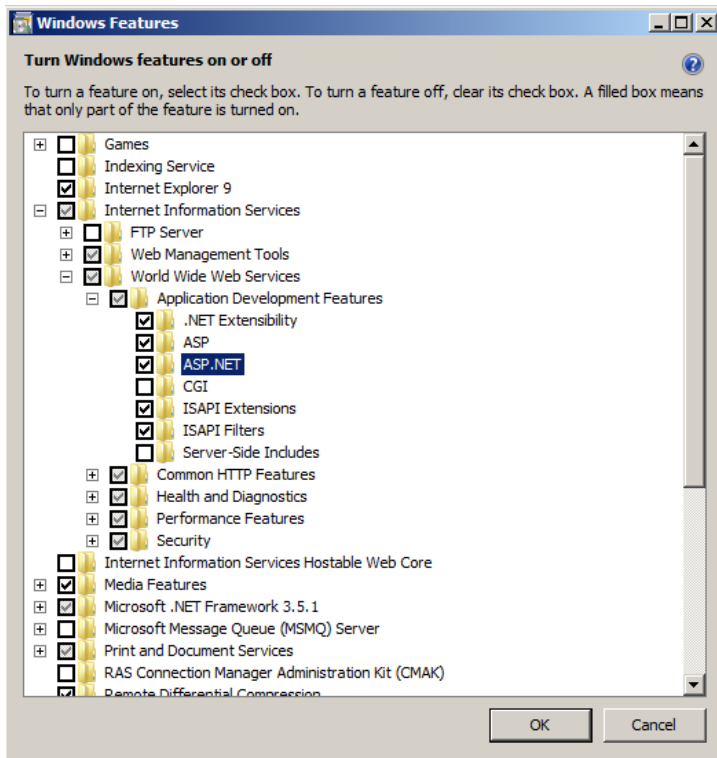


Activate the options:

1. IIS Metabase and IIS 6 configuration compatibility under IIS 6 Management Compatibility
2. IIS Management Console
3. IIS Management Script and Tools
4. IIS Management Service

ASP.NET

1. Open **World Wide Web Services**
2. Open **Application Development Features**



Activate the option:

1. ASP.NET

Application Pools

1. Go to **Control Panel->Administrative Tools->Internet Information Services Manager (IIS)->ASP ->Application Pools**
2. Make sure that the **DefaultAppPool** uses **.Net Framework v4.0**

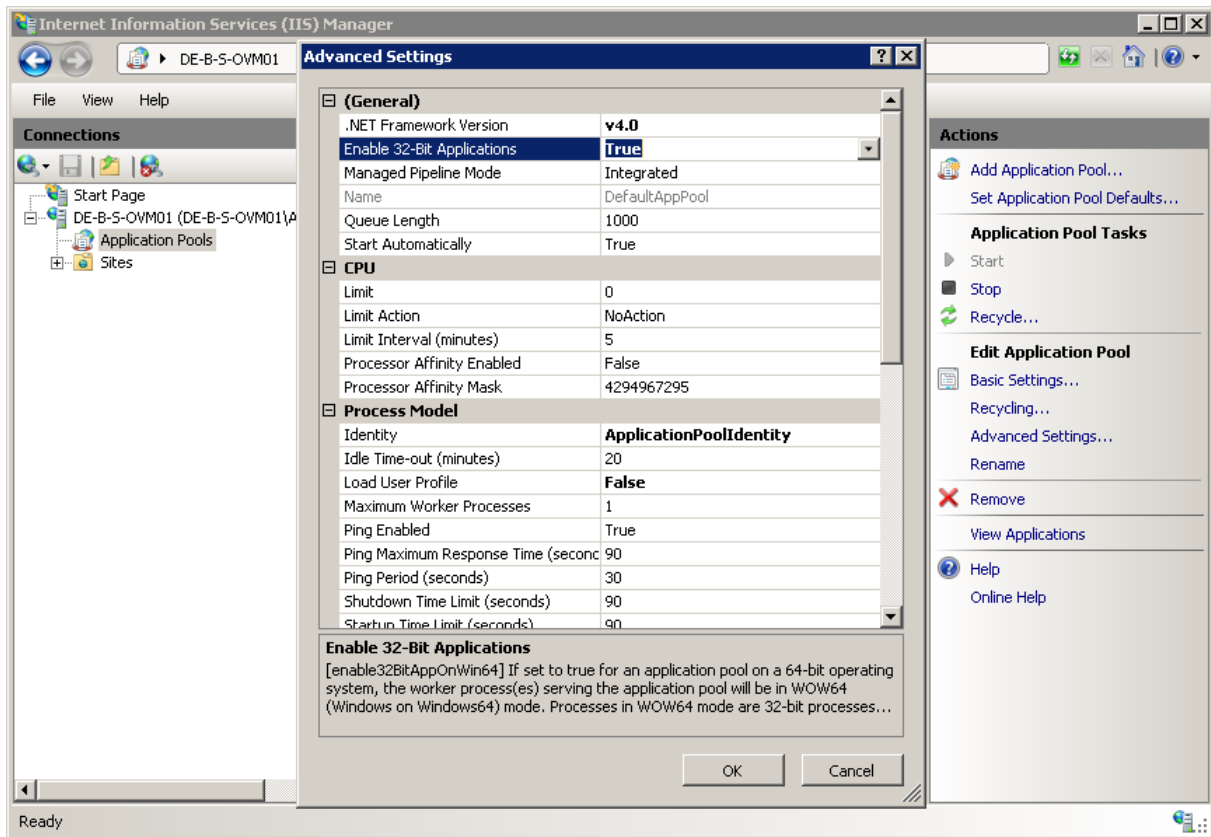


Application Pools

This page lets you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or more applications, and provide isolation among different applications.

Name	Status	.NET Frame...	Managed Pipeli...	Identity	Applications
ASP.NET v4.0	Started	v4.0	Integrated	ApplicationPoolIden...	0
ASP.NET v4.0 Classic	Started	v4.0	Classic	ApplicationPoolIden...	0
ASP.NET v4.0 DefaultAppPool	Started	v4.0	Integrated	ApplicationPoolIden...	0
Classic .NET AppPool	Started	v4.0	Classic	ApplicationPoolIden...	0
DefaultAppPool	Started	v4.0	Integrated	ApplicationPoolIden...	2
XML Interface	Started	v4.0	Integrated	ApplicationPoolIden...	1

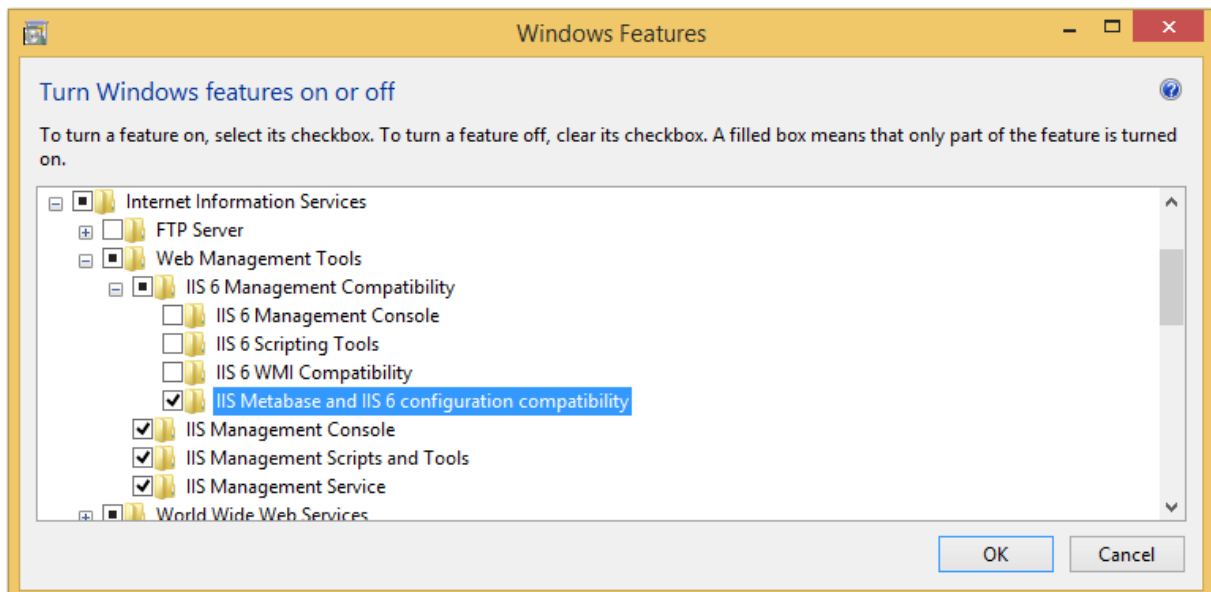
1. Select the **Advanced Settings** from right mouse click on **DefaultAppPool**
2. Apply the setting as indicated in the following screen shot:



Activating IIS6 compatibility features with Windows 8 and Windows 10

To activate IIS 6 compatibility features under Windows 8 and Windows 10, perform the following steps:

1. Open **Start** Screen
2. Search and open **Program and Features**
3. Select **Turn Windows features ON or OFF**
4. Open **Web Management Tools**



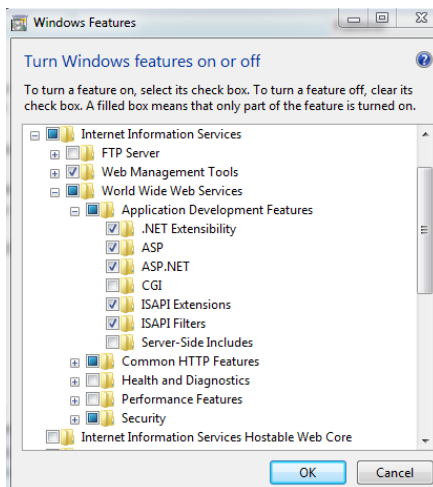
Activate the options:

1. IIS Metabase and IIS 6 configuration compatibility under IIS 6 Management Compatibility
2. IIS Management Console
3. IIS Management Script and Tools
4. IIS Management Service

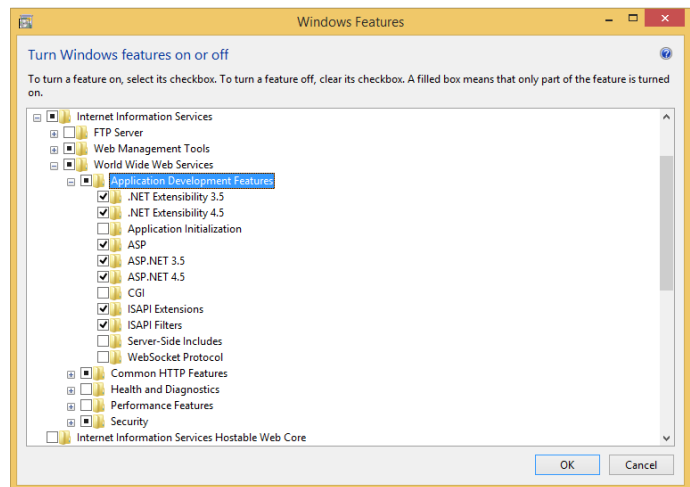
Activate ASP.NET (Windows 8 and Windows 10)

1. Open **World Wide Web Services**
2. Open **Application Development Features**

Windows 7



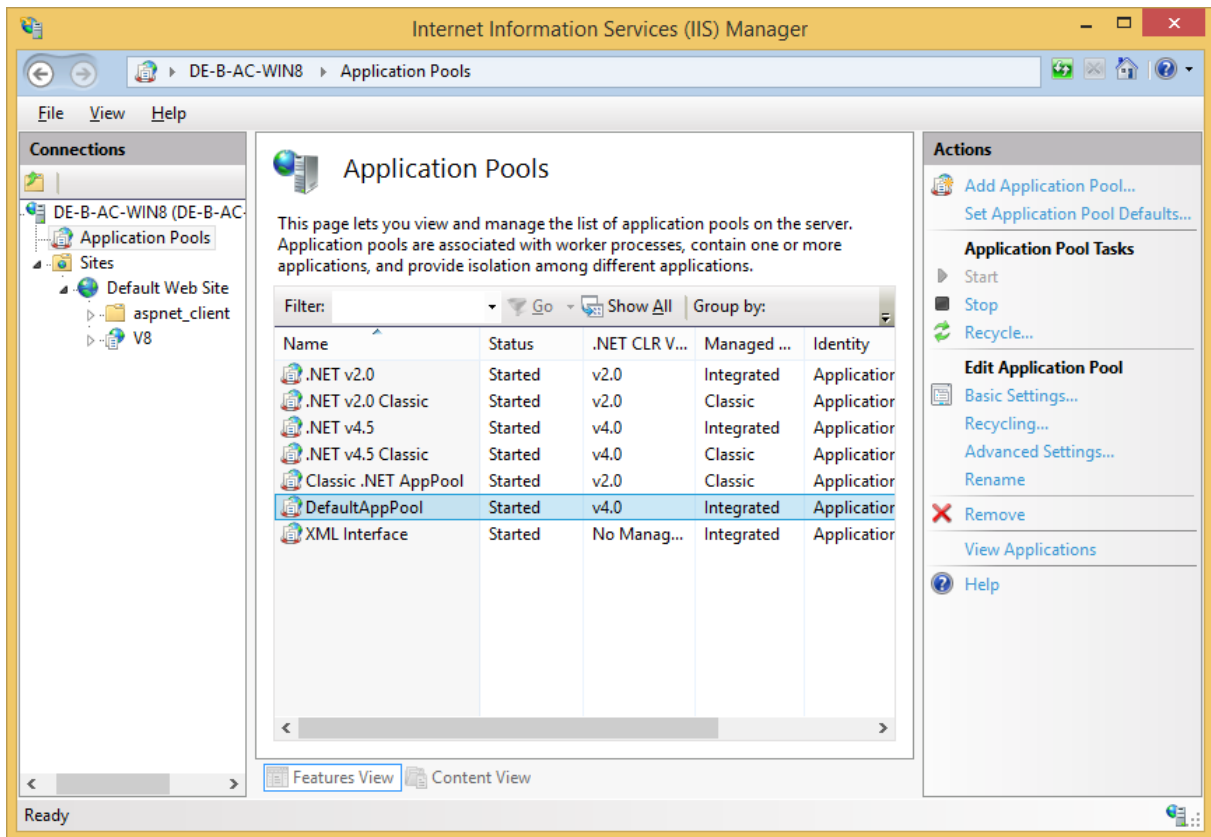
Windows 8 and Windows 10



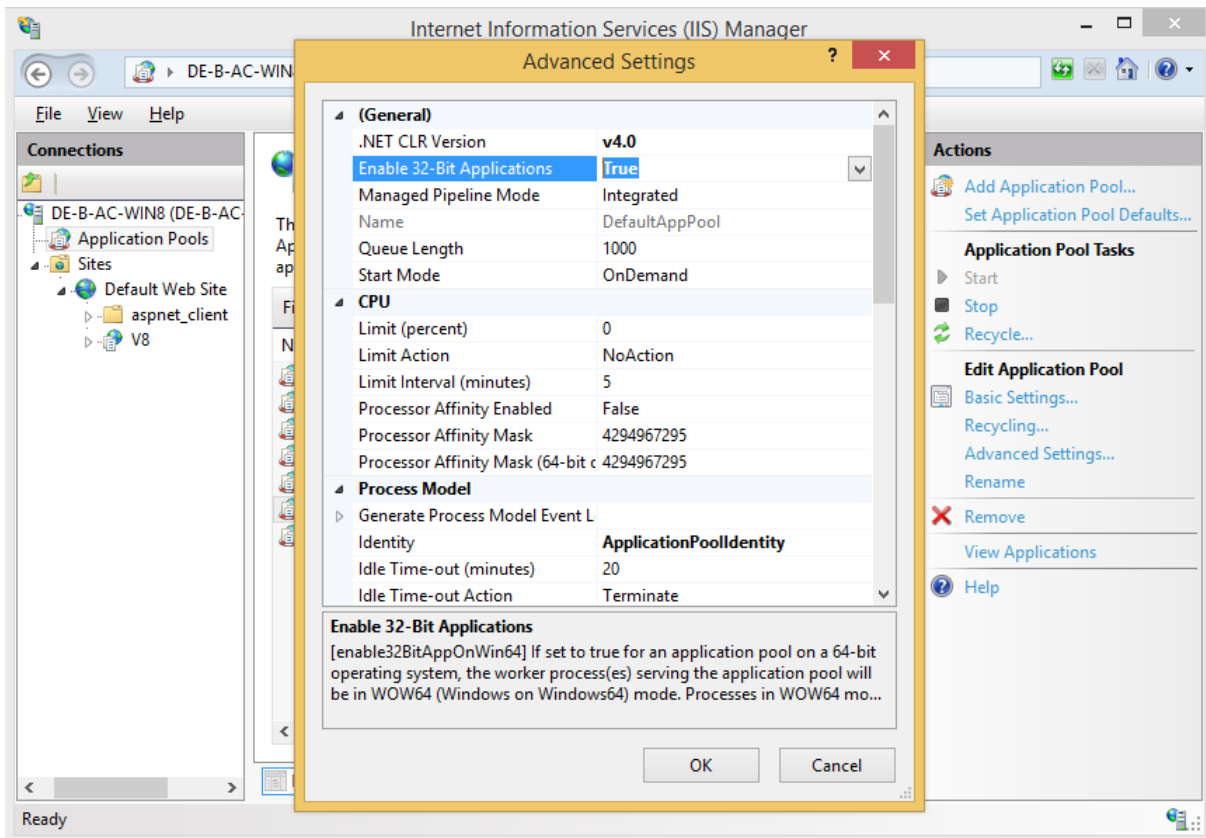
3. Activate the options as in the above screen shot

Application Pools

1. Open **Start Screen**
2. Search for **Internet Information Services Manager (IIS)**, open it and select **Application Pools**
3. Search for **Internet Information Services Manager (IIS)** and open the **Internet Information Services (IIS) Manager**
4. Make sure that the **DefaultAppPool** uses **.Net Framework v4.0**



1. Select the **Advanced Settings** from right mouse click on **DefaultAppPool**
2. Apply the setting as indicated in the following screen shot:

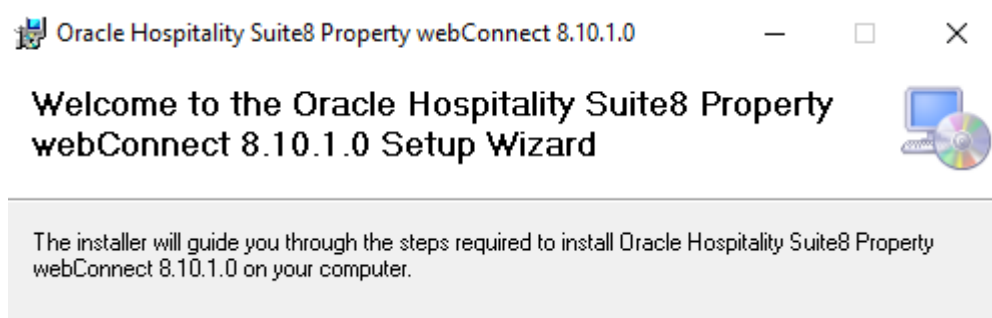


3 Installation of Suite8 webConnect

The installation of the Suite8 webConnect Web Pages is performed via Install Shield, the Setup Wizard guides you through the installation step by step. Suite8 webConnect is then configured under **Setup->Configuration->Miscellaneous->Global Settings->Interface 3 ->XML Interface**, via the Suite8 webConnect Branch under **Suite8 Setup** and in the file **Global.asax**, located on the Web Server in the directory: **inetpub\wwwroot\V8Client**.

Run the Suite8 Install Shield

Double clicking on **Setup** launches the Install Shield Wizard and guides through the installation of the Web Pages:



Suite8 Home Page Folder Structure

After the installation, the following directory structure is generated under **inetpub\wwwroot\v8client**.

Img, CSS, TMP and Content\Themes: this is important for the customization.

Under **V8Client** all required ASPX Pages for Web Bookings are ready to use, the file **Global.asax**, has to be edited to define global parameters, for example log on credentials to Suite8 and address and contact details of the property, but also variables driving the webConnect. The subfolders contain ASPX pages and files for additional modules and processes, but also for prompting Images and the PDF for downloading the Business Conditions.

The following list, including only folders of interest for the installation, some folders are also used by other Web modules, such as Suite8 KIOSK, or Suite8 myStay and are not detailed hereafter:

Cache: This folder is in the Suite8 program directory, it stores information required for memory and cache files

CCM: defaults for Meeting Planner

Img: containing image files, for example the flags when switching to a different language

Mobile: stores files used by mobile reporting and my Stay

PaymentPlugins: for the Payment Plugins

PayPal: for the PayPal Payment Plugin

PDF: containing the business conditions of the property for download

Questionnaire: used for completing and storing Suite8 Questionnaireforms

resProcess: pages required for the reservation process

tmp: temporary files

UnattendedtLoginExample: html file on how to configure unattended login without user interaction to Suite8 Home Page

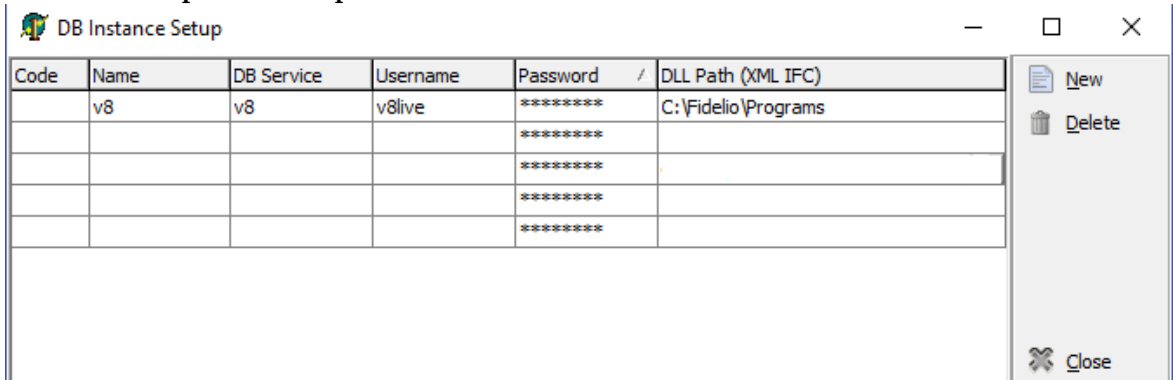
Widgets – the available Widgets for Suite8 Home Page, such as advertisement ticker, Quick Booking and Availability Calendar

Note: The Installer must assign the right **Write** to the IIS User to the above listed folders.

Web Application Setup

Suite8 webConnect Web Application is already configured with the Installation of XML Interface.

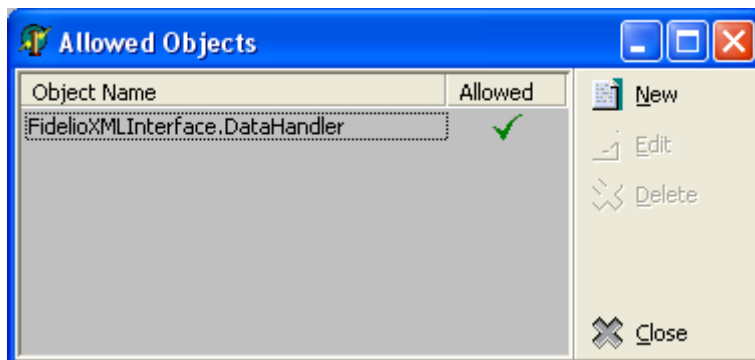
1. Open **FidelioWebAppSetup.exe** on the server machine in the Suite8 Program Directory to verify the Database Connection
2. Select **DB Setup** from the **Options** menu



1. **Code:** The code is only required if there are several instances, for example when opening the URL address, the instance name can be referred to as a parameter: ic=D1
2. **Name:** The name is not required
3. **DB Service:** The Database Service, usually V8. This is required
4. **Username:** The Username, such as V8live. This is required
5. **Password:** The Password for the Oracle User. This is required
6. **DLLPath:** The DLL path for the XML Interface, this is the Suite8 Program directory and is required.

Configure the Database Instance Setup

1. Close this dialog box
2. Open **Allowed WEB Applications** under **Options**
3. Make sure the object name is set to **FidelioXMLInterface.DataHandler** and **Allowed** is selected



4. Press button **Close**
5. Select **File->Exit**

4 Configuration in Suite8 Setup

Suite8 webConnect is defined via Suite8 Configuration and via the file Global.asax, located in the Suite8 webConnect directory, usually `\inetpub\wwwroot\v8client`.

Setup License Code

Under **Setup->Miscellaneous->Licenses->Sublicense->Software Interface** activate the license code for **Suite8 Homepage** or **webConnect** under if the whole Web Package is used. This license applies to all web connected modules, such as Suite8 webConnect, CCM Homepage, Mobile Reporting and Suite8 webConnect My Stay.

