

Oracle® Hospitality Suite8 WebConnect User Guide



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Preface

Audience

Suite8 webConnect guide 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 May, 2017	<ul style="list-style-type: none">• Release 8.10.1.0 –Updated• Release 8.10.2.0 – web connect for CCM
August, 2018	<ul style="list-style-type: none">• Release 8.13.0.0 – CCM adds support for flat and per hour rates.• CCM support for sub events.• CCM support for online payments• CCM cancellation of bookings.
March, 2019	<ul style="list-style-type: none">• Release 8.14.0.0 - Pre Check in via webConnect
July, 2019	<ul style="list-style-type: none">• Updated for terminology changes

Date	Description of Change
May, 2021	<ul style="list-style-type: none"><li data-bbox="922 275 1344 331">• Updated Available Online Payment Plugins topic.

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 and 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**

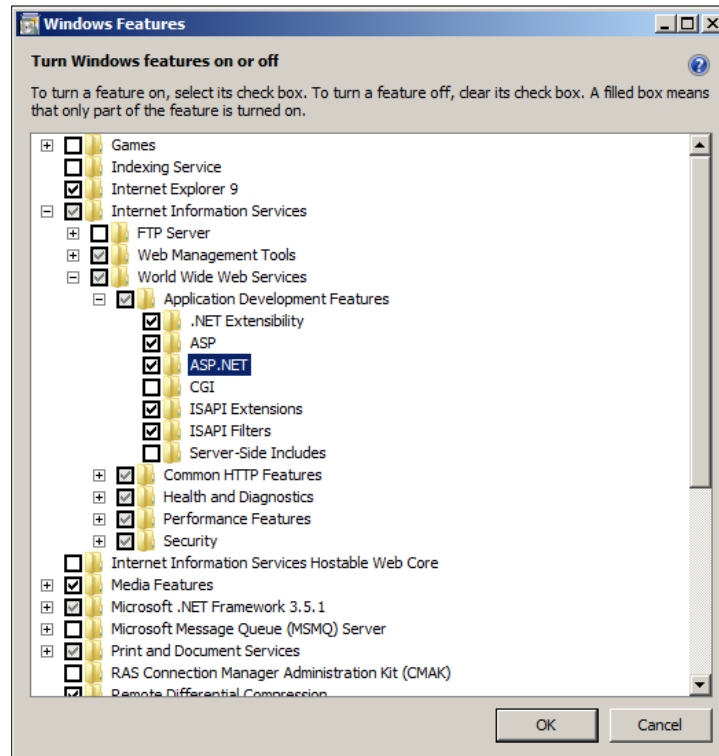


Activate the options:

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:

- 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

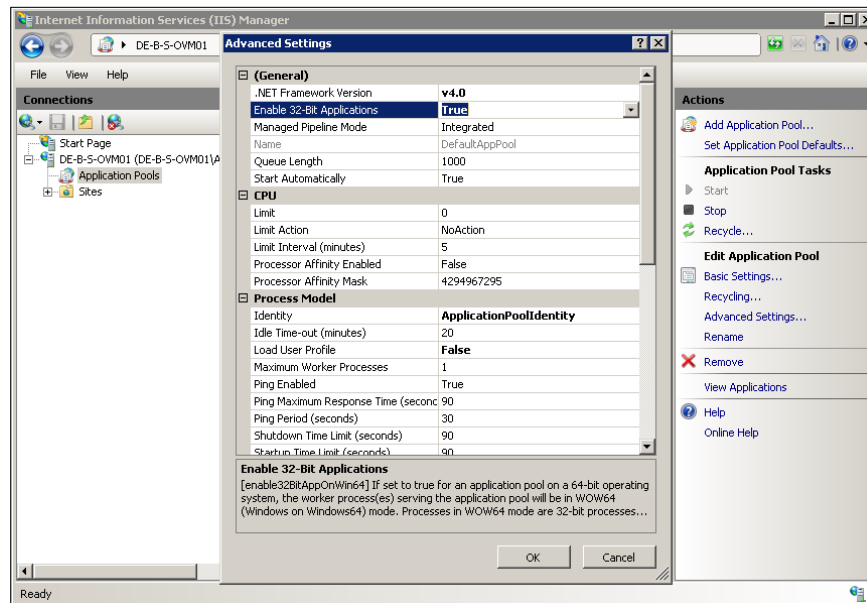
Application Pools

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.