Users

Under **Setup->Configuration->Users->User Definition**, the User **XMLInterface** has to exist and the password has to be entered encrypted in the file Global.asax.

Rights

The corresponding user rights need to be assigned:

<input checked="" type="checkbox"/> Suite 8 Homepage	Y	Y	Y	Y
View	Y	Y	Y	Y
Insert	Y	Y	Y	Y
Edit	Y	Y	Y	Y
Translate	Y	Y	Y	Y
Delete	Y	Y	Y	Y

Global Settings

XML Interface

Under **Setup->Configuration->Miscellaneous->Global Settings->Interface 3** Tab configure the global flags for the XML Interface:

Profile match	Used to link the profile match used by xml interface. Please refer to link profile match
Maximum selected records	Defines the maximum number of records which can be selected. Used for the xml interface configuration and is also available on the socket server->xml interface configuration.
Allow batch update records	Only used by Hotel Connector. Defines if batch update can be used. For the xml interface configuration and is also available on the socket server->xml interface configuration
Maximum updated records	Only used by Hotel Connector. Available if Allow batch update has been selected. Defines the maximum number of records which can be updated in a batch. Used for the xml interface configuration and is also available on the socket server->xml interface configuration

Rate availability incl. tentative reservations	Defines if the rate availability includes tentative reservations. This functionality is used by several modules such as MyStay, Hotel Connector, the Central module and Suite8 webConnect. When activating this flag, the XML Interface has to be restarted in order to apply the setting.
Rate availability incl. overbooking	Defines if the rate availability includes defined overbooking
Default Confirmation	The default confirmation template used when sending confirmation via Email or when activating Print button to print the reservation confirmation letter online.
Email Att. Format	The format of the email attachment, either body only, PDF attachment, RTF attachment, HTML attachment or HTML body
HTML Directory	The directory for the html files used for Suite8 Mobile Reporting.
Reset Password Report	The template used for the Email to the customer requesting a new password.
Reset Password Subject Report	The template used for the Email Subject for new password requests. Letters with the role profile letter are used for both options. If no subject Report is defined, the default profile letter subject is taken.
Cancellation Report	The default letter used for confirming a cancelled reservation via Email.
Cancellation Subject Report	This option can be used for confirming a cancelled reservation via Email and using a different subject than the default profile letter subject.
Profile Merge Rule	Defines the rule used for merging profiles, profile merge rules are defined under Configuration->Miscellaneous->Profile Merge Setup->Interface merge rule sets. This is only used by XML Interface
Report Cache Folder	Defines the cache folder for reports
Control Credit Limit on Postings	Defines if credit limits are controlled for postings via XML Interface
Allow duplicate profile email	Defines if duplicate email addresses on profiles can be used, for example when entering the same email address on two profiles.

Suite8 webConnect

The next step is to configure the general parameter and options under **Configuration->Suite8 Homepage**.

The following options are available:

- Advertisement Ticker
- Availability Colors
- Package/ Rate Linkage
- Set up
- Web Selling Categories

Set Up

Start with the Set Up option for defining general parameters and defaults for Suite8 webConnect, CCM home page, Table Reservation and Questionnaire. This configuration dialog is split into two tabs:

Set Up Tab 1

The screenshot shows the 'Set Up Tab 1' configuration window for Suite8 webConnect. It is divided into four main sections: General, CCM, Table Reservation, and Questionnaire.

General Section:

- Home Page URL:
- Booker Influence:
- Max. Web Reservation Date:
- SSHP Avl. Limit:
- Department code for deposit:
- Use guest data anonymization:
- Show Facebook Button:
- Show Twitter Button:
- Show GooglePlus Button:
- Allow booking without registration:
- Allow to login with Reservation ID:
- Use Rate Market Code when configured:
- Allow to pay directly:
- Online Payment in iFrame:
- Enable Check In on MyStay Manager:
- Manage Profile Pictures:
- Max Height:
- Max Width:
- Maximum Number of Adults:
- Max Number of Children per Child Category:
- Maximum Number of Persons:
- Minimum LOS:
- Maximum LOS:
- Basket Confirmation Letter:

CCM Section:

- Market Segment:
- Source Code:
- Channel Code:
- Notes Category:
- Conference Manager:
- Status Code:
- Confirmation Letter Report:
- Department code for deposit:
- Override web enabled for all resources for web enabled packages:
- Availability Start Time:
- Availability End Time:
- Availability Interval: (min.)
- Availability Default Hours:
- Availability Min Att.:
- Availability Max Att.:
- Availability Pkg. Ordering:
- Days Web Availability:
- Calendar Days: Sun Mon Tue Wed Thu Fri Sat
- Cancel Status Code:
- Show Package Detail:

Table Reservation Section:

- Maximum Number of Persons:

Questionnaire Section:

- Send Email Notification:
- Notification Email:
- Notification Report:
- Notification Subject Report:

Tab 1

Section General includes the global settings used for PMS and CCM.

Home Page URL	The URL address of Suite8 webConnect
Use Guest Data Anonymization	Defines if guest anonymization features are available on Suite8 webConnect
Booker Influence	The role for the booker for company bookings
Max. Web Reservation Date	The latest date allowed for online reservations are allowed
S8HP Avl. Limit	The availability limit for web bookings
Show Facebook Button	Defines if the Facebook Share button is available on the bottom of the Inquiry page of Suite8 webConnect
Show Twitter Button	Defines if the Twitter Share button is available on the bottom of the Inquiry page of Suite8 webConnect
Show GooglePlus Button	Defines if the GooglePlus button is available on the bottom of the Inquiry page of Suite8 webConnect
Allow booking without registration	Defines if booking without registration is allowed
Allow to login with Reservation ID	Defines if it is possible to logon to Suite8 webConnect using the confirmation number
Use Rate Market Code when configured	If this is activated, the market code configured on the rate code is used for the web booking instead of the default market code defined in the file Global.asax.
Allow to pay direct	Defines if on Suite8 the option: 'Instant Payment' is available on the 'Review Booking' (StartBooking.aspx)page, if selected, the guest is routed to the 'Payment Gateway'.
Online Payment in iFrame	Used for voucher selling and reservation deposit payments. It should be activated, if a new window is opened when applying the voucher payment. With some providers it happens that a new window is opened on the voucher selling dialog and the user does in this case not know that this window is related to the voucher payment. The functionality is not applied to the Suite8 myStay pages
Enable Check IN on My Stay Manager	Defines if Check-In is possible on the myStay Pages via tablet or mobile smart phones.
Manage Profile Pictures	Defines if guests can upload Profile Pictures under My Account .
Max Height	The max height for the pictures
Max Width	The max width for the pictures
Maximum Number of Adults	The maximum number of adults
Maximum Number of Children per Child Age Category	The maximum number of children
Maximum Number of Persons	The maximum number of persons
Minimum LOS	The minimum length of stay
Maximum LOS	The maximum length of stay
Basket Confirmation Letter	The Basket Confirmation Letter allows printing a Confirmation Letter listing all items from the Shopping Cart on Suite8 webConnect, a Report with the section

role **Basket Letter** under **Miscellaneous->Reports** has to be configured and can be selected under this option. The confirmation letter can be printed or send via Email on Suite8 webConnect, the Individual confirmation per reservation is not send then, however, it is still possible printing an individual confirmation for a reservation from the confirmation page.

Section CCM

CCM	This part is used for defining parameters used by CCM
Confirmation Letter Report	The report template used for the Confirmation Letter of a the Conference Booking via Suite8 webConnect
Department code for deposit.	From version 8.13.0.0 onwards conference bookings are supported for online payments. In the case the site uses enhanced deposit handling, (Global settings → Country specific → Country Specific 1 → enhanced deposit handling = true) the department code for deposit must be selected there. Please note that due to vat, this code might be different as the one used for pms.
Market Segment	The market segment used for Conference Bookings
Source Code	The source code used for Conference Bookings
Channel Code	The channel code used for Conference Bookings
Notes Category	The notes category used for Conference Bookings
Conference Manager	The default conference Manager for Conference Bookings via CCM Home page
Status Code	Select the default Status Code.
Confirmation letter report	Select the confirmation letter which should be mailed /printed
Override web enabled for all resources for web enabled packages	Activate this setting. All resources linked to a web enabled package will be automatically web enabled and web translatable independent if the resource is web enabled or not.
Availability Start Time	Enter the default start time of the bookings for the calendar.
Availability End Time	Enter the default end time of the bookings for the calendar.
Availability Interval	Enter the interval on the calendar between time periods. This is the time interval when a booking can start. It is recommended to enter 30 or 60 minutes.
Availability Default Hours	Enter the default length of the package. This value is used in search screen of the web application.
Availability Min Att.	Enter the default minimum attendants for the search. This value will validate the input on the search field Attendees , this independent of any seating arrangements.
Availability Max Att.	Enter the general maximum attendees to participate a booking. This value will validate the input on the search field Number of Attendees independent of seating arrangements.

Availability Pkg. Ordering	The availability of the packages will be ordered first on available packages and secondly on alternative packages. Within this order you can select to display the packages price ascending or descending.
Days Web Availability	Enter the number of days in future counting that a customer can make bookings, e.g. 100, this means you can make bookings from today until 100 days in the future.
Calendar Days	Enable the days in the availability calendar where web bookings can be made, e.g. a hotel could decide not to allow bookings on a Sunday.
Cancel Status Code	From Version 8.13.0.0 onwards it is possible to cancel a booking from the account information screen. However, bookings that have pre-arrival postings or posted advanced deposits cannot be cancelled. Please provide the cancellation status code to be used for cancelling a booking.
Show Package Detail	With the introduction in 8.13.0.0 of flat and hourly rates for packages it is possible to show the breakdown of the package on the package result page. Please activate this flag to enable this display.
<u>Section Table Reservation</u>	
Maximum Number of Persons	The maximum number of persons allowed for table reservations made via Suite8 webConnect
<u>Section Questionnaire</u>	
Send Email Notification	Defines if a notification email is send upon receiving an online questionnaire
Notification Email	The email address of the recipient, such as Concierge or Guest Relations Manager
Notification Report	The report template used for the notification
Notification Subject Report	The report template used for the subject

Set Up Tab 2

The screenshot shows the configuration interface for Tab 2, divided into two main sections: Registration and Calendar Events.

Registration Section:

- Show Preferences
- Show Other Preferences
- Show Reservations
- Show Table Reservations
- Show Bonus Points
- Show Registered Events
- Show Allotments
- Show Profile Custom Page
- Show Conference Bookings

Calendar Events Section:

- Default Number of Search Days:
- Show Event Locations
- Confirmation report:
- Show Hotel Segment Combo
- Confirmation letter as PDF
- My hotel shop Tracking Pixel
- Use Google Ad Words
- My Hotelshop ID:
- Google conversion id:
- Google conversion label:

Section Registration

Show Preferences

Defines if the Tab **Preferences** is available under **My Account** for the logged in User. Under this tab, the guest can add services he would like to use at the property, for example a daily Newspaper in the room

Show Bonus Points

Only available when using Bonus Point Cards, defines if the Tab **Bonus Point** is available under **My Account** and the guest can view Bonus Point Statements when opening this tab.

Show Other Preferences

If this setting is activated, the Mailing Preferences can be set on the Preference page

Show Registered Events

Defines if the Tab **Registered Events** is available under **My Account**. This option displays events the guest might attend

Show Reservations

Defines if the page **Reservations** is available under **My Account**. Opening this tab displays future and past (parameter driven) reservations of the guest.

Show Allotments

Defines if the page **Allotments** is displayed under **My Account**. This option is only available if the flag: **Use Block Pickup Agents** under **Global Settings->Reservation4** tab is activated. On the Block Header, when selecting **Pickup Agent**, a company profile with a Corporate ID can be linked, the guest profile linked to this company profile can then log in to Suite8 webConnect and under **My Account**, open the tab **Allotments** and pick up reservations from the block.

Show Table Reservations

Defines if Table Reservations are displayed under **My Account**, only available when the Table Reservation System is activated.

Show Profile Custom Page

Defines if the tab **Profile Custom Page** is displayed under **My Account**. This page can be used to offer customer detailed information about their registered events, but also other information can be included, the query uses the HTML files: **S8HPCustomPage.HTM** and **S8HPCustomPage.QRY**, stored with all HTML files of Suite8 in the Suite8 Program HTML directory.

Calendar Events (this section is only available if calendar event option is active)

Default Number of Search Days

Defines the default number of search days for Calendar Events

Show Event Locations

Defines if Event Locations are available on Suite8 Web Connect

Confirmation report

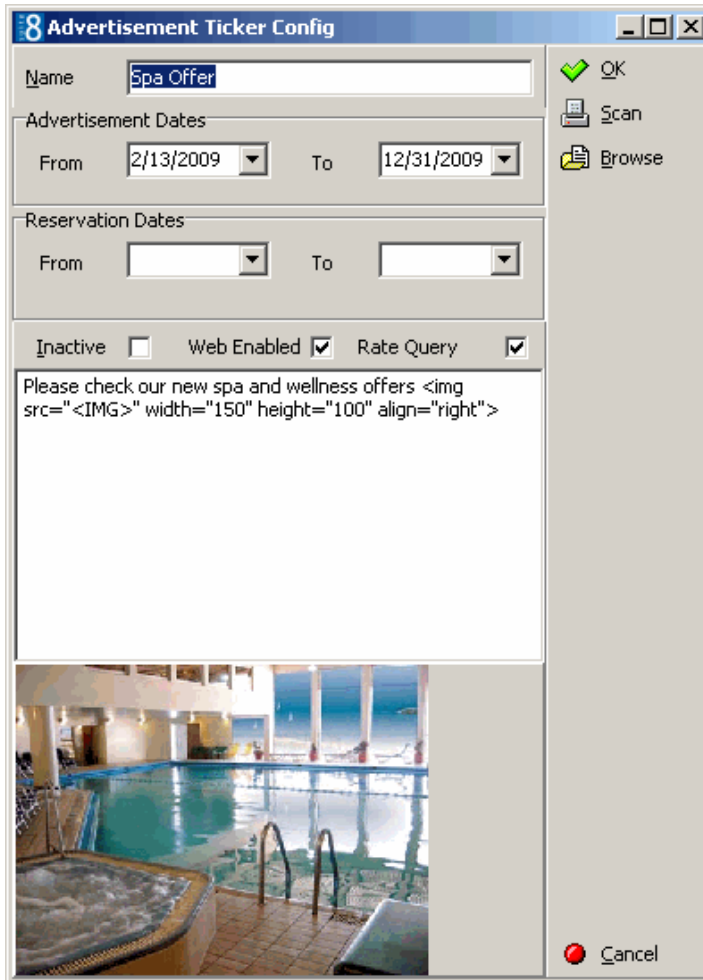
The Report sent and prompted as Confirmation of the Event

Show Hotel Segment Combo	If activated, defined Hotel Segments are available on Suite8 Web Connect and rooms can be booked per segment. This is only available if the flag: Hotel segmentation is activated under Global Settings -> Reservation4 tab.
Confirmation Letter as PDF	Defines if the Confirmation Letter is send as PDF attachment
My hotel shop Tracking Pixel	If activated, booking information from Meta Search engines are available for Web Connect
My hotel shop ID	ID for the customer in My hotel shop
Use Google Ad words.	Support has been added for google analytics / Google add words. This google service allows to monitor web connect and to give the customer information about the revenue , number of bookings , user behavior etc. of the web connect solution. See https://support.google.com/adwords for more information about the service.
Google conversion id:	Used for the google add words. To be provided by google
Google conversion label	Ditto

Advertisement Ticker

Advertisements can be posted on Suite8 Web Connect and on the Rate Query. Advertisements are prompted either based on specific advertisement dates or on reservations dates.

1. To configure Advertisement Text go to **Advertisement Ticker** on **Setup -> Reservations** or **Suite8 Homepage**.



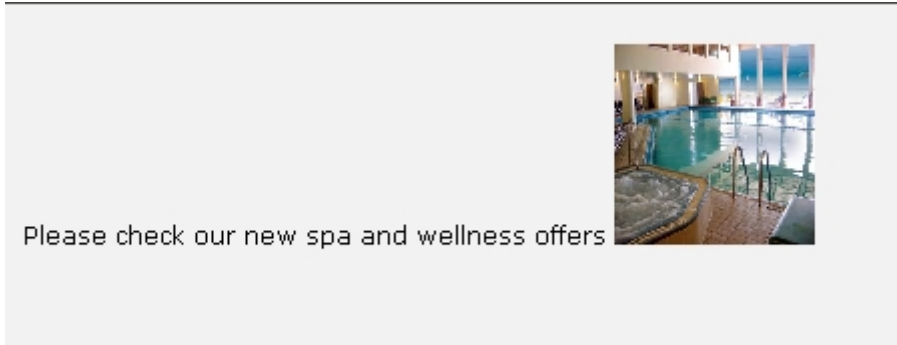
1. **Name:** enter the name to identify the advertisement easily
2. **Advertisement Dates:** enter the valid dates.
3. **ReservationDates:** enter the valid dates
4. **Web enabled:** activate the flag if the advertisement should be web enabled
5. **Rate Query:** activate the flag if the advertisement should be available on rate query
6. **Browse:** click the button to select the image to be displayed.
7. **Text field:** Enter here the text to be displayed. The Advertisement text has to contain an image html tag, such as `<img src='' title='Advertisement Image' height='43' width='43' />`.

For example: Place the picture in a directory, select it under **Advertisement Ticker Configuration** and add the text as follows:

Please check our new spa and wellness offers ``.

In this example the image is displayed in the format 150 x 100 right aligned with the text in front.

On the Suite8 webConnect Inquiry page, this is displayed as follows:



Note: The Advertisement functionality is either based on the advertisement dates, then the ticker is displayed in a separate box on Suite8 webConnect during the defined period of time, or it is based on dates valid for reservation requests, then it is displayed only if the reservation request dates meet the configured reservation dates for the advertisement ticker.

Linking an URL address with the picture advertisement

When using Advertisement Ticker, it is possible placing a link to an URL address behind the pictures shown on the Rate Query and on Suite8 webConnect. The following example is for the micros-fidelio.eu page:

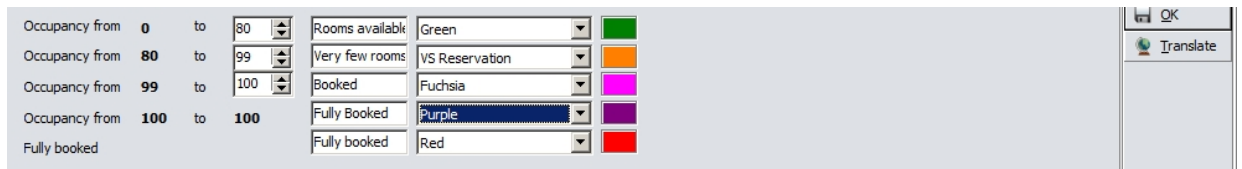
```
<a href="http://www.micros-fidelio.eu/rw_micros/main.asp?WebID=micros_net&PageID=34" target="pack"></a>Hotel software - the best suite in the house<br/>
```

It can also be used to display Calendar Events

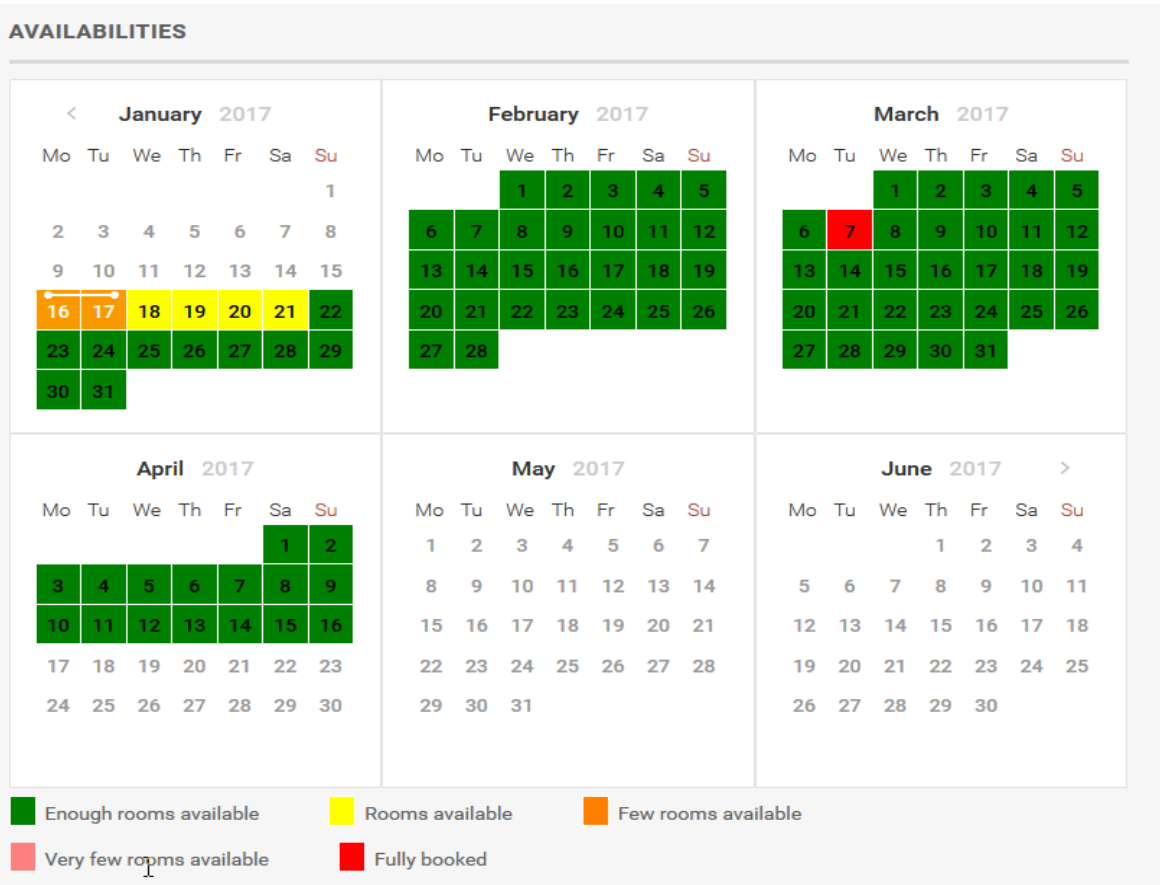
Availability Colors

This option is used for assigning Availability Colors per occupancy percentage and indicating this on an availability calendar on Suite8 webConnect reflecting the occupancy percentage in color on the calendar.

- To use this, the pages: **AvlCalendar.ascx**, **AvlCalendar.ascx.cs** and **AvlCalendar.ascx.designer.cs** have to reside in the Suite8 webConnect virtual directory, such as `\inetpub\wwwroot\V8Client` and the line **hotel.AvailabilityCalendar = true;** activated in the file **global.asax**. The color and description for the different occupancy levels are defined under **Setup->Configuration->Suite8 Homepage->Availability Colors:**



The availability calendar is displayed on the Inquiry page on Suite8 webConnect as follows:



Package / Rate Linkage

This option allows linking packages, marked as **Open for web booking** on the package configuration, to rate codes marked as **Open for web booking** on the rate code set up and defining if a package is available for selling on Suite8 webConnect or not. The rate code can be selected on top and the packages are displayed on the grid:

Rate	Rack Rate	
Category	Description	
<input checked="" type="checkbox"/> FLI	Full Board Lunch Inclusive	<input type="checkbox"/> Include
<input checked="" type="checkbox"/> TNS	Tennis Package	<input type="checkbox"/> Exclude
<input checked="" type="checkbox"/> MAS	Massage	<input type="checkbox"/> Clear

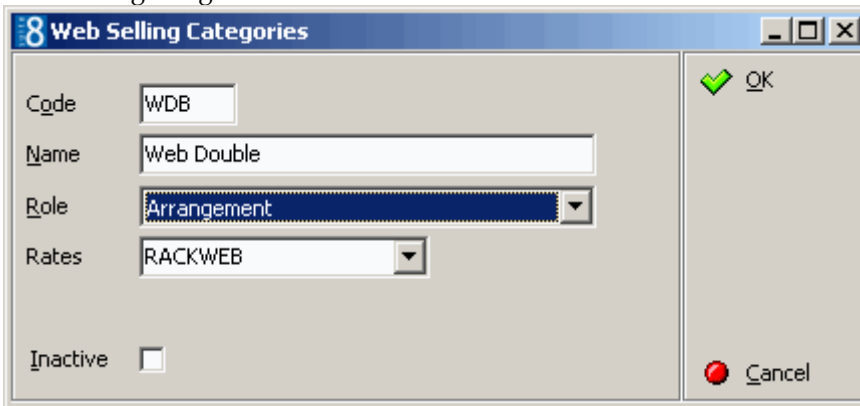
1. **Include:** indicates that the selected package is displayed on Suite8 webConnect for the chosen rate code on the **Add On Page**.
2. **Exclude:** indicates that the selected package is NOT displayed on Suite8 webConnect for the chosen rate code.
3. **Clear:** To clear an indicator, select the package and press **Clear** button.

Note: If all packages on the list do not show an indicator for the selected rate code, all packages are displayed on suite8 webConnect.

If some packages are set to **Include** and some set to **Exclude** but there are also packages which are not marked for one rate code, only the packages marked as **Include** are displayed on Suite8 webConnect on the **Add On Page**

Web Selling Categories

Web selling categories allow posting special arrangements on Suite8 webConnect. For the customer this is an overview about the special rates offered by a property and for the property, web selling categories allow posting special rates as arrangement, room only or last minute level. Web Selling categories are defined as follows:



The role defines the kind of the rate category:

- Room only
- Arrangement
- Last minute

On Suite8 webConnect web selling categories are activated in the file global.asax with the line:
hotel.WebSalesCategory = true;

If this is activated, on the Inquiry page a Rate Category can be selected from the above mentioned roles. On the next page, the **Showbriefprices.aspx** a tab for viewing **All** rates open for web booking and a tab for each defined web selling category is available. By default the selected rate category tab from the first page is opened. If the rate category selection should not be available on the first page, the line: **hotel.ShowWebSalesCategoryOnFirstPage = false; //Disable choice of Web Sales Category on the first page** in the file **global.asax** has to be activated. If the selection of the rate category is disabled, the Tab **All** displaying all available rates on the **Showbriefprices** page is opened by default.

Conference Management

Assume that **Override web enabled for all resources for web enabled packages** under Suite 8 Homepage configuration is turned on. If this would not be the case, all resources you want to sell to the web must be set to web enabled individually.

Function Space Definition

1. Go to Suite8 **Configuration -> Conference Management -> Function Space -> Function Space Definition**.
2. Edit the according function spaces.
3. Go to **Seating Arrangements** and make sure that all seating arrangements you want to use for web booking for this function space exist. The system will take into account minimum

and maximum attendees as well as set up and down time during availability calculation on the home page.

4. Go to **Extra Info** and insert a picture. Those pictures will be used on the package detail pages where all detailed events are shown.

Room Name	Short Name	Description	Function Space Type
Ballroom I	Ball I		Function Space
Ballroom I + II			Function Space
Ballroom II	Ball II		Function Space
Conference Suite 100	CS100	Conference Suite 100	Arena Conference Suites

Conference Packages

1. Go to Suite8 **Configuration -> Conference Management -> Packages**.
2. Edit the according packages you want to enable for web booking.
3. Set the **Package Length** in hours. The package length is a parameter which is used as a search criteria for the package availability on the home page. When you select 1 hour in the search criteria, only packages which have been set for one hour will be displayed in the search result. There is no correlation between the sum of the length of the configured events and this parameter. In this way you have the complete flexibility to define when a package should be displayed in the search result or not.
Example: A package consists of a meeting event (1 hour), and a lunch (1.30 min). It is up to you to define this package as being a 1 hour or a 2 hours package. This is purely to the interpretation of the hotel, how you want to sell it.
4. Go to **Web Config**, set the **Web Enabled** flag and enter a short and long description of the package and press **OK**.

8 Packages

Packages | Web Config

Code CP2

Name Conference Package II

Valid From 10/25/2011 **Valid To** 6/1/2018

Length 0 hours

Inactive

5. Select **Pictures** on the right hand side and add an appropriate picture. This picture will be displayed on the package search result.
6. Select **Events** on the right hand side and choose the appropriate events.
7. Click on button **Web FS**. In the **WEB FS** it is mandatory that each event has a function space assigned. The package will be considered as not available in case an event has been configured without a function space assigned in the WEB FS part as Suite8 does allow events to be booked through the web without function spaces.
8. Click on **Select** and select the according function spaces.
The defined seating arrangements will be displayed. Select the appropriate seating's and click **Enable**.

Note: The order of the function spaces will be taken into account when assigning a function space to an event through the booking availability process. The system will first check if the event is available for the first meeting room. If false it will try the second. In the event the system finds availability for one of the configured function spaces for all the events defined in the package the package will be shown in the availability result and can be booked. Same logic for the seating arrangements. The system will try first the first ordered seating. If not possible, e.g. due to number of attendants it will try the second in the order etc. This logic has been build this way in order that the hotel staff can influence the selection process of function spaces and seatings, e.g. for this type of package the hotel wants that this specific function space is taken if available, and not for example the ball room.

8 Events for CP2 Conference Package II

Event type	Start Time	End Time	Function Space	Expected	Forecast
Meeting	09:00	18:00		26.00	29.00
Coffee break in the morning	10:00	10:30	Foyer	7.50	7.50
Lunch	12:00	14:00	Restaurant	25.00	25.00
Coffee break in the afternoon	15:30	16:00	Foyer	7.50	7.50

8 Linked Function Spaces

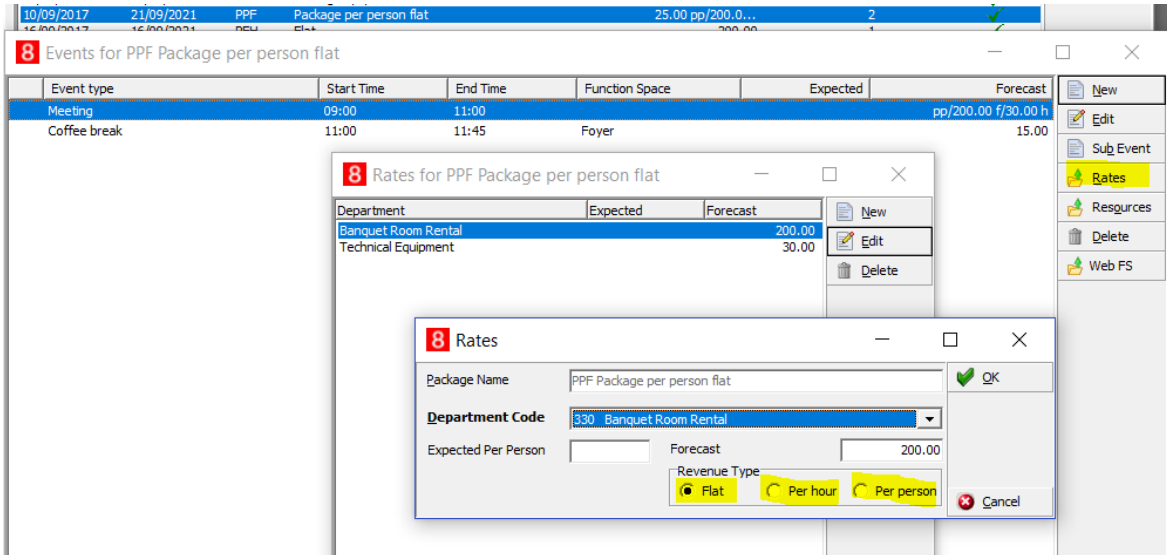
Function Space/Seating	Web
[-] Ballroom I	
Classroom Style	x
Theatre Style	x
Round Tables	
[-] Room I	
Theatre Style	x
Boardroom	
U-Shape	

8 Events for CP2 Conference Package II

- New
- Edit
- Sub Event
- Rates
- Resurces
- Delete
- Web FS

Flat and Hourly rates.

From version 8.13.0.0 onwards hourly and flat rates are supported for conference packages. This has been added especially for web connect packages, but can be used of course in Suite 8 as well. The feature allows you for example to define a flat rate or on hourly rate for a meeting room rather than a per person rate.



As displayed in the above screenshot, the event display grid will show which rate types are attached. In above example we have a flat rate for room rental and an hourly rate for equipment rental.

Web Info.

1. Go to Suite8 **Configuration -> Conference Management -> Web Info.**
2. Select **Edit** to enter or change the short and the long description.
3. Select **Translate** to enter the translation of the short and long **Web Info** of the packages.

Name	Description	German	English	French	Dutch	Russian
Short Web Info	Conf Pack II		Conf Pack II short			
Long Web Info	Conference Pac II Long		Conf Pack II long			

4. Depending on the parameter: **Override web enabled for all resources for web enabled packages** under Suite 8 Homepage configuration this option will show:
 - **Parameter not set:** Only web enabled resources (Packages and all resources)
 - **Parameter set:** All web enabled packages and their attached resources (independent if they are web enabled or not).

Resource Type	Resource Name	Short Description	Long Description	Enabled
Function Spaces	Room I	Room I	Room I	✓
Function Spaces	Room II	Conference Room II	Conference Room II	✓
Function Spaces	Room III			
Function Spaces	Wintergarden			
Function Space Seatings	Ballroom I Classroom Style			✓
Function Space Seatings	Ballroom I Round Tables			✓
Function Space Seatings	Ballroom I Theatre Style			✓
Function Space Seatings	Ballroom II Classroom Style	Class Room	Class Room Style	✓
Function Space Seatings	Ballroom II Round Tables	Round Tables	Round Tables	✓
Function Space Seatings	Ballroom II Theatre Style	Theatre Style	Theatre Style	✓
Function Space Seatings	Conference Suite 100 U-Shape	U-Shape	U-Shape	✓
Function Space Seatings	Conference Suite 101 Boardroom	Board room	Board room	✓
Function Space Seatings	Conference Suite 101 Classroom St...	Class Room	Class Room	✓
Function Space Seatings	Conference Suite 102 Boardroom	Board Room	Board Room	✓
Function Space Seatings	Conference Suite 102 Classroom St...	Class Room	Class Room	✓
Function Space Seatings	Foyer Top Tables	Top Tables	Top Tables	✓
Function Space Seatings	Restaurant Boardroom	Boardroom rests	Boardroom rests	✓
Function Space Seatings	Restaurant Classroom Style	class resto	class resto	✓
Function Space Seatings	Room I Boardroom	Board Room Seating	Board Room Seating	✓
Function Space Seatings	Room I Theatre Style	Theatre Style	Theatre Style	✓
Function Space Seatings	Room I U-Shape	U-Shape	U-Shape	✓
Function Space Seatings	Room II Boardroom	Boardroom short	Boardroom long	✓
Function Space Seatings	Room II Classroom Style	Class roomkie short	Class roomkie long	✓
Function Space Seatings	Room II Theatre Style	Theatre short	Theatre long	✓
Function Space Seatings	Room II U-Shape	U-Shape short	U-Shape long	✓
Function Space Seatings	Wintergarden Classroom Style			
Catering Items	Menu Card			
Catering Items	Sightseeing Tour			
Catering Items Rates	Menu Card complimentary			
Standard Menu	Coffee Break II			✓
Standard Menu	Coffee Station			✓
Standard Menu	Coffee break			✓
Standard Menu	Coffee break I			✓
Standard Menu	Coffee, tea			✓
Standard Menu	Coffee, tea, fruitbasket			✓
Standard Menu	The Classical			✓
Standard Menu	The Fruity			✓
Standard Menu	The Hamburg Break			✓
Standard Menu	The New York Break			✓
Standard Menu	The Sweet			✓
Standard Menu	The Vital Break			✓
Standard Menu Outlets	Coffee break I <General>			✓
Standard Menu Outlets	The Fruity <General>			✓
Standard Menu Items	Orange juice, danish pastry and			✓
Standard Menu Items Rates	Coffee & Tea <General>			✓
Standard Menu Items Rates	Orange juice, danish pastry and <...>			✓
Standard Menu Items Rates	cake biscuits and fruit salad <Gene...			✓
Standard Menu Items Rates	fruit basket and fruit card <General>			✓
Standard Menu Items Rates	orange juice and multi-steam juice ...			✓
Packages	Conference Package II	Conf Buffet Pack II	<big><big>Conference Buffet package II</big></big> Meeting room w...	✓
Packages	Luxury Package	Meeting Package Deluxe	<big><big>Meeting Package Deluxe</big></big> <big></big> Welcome coffee ...	✓
Packages	Meeting Package Basic 2	Meeting Package Basic II	<big><big>Meeting Package Basic 2</big></big> <big></big> Meeting room includ...	✓
Backview	Meeting Package Basic 1	Meeting Package Basic I	<big><big>Meeting Package Basic 1</big></big> <big></big> Meeting room includ...	✓

5 Configuring the default Web Page

The file **Global.asax** defines defaults, such as the URL address, the user name and the password for the XML Interface and defaults for Market, Source and Channel Codes for both Suite8 and Suite8 Conference Management. Next to these defaults, the address and display of the Properties' address information is defined and Parameters set by which the default Web page is driven.

Note: The password needs to be entered encrypted. To encrypt the password you have to use the URL <http://localhost/v8client/setup> in a browser. Then enter the password in the field and use the button **Encrypt** to encrypt it. Then copy/paste the password to the **Global.asax**.



- The URL can be requested only by using localhost or 127.0.0.1. Any other request will be rejected.
- To avoid brute force attacks, a maximum of 5 encryption requests within 1 hour will be allowed.
- The password encryption must be performed only for the dedicated virtual directory. Depending on the server configuration, used encryption keys might be different per virtual directory, so the encryption done in one directory will be not accepted in another one.

The Web Page configuration file: Global.asax

When opening the file, general defaults are defined on top, such as the Header Name, Address, Phone and Final Page; this is done with variables, the comment of the line is written after the comment separators://, if a parameter is not used, then the line is commented out using the same indicators as for comments //. The parameter variables can be set to **True** or **False** or have a special value defined in quotation marks: “.

Example:

```
V8InterfaceDispatcher.addHotel("S8H", //Hotel Code
"Suite 8 Homepage", //Hotel Combo Name
"Suite 8 Homepage Demo Hotel", //Hotel Header Name
"http://localhost/V8/FidelioIISWrapper.dll/FidelioXMLInterface.DataHandler", //URL to XML
Interface
"XMLInterface", //Message username
//PLEASE NOTE, THIS IS AN ENCRYPTED PASWORD. To encrypt the password use the URL
e.g. http://localhost/v8client/setup
"!V8!Eh3kxr5kGWrP0sthAjIrg9N2UdoE36qfKAK7aHtk+6eu4ytZ6jlwUMP2dB5BJWmkPXYOfTDy
EOTzJAsQghV+Ug==", //Message password.
"IND", //Default market for PMS
"WEB", //Default Source for PMS
"INT" //Default Channel
);
hotel = V8InterfaceDispatcher.getHotelDescriptor("S8H");
hotel.headerNameLine2 = "Lorem ipsum dolor sit amet, consetetur sadipscing elitr.";
```

```
//hotel.alternativeURL =  
"http://HOST_ALTERNATIVE/V8/FidelioIISWrapper.dll/FidelioXMLInterface.DataHandler";  
hotel.addressLine1 = "Franklinstr 14";  
hotel.addressLine2 = "10587 Berlin";  
hotel.phone = "+49 (0) 30 390476 - 0";  
hotel.fax = "+49 (0) 30 390476 - 55";  
hotel.email = "demo@oracle.com";  
hotel.webSite = "https://www.oracle.com/industries/hospitality/products/suite8-property.html";  
hotel.finalPage = "https://www.oracle.com/industries/hospitality/products/suite8-property.html";  
hotel.languageCulture = "En-GB";
```

Using alternate URL address

Since Suite8 Version 8.9.6.2 it possible defining an alternate URL address in the file **Global.asax** for redirecting the XML Interface to this address in case the connection to the usual XML URL address fails. To use this, activate the line: `hotel.alternativeURL =`

`"http://HOST_ALTERNATIVE/V8/FidelioIISWrapper.dll/FidelioXMLInterface.DataHandler";` and in the file **S8HPXMLConfig.config** it can be defined when the alternate URL should be used.

There are two possible options:

1. The expression: **ExceptionType** should contain multiple elements for every exception type when the alternate URL address should be used.

Or

2. The **ErrorMessageString**. If the error contains the configured string, the alternate URL will be used.

Parameter Definition in the file Global.asax

hotel.languageCulture	Defines the language used for Suite8 Homepage
V8InterfaceDispatcher.EnableSSL	Defines if SSL certification is used, the default is True
hotel.reservationAttributes.Add	The default reservation attributes send with an online reservation
hotel.defGuarantee	The default Guarantee Code for the online reservation
hotel.sendConfirmation = true;	Defines if an Email is sent as Confirmation for the online reservations, requires Fidelio Server (mail sending)
hotel.sendConfirmationToHotelOnly = true	If this is set to true, no Email is sent to the guest, but an Email is sent using only CC_ConfirmationEmail and BCC_ConfirmationEmail. The value of the previous parameter 'hotel.sendConfirmation' is then ignored
hotel.CC_ConfirmationEmail = "bookings@MyFidelio.net";	Defines the copy (CC) Email address of the confirmation Email. Email addresses can be entered separated by a comma.
hotel.BCC_ConfirmationEmail = "";	Defines the blind copy Email address of the confirmation Email. Email addresses can be listed separated by a comma.
hotel.usePackages = true;	Defines if the user is allowed to select additional packages
hotel.buildOnlineConfirmation = true;	Defines if the confirmation Letter report is generated on the server
hotel.sendCancellationEmail = true;	Defines if an Email should be send when the reservation is cancelled. All above mentioned Email rules apply:Email address setup and value of sendConfirmationToHotelOnly
hotel.showMultipleRates = true;	If this is true, multiple rates are displayed for the same room.
hotel.maxNoOfRooms = 10;	Defines the maximum number of rooms to be entered when queering for an online reservation
hotel.altSuggestions = 3	Defines how many resulting suggestions should be offered when using alternate suggestions
hotel.altSuggestionsDaysToCheck = 14	Defines how many days should be looked up when using alternate suggestions
hotel.notesCategory = "RES";	Defines the Suite8 Notes category to be submitted with the Reservation notes entered on the online reservation
hotel.addressType = "ADR";	Defines the address type used from Suite8
hotel.AllowCancelNoOfDaysPriorArrival = 1;	Defines the number of days a reservation can be cancelled prior to the arrival date when cancellation is allowed

hotel.maxDaysFromToday = 90;	Defines if reservations are only allowed where departure day is a maximum of 90 days, in this example, from today, the Suite8 system date
hotel.CreditCardMandatory = false;	Defines if credit card details are optional on the PMS registration page. It does not affect CCM registration
hotel.ValidateCreditCardOnReservation = false;	The default is true, it defines if the creation of an online reservation is allowed if no valid credit card is attached to the profile
hotel.WebSalesCategory = true;	Defines if Web Selling Categories are used, the Web Selling Categories are defined in Suite8 under Suite8 Homepage branch
hotel.AvailabilityCalendar = true;	Defines if the Availability Calendar is displayed, the colors are defined in Suite8 under Suite8 Homepage branch
hotel.ShowLoginOnFirstPage = true;	Defines if the Login is possible directly from the first page: Inquiry.aspx
hotel.ShowBriefPricesInNewWindow = true;	Defines if the page: ShowBriefPrices is opened in a new browser window. The Calling process can be customized with the callPopup() function (please refer to the file gjobal.js)
hotel.emailIsNotUnique = true;	Defines if the Email address has to be unique, if this is set to true, then only the User Name has to be unique, but not the Email address
hotel.GoogleAnalyticID = "UA-XXXXX-X";	If this variable has a value then the Google Analytic code is added on each page
hotel.maxDaysFromTodayTabRes = 90;	Only if Table Reservation is used, defines if Table reservations are allowed where the reservation day is a maximum of 90 days, in this example, from today, the Suite8 system date
The following cache settings allow speeding up the page loading and decrease the load on the XML Interface. To disable this, assign 'null' to the appropriate value. Rate availability and prices are never cached:	
hotel.StaticDataCacheLifeTime = new TimeSpan(1/*hours*/, 0/*minutes*/, 0/*seconds*/);	Defines the time between refresh of the static data, configuration data such as the room type configuration, the country list, the credit card types
hotel.AvlCalendarCacheLifeTime = new TimeSpan(0 /*hours*/, 5/*minutes*/, 0/*seconds*/);	Defines the time between refresh of the Availability Calendar
hotel.highestRateOnTop = true;	Defines if all available rates codes are displayed in descending order starting with the highest rate code.
hotel.highestRoomPriceOnTop = true;	If set to true, all available room rates are sorted in descending order and the room

	type with the highest rate is displayed on top.
hotel.fullControlOnlyS8HPRes = true;	If this is activated, the full control only applies to reservation made via Suite8 Homepage. Reservations which are created in Suite8 for the same account cannot be cancelled via Suite8 webConnect and the Price information is not displayed on Suite8 webConnect under My Account - >Reservations.
hotel.hideNotWebBlockRes = true;	Defines if the logged in customer is able to view and cancel reservation for himself, linked to a block which is not set as web enabled.
hotel.showInvoicesForHistoryRes=true;	If activated, the Reservation history dialog displays invoice history and it is possible downloading invoices for reprint
hotel.attachVouchersToReservations = true;	If activated, it is possible to attach arrangement ONLY vouchers to the reservation (When using Voucher Management)
hotel.disableMyStayInvoice = true;	If activated, Invoices are not displayed on the smartphone and tablet application Suite8 MyStay
hotel.disableShowHistory = true;	If activated, History reservations are not shown
hotel.sendTableReservationConfirmation = true;	Defines when using Suite8 Table Reservation, if a Confirmation Email is sent
hotel.onlineDepositPayment = true;	Defines if the reservation has to be paid using the Online Payment Gateway Interface, such as Telecash or Paypal
When using Online Payment Gateway, depending on the Service Provider, the following DLL are available:	Several Online Payment Plugins can be configured, such as Telecash, FirstData, PayPal and B+S Card Services. The configuration for each of these is completed in Suite8 under Global Settings->Interface5 tab for the Telecash Interface and on the Interface6 tab for other Payment Plugins. On Suite8 webConnect the plugin information is driven via the file Global.asax . With Online Settlements, the following flags have to be set on Suite8 Configuration->Suite8 Homepage Branch->Set Up: Allow to pay directly , if this is activated, under Suite8 Homepage the option: Instant Payment is available on the Review Booking (StartBooking.aspx) page, customers selecting this option are routed to the Payment Gateway .
hotel.addOnlinePaymentPlugin("PayPal.dll", "PayPal.PayPalPlugin"); //Use this for payments via PayPal	
hotel.addOnlinePaymentPlugin("Client.dll", "Client.Telecash.TelecashPlugin"); //Use this for payments via Telecash	
hotel.addOnlinePaymentPlugin("Client.dll", "Client.VRPay.VRPayPlugin"); //Use this for payments via VR-Pay using Credit Card payments	
hotel.addOnlinePaymentPlugin("Client.dll", "Client.VRPay.VRPayGiropayPlugin"); //Use this for payments via VR-Pay using Giropay Payments	


```

hotel.addOnlinePaymentPlugin("Client.dll",
"Client.SaferPay.SaferpayPlugin"); //Use this for
payments via SaferPay
hotel.addOnlinePaymentPlugin("Client.dll",
"Client.Verkkomaksut.VerkkomaksutPlugin");
//Use this for payments via Suomen
Verkkomaksut
hotel.addOnlinePaymentPlugin("Client.dll",
"Client.PaymentPlugins.BSPayment.BSPayment
Plugin"); //Use this for payments via B+S Card
Service

```

```
hotel.usePromotions = true
```

Defines if Web Promotions are used. With Web Promotions, rooms can be picked up from existing blocks. To use this, the flag: **Use Promotion codes in blocks** has to be active under **Global Settings->Reservation3** tab and a Web Promotion code entered on the block header

The following Parameter offers translation of Suite8 webConnect to several languages:

Properties can offer several language translations for their online booking clients by adding any .net supported language to the file **global.asax**.