Filter: Go Group by: No Grouping

Name	Status	.NET Frame...	Managed Pipel...	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

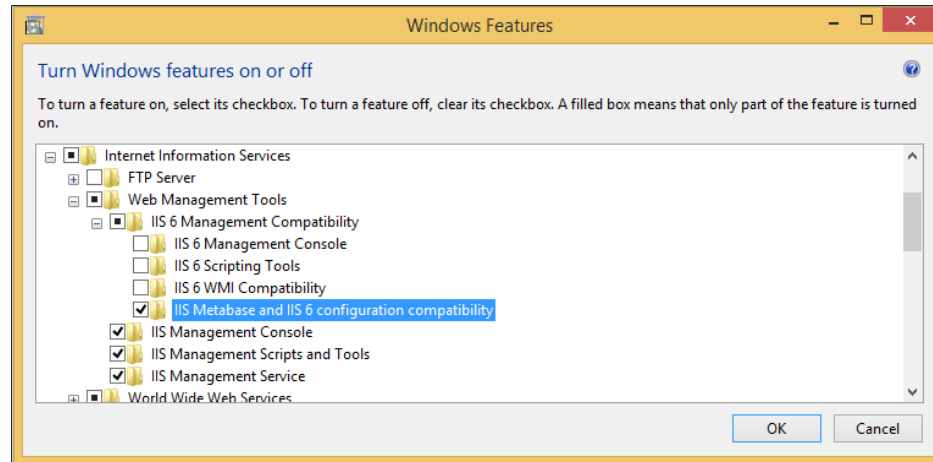
3. Select the **Advanced Settings** from right mouse click on **DefaultAppPool**
4. Apply the setting as indicated in the following screen shot:



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

Figure 2 For Windows7

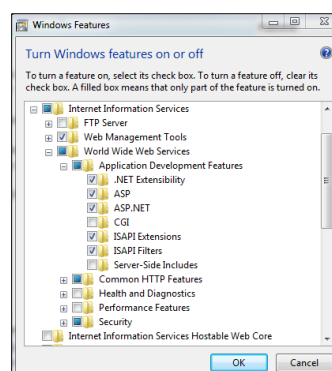
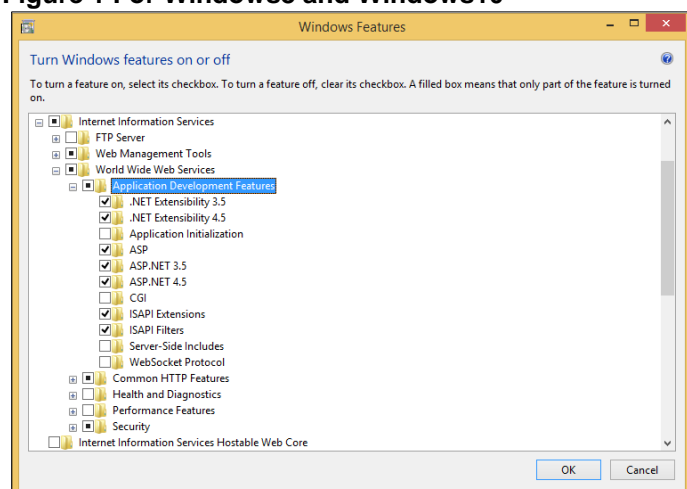