For example adding the following lines to the file **global.asax**:

```

hotel.AddLanguage("English", "flagge_en.gif",
"En-GB");
hotel.AddLanguage("German", "flagge_de.gif",
"de-DE");
hotel.AddLanguage("Russian", "flagge_ru.gif",
"Ru-RU");

```

Offers the additional languages English, German and Russian on Suite8 webConnect:



The flag images need to be copied to the folder **IMG** under **\\inetpub\v8client** and have to be called **flagge_xx.gif** where 'XX' is the language such as **en** or **de**

```
hotel.AddLanguage("Language name", "Flag
Picture for HomePage", "Flag Picture for Kiosk",
"Culture");
```

For example:

```
hotel.AddLanguage("English",
"flagge_en.gif", "flags/flagge_en.png", "En-
GB");
```

```
hotel.Timeout = 10000;
```

The time out in milliseconds for the XML Interface communications

```
hotel.ArchiveCommunication = true;
```

If set to True, all communications to the XML Interface are packed

```
hotel.ShowTableReservationHistory = true;
```

Only used if Table Reservations can be performed via Suite8 Home Page, this flag defines if the history of table reservations can

	be looked up via Suite8 Homepage, usually this is set to false.
hotel.daysOfTableReservationHistory = 30;	The number of days until which the table reservation history is available(the default value is 30)
hotel.ShowEventCalendar = true;	Defines if the Event Calendar is shown on Suite8 Home Page
hotel.GuestActivityShowasCode = ""	The default Code for Task and Activities transferred via Suite8 Home Page To use this each Activity which should be available for Web Requests has to be configured under 'Activity & Task Type' from the CRM Menu in Suite8 Configuration by selecting the Activity Type and opening the 'Web' Tab to set the Type to 'Web Enabled' and defining 'Web Short Info' and 'Web Long Info' and on the Pictures Tab, images to display on the Web for the Task or Activity can be selected. The Task & Activities can be requested by the guest via Suite8 webConnect by opening the page 'GuestRequestActivities.aspx'. To test this on a 'localhost' connection, the following URL: 'http://localhost/V8Client/GuestRequestActivities.aspx' can be used. The Guest has to register first and can then send the Activity Request. The Task & Activity is assigned to the Manager on Duty who then is responsible to distribute the Task & Activities to responsible employees. Please make sure a Manager on Duty is assigned, if no Manager on Duty is assigned, the Task & Activity is not displayed on the Task & Activity List in Suite8.
hotel.multiHotelSearchOnStart =false;	This variable controls if automatic Search is used when opening Suite8 Home Page and is used in a Multi Property Environment.
hotel.nodeExpandLevel = NodeExpandLevel.neRoomTypes;	The following definitions are possible for defining the extend of data on the ShowBriefPrices page, neNone - no auto expand neRoomTypes - Only room type names are shown neRoomTypeDetails - room type names and descriptions are shown the default is neNone
The next three variables are only used with Suite8 KIOSK	
	The URL for Suite8 KIOSK

<pre>hotel.KioskURL = "http://localhost/V8/FidelioIISWrapper.dll/Fideli oKiosk.DataHandler";</pre>	
<pre>hotel.KioskBarcodeReaderURL = "http://127.0.0.1:8080/";</pre>	<p>If the URL is defined, the barcode reading functionality is activated and the FidelioWebClientLocalFunctions.exe should be available on this address</p>
<pre>hotel.KioskURL = "socket://127.0.0.1:211"; hotel.XMLInterfaceInLocalNetwork =true;</pre>	<p>If the value is true, the system does not control if the access to the XML Interface is performed via SSL</p>
<pre>hotel.BellavitaURL = "http://de-b-vm- bv:9090/bvserver/services/OLBooking";</pre>	<p>This is only used with the Leisure System Bella Vita</p>
	<p>For the Database Translation, the Suite8 Home Page Codes are matched against: WLAN_SHORTDESC V8InterfaceDispatcher.SetDataLanguageTranslation("de-DE", "G"); V8InterfaceDispatcher.SetDataLanguageTranslation("fr-BE", "F");</p>
<p>The next variables are used with Hotel Segmentation, as many segments as needed can be defined and are available for selection on the inquiry page</p>	<p>Any data assigned to the hotel, will be populated into the segment It is only necessary to fill the fields different than the ones for Suite8 webConnect.</p>
<pre>HotelSegment segment1 = hotel.addSegment("SG1");</pre>	<pre>segment1.headerName = "Segment 1";</pre>
<pre>segment1.headerNameLine2 =""; segment1.adressLine1 = " segment1.adressLine2 = "10587 Berlin";Franklinstr 15"; segment1.phone = "Phone of Segment 1"; segment1.fax = "Fax of Segment 1"; segment1.email = "Segment1@@micros.com"; segment1.webSite = "http://www.micros- fidelio.eu/segment1";</pre>	<p>The Name of the Hotel Segment The address line 1 and 2, the phone, fax, Email and Web Site of the Hotel Segment, if different than the main property.</p>

6 Opening Suite8 webConnect via Browser

To open the property's web site locally, use: <http://localhost/V8Client/Inquiry.aspx>
 The reservation request screen is displayed:

HOTEL MUSTERMANN ★★★★★
 Bei uns finden Sie Ipsium!

language: EN | Register | My Account

Room Reservation | Voucher Shop | Table Reservation | Meeting Rooms | Wellness & SPA | Calendar Events

TRAVEL DATA

From: 24/10/2017 To: 25/10/2017

Number of Adults: 1
 Teenager (13 - 17 Years): 0
 Child (6 - 12 Years): 0
 Baby (0 - 5 Years): 0
 Number of Rooms: 1

Promotion Code:

Segment:

AVAILABILITIES

October 2017

Mo	Tu	We	Th	Fr	Sa	Su
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November 20..

Mo	Tu	We	Th	Fr	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December 20..

Mo	Tu	We	Th	Fr	Sa	Su
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

January 2018

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February 2018

Mo	Tu	We	Th	Fr	Sa	Su
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

March 2018

Mo	Tu	We	Th	Fr	Sa	Su
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Legend:
 ■ Enough rooms available (Green)
 ■ Rooms available (Yellow)
 ■ Few rooms available (Orange)
 ■ Very few rooms available (Red)
 ■ Fully booked (Dark Red)

Show available rooms

1. Enter the reservation dates and click the **Show available rooms** button, the available offers are presented on the **ShowBriefPrices** page:

The screenshot displays the Hotel Mustermann website interface. At the top, the hotel name "HOTEL MUSTERMANN" with a 5-star rating and the tagline "Bei uns finden Sie Ipsiunt" is visible. Navigation links include "language: EN", "Register", and "My Account". A shopping cart icon shows 0 items. The main navigation bar includes "Room Reservation", "Voucher Shop", "Table Reservation", "Wellness & SPA", and "Calendar Events".

The "Room Reservation" section is active, showing "TRAVEL DATA" for 1 adult from 16.01.2017 to 17.01.2017. Below this, a filter bar shows "All" selected, with other options like "Room only" and "Special Arrangements".

The main content area is titled "Bed and Breakfast" with a price range of 73.44 € to 89.28 €. A description states: "Start the day with a delicious breakfast, which includes American breakfast for up to two in Wintergarten Restaurant or through In-Room Dining." A "Read more" link is available.

Under the "ROOMS" section, three room types are listed:

- King Size Room**: Ideal for work or entertaining, Superior Rooms offer city or courtyard views to enhance their elegant layout. Price: 73.44 € (original price 102.00 €). A "Choose Room" button is present.
- Luxury Single Rooms**: With a comfortably residential design and a welcoming ambience, spacious Single Rooms feature one king beds. City or courtyard views enhance the generous layout for work or entertaining. Price: 87.84 € (original price 122.00 €). A "Choose Room" button is present.
- Royal Suite**: Price: 2028 €.


2. The guest can select a room type and price and continue by clicking **Choose Room**.
3. To choose Add On packages such as wellness offers or other services the property might provide to their guest on the **SelectPackages** aspx page:

TRAVEL DATA | Change

- 1 adult
- 1 King Size Room
- 16.01.2017 to 17.01.2017

Total **73.44 €**

Enhance your Stay



SPA Massage

Applies only first night

Explore In House SPA - and enjoy a different spa treatment each day, chosen from an expanded menu of massages, skin therapies, body wraps, body scrubs and facials, for both men and women.

Applies only first night

30.00 €




Add

[Go to Cart](#)

- > Terms and condition
- > Imprint

Contact

Suite 8 Homepage Demo Hotel
 Lorem ipsum dolor sit amet, consetetur sadipscing elitr.
 Franklinstr 14
 10587 Berlin
 Tel.: +49 (0) 30 390476 - 0

- Multiple Packages can be selected and are added to the booking by activating the **Add** button. If no package is selected **Go to Cart** is used to proceed to the next page.
- Clicking on the Cart sign on top of the page, presents the contents of the shopping Cart at any time:


Your Shopping Cart Content

Number	Product	Price	Delete
1	King Size Room, 1 adult / 16.01.2017 to 17.01.2017 Logis SPA Massage	65.04 € 30.00 €	95.04 €
Total to be paid		95.04 €	


Voucher Number

[Confirm](#)

Your Booking Choices



Room Reservation



Voucher Shop


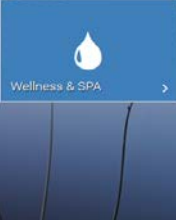


Table Reservation



Wellness & SPA

6. Additional options, such as buying a **Voucher**, if Voucher Management is used, reserving a table at the properties restaurant, with **Table Reservation** active or an **additional room reservation**, can be added as selection on this page.
7. Clicking on the **Trash bin**, removes the contents of the shopping cart, clicking **Confirm** button, proceeds with the booking and prompts for registering or booking without registration when allowed:

The screenshot shows the login interface for Hotel Mustermann. At the top, the hotel's name and logo are displayed, along with the slogan "Bei uns finden Sie Ipsum!". Navigation links for "Room Reservation", "Voucher Shop", "Table Reservation", "Wellness & SPA", and "Calendar Events" are visible. The main content area is titled "Login" and is divided into three sections: "EXISTING GUEST" for logged-in users, "NEW GUEST" for registration, and "WITHOUT REGISTRATION" for booking without an account. Each section includes a "Continue" button.

8. **Existing Guest** allows logging in with the User Name or Email address and Password to open the **My Account** Page.
9. **New Guest** opens the **My Account** Page to enter the registration details. Selecting **Without Registration** offers to book the reservation without registering.
10. After filling the registration details, or when selecting without registration, the customer is redirected to the final reservation page, to review the booked products and to enter reservation notes:



Reservation Summary

SELECTED PROFILE

M Marc Zero

someone@oracle.com

Main Street 1
12345 Berlin
Germany

[Change Data](#)

PAYMENT METHOD



I would like to use instant payment.

LEGAL



By clicking continue, you will be accepting the Terms and Conditions: [Terms & Conditions \(PDF, 45 KB\)](#)

RESERVATION NOTES

Reservation Notes

Quiet room please

Notes description

Your Shopping Cart Content

	Number	Product	Price	Delete
	1	King Size Room, 1 adult / 16.01.2017 to 17.01.2017	73.44 €	

Total to be paid

73.44 €

Cancelation Information Text

[Order with obligation to pay](#)

11. The guest can change the reservation profile, by clicking **Change Data** button, perform the changes and then pressing the **Save changes** button.
12. When this is completed the final reservation page is displayed again with the changed profile. From there the **Order with obligation to pay** button has to be clicked, to proceed to the Confirmation.aspx:



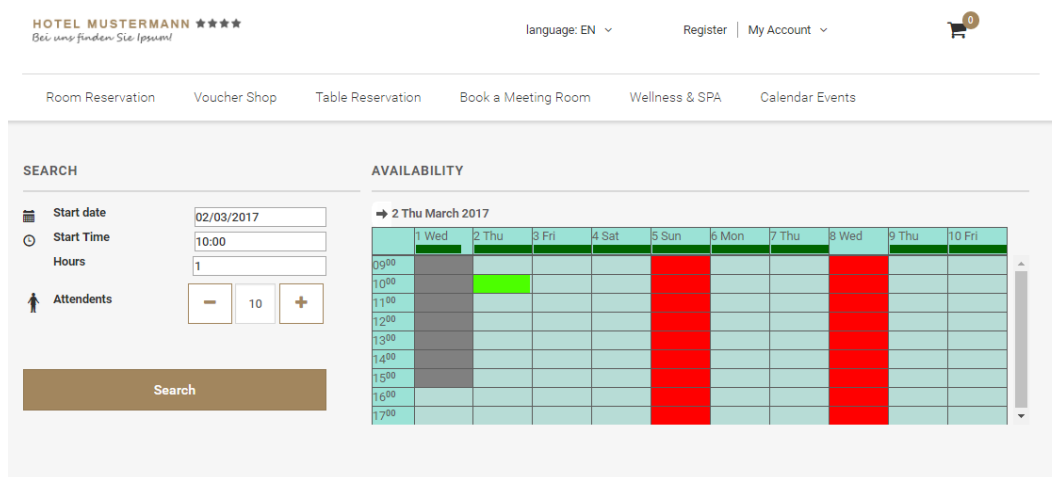
Confirmation

Product	Price per day	Confirmation
King Size Room, 1 adult / 16.01.2017 to 17.01.2017		9757
Logis	65.04 €	Print
SPA Massage	30.00 €	
Total	95.04 €	

[Next](#) [New Reservation](#)

13. From here the Confirmation Letter can be printed, by clicking on **Print**, make a new Reservation by selecting **New Reservation** or clicking **Next** to finalize the Booking, then the final page is displayed usually the Properties or Corporate Web Page.

Meeting rooms



The system calculates the availability for a period of 45 days, independent of the Days Web Availability defined in the setup. As soon as a new date is selected the availability will be re-calculated.

Calendar

The calendar is limited to the entered value of days defined in the setup.

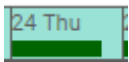
Tourquose: Date and time is available for bookings

Red: The day is not available for bookings, either it is defined as not available in the configuration or the system cannot find any availability nor alternative for this date.

Gray: Date or time is in the past

Light gray: Date or time is in the past or out of booking period.

Dark green: Shows the availability % indicator. This indicator takes the total number of packages configured to be open for the web. It calculates the number of packages which are really available for this day (packages available / total packages open for web) and the calculated result is represented by the dark green line. In case the result would be zero the whole day is marked red.



Following search criteria are available:

Start Date: Enter the required date.

Start Time: Enter the required time. By default the system will point to the first available time slot.

3Hours: Enter the required hours. By default the hours defined in the setup will be displayed.

3Attendees: Enter the required attendees. By default the minimum attendants as defined in the setup will be displayed.

Press Search

SEARCH


Search

AVAILABILITY

→ 17 Thu July 2018

	17 Thu	18 Wed	19 Thu	20 Fri	21 Sat	22 Sun	23 Mon	24 Thu	25 Wed	26 Thu
09 ⁰⁰	Red	Green	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue
10 ⁰⁰	Red	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue
11 ⁰⁰	Red	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue
12 ⁰⁰	Red	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue
13 ⁰⁰	Red	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue
14 ⁰⁰	Red	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue
15 ⁰⁰	Red	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue
16 ⁰⁰	Red	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue
17 ⁰⁰	Red	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue

Meeting Only Package




Meeting Only Package
 Meeting room including all necessary audio and visual equipment as well as flip chart.
 This is an example of price per person.
Capacity: Min=4 - Max = 20
Hours: 1
Price per person: 15.⁰⁰ €
 Meeting (From :09:00-To :10:00)

Book Now

165.⁰⁰ €

Flat Package




Flat Package
 Flat Only meeting room.
 This is an example of only the meeting room at a flat price
Capacity: Min=8 - Max = 70
Hours: 1
Price per person: 18.¹⁸ €
 Meeting (From :09:00-To :11:00)

Book Now

200.⁰⁰ €

Package flat and PP




Package flat and PP
 Package includes meeting room : Flat Coffeebreak per person
Capacity: Min=10 - Max = 70
Hours: 2
Price per person: 38.⁵⁴ €
 Meeting (From :09:00-To :11:00)
 Coffee break (From :11:00-To :11:45)
Available for another length

Book Now

425.⁰⁰ €

Package per hour



Package per hour
 Package per hour only includes meeting room
Capacity: Min=4 - Max = 20
Hours: 2
Price per person: 70.⁰⁰ €
 Meeting (From :09:00-To :11:00)
Available for another length

Book Now

770.⁰⁰ €

Package Result Page

The package result page shows first the available packages and then the alternative available packages. Within those 2 groups they are ordered price ascending or descending, as specified in the Suite8 Homepage Set up. The detailed information of the packages can be set in the long web info section of the package. The system will display a brief summary of all events (time and event type) underneath. On the right, the arrangement is displayed, taken from the short web info. Minimum and maximum capacity are provided by the seating arrangement and function space selected by the system.

In case packages are used which include flat or hourly rates the price per person will be calculated based on the grand total divided by the number of persons. As you can see for the flat package, the flat room rental rate configured in the package was 200 €. In order to reflect a per person price we divided it by 11 which is the number of attendees. For sure in this concept the price per person will fluctuate according to the attendees requested.

Behavior with show package detail activated.

When the parameter “**Show Package detail**” is active the breakdown of the package can be displayed to the end user. This can be particularly helpful for sites who want to make use of the flat or hourly rates and have packages which are not that complex and show the price calculation to the end user.

Moreover in this concept we do not display any price per person in the main result, as this would not make any sense.

SEARCH

Start date:

Start Time:

Hours:

Attendees:

Search

AVAILABILITY

→ 18 Wed July 2018

	18 Wed	19 Thu	20 Fri	21 Sat	22 Sun	23 Mon	24 Thu	25 Wed	26 Thu	27 Fri
09 ⁰⁰										
10 ⁰⁰										
11 ⁰⁰										
12 ⁰⁰										
13 ⁰⁰										
14 ⁰⁰										
15 ⁰⁰										
16 ⁰⁰										
17 ⁰⁰										

Package Flat PP and per hour

Oops : This becomes complex This package includes. 1. Meeting room flat 2. Equipment per hour 3. Coffeebreak per person

Capacity: Min=10 - Max = 70

Hours: 2

Meeting (From :10:00-To :12:00)

Coffee break (From :12:00-To :12:45)

Book Now

310,00 €

Events

MEETING						160,00 €
Code	Description	Type	Quantity	Price	Total	
TEC	Technical Equipment	per hour	2	30,00 €	60,00 €	
BAN	Banquet Room Rental	flat	1	100,00 €	100,00 €	
COFFEE BREAK						150,00 €
Code	Description	Type	Quantity	Price	Total	
RES	Restaurant "Fidelio" Manual	per person	10	15,00 €	150,00 €	

Show less ...

In the above example you see the breakdown of a flat rate package and a per person rate package. Note the type and the quantity which represents the type of rate and the multiplier. In the first example the multiplier is the number of attendees, in the latter it is one because the rate is flat.

50

Opening Suite8 webConnect via Browser

SEARCH

Start date: 18/07/2018

Start Time: 10:00

Hours: 2

Attendees: 10

Search

AVAILABILITY

→ 18 Wed July 2018

	18 Wed	19 Thu	20 Fri	21 Sat	22 Sun	23 Mon	24 Thu	25 Wed	26 Thu	27 Fri
09 ⁰⁰										
10 ⁰⁰										
11 ⁰⁰										
12 ⁰⁰										
13 ⁰⁰										
14 ⁰⁰										
15 ⁰⁰										
16 ⁰⁰										
17 ⁰⁰										

Package Flat PP and per hour

Ops : This becomes complex This package includes. And has some sub events 1. Meeting room flat 2. Equipment per hour 3. Coffeebreak per person

Capacity: Min=10 - Max = 70

Hours: 2

Meeting (From :10:00-To :12:00)

Coffee break (From :12:00-To :12:45)

310.00 €

Book Now

Events

MEETING						160.00 €
Code	Description	Type	Quantity	Price	Total	
TEC	Technical Equipment	per hour	2	30.00 €	60.00 €	
BAN	Banquet Room Rental	flat	1	100.00 €	100.00 €	
COFFEE BREAK						150.00 €
Code	Description	Type	Quantity	Price	Total	
RES	Restaurant "Fidello" Manual	per person	10	15.00 €	150.00 €	

[Show less ...](#)

In the package flat, per person and per hour we have a combination of 3 rates.
 For the meeting event the technical equipment is per hour, as indicated by the type. Quantity is 2 here as the length of the event is 2 hours. The hourly rate is 30 Euro. The rate for the meeting is flat.
 The second event is coffee break for which the type is per person and the per person rate 15 Euro.

Support for sub events.

From version 8.13.0.0 onwards we implemented as well support for sub events in web connect. The sub event is indicated with the (+) (-). When package detail is activated the sub event is marked in italics.

SEARCH

Start date: 18/07/2018

Start Time: 10:00

Hours: 2


Attendees: 10

AVAILABILITY

→ 18 Wed July 2018

	18 Wed	19 Thu	20 Fri	21 Sat	22 Sun	23 Mon	24 Thu	25 Wed	26 Thu	27 Fri
09:00										
10:00										
11:00										
12:00										
13:00										
14:00										
15:00										
16:00										
17:00										

Meeting Package with a sub event



Meeting package with a sub event

Meeting room including all necessary audio and visual equipment as well as flip chart. The event contains the subevent welcome drink.

Capacity: Min=4 - Max = 20

Hours: 2

- Meeting (From :10:00-To :12:00)
- Welcome Coffee (From :10:00-To :10:30)

250,00 €

Events

					250,00 €
MEETING					
Code	Description	Type	Quantity	Price	Total
BAN	Banquet Room Rental	per person	10	15,00 €	150,00 €
WELCOME COFFEE					
Code	Description	Type	Quantity	Price	Total
BAN	Banquet Beverage	per person	10	10,00 €	100,00 €

Available packages

The following conditions are taken into consideration before the package is included in the result page as being available:

- The number of attendants must fall between the general min / max attendants indicated on the Suite8 Homepage Set up.
- The package length must be equal to the search criteria.
- One of the function spaces selected in the Web FS setup must be available and this for all individual events, according to the event time slots defined in the package configuration.
- The number of attendants must fit within the selected seating arrangements in the Web FS setup.

Alternative packages

Alternative to the available packages the system displays available packages which come as close as possible to your search criteria.

The following conditions are taken into consideration:

- When the desired start time and start time of the alternative package is less than 2 hours difference.
Example: The customer selects 9:00 am as start time. However one of the packages becomes only available at 11:15. The system will not show this alternative package as having a meeting 2 hours later does not fall in the 2 hours period. When you select 10:00 am the package will show as alternative with reason available from 11:15. This because start time and start time of alternative package is less than 2 hours.
- When a package is available for another length.
- When the package is available for a different number of attendants.
- In this case, you are not able to book the package directly as you need to specify again the number of attendants and select search in order to be able to book this package.



Booking of packages

- Click Book Now on the according package.
The details and prices are listed and you can enter additional information in the Notes field.
- Click Confirm.

YOUR BOOKING CONTENT

Attendents	Product	Price per person
10	Meeting Package Basic : 28/02/2017 09:00:00 - 28/02/2017 10:30:00 Meeting room including all necessary audio and visual equipment as well as flip chart. Basic coffee break including Coffee & Tea, pastries.	35 €
Total		350 €

DETAILS


	Meeting	Event: Meeting From - To: 09:00 - 10:00 Attendents: 10 Function Space: Room1 Seating: U-shape
	Coffee break	Event: Coffee break From - To: 10:00 - 10:30 Attendents: 10 Function Space: Restaurant Seating: Boardroom resto

Notes


[Confirm](#)

Once the booking is confirmed, the selection is stored in the shopping cart. From this point the process follows the same sequence as for room reservations.
In this example online payment is not activated. The system will display *“Online payment not feasible. Please pay the amount on site after consumption”*.

HOTEL MUSTERMANN ★★★★★
Bei uns finden Sie Ipsium!

language: EN ▾ Register | My Account ▾ 

Your Shopping Cart Content

Number	Product	Price	Delete
10	Meeting Package Basic II, Participants 10 Online Payment not feasible. Please pay the amount on site after consumption : 350.00 €		
Total to be paid		0.00 €	

Voucher Number
Voucher Number

[Confirm](#)

Support for online payments.

From version 8.13.0.0 also online payments are supported for conference bookings.

Following configuration needs to be completed:

- The global setting *“Create Financial account for booking automatically”* must be active.
- The status used for web connect bookings (defined in home page setup) must have a status definition that creates automatic FA. Setup → conference management → status definition → field status definition must be set to definite.
- In the case the global setting enhanced deposit is active, department code for deposit needs to be filled out in the ccm section of home page setup.
- Online settlement has to be active as explained in chapter 7 further in this document.

Process flow when online settlement is active.

- The system will show the online payment process page.


SELECTED PROFILE



Mr. Lucas Jones (M) Oracle Street 22
Patrick.Jones@email.com 3000 Oracle City
Belgium

Selected profile Change Data
Lucas Jones

PAYMENT METHOD

On the next step you will be redirected to the online payment page.



 We support the authentication using MasterCard SecureCode and Verified by Visa
You might be redirected to your Credit Card issuer to authorise the transaction

 NETS Credit Card Payment 

LEGAL

By clicking, you accept the Terms and Conditions. Terms & Conditions (PDF, 45 KB)

Your Shopping Cart Content

	Number	Product	Price	Delete
	10	Flat Package , Participants 10	20.00 €	

Total to be paid **200.00 €**

[Cancellation Information Text](#)

[Order with obligation to pay](#) [Change reservation profile](#)

- After having fill out the necessary payment information, the following process will happen internally:
 - The booking will be created.
 - A financial account will be attached to the booking.
 - The payment and or deposit (depending the global setting ‘Enhanced deposit handling’) will be posted against the financial account.
 - In the case advanced deposit handling is activated an invoice will be generated and emailed to the customer.
 - In the case advanced deposit handling is activated the deposit posting will be reverted upon check in of the financial account.
- Please note that bookings made with online settlement cannot be cancelled on the account page tab.

Example of booking when advanced deposit handling is activated.

The screenshot displays the 'Conference Booking' interface. At the top, there are search filters for Arrival Date, Conf. Status, Booking ID (1585), and Contact Name. Below this is a table with columns: Conf. Mgr., Rms. Mgr., Arrival Date, Booking Name, Conf. Stat., SO..., Rms. Stat., Pax, Notes, Company Name, Contact Name, and ID. The first row shows 'CS', '10/12/2018', 'Meeting Package Basic 1', 'WEB', 'WEB', '10', 'Thomas cookje', 'Jones, Lucas', and '1585'. Below the table is a summary window for 'FA: 481 - Thomas cookje (Open) [Systemdate: 25/06/2018]'. It shows Name: Thomas cookje, Arrival: 10/12/2018, Departure: 10/12/2018, Rate Code: Future, Status: Future, Persons: 0, and Balance: 0.00. Below this is a table for 'CCM Booking: 1585'. At the bottom, there is a 'Search Billing Windows' section with a search bar and a table showing results for 'Thomas cookje' with a balance of 0.00. The table has columns: Arr, Code, Department, Date, Posted in, Amount, price, Quantity, User, Time, Remarks, POS Check Nr., and Folio Descr. The table contains two rows: one for 'NETS payment' on 25/06/2018 with an amount of 150.00, and another for 'NETS payment' on 25/06/2018 with an amount of -150.00.

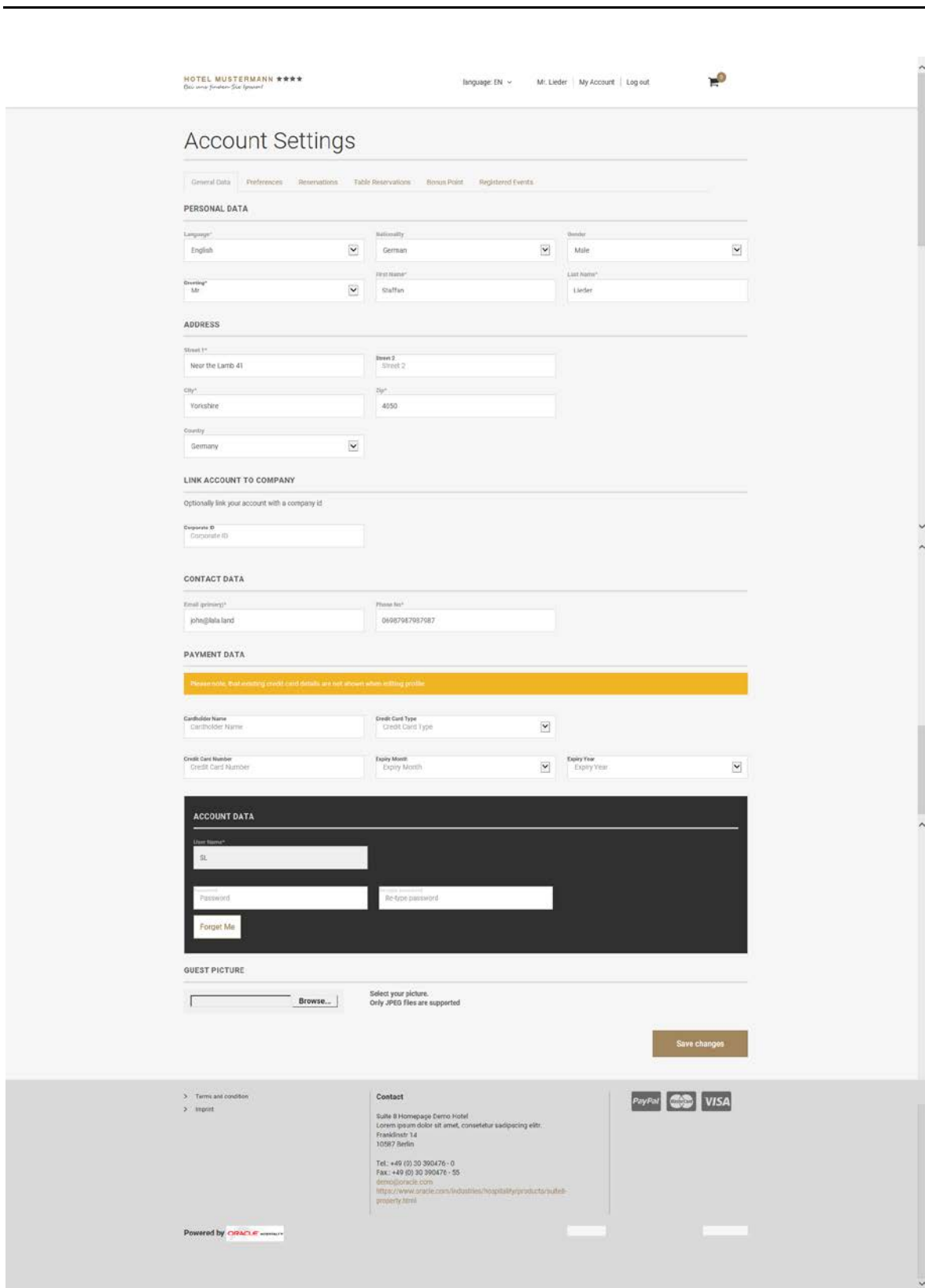
My Account Page

The My Account Page is opened when existing guests log in or when completing a new registration. By default, the **General Data** tab is opened. The following options, depending on the parameters are available:

- General Data
- Preferences (Parameter driven)
- Reservations
- Table Reservations (Parameter driven)
- Bonus Points (Parameter driven)
- Registered Events (Parameter driven)
- Custom Page (Parameter driven)

General Data

The guest can enter person details, such as the login name and password, Address Information, Contact Details and Payment Details and select a profile picture if the option **Manage Profile Pictures** is activated under **Setup -> Configuration -> Suite8 Homepage -> Set Up -> Tab1:**



The option "Forget me" is only available when the option "Use guest data anonymization" is enabled under **Setup -> Configuration -> Suite8 Homepage -> Set Up -> Tab1**. When this button is pressed the guest will get notified that all profile information in the hotel will be deleted and the account removed. A check is performed and if no active reservations do exist, the profile is removed. If it is not possible to remove the profile due to active reservations or other activities the guest is notified and can contact the hotel directly.

Preferences

Here the guest can select specials the property might offer, such as daily newspapers or extra towels placed in the room. The preferences and mailing preferences tab is driven by the flag: **Show Preferences** for general preferences and **Show Other Preferences** for mailing preferences, under **Setup -> Configuration -> Suite8 Homepage -> Set Up -> Tab2:**

The screenshot displays the 'Account Settings' page for 'HOTEL MUSTERMANN *****'. The 'Preferences' tab is active, showing 'GENERAL PREFERENCES' with fields for 'Newspapers' and 'Specials', both set to 'Select Some City'. Under 'MAILING PREFERENCES', there are three radio buttons: 'Receive specials and information by regular mail' (unselected), 'Receive specials and information by Email' (selected), and 'Allow to save profile information' (selected). A 'Save changes' button is located at the bottom right. The footer includes 'Terms and condition', 'Contact' information for 'Suite 8 Homepage Demo Hotel', and logos for 'PayPal', 'American Express', and 'VISA'.

Define Attribute Categories and Enable Attributes

The specials displayed on the **preference tab** are defined in Setup -> Configuration -> CRM -> **Attribute Categories**. On the category definition, the field **Available in Web Booking** has to be selected. If the field is activated, the attributes under Marketing Information can be defined as Web enabled. If a Web enabled attribute category is marked as **Mandatory** in the Suite8 configuration, it is also mandatory on Suite8 Homepage.

Reservation

This page lists all future reservations, the reservations can be cancelled by clicking on **Cancel**. If the variable: **hotel.daysOfReservationHistory = 30** is activated in the file **Global.asax**, History Reservations are indicated on this tab as well, in the above variable example the reservation history days are set to 30 days in the past.



Account Settings

[General Data](#) | [Preferences](#) | **Reservations** | [Table Reservations](#) | [Bonus Point](#) | [Registered Events](#)

RESERVATION DETAILS

Below you find details about your future reservations

Confirmation #	First Name	Last Name	From	To	Number of Adults	No of Children	Number of Rooms	Total	Status
9729	Marc	Zero	13/02/2017	14/02/2017	1	0	1	73.44 €	Cancel
9738	Marc	Zero	28/01/2017	29/01/2017	1	0	1	102.00 €	Cancel
9674	Marc	Zero	22/02/2017	23/02/2017	1	0	1	103.44 €	Cancel
9676	Marc	Zero	22/02/2017	23/02/2017	1	0	1	73.44 €	Cancel
9706	Marc	Zero	14/05/2017	15/05/2017	1	0	1	117.84 €	Cancel
9708	Marc	Zero	26/03/2017	27/03/2017	1	0	1	119.28 €	Cancel
9709	Marc	Zero	14/05/2017	15/05/2017	1	0	1	87.84 €	Cancel
9710	Marc	Zero	26/02/2017	27/02/2017	1	0	1	73.44 €	Cancel
9730	Marc	Zero	13/02/2017	14/02/2017	1	0	1	87.84 €	Cancel
9731	Marc	Zero	13/02/2017	14/02/2017	1	0	1	73.44 €	Cancel
9732	Marc	Zero	13/02/2017	14/02/2017	1	0	1	73.44 €	Cancel
9737	Marc	Zero	28/01/2017	29/01/2017	1	0	1	102.00 €	Cancel
9711	Marc	Zero	27/02/2017	28/02/2017	1	0	1	73.44 €	Cancel
9712	Marc	Zero	27/02/2017	28/02/2017	1	0	1	73.44 €	Cancel

RESERVATION HISTORY

Below you find details about your reservation history for the last 30 days

Confirmation #	First Name	Last Name	From	To	Number of Adults	No of Children	Number of Rooms	Total	Status
9636	Marc	Zero	10/01/2017	11/01/2017	1	0	1	102.00 €	Departed
9703	Marc	Zero	19/03/2017	20/03/2017	1	0	1	73.44 €	Cancelled
9704	Marc	Zero	12/03/2017	13/03/2017	1	0	1	103.44 €	Cancelled
9742	Marc	Zero	16/01/2017	17/01/2017	1	0	1	73.44 €	
9743	Marc	Zero	16/01/2017	17/01/2017	1	0	1	73.44 €	
9744	Marc	Zero	16/01/2017	17/01/2017	1	0	1	73.44 €	
9745	Marc	Zero	16/01/2017	17/01/2017	1	0	1	73.44 €	
9746	Marc	Zero	16/01/2017	17/01/2017	1	0	1	73.44 €	
9705	Marc	Zero	12/03/2017	13/03/2017	1	0	1	103.44 €	Cancelled
9707	Marc	Zero	07/05/2017	09/05/2017	1	0	1	177.12 €	Cancelled
9735	Marc	Zero	10/01/2017	11/01/2017	1	0	1	73.44 €	Departed
9757	Marc	Zero	16/01/2017	17/01/2017	1	0	1	103.44 €	
9758	Marc	Zero	16/01/2017	17/01/2017	1	0	1	73.44 €	
9751	Marc	Zero	10/01/2017	11/01/2017	1	0	1	73.44 €	Cancelled
9753	Marc	Zero	10/01/2017	11/01/2017	1	0	1	73.44 €	Cancelled
9756	Marc	Zero	10/01/2017	11/01/2017	1	0	1	102.00 €	Departed

Pictures

Profile Pictures can be added allowing inserting, updating and deleting. To use this, activate the flag: **Manage Profile Pictures** under Setup -> Configuration -> Suite8 Homepage -> **Set Up**-> **Tab 1** and enter a Max Height & Max Width, recommended is 220 and 362. On Suite8 webConnect under

My Account when logging in, the picture section is available allowing selecting a picture from the local computer by clicking the button **Browse**.

Note: Only JPG files are supported.

Custom Fields

Custom fields can be added on the Registration Page by using the XML configuration file: **S8HPXMLConfig.config** (the file: 'MandatoryFields.config' has been removed and its content is now a part of S8HPXMLConfig.config). The configuration of custom fields is done in the section **ProfileCustomFields** of this XML file. The field name should **not** state **YPCF**. If the mandatory fields configuration should include a field from the table **YPCF**, for example: the field **YPCF_FREETEXT1**, the attribute **fieldName** should be **fieldName='FREETEXT1'**, the attribute caption is used as identifier for the TranslationException.XML, for the translation. If a field should be a mandatory field, it has to be listed in the appropriate section of **MandatoryFields**. However, the control must have a prefix **custom_** for example: **control="custom_FREETEXT1"**.

Meeting rooms:

Selecting the meeting room tab will show all future and past conference bookings for this specific user.

In case the booking was made with online settlement the field Deposit Paid will indicate a pre-payment is present.

Please note that bookings with pre-payments cannot be cancelled. When selecting the cancellation button the user will be prompted with following message:

Booking cannot be cancelled, Advance deposit exist. Please contact our reservation department.

Account Settings

General Data Preferences Reservations Table Reservations **Meeting Rooms** Bonus Point Registered Events

FUTURE BOOKINGS

Book a Meeting Room

Bellow you find details of your Future Bookings

Show entries Search:

Confirmation #	Booking Name	Booking Date	Time	Attendees	Notes	Total	Status	Deposit Paid	
1616	Flat	18/07/2018 – 18/07/2018	10:00 – 12:00	10		200,00 €	WEB	No	<input type="button" value="Cancel"/>
1615	Flat	18/07/2018 – 18/07/2018	10:00 – 12:00	10		200,00 €	WEB	No	<input type="button" value="Cancel"/>
1587	Meeting Package Basi...	26/08/2018 – 26/08/2018	14:00 – 15:00	10		150,00 €	WEB	No	<input type="button" value="Cancel"/>
1586	Meeting Package Basi...	10/12/2018 – 10/12/2018	09:00 – 10:00	10		150,00 €	WEB	Yes	<input type="button" value="Cancel"/>
1585	Meeting Package Basi...	10/12/2018 – 10/12/2018	09:00 – 10:00	10		150,00 €	WEB	Yes	<input type="button" value="Cancel"/>
1584	Meeting Package Basi...	10/12/2018 – 10/12/2018	09:00 – 10:00	10		150,00 €	WEB	Yes	<input type="button" value="Cancel"/>
1582	Meeting Package Basi...	29/11/2018 – 29/11/2018	12:00 – 13:00	10		0,00 €	WEB	No	<input type="button" value="Cancel"/>
1581	Meeting Package Basi...	27/11/2018 – 27/11/2018	09:00 – 10:00	10	β	0,00 €	WEB	No	<input type="button" value="Cancel"/>
1580	Package F/H/P	20/11/2018 – 20/11/2018	11:00 – 13:45	10		1,450,00 €	WEB	Yes	<input type="button" value="Cancel"/>
1579	Package F/H/P	19/11/2018 – 19/11/2018	11:00 – 13:45	10		1,450,00 €	WEB	Yes	<input type="button" value="Cancel"/>

Showing 1 to 10 of 50 entries Previous 1 2 3 4 5 Next

Message prompt when user selects cancel on a booking with a pre-payment.

Booking can not be cancelled, Advance deposit exist. Please contact our reservation department.

Account Settings

General Data
Preferences
Reservations
Table Reservations
Meeting Rooms
Bonus Point
Registered Events

FUTURE BOOKINGS

Book a Meeting Room

Bellow you find details of your Future Bookings

Show entries Search:

Confirmation #	Booking Name	Booking Date	Time	Attendees	Notes	Total	Status	Deposit Paid	
1586	Meeting Package Basi...	10/12/2018 – 10/12/2018	09:00 – 10:00	10		150.00 €	WEB	Yes	Cancel
1585	Meeting Package Basi...	10/12/2018 – 10/12/2018	09:00 – 10:00	10		150.00 €	WEB	Yes	Cancel

Table Reservation

Table Reservation is only available if the Table Reservation Module is used and the flag: **Show Table Reservations** under Setup → Configuration → Suite8 Homepage → **Set Up**→ **Tab 2** is selected. Opening this page, lists all details for table reservations of the logged in guest, in this example the variable: **hotel.ShowTableReservationHistory = true**; is activated and indicates table reservations of the past. The variable: **hotel.daysOfTableReservationHistory = 60**; defines for how many days in the past the history is shown, in the above line it is set to 60 days.

HOTEL MUSTERMANN *****
Die eine Funktion Sie (person)
language: EN ▾ | Mr. Zero | My Account | Log out

Room Reservation
Voucher Shop
Table Reservation
Wellness & SPA
Calendar Events

Account Settings

General Data
Preferences
Reservations
Table Reservations
Bonus Point
Registered Events

TABLE RESERVATION DETAILS

Bellow you find details about your future table reservations

Confirmation #	Date	Time	Number of Adults	No of Children	Restaurant
7626	26/03/2017	18:00 – 20:00	1	0	Hotel Bar

Save changes

> Terms and condition

> Imprint

Contact

Suite 8 Homepage Demo Hotel
 Lorem ipsum dolor sit amet, consectetur adipiscing elit.
 Franklinstr. 14
 10587 Berlin

Tel.: +49 (0) 30 390476 - 0
 Fax: +49 (0) 30 390476 - 55
 demo@oracle.com
<https://www.oracle.com/industries/hospitality/products/suite8-property.html>

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 Like 0
 Twitter G+

Bonus Points

This tab indicates the Bonus Point Statement of the logged in guest, it is only available if the Bonus Point Module is active and the flag: **Show Bonus Points** is selected under Setup → Configuration → Suite8 Homepage → **Set Up**→ **Tab 2**.



Account Settings

[General Data](#) | [Preferences](#) | [Reservations](#) | [Table Reservations](#) | **[Bonus Point](#)** | [Registered Events](#) | [Custom page](#)

BONUS CARD DETAILS

- Membership Number:2002_20091241
- Membership Type:Bonus Point System
- Current Points:20

BONUS STATEMENT

Statement Period From To

Display records per page Search:

Transaction Date	Transaction Type	Points Collected	Points Spent	Transaction Master	Description	Stay Details	Expiry Date
No statement found							

Showing 0 to 0 of 0 records [Previous](#) [Next](#)

Note: The column can be sorted in ascending or descending order. Click the button Save changes and the column order is kept when re-opening the page.

Registered Events

This tab is only available when using Calendar Events and the flag: **Show Registered Events** is activated under **Setup -> Configuration -> Suite8 Homepage -> Set Up-> Tab 2**, see [Suite8 webConnect and Calendar Events](#) for more details.

Account Settings

General Data Preferences Reservations Table Reservations Bonus Point Registered Events

REGISTERED EVENTS

Below you find details about your future event registrations

[Book an event](#)

Event Name	Event Date	Time	Location	No of Participants	Notes
------------	------------	------	----------	--------------------	-------

Save changes

> Terms and condition
> Imprint

Contact

Suite 8 Homepage Demo Hotel
Lorem ipsum dolor sit amet, consetetur sadipscing elitr,
Franklinstr. 14
10587 Berlin

Tel.: +49 (0) 30 390476 - 0
Fax.: +49 (0) 30 390476 - 55
demo@oracle.com
<https://www.oracle.com/industries/hospitality/products/suite8-property.html>



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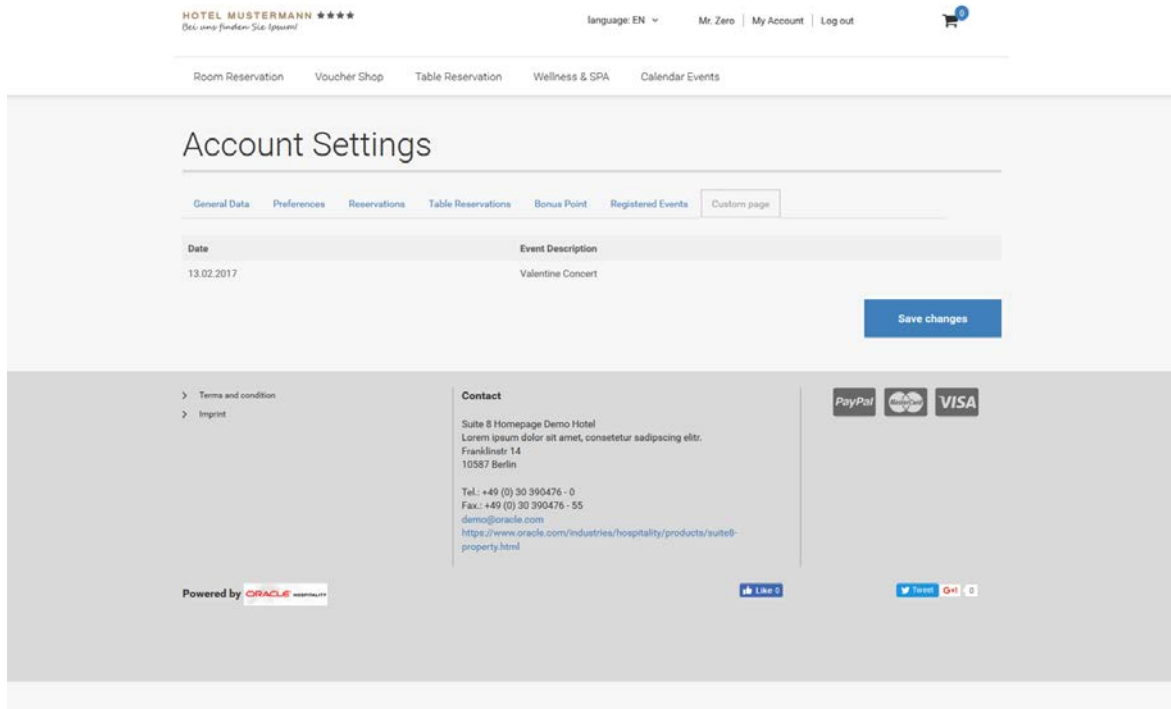
Like

Twitter GitHub

Custom page

The custom page HTML and QRY files are stored in the Suite8 HTML directory:

S8HPCustomPage.htm and **S8HPCustomPage.qry**. To view this custom page, the flag: **Show Profile Custom Page** under **Setup -> Configuration -> Suite8 Homepage -> Set Up -> Tab2** has to be activated. The custom html is executed via XML Interface. The Parameter profile ID has to be set:

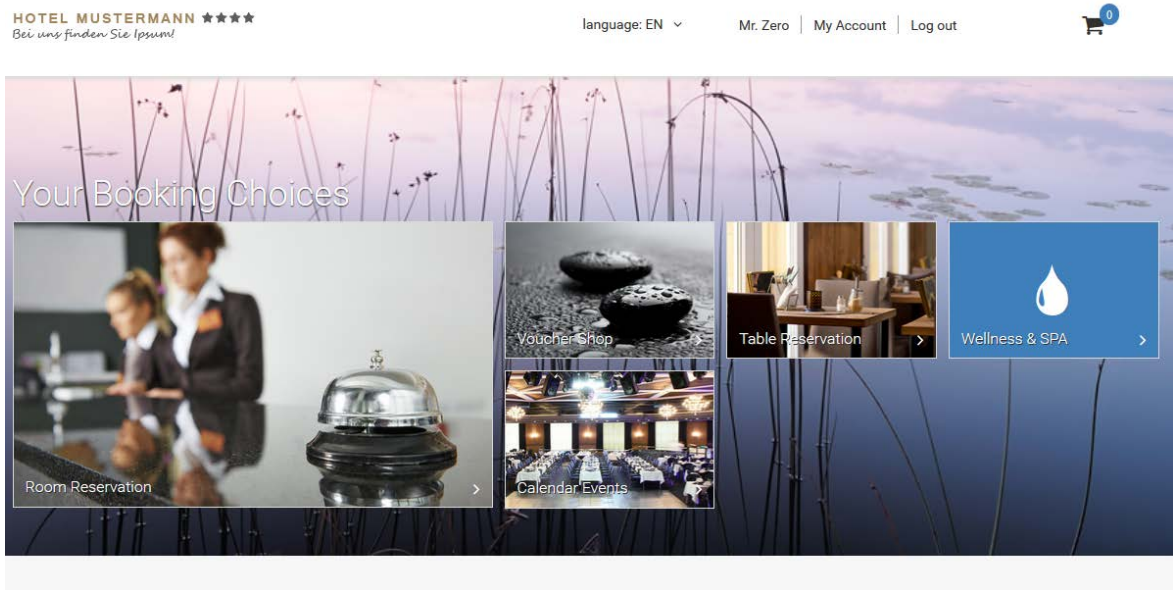


It is also possible to include other HTML files for execution for example with the following command:

{html IRIS_YCEP_INFO.html?PARAM_xcms_id={parameter}}. In this example, the file **IRIS_YCEP_INFO.HTML** is included. And the custom page would include the Participant HTML for the Event.

The visibility of the available buttons on the start page can be configured using the file **S8HPXMLConfig.config** in the v8client directory. In the section **<ModuleConfigs>** you can enable or disable a button by commenting out the responsible section. The following example shows how to remove the button 'Table Reservation'.

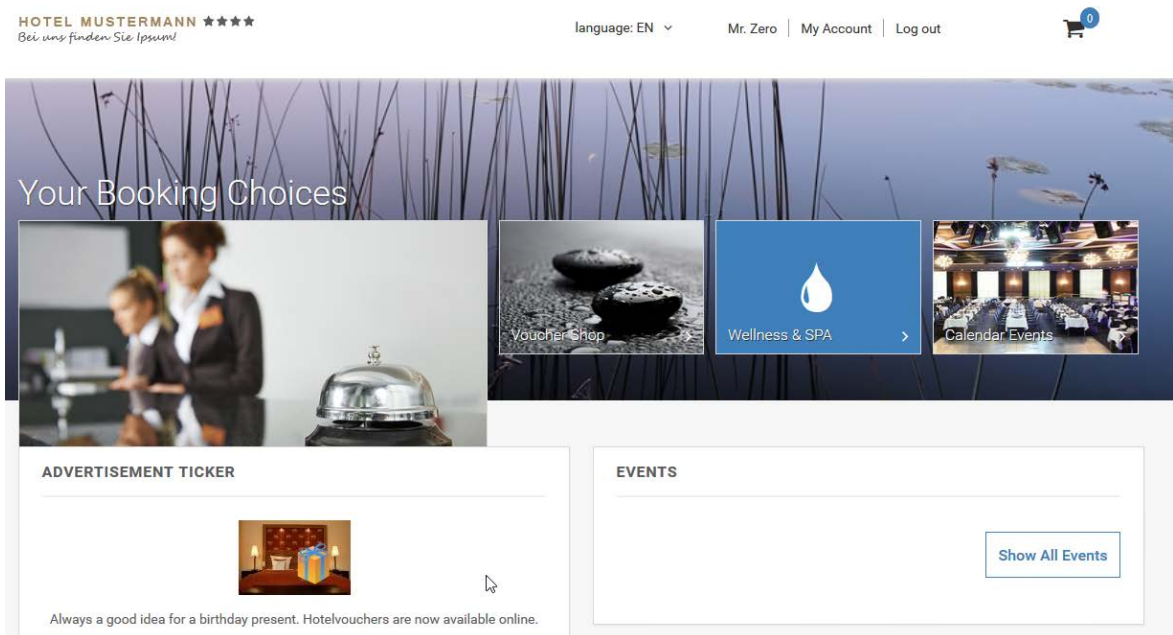
Table Reservation button still visible:



In S8HPXMLConfig.config change the section as below, important are the signs marked in red:

```
<!--<ModuleConfig>  
  <Position>3</Position>  
  <ModType>TableReservation</ModType>  
  <ShortDesc>Table Reservation</ShortDesc>  
  <URL>/TabResInquiry.aspx</URL>  
  <Image src="Content/custom/tischreservierung_2.png" />  
  <IconClassName>icon-dinner</IconClassName>  
</ModuleConfig> -->
```

Save the file and restart the Suite8 webConnect. The Table Reservation button does not show anymore.



Generally the **S8HPXMLConfig.config** file is used for many configuration options in the webConnect next generation version.

- You can set fields to mandatory for Registration and Profile edit page and define an error message if the field is left empty:
`<field control="edCity" mandatory="true" mandatoryError="City is Missing"/>`
- You can show or hide buttons as explained in the above example for table reservation.
- You can define if options should be shown when running the webConnect in MyStay or Kiosk mode.
- You can define pictures for WebSalesCategories, set footer links or change the webConnect theme by using custom .css files.
- The parameter names are usually self-explanatory so they are not explained in full detail.

7 Online Settlements

Suite8 webConnect offers online deposit payments for reservations and voucher payments. Currently only a limited set of online payment providers is supported, such as Telecash, FirstData, PayPal, B+S Card Services, the Scandinavian companies Suomen Verkkommaksut and Nets. In order to allow regional offices to create an interface to their local Payment Gateways, the Online Payment Plug-in architecture has been introduced. Please consult the document: **Suite8 webConnect Online Payment Plugin.pdf** for further information.

On Setup -> Configuration -> Suite8 Homepage -> Setup the following options are available:

Allow to pay directly: when this flag is activated, then on Suite8 webConnect the option **Instant Payment** is available on the **Review Booking** (StartBooking.aspx) page, if this field is selected the guest is routed to the **Payment Gateway**.

Online Payment in iFrame: activate this flag to process online payments in a frame to avoid opening a new window when applying the Voucher Payment which occurs with some providers. If a new window is opened, the user does not know that it is related to the Voucher Payment, in this scenario, the iFrame solution should be activated.

Available Online Payment Plugins

The required configuration for the respective online payment company is completed in Suite8 under **Global Settings->Interfaces -> Tab 5** for the **Telecash Interface**, on the **Interface6** Tab for **FirstData, PayPal, Saferpay** and **Suomen Verkkommaksut** on the **Interface 7** Tab for **B+S Card Services** and the **Nets Online Payment Gateway Interface**, the details entered are provided by each Provider.

On Suite8 webConnect the redirection to the payment plugin is driven via the file **Global.asax**. The parameter: **hotel.onlineDepositPayment = true;** has to be set to true and activated in this file. The available Plugins are configured as follows in the Global.asax:

Telecash

```
hotel.addOnlinePaymentPlugin("Client.dll", "Client.Telecash.TelecashPlugin"); //Use this for payments via Telecash
```

Saferpay

```
hotel.addOnlinePaymentPlugin("Client.dll", "Client.SaferPay.SaferpayPlugin"); //Use this for payments via SaferPay
```

First Data/ VR Pay Credit Card Payments

```
hotel.addOnlinePaymentPlugin("Client.dll", "Client.VRPay.VRPayPlugin"); //Use this for payments via VR-Pay using Credit Card payments
```

First Data/ VR Pay Giropay Payments

```
hotel.addOnlinePaymentPlugin("Client.dll", "Client.VRPay.VRPayGiropayPlugin"); //Use this for payments via VR-Pay using Giropay Payments
```

B+S Card Services

```
hotel.addOnlinePaymentPlugin("Client.dll",  
"Client.PaymentPlugins.BSPayment.BSPaymentPlugin"); //Use this for payments via B+S Card  
Service
```

PayPal

```
hotel.addOnlinePaymentPlugin("PayPal.dll", "PayPal.PayPalPlugin"); //Use this for payments via  
PayPal
```

Suomen Verkkomaksut

```
hotel.addOnlinePaymentPlugin("Client.dll", "Client.Verkkomaksut.VerkkomaksutPlugin"); //Use  
this for payments via Suomen Verkkomaksut
```

NETS

```
hotel.addOnlinePaymentPlugin("Client.dll", "Client.PaymentPlugins.NETS.NETSPlugin"); //Use  
this for payments via NETS
```

The language on Suite8 webConnect for the Nets Interface is selected based on the current user language.

Supported languages are

```
//(English)
```

```
//(Swedish)
```

```
// (Danish)
```

```
// (German)
```

```
//(Finnish)
```

```
// (Russian)
```

Default is Norwegian

If a Payment Plugin is activated and a reservation is submitted via Suite8 webConnect, the page is redirected to the corresponding Interface according to the configuration of the Online Payment Gateway under **Global Settings->Interface 5, Interface6 or Interface 7** Tab in Suite8 Setup.

Enhanced Deposit Handling requirements can be used when paying a deposit via Suite8 webConnect. If this parameter is activated in Suite8 under **Configuration->Global Settings->Country Specifics1 tab**, the fields **Deposit Folio** and **Deposit Receipt** with number cycles to fulfill legal requirements for countries such as Latin America and Spain, where numbered deposit folio or receipt printing is required, are available.

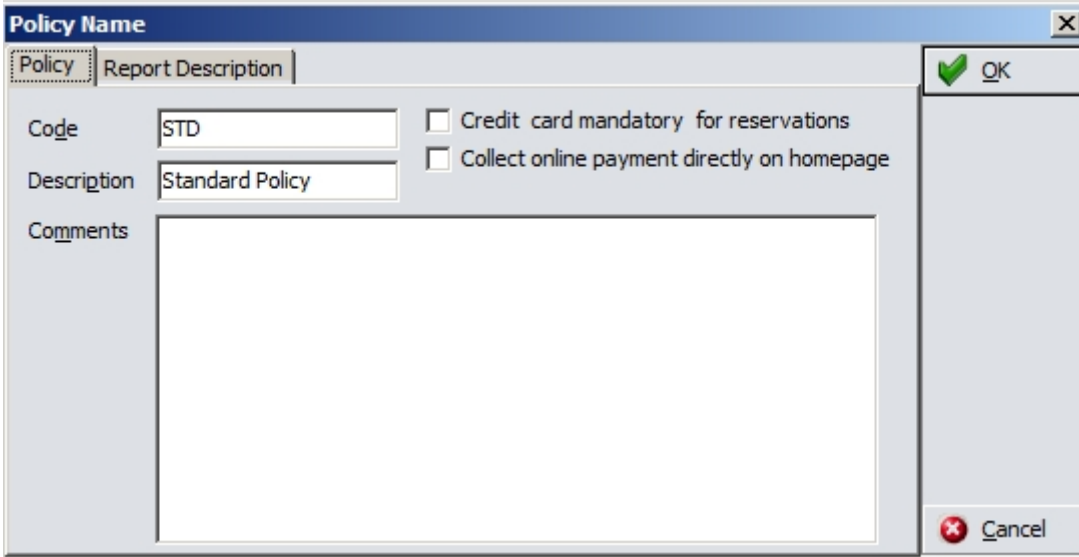
The template: FCR_PMS_8351_DEPOSIT_INVOICE.rtf is used as it is designed to act like an invoice and fulfills the requirements for deposit invoice printing. For Suite8 webConnect, the option **Department code for deposit** is available under **Configuration->Suite8 Homepage->Setup1 tab** and a department code flagged as **Deposit** (ZDCO_DEPOSIT) can be selected. All other configured options for Enhanced Deposit Handling are taken from **Global Settings->Country Specifics1 tab->Enhanced Deposit Handling**.

Under **Configuration->Miscellaneous -> Email Settings**, a **Default Email Subject** needs to be defined with the Role **Deposit**. When creating an online reservation with payment and Enhanced Deposit Handling is activated, the online user receives an invoice and the deposit posting with payment is completed via XML Interface.

Configure Policies

Paying Deposit Online

On the Policy configuration in Suite8 it is possible indicating that a credit card is mandatory for reservations and to pay deposits directly. For deposit payments, the flag **Collect online payment directly on homepage** has to be activated on the policy configuration under Setup > Reservations > Policies. If a user selects a rate code linked to this kind of policy on Suite8 webConnect upon completion of the booking, the guest is directed automatically to the payment gateway, the message **On the next step you will be redirected to the online payment page** is prompted when reviewing the booking on the **StartBooking.aspx**.



The screenshot shows a dialog box titled "Policy Name" with a close button (X) in the top right corner. It features two tabs: "Policy" (selected) and "Report Description". The "Policy" tab contains the following fields and options:

- Code:** A text box containing "STD".
- Description:** A text box containing "Standard Policy".
- Comments:** A large empty text area.
- Credit card mandatory for reservations
- Collect online payment directly on homepage

On the right side of the dialog, there are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon).

Using Enhanced Deposit

It is possible using Enhanced Deposit Handling requirements when paying a deposit via Suite8 webConnect. If this parameter is activated in Suite8 under **Configuration->Global Settings->Country Specifics1** Tab, the fields **Deposit Folio** and **Deposit Receipt** with number cycles to fulfill legal requirements for countries such as Latin America and Spain, where numbered deposit folio or receipt printing is required, are available. The template:

FCR_PMS_8351_DEPOSIT_INVOICE.rtf is used as it is designed to act like an invoice and fulfills the requirements for deposit invoice printing. For Suite8 webConnect, the option: **Department code for deposit** is available under **Configuration->Suite8 Homepage->Set Up -Y Tab 1** and a department code flagged as **Deposit** (ZDCO_DEPOSIT) can be selected. All other configured options for Enhanced Deposit Handling are taken from **Global Settings->Country Specifics1 Tab->Enhanced Deposit Handling**. Under **Configuration->Miscellaneous->Email Settings**, a **Default Email Subject** needs to be defined with the Role **Deposit**. When creating an online reservation with payment and Enhanced Deposit Handling is activated, the Online User receives an invoice and the deposit posting with payment is completed via XML Interface.

Mandatory Credit Card

On Suite8 webConnect, there is already the functionality to require by default a credit card number for a reservation, this is set in the file: **Global.asax** with the variable: **CreditCardMandatory**, however, if this flag is set to false, the credit card details via Suite8 webConnect are requested based on the Suite8 Configuration. On the Policy configuration, this is defined by the field **Credit Card mandatory for reservations** when entering a new policy or editing an existing one.

8 Suite8 webConnect and Calendar Events

Calendar Events can be viewed on Suite8 Home Page, if the following settings are true:
The variable **hotel.ShowEventCalendar** has to be set to true in the file **Global.asax**.
In Suite8 Configuration under **Global Settings->Generic4 tab->Calendar Events**, the flag: **Use Web Functionality** has to be selected.
Under **Suite8 Home Page->Set Up -> Tab 2 -> Calendar Events**, the following settings are available:
Show Registered Events: shows registered events under My Accounts when activated
Default Number of Search Days: enter according days
Show Event Locations: shows the event location if activated
Confirmation Report: select an according report

Opening Calendar Events Page using Parameters

When using Calendar Events you can open the Calendar Events page **ShowCalendarEvents.aspx** on Suite8 webConnect via Browser using parameters, for example opening the Calendar Events Page with the following parameters on a localhost connection, lists the events for the entered dates in German language:

<http://localhost/v8client/showcalendarevents.aspx?startDate=13.02.2017&endDate=14.02.2017&culture=de-DE>

Using advanced Parameters

Additional Parameters are available on the Calendar Events Page, some information need to be retrieved from the right mouse short cut menu on Suite8 Home Page when viewing the Source of the Calendar Events aspx page, for example the Location ID. The following example on a localhost connection is a more complex one, the event type id is retrieved from the combo box displayed on Suite8 webConnect when selecting a Location and the Location ID from the source of the Calendar Events page :

<http://localhost/v8client/showcalendarevents.aspx?eventType=1161&eventLocation=1-1019&hideEventTypeSelection=1&startDate=13.02.2017&endDate=14.02.2017&culture=de-DE&hideEventLocationSelection=1>

Booking Tickets via Event Calendar on Suite8 webConnect

It is also possible using the Ticket functionality on Calendar Events, adding Participants and postings Notes via the Suite8 webConnect Calendar Events Page, by clicking **Book** button. When registered to Suite8 Home Page, the Calendar Event to which one attends is displayed under **My Account** on the **Registered Events** Tab. The **Web Ticket Selling Limit** and the **Web Ticket Selling Limit per Guest** can be defined on the Calendar Event in Suite8 when editing the Event on the **Web** tab. This can be used for Sales Conferences, then the Event Type: **Conference Booking** has to be set to **Web Enabled**.

Calendar Events can also be posted on Suite8 webConnect via Advertisement Ticker, or from the Rate Query, the configuration of the Advertisement Ticker would look as follows:



Posting Events on Suite8 webConnect from Suite8 Rate Query or Calendar Event dialog

Posting functionality is available in Suite8 from the Rate Query and Calendar Events dialog when pressing **Post Networks** button not only to the social network platforms Twitter & Facebook, but also to post this Tweet or Facebook Event as an Advertisement on Suite8 webConnect by clicking **Advertisement** button from the **Post Networks** dialog and entering a comment, or pressing **Create Message** button to create the message from the selected report. The text can then be posted to Suite8 webConnect by selecting **Web Enabled** and also on the Advertisement Configuration by selecting the field **Rate Query**.

Note: The dates have to be filled only for **Advertisement Dates**. It is not possible entering **Reservation Dates** for the Advertisement.

When using **Tweet** and **Advertisement** on the **Post Networks** dialog, the **Advertisement configuration** has to be completed before sending the **Tweet**, as the dialog closes after posting to Social Networks and confirming the **Post successful** message.

9 Suite8 webConnect and Block Reservations

Using Web Promotions

Picking up reservations from allotments by a guest

With web promotions, rooms can be picked up from existing blocks. To use this, the flag **Use Promotion codes in blocks** has to be active under **Global Settings->Reservation3** tab and a web promotion code entered on the block header. In the file **global.asax**, the following line: **hotel.usePromotions = true; //use Web Promotions (blocks)** should be activated. On Suite8 webConnect the promotion code can be entered when queering reservation dates. This is useful for travel agents, companies as well as for individual guests who can pick up rooms from the block with the provided promotion code. To change web promotions on the block header, the user right: **Change Web Promotion** in Suite8 under **Configuration->Users->Rights->Blocks** has to be activated.

Use Web Promotions as parameter on Suite8 webConnect

The block promotion code can be called with parameters allowing entering only the relevant dates and when pressing **Search** button the **ShowBriefPrice** dialog box is opened directly for the requested promotion code. The following example is for a localhost connection and the promotion code **Promotion**: *http://localhost/v8Client/Inquiry.aspx?promotion=Promotion*

Hiding Reservations linked to blocks with no web promotion code

If the line: **hotel.hideNotWebBlockRes = true;** is activated in the file **global.asax**, reservations linked to a block with no web promotion code are not displayed on Suite8 webConnect.

Drive access control of reservations linked to blocks

The variable: **hotel.fullControlOnlyS8HPRes = true;** in the file **global.asax** defines if reservations made in the Suite8 are displayed with no price information and cannot be cancelled or changed via Suite8 home page, the full control is given only to reservations made via Suite8 webConnect only.

Picking up reservations from allotments by a booker

It is also possible allowing pickup of reservations from allotments in Suite8 by a booker from a company or travel agent. To use this, the flag: **Use Block Pickup Agents** under Suite8 Configuration **Global Settings->Reservation4** tab has to be activated. When editing the block, an additional tab **Pickup Agent** is then available on the block header, allowing linking a company profile with a corporate ID. The profile linked to this company profile can then log-on to Suite8 webConnect and open the Tab **Allotments** under **My Account** and pick up reservations from the block. The flag **Show Allotments** has to be selected under Suite8 webConnect in **Suite8 Configuration -> Suite8 Homepage -> Set up -> Tab2**.

Indicating promotions on Suite8 webConnect

Promotion can be displayed on Suite8 webConnect if they are marked as such on the Promotion Configuration on the Tab **Web** with the field **Indicate in Web**. On the same tab a **Web Short Info** and a **Web Long Info** can be entered. On the tab **Pictures**, images can be linked to the promotion. If the rate code has rate details per room type and a promotion linked to each rate detail, then the promotion is displayed once on the header of the rate code on webConnect, if it is linked to only

some of the rate details, the promotion is shown on the Room Types where applicable. The original price is shown erased and the promotion price next to the original price on webConnect.

10 Suite8 webConnect and Bonus Point Cards

The Bonus Point Card Module can be accessed via Suite8 webConnect and new members can enroll for Bonus Point Membership. To use this, activate the parameter: **hotel.BonuspointMembershipFeature = true;** in the file **Global.asax**. Bonus Point Cards configured in Suite8 Configuration as **Web Enabled** are then available when registering on Suite8 webConnect on the Bonus Point tab under **My Account**. The Bonus Point details such as Membership Number, Membership Type and Current Points are displayed on top and the actual statement of the bonus point card is displayed.

New Enrollment

Guest registering on Suite8 webConnect for the first time or guest with no membership can apply for a bonus point membership by clicking **Register** button when selecting **Bonus Point** tab under **My Account**

HOTEL MUSTERMANN ★★★★★
Bei uns finden Sie ipsum!


language: EN ▾ Mr. Zero | My Account | Log out

Room Reservation Voucher Shop Table Reservation Wellness & SPA Calendar Events

Account Settings

General Data Preferences Reservations Table Reservations **Bonus Point** Registered Events Custom page

You currently do not have a membership. You may register now

 [Register](#)

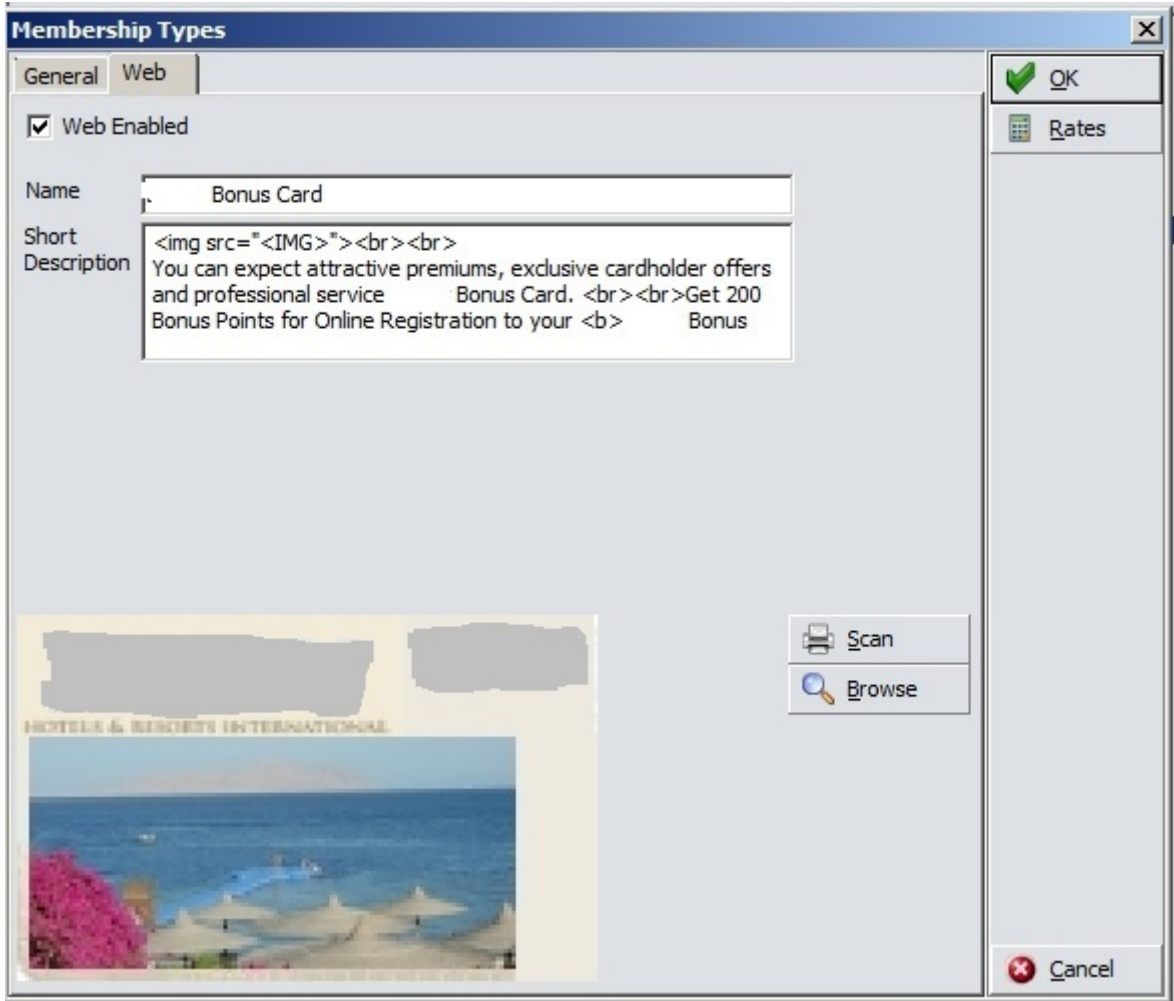
You can expect attractive premiums, exclusive cardholder offers and professional service Savoy Bonus Card.

Get 200 Bonus Points for Online Registration to your **Savoy Bonus Card**

[Save changes](#)

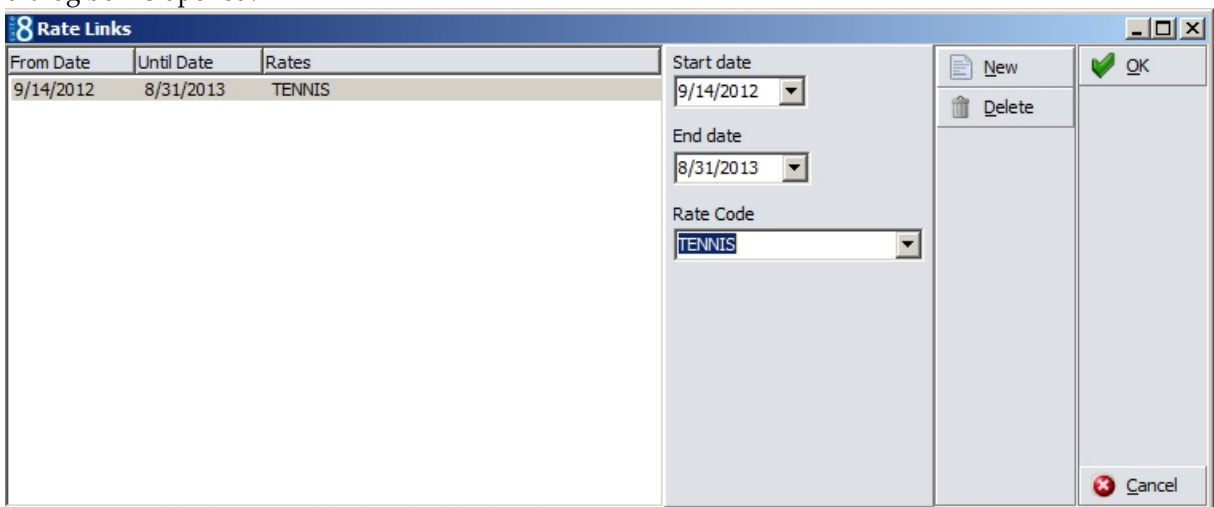
Configuring Membership Types

Under **Configuration->CRM->Membership Types** when editing the bonus point membership and selecting the tab **Web**, the bonus point membership and layout on Suite8 webConnect can be configured



Linking Rates

Rate codes can be linked to the membership types. When pressing **Rates** button, the Rate Links dialog box is opened:



Enter the Start and End Date and select a Rate Code that should be linked to the membership type. If this card is attached to the profile, the rate code of the membership type configuration is linked to the rate codes of the profile. The rate code is then suggested every time this profile name is entered on the Rate Query (Ctrl + R) or when entering a new reservation in Suite8 or via Suite8

webConnect. If the guest has a login to Suite8 webConnect and has a club member card with a rate code linked, then even if the rate code is not marked as **Web Enabled** when the guest logs on to Suite8 webConnect and creates a reservation, the code linked to the membership card is prompted.

Bonus Point tab on Suite8 webConnect

Registered members can select the tab **Bonus Point** to view their bonus point card statement under **My Accounts**.

11 Suite8 webConnect and Table Reservation

Table reservations can be booked and viewed via Suite8 webConnect. When using table reservations and Suite8 webConnect, no additional license is required.

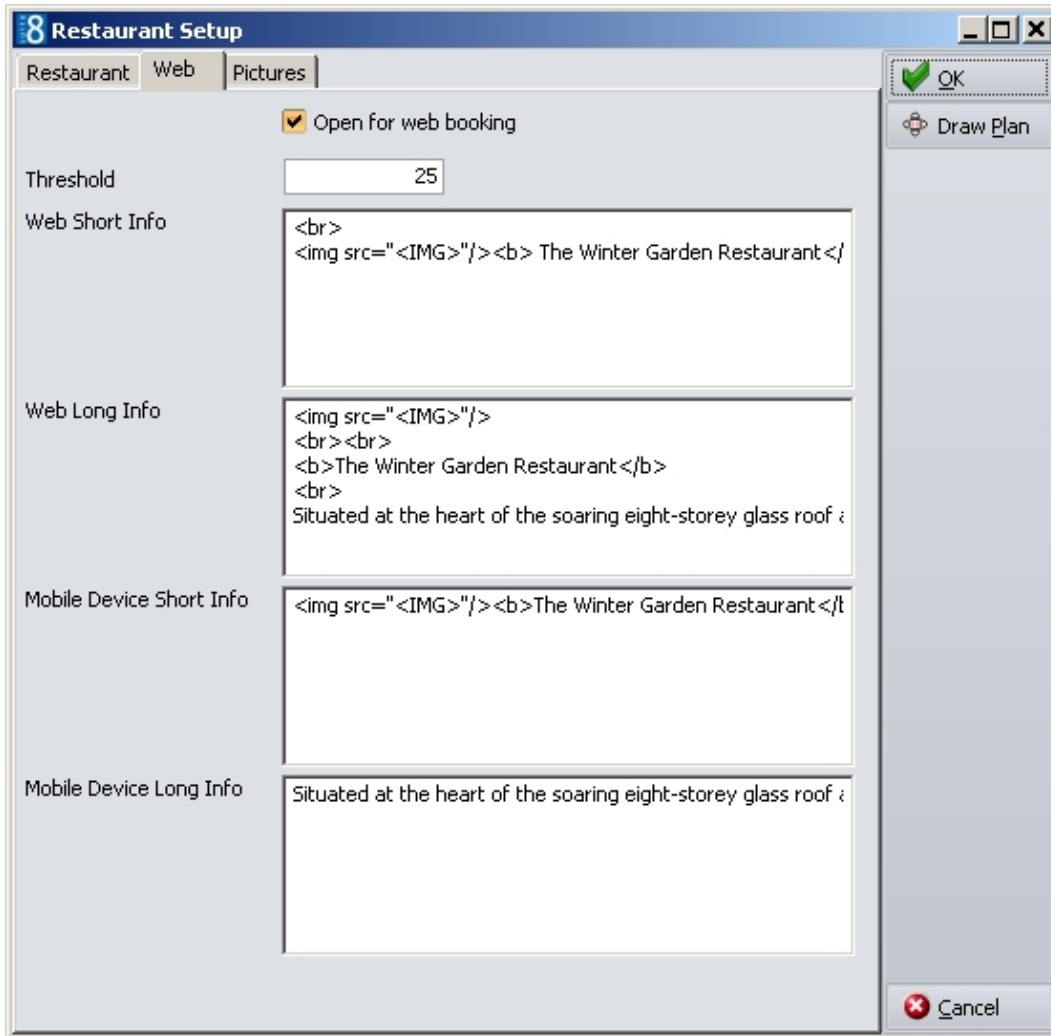
On the restaurant setup, when selecting **Web** tab, restaurants can be set to **Web enabled** and the long and short info for web and mobile devices can be configured.

Restaurants Opening Times

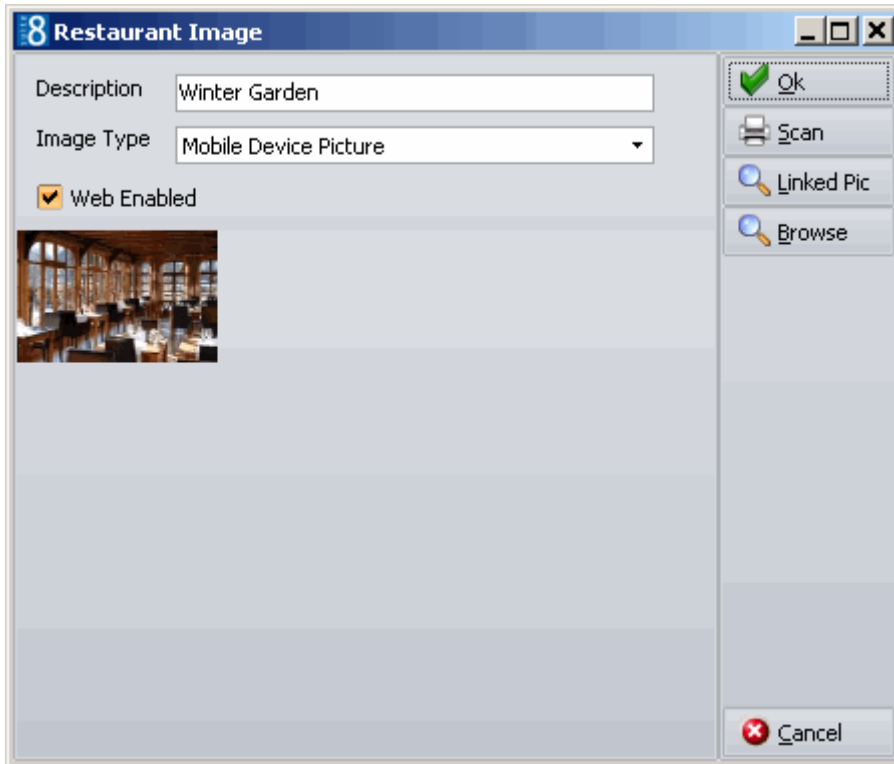
On the Restaurants opening times, it is possible defining the Reservation Time Templates per Outlet and selecting which Template should be available for Web Booking. Each template that should be displayed on the WEB has to be set as **Web enabled**. On the Restaurants setup, the flag **Use only Standard Reservation Time** has been added to the **Web** Tab and defines if selected, that only the standard Reservation Times from the Template can be used for Table Reservations via web booking.

Restaurants

Go to Setup->Configuration->Table Reservation->Restaurants, select the **Web** tab, activate the flag **Open for web booking** and configure the restaurant for Suite8 webConnect and mobile devices:



The Threshold defines the maximum number of seats which can be booked via Suite8 webConnect for the selected restaurant. Select **Pictures** tab to link pictures for the display on mobile devices and Suite8 webConnect or via advertisement ticker



Under **Configuration->Suite8 Homepage->Set Up 1 Tab**, the maximum number of persons available for selection on the reservation conditions is defined.

Define a maximum number of days a table reservation can be booked in the future


Table reservations online can be limited to a certain date in the future. This is completed by defining a number of days from the actual date the request is made online and not allowing any reservation passing the calculated date. The flag **hotel.maxDaysFromTodayTabRes=the number of days**; can be activated in the file **Global.asax**. If the number of days is set to 90 and a table reservation is requested for a date in the future which is after 90 days from the day the request is made, this table reservation cannot be completed.




Table Reservation Online




The table reservation is called via the following URL address:
<http://localhost/V8Client/TabResInquiry.aspx> . This example is for a localhost connection. Properties have to replace 'localhost' with the address of their Web Site:









Table Reservation

Date: 16/01/2017  Time: 17:00 ▾

 Number of Adults:  

 Teenager 13 - 17 Years:  

 Child 6 - 12 Years:  

 Baby 0 - 5 Years:  

Proposed restaurants

Hotel Bar 18:00 - 20:00

From the Availability chart a time range can be selected.

Next, the page to review the table reservation booking is prompted:



REVIEW YOUR BOOKING



Restaurant: Hotel Bar
Date: 16/01/2017
Time: 18:00 - 20:00
2 adults

Notes:

Clicking Add to Cart opens the Confirmation Page:



Your Shopping Cart Content

	Number	Product	Price	Delete
	1	Hotel Bar, 2 adults 16.01.2017 18:00		
Total to be paid			0.00	
				<input type="text" value="Voucher Number"/>
				<input type="button" value="Confirm"/>

By clicking **Confirm** the guest is redirected to the Suite8 webConnect Register Page.

12 Suite8 webConnect and Voucher Management

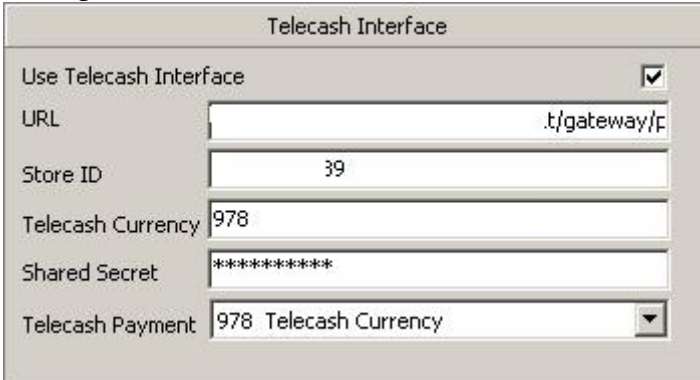
Vouchers can be sold, linked and redeemed via Suite8 webConnect.

Selling Vouchers using Online Payment

The following examples are based on the Telecash & VR Pay Interface. The necessary pages are provided with the Suite8 webConnect installation shield.

Configure the Payment Gateway

The Telecash Interface is configured under **Suite8 Configuration->Miscellaneous-> Global Settings->Interface5** tab:

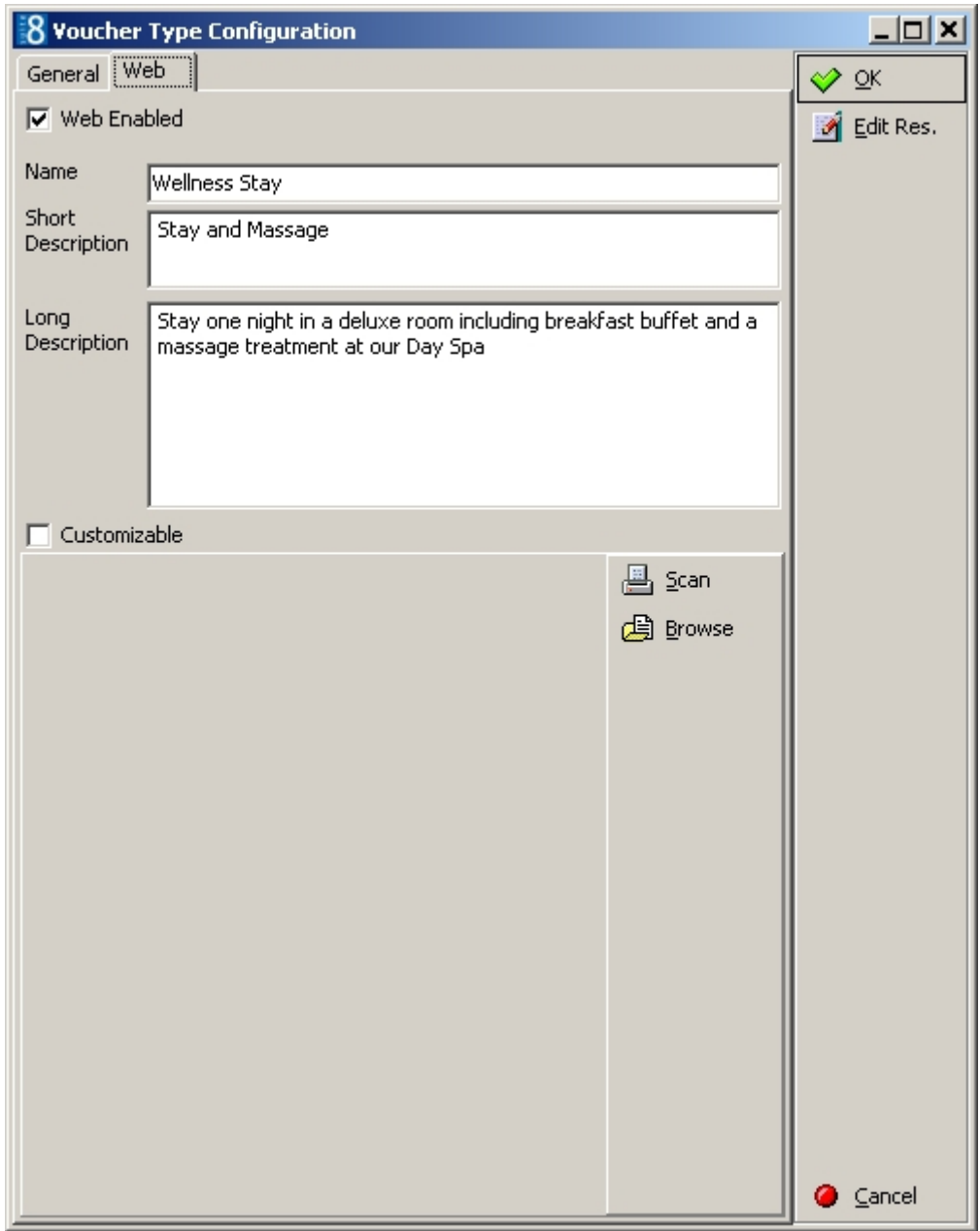


The screenshot shows a configuration window titled "Telecash Interface". It contains the following fields:

Field	Value
Use Telecash Interface	<input checked="" type="checkbox"/>
URL	.t/gateway/p
Store ID	39
Telecash Currency	978
Shared Secret	*****
Telecash Payment	978 Telecash Currency

Activate Voucher Types for Web Booking

Voucher Types are configured under **Suite8 Configuration->Voucher Management->Voucher Types**. For Web booking the voucher type has to be marked as **Web Enabled**, a name, short and long description for displaying on Suite8 webConnect have to be entered:



A picture of the voucher can be scanned or selected from the folder.

To call the voucher management online use the following URL Address:
http://Suite8 webConnect IP/V8Client/VoucherSelection.aspx.

Note: When using Telecash, the IP address has to be entered for the Suite8 webConnect, it is not possible testing this by using ,localhost'.

The Voucher Selection Page is displayed, listing all Vouchers marked as **Web Enabled** for selection.

The screenshot shows the 'Voucher Shop' section of the Suite8 webConnect website. The header includes the hotel name 'HOTEL MUSTERMANN ★★★★★' and navigation links for 'Room Reservation', 'Voucher Shop', 'Table Reservation', 'Wellness & SPA', and 'Calendar Events'. The main heading is 'Select Vouchers and Quantities'. Three voucher options are listed:

- Restaurant Voucher 10 ?**: Price 10.00 €. Quantity: 0.
- Wellness Spa Gift Card**: Price 50.05 €. Description: 'Give the gift of the Wellness Spa! With a Wellness Spa Gift Card, you can give the option to choose from all products and services we provide.' Quantity: 0.
- The Spa Taster**: Price 25.00 €. Description: 'Foot ritual with consultation, Spa lunch, ESPA aromatherapy body massage. A short but effective treatment of your choice.' Quantity: 25.

Each voucher has a 'Show Details' link and a quantity selector with minus, zero, and plus buttons.

Selecting a Quantity and clicking **Add to Cart** button, directs to the next page:

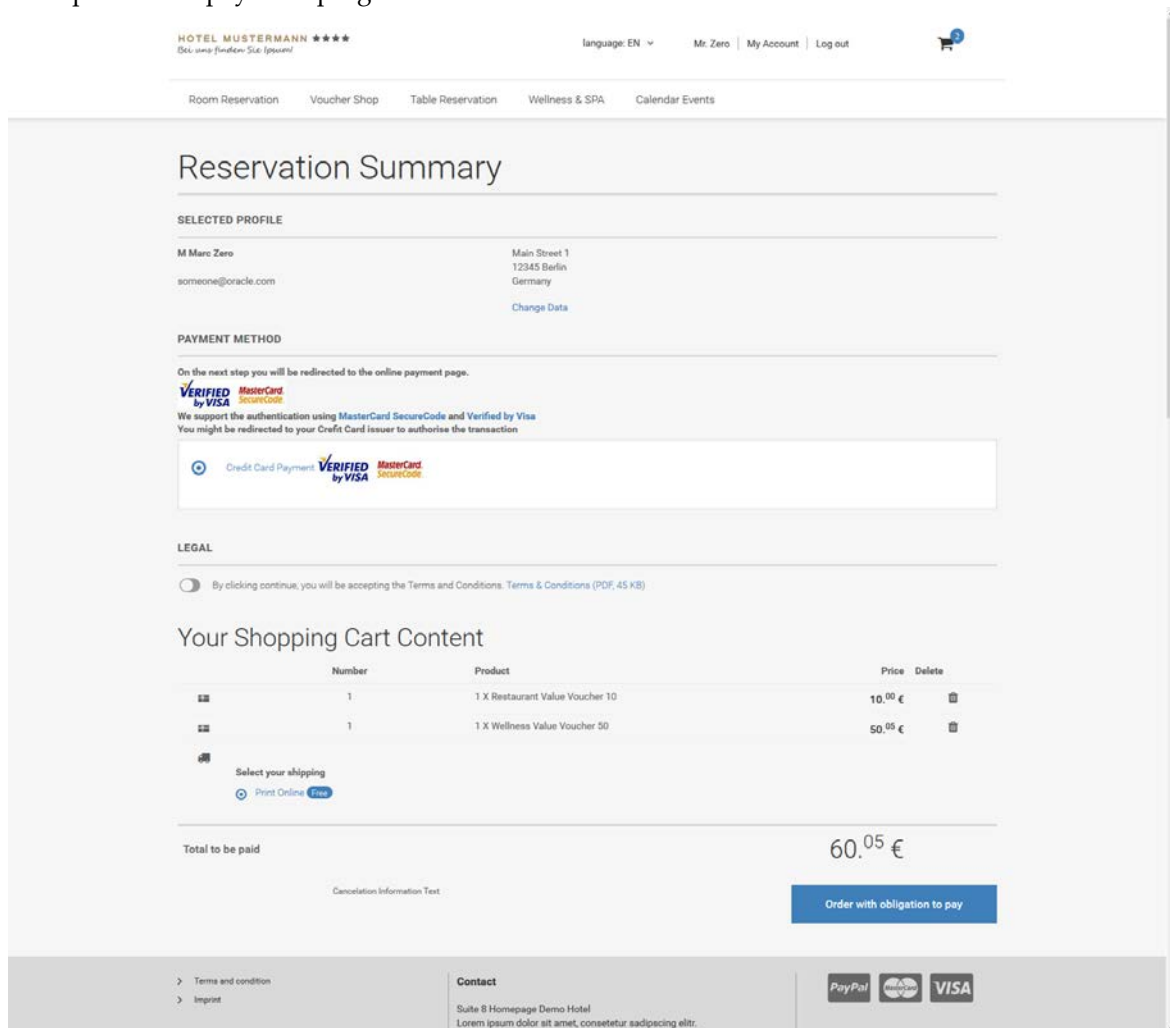
The screenshot shows the 'Your Shopping Cart Content' page. The header is identical to the previous page. The cart contains two items:

Number	Product	Price	Delete
1	1 X Restaurant Value Voucher 10	10.00 €	
1	1 X Wellness Value Voucher 50	50.05 €	

The total amount is 60.05 €. There is a 'Voucher Number' input field and a blue 'Confirm' button.

Clicking **Confirm** redirects to the Register Page of Suite8 webConnect and after registration, the logged in user is transferred to the final confirmation page.

The layout of this page depends on the corresponding installed payment plugin; in the following example several payment plugins are activated:



The user needs to agree with the terms and conditions and click **Order with obligation to pay** button to open payment plugin URL page for transmitting the payment details.

Linking online reservations to a voucher number

If an online reservation should be linked to a voucher by entering the voucher number, the following variable has to be activated in the Suite8 webConnect configuration file **Global.asax**: **hotel.attachVouchersToReservations = true; //**. Vouchers defined as **Arrangement** and **Web enabled** can be linked to the reservation on Suite8 webConnect by entering the Voucher Number.

Redeeming a Voucher Online

When using a voucher for payment of a table reservation or reservation via Suite8 webConnect, the following configuration is required in Micros POS and Suite8:

A specific payment method has to be configured on the Micros POS for voucher redemption. This payment method must be defined as **Cash & Credit Card** method with a linked pay master in Suite8. Auto balancing must be disabled for this payment method. When redeeming a voucher, the Suite8 routines automatically post the voucher credit to the target account so that the balance is reduced.

In Suite8 under **Configuration->Voucher Management->Voucher Types**, the configured voucher type must be set to **Value** and the field: **Partial Redemption Allowed** has to be selected. Voucher

numbers are case sensitive and therefore it is strongly recommended to define a number template on the voucher configuration.

Flexible Voucher Price

When using flexible Voucher Price, guests can override the price of a voucher on Suite8 webConnect. To use this, the Voucher Type has to be set to **Customizable** when editing the Voucher Type in Suite8 Configuration and selecting the **Web** Tab. Each Voucher Price of a type marked as 'Customizable' can be changed via Suite8 webConnect.

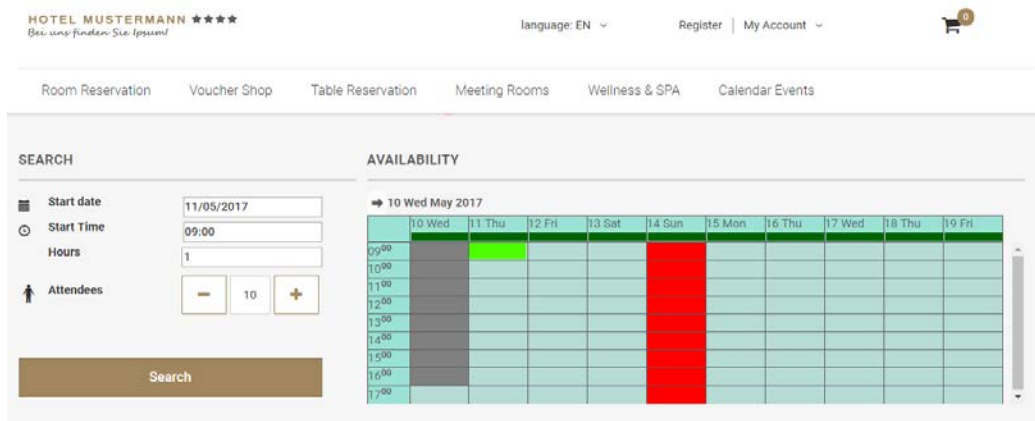
13 Suite8 webConnect and Conference and Catering Management

Calendar Page

1. Start the Homepage.



2. Click on **Meeting Rooms**.



The system calculates the availability for a period of 45 days, independent of the **Days Web Availability** defined in the setup. As soon as a new date is selected the availability will be re-calculated.

Calendar

The calendar is limited to the entered value of days defined in the setup.

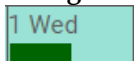
Light blue: Date and time is available for bookings.

Red: The day is not available for bookings, either it is defined as not available in the configuration or the system cannot find any availability nor alternative for this date.

Gray: Date or time is in the past

Light gray: Date or time is in the past or out of booking period.

Dark green: Shows the availability % indicator. This indicator takes the total number of packages configured to be open for the web. It calculates the number of packages which are really available for this day (packages available / total packages open for web) and the calculated result is represented by the dark green line. In case the result would be zero the whole day is marked red.



-
1. **Start Date:** Enter the required date.
 2. **Start Time:** Enter the required time. By default the system will point to first time available.
 3. **Hours:** Enter the required hours. By default the hours defined in the setup are displayed.
 4. **Attendants** Enter the required attendees. By default the minimum attendants as defined in the setup are displayed.

3. Press **Search**

Package Result Page

The package result page shows first the available packages and then the alternative available packages. Within those 2 groups they are ordered price ascending or descending, as specified in the [Suite8 Homepage Set up](#). The detailed information of the packages can be set in the long web info section of the package. The system will display a brief summary of all events (time and event type) underneath. On the right, the arrangement is displayed, taken from the short web info. Minimum and maximum capacity are provided by the seating arrangement and function space selected by the system.

Available packages

The following conditions are taken into consideration before the package is included in the result page as being available

- The number of attendants must fall between the general min / max attendants indicated on the Suite8 Homepage Set up.
- The package length must be equal to the search criteria.
- One of the function spaces selected in the [Web FS](#) setup must be available and this for all individual events, according to the event time slots defined in the package configuration.
- The number of attendants must fit within the selected seating arrangements in the [Web FS](#) setup.

Alternative packages

Alternative to the available packages the system displays available packages which come as close as possible to your search criteria.

The following conditions are taken into consideration

- When the desired start time and start time of the alternative package is less than 2 hours difference.
Example: The customer selects 9:00 am as start time. However one of the packages becomes only available at 11:15. The system will not show this alternative package as having a meeting 2 hours later does not fall in the 2 hours period. When you select 10:00 am the package will show as alternative with reason available from 11:15. This because start time and start time of alternative package is less than 2 hours.
- When a package is available for another length.
- When the package is available for a different number of attendants.
In this case, you are not able to book the package directly as you need to specify again the number of attendants and select search in order to be able to book this package.

SEARCH

Start date:

Start Time:

Hours:


Attendees:

Search

AVAILABILITY

→ 10 Wed May 2017

	10 Wed	11 Thu	12 Fri	13 Sat	14 Sun	15 Mon	16 Thu	17 Wed	18 Thu	19 Fri
09:00										
10:00										
11:00										
12:00										
13:00										
14:00										
15:00										
16:00										
17:00										




Meeting Package Deluxe
 Welcome coffee
 Meeting room including all necessary audio and visual equipment as well as flip chart.
 Luxury coffee break including Coffee & Tea, soft drinks and apple assortment of pastries.
 09:00-09:30 Meeting; 10:00-11:00 Coffee break

Arrangement
 Capacity
 Hours
 Price per person
 Total

Meeting Package Deluxe
 Min=4 - Max = 14
 1
 55 €
 550 €

Book Now




Meeting Package Basic 3
 Welcome coffee
 Meeting room including all necessary audio and visual equipment as well as flip chart.
 Basic coffee break including Coffee & Tea, pastries.
 09:00-09:45 Welcome Coffee; 10:00-12:00 Meeting; 12:00-12:15 Coffee break
Available for another length

Arrangement
 Capacity
 Hours
 Price per person
 Total

Meeting Package Basic 3
 Min=10 - Max = 20
 2
 40 €
 400 €

Book Now



Conference Buffet package II
 Meeting room with all necessary audio and visual equipment as well as flip chart
 Basic coffee break including Coffee & Tea, pastries.
 Ample Buffet of cold and warm dishes
 09:00-10:00 Meeting; 10:05-10:30 Coffee break; 12:00-13:30 Lunch
Available for different attendees

Arrangement
 Capacity
 Hours
 Price per person
 Total

Conf Buffet Pack II
 Min=12 - Max = 100
 4
 65 €
 650 €



Booking of packages

1. Click **Book Now** on the according package.

YOUR BOOKING CONTENT

Attendents	Product	Price per person
10	Meeting Package Basic : 28/02/2017 09:00:00 - 28/02/2017 10:30:00 Meeting room including all necessary audio and visual equipment as well as flip chart. Basic coffee break including Coffee & Tea, pastries.	35 €
Total		350 €

DETAILS

	Meeting	Event From - To Attendents Function Space: Seating:	Meeting 09:00 - 10:00 10 Room1 U-shape
	Coffee break	Event From - To Attendents Function Space: Seating:	Coffee break 10:00 - 10:30 10 Restaurant Boardroom resto

Notes

Confirm

The details and prices are listed and you can enter additional information in the **Notes** field.

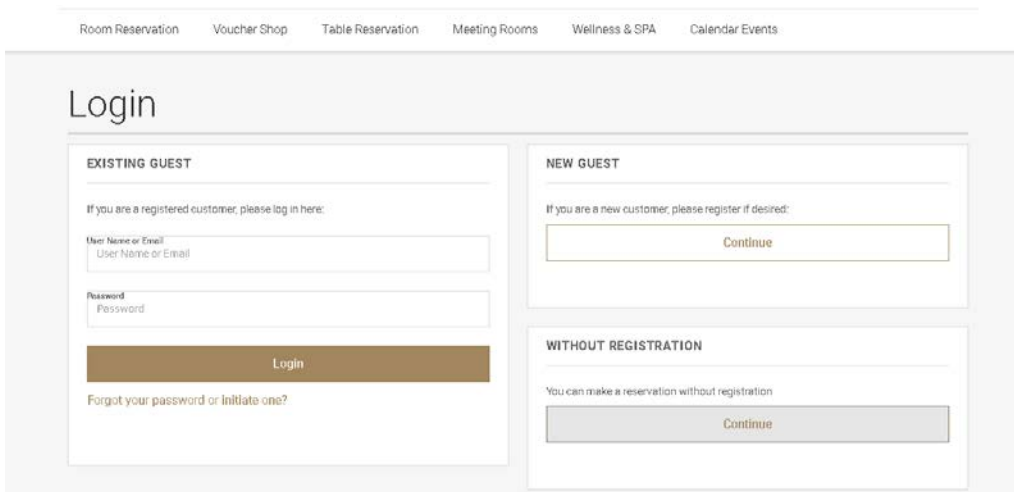
2. Click **Confirm**.



Your shopping cart content gets displayed with the ability to enter a voucher.

Note: The online payment is not available yet..

3. Click **Confirm** and you can login or register.



4. When you register you can enter the Corporate ID of your company. This will automatically link the company to your booking and to your profile.

PERSONAL DATA

Language* Nationality Gender

Creating* First Name* Last Name*

ADDRESS

Street 1* Street 2

City* Zip*

Country

LINK ACCOUNT TO COMPANY

Optionally link your account with a company id

Corporate ID

- 5.

- After you logged in you see the **Reservation Summary** with all details and the option to change the reservation profile and to order. Before you order don't forget to accept the Terms and Conditions.

Room Reservation Voucher Shop Table Reservation Meeting Rooms Wellness & SPA Calendar Events

Reservation Summary

SELECTED PROFILE

Mr. Patrick Jones (M)	Oracle Street 15
JonesP@email.com	3000 Hamburger City
	Germany
Selected profile Patrick Jones	Change Data

LEGAL

By clicking continue, you will be accepting the Terms and Conditions. Terms & Conditions (PDF, 45 KB)

Your Shopping Cart Content

Number	Product	Price	Delete
11	Meeting package Basic , Participants 11 Online Payment not feasible. Please pay the amount on site after consumption : 44.00 €		
Total to be paid		0.00 €	

[Cancellation Information Text](#)

[Order with obligation to pay](#) [Change reservation profile](#)

- When you ordered you get a confirmation which you can also print.

Room Reservation Voucher Shop Table Reservation Meeting Rooms Wellness & SPA Calendar Events

Confirmation

Product	Price per day	Confirmation
Meeting package Basic , Participants 11 Online Payment not feasible. Please pay the amount on site after consumption : 44.00 €	0.00 €	1570 Print
Total	0.00 €	

[Next](#) [New Reservation](#)

8. Go to Suite8 to see the booking.

Conference Booking

Arrival Date: 09.05.2017 incl. inhouse Hide history In: Actual Query

Conf. Status: Rms. Status:

Booking ID: Conf. Manager:

Company Name:

Contact Name:

Adv. Query: incl. Participants Participants only

Conf. Mgr.	Rms. Mgr.	Arrival Date	Booking Name	Conf. Stat.	Rms. Stat.	Pax	Notes	Company Name	Contact Name	ID	FunctionType	FA
CS		09.05.2017	Meeting Package Basic 2	WEB		11		Oracle Inc.	Jones, Patrick	1569		

Event Details of booking Meeting Package Basic 2 - 09.05.2017 (Booking ID: 1569)

Company Name: Oracle Inc.

Contact Name: Jones, Patrick

Contact on site:

Booking Name: Meeting Package Basic 2

Catering Status: WEB Start / End Date: 09.05.2017 - 09.05.2017 ID: 1569

Package: Search

group by package

Plg	Start / End Date	Start / End Time	Status	Event Name	Notes	Pax / Function Space	Seating	Segment	Plg Code	Alternative	ID
	09.05.2017 - 09.05.2017	15:00 - 16:00	WEB	Meeting		11 Ball 1	Theatre Style	CC1	MR22		2141
✓	09.05.2017 - 09.05.2017	16:00 - 16:30	WEB	Coffee break		11 Room 1	U-Shape	CC1	MR22		2139

Manual post, Print, Options, Close

14 Suite8 webConnect and Questionnaire Survey

Questionnaire surveys can be completed via Suite8 webConnect, for example when informing regular guests with the Properties' Newsletter or when the guest checks out or makes a reservation. Questionnaire helps evaluating how the property can improve services. The link and parameters for opening the questionnaire is supplied to the guest by the property; the reservation id or profile id and the questionnaire form code are required as parameters to call the properties web site with. For example on a localhost connection the following link can be used and is send or referred to:

<http://localhost/V8Client/questionnaire/Questionnaire.aspx?QuestionnaireForm=STA&ProfileID=1270>

The screenshot shows a web browser displaying a questionnaire for 'HOTEL MUSTERMANN *****'. The page header includes the hotel name, a language dropdown set to 'EN', and user information 'Mr. Zero | My Account | Log out'. A navigation menu contains 'Room Reservation', 'Voucher Shop', 'Table Reservation', 'Wellness & SPA', and 'Calendar Events'. The main content area is titled 'Questionnaire' and includes a greeting: 'Dear Mr. Zero, welcome at your favourite destination. While you are staying in our hotel we would like to ask you for your feedback. How can we do better to satisfy you even more?'. The survey is divided into sections: 'ACCOMODATION' (with 'Service' options: unsatisfying, so-so, ok, good, excellent), 'Would you consider staying again in our hotel?' (options: Yes, Maybe, No, never ever again), 'How will or did you arrive to the Hotel?' (options: By car, By bus, By Train, By Airline), 'RESTAURANT' (with 'Breakfast' options: unsatisfying, so, ok, good, excellent), 'GENERAL' (with 'Price' options: unsatisfying, so-so, ok, good, excellent), and a 'Comments' text area. A blue 'Submit' button is located at the bottom right of the form.

Pressing **Submit** button transfers the survey to Suite8 and can be accessed from the miscellaneous drop down menu.

There is no additional license required for using Questionnaire on Suite8 webConnect.

Limit the Comment Field characters

It is possible limiting the length of characters allowed for answers on Questions with the type 'Free Text'. When editing the Questionnaire Form under Configuration and editing a Question/Group with the type 'Free Text', the field: 'Maximum Answer Length' allows entering the maximum number of characters allowed for answers. If the Length ranges between '1' and '20' characters, a simple edit box is prompted on the Suite8 Questionnaire input and on Suite8 Homepage->Questionnaire, if the length is not defined or larger than 20, the memo box is prompted as usual, allowing entering the maximum characters defined.

Define Email Notification when a Questionnaire is received

It is possible configuring an email notification as soon as an online questionnaire form is submitted, to use this activate the flag: **Send Email Notification** under **Configuration->Suite8 Homepage->Set Up 1** Tab. The Notification **Email Recipient**, such as the Concierge or Guest Relations responsible persons' email address, **Notification Report** and **Notification Subject Report** can be selected under this option; the Notification and Notification Subject report have to be generated under **Miscellaneous->Reports** and can be selected via these fields.

15 Suite8 webConnect Widgets

A software widget is a generic type of software application comprising portable code intended for one or more different software platforms.

Available Parameters for Widgets

bc for background color followed by the color hex code

cl for font color followed by the color hex code

culture for the language culture

The following widgets are available on Suite8 webConnect:

Quick Booking Widget

The Quick booking dialog can be opened via Suite8 webConnect Browser directly, allowing queering the dates, nights, entering the number of adults and rooms, child age categories. By clicking on **Search** the Inquiry is launched and the page: **ShowBriefPrices** is opened with the proposed rates meeting the query. The widget for Quick Booking can be called on Suite8 webConnect as follows:

http://localhost/V8Client/widgets/QuickBooking.aspx?bc=EBE6D2&cl=58442D&culture=EN-EN

Using the above mentioned example, the background color is grey, the font color is brown and the language is 'English'.

Availability Calendar Widget

It is possible opening the Availability Calendar directly on Suite8 webConnect, selecting dates on the calendar, entering the number of adults and pressing **Search** button to start the Inquiry and open the page: **ShowBriefPrices** for the rates for the requested dates.

For example when opening the Availability Calendar element on a localhost connection with grey background color and brown font color and selecting the language culture 'English', it would look as follows:

localhost/v8client/Widgets/AvailCalendar.aspx?bc=EBE6D2&cl=58442D&culture=En-GB

TrustYou Widget

With a recent agreement Micros-Fidelio does offer **Trustyou** analytics semantic web search for Suite8 customers. Together with this cooperation Micros-Fidelio is allowed to integrate a SEAL into Suite8 webConnect reflecting the feedback on the various customer portals.

TrustYou Social Media Analytics is linked to Suite8 webConnect via advertisement ticker. The analytic code and the URL Parameters are provided by TrustYou. The information received from TrustYou is then entered as follows as Advertisement Ticker:

Name: TrustYou

Advertisement Text example:

```
<div class="imgFloatLeft"><iframe
src="http://widgets.trustyou.com/widgetizer?id=<YOUR HOTEL
ID>&module=2&size=big&lang=de&type=ty"
frameborder="0" width="100px"></iframe></div> <p>TrustYou reflects the unfiltered and honest
opinions of our guests.</p>
```

Integrating a CSV departure Report request

For integrating a CSV departure Request, the following SQL can be used:

TRUSTYOU_EXPORT.sql

```
chr(239) || chr(187) || chr(191) ||
(select wuss_value from wuss where wuss_name='UDEF_TRUST_YOU_HOTEL_ID')||';'||
V8_REP_YRES_INFOS.EMAIL||';'||
str2xml((select XCMS.XCMS_NAME3 from xcms where
XCMS.XCMS_ID=V8_REP_YRES_INFOS.YRES_XCMS_ID))||';'||
str2xml((select XCMS.XCMS_NAME1 from xcms where
XCMS.XCMS_ID=V8_REP_YRES_INFOS.YRES_XCMS_ID))||';'||
to_char(V8_REP_YRES_INFOS.YRES_EXPARRTIME,'YYYY-MM-DD')||';'||
to_char(V8_REP_YRES_INFOS.YRES_EXPDEPTIME,'YYYY-MM-DD')||';'||
nvl((select lower(WLAN_iso2) from wlan where wlan_id=V8_REP_YRES_INFOS.WLAN_ID),'de')
EXPORTWERT
--V8_REP_YRES_INFOS.EMAIL EXPORTWERT
from v8_rep_yres_infos where V8_REP_YRES_INFOS.POT_EMAIL_CANDI=1 and
V8_REP_YRES_INFOS.YRES_RESSTATUS=1 and
V8_REP_YRES_INFOS.YRES_EXPDEPTIME=:parameter
```

This Export can be copied under Export at the properties site.

Specials about this export:

It uses an **UTF-8 Code** for the fields **Firstname** and **Lastname**, which is completed by the function:

STR2XML

```
CREATE OR REPLACE FUNCTION Str2XML(
sInput IN VARCHAR
)
RETURN VARCHAR is
Result VARCHAR(2000);
BEGIN
Result := convert(DBMS_XMLGEN.CONVERT(sInput), 'UTF8');
RETURN Result;
END Str2XML;
/
```

To identify the export as UTF-8, it is necessary to pass at the beginning 3 Bytes: chr(239) || chr(187) || chr(191) || ...

The name of the file is free definable, but should end with .CSV

16 Google Analytics Tracking Web Site Traffic

Google Analytics is the enterprise-class web analytic solution that gives your property rich insights into the properties web site traffic and marketing effectiveness.

The variable: **hotel.GoogleAnalyticID** in the file `global.asax` has to contain the code provided by Google for the properties web site. Please note separate codes for the different hotel segments can be used.

In order to obtain a code, sign up with Google analytics <http://www.google.com/analytics/>,



Define the properties web site details:

Analytics: New Account Signup

General Information > Contact Information > Accept User Agreement > Add Tracking

Please enter the URL of the site you wish to track, and assign a name as it should appear in your Google Analytics reports

Website's URL: (e.g. www.mywebsite.com)

Account Name:

Time zone country or territory:

Time zone:

Follow the wizard to define the properties contact information, accept the User Agreement. On the last step, the wizard presents a tracking code

Analytics: Tracking Instructions

General Information > Contact Information > Accept User Agreement > **Add Tracking**

Standard **Advanced** Custom

1 What are you tracking?

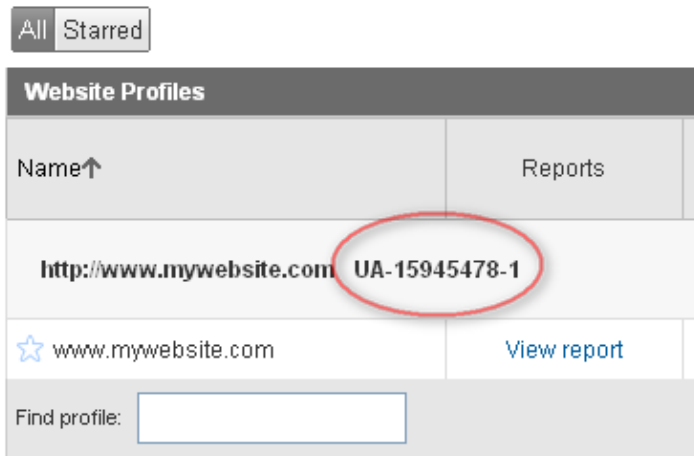
- A single domain (default)**
Domain:
- One domain with multiple subdomains
- Multiple top-level domains
- I want to track AdWords campaigns

2 Paste this code on your site

Copy the following code, then paste it onto every page you want to track immediately before the </body> tag. [Learn more](#)

```
<script type="text/javascript">
var gaJsHost = (("https:" == document.location.protocol) ? "https://ssl." : "http://www.");
document.write(unescape("%3Cscript src='" + gaJsHost + "google-analytics.com/ga.js' type="
</script>
<script type="text/javascript">
try {
var pageTracker = _gat._getTracker("UA-15945478-1");
pageTracker._trackPageview();
} catch(err) {}</script>
```

This is the site ID, which needs to be entered in the `global.asax`. It can be also always accessed later in the main analytic interface



Since Suite8 version 8.9.0.0, Google Analytics can be used not only for analyzing room reservations but also for recording website traffic for Vouchers and Table Reservations made via Suite8 webConnect. To use this, the products have become the following prefixes on Google Analytics:
ROOMRES_
TABLERES_
VOUCHER_

For Voucher Management for example, if there is a Voucher called **Wellness Voucher 50**, it is displayed in Google Analytics as **VOUCHER_Wellness Voucher 50**.

Parameter for Google Analytics

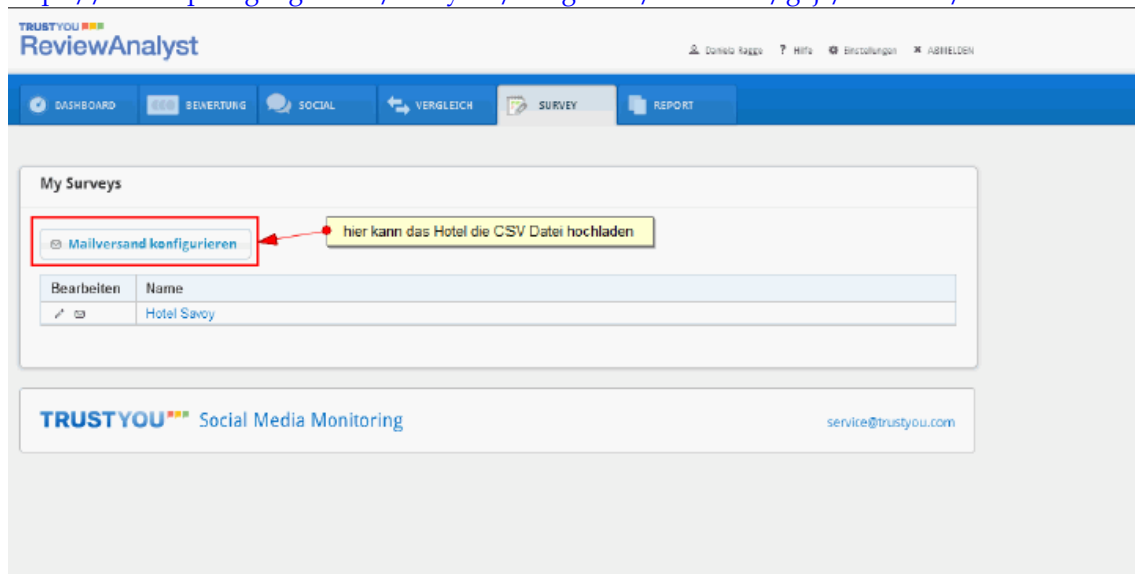
Parameters for Google Statistics are defined in the file: **GoogleAnalytics.ascx**.

By Default following parameters are used:

`_gaq.push(['_trackPageLoadTime']);` to track the page load time

For external reference please refer to

<https://developers.google.com/analytics/devguides/collection/gajs/methods/>



17 Google DeepLink

Since Suite8 Version 8.9.6.0, Google Deep Link is available for Suite8 webConnect and with this the functionality for building Dynamic POS URLs. The Hotel listings include links to landing pages where the end-users can book rooms. You can define how Google constructs the link so that it includes additional information about the user and their itinerary. For example, you can include information such as the hotel ID, language and currency codes, and check-in dates in the URL. For Suite8 webConnect the following Parameters are supported:

arrivalDay

arrivalMonth

arrivalYear

priceDisplayedTotal (optional) - the total cost of the room that is displayed to the user in the user's local currency

For example, with the following URL in Suite8:

```
http://localhost/v8Client/Inquiry.aspx?arrivalDay=15&arrivalMonth=2&arrivalYear=2015&nights=5&priceDisplayedTotal=723
```

The URL to be configured for google to receive this is as follows:

```
http://localhost/v8Client88/Inquiry.aspx?arrivalDay=(CHECKINDAY)&arrivalMonth=(CHECKINMONTH)&arrivalYear=(CHECKINYEAR)&nights=(LENGTH)&priceDisplayedTotal=(PRICE-DISPLAYED-TOTAL)
```

The minimum syntax is:

```
http://localhost/v8Client88/Inquiry.aspx?arrivalDay=(CHECKINDAY)&arrivalMonth=(CHECKINMONTH)&arrivalYear=(CHECKINYEAR)&nights=(LENGTH)
```

Optional parameters are:

priceDisplayedTotal=(PRICE-DISPLAYED-TOTAL)

roomType=(PARTNER-ROOM-ID)

rateCode=(RATE-PLAN-ID)

Please be aware of the following when configuring the URL in the XML:

Query string parameters must be separated by an ampersand ("&") in the final output. Because the ampersand is a special character in XML (and the Points of Sale file format is XML), you must use the encoded entity "&#amp;" in its place. The final output renders an actual "&" character. For example:

<!-- Do this: -->

```
<URL>http://www.partnerdomain.com?hotelID=(PARTNER-HOTEL-ID)&nights=(LENGTH)</URL>
```

<!-- Do NOT do this: -->

```
<URL>http://www.partnerdomain.com?hotelID=(PARTNER-HOTEL-ID)&nights=(LENGTH)</URL>
```

The latest specifications on this are available under:

<https://support.google.com/hotelprices/answer/6066068?hl=en#buildingurls>