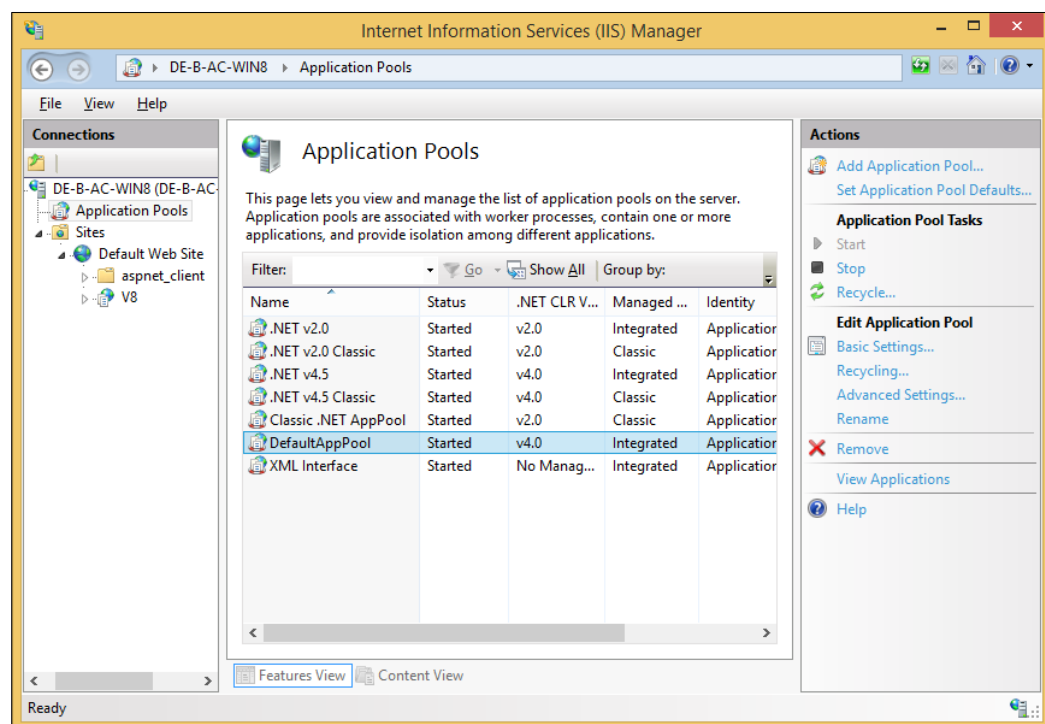
Figure 1 For Windows8 and Windows10



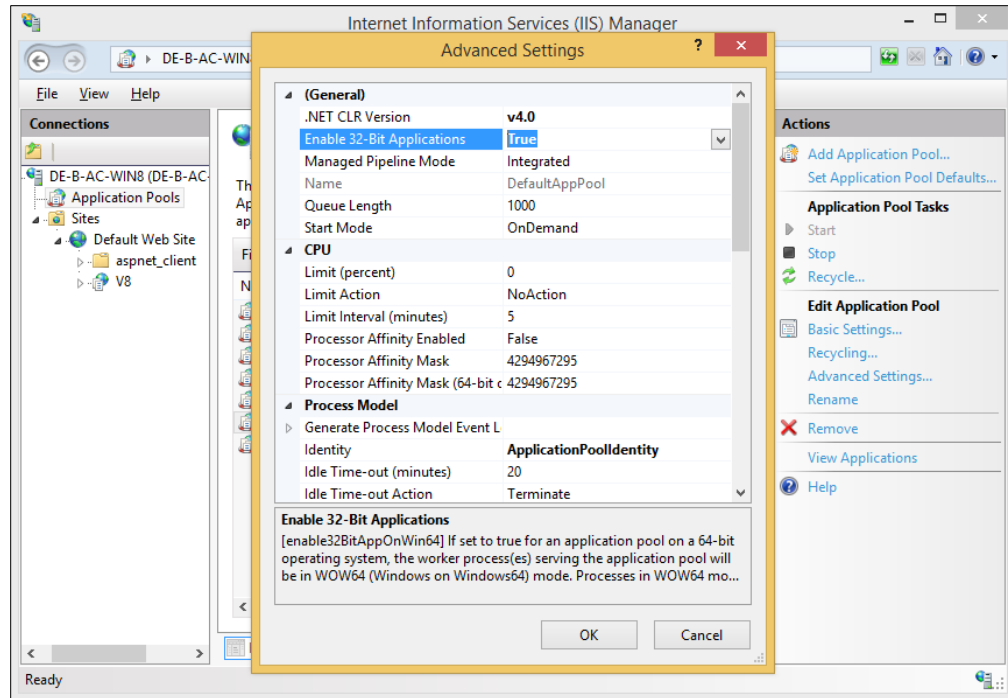
3. Activate the options as in the above screen shot

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



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



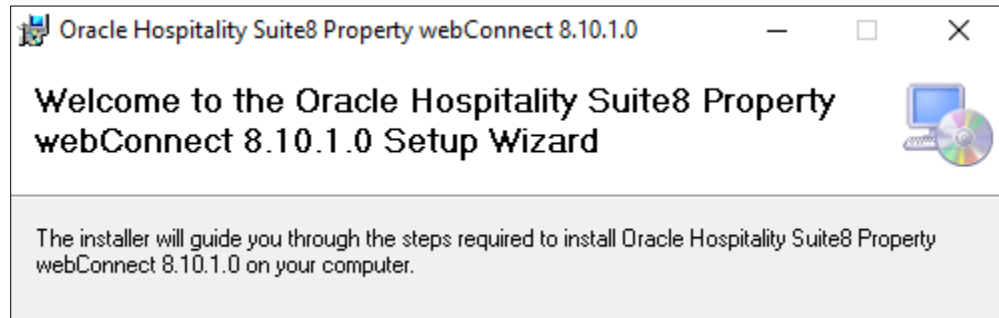
3

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

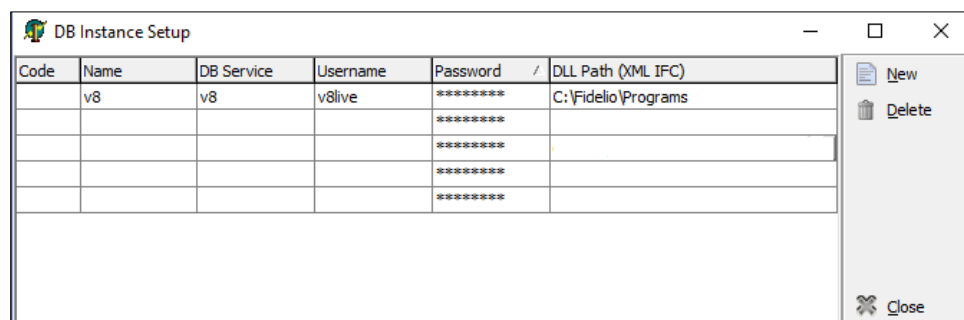
 **NOTE:**

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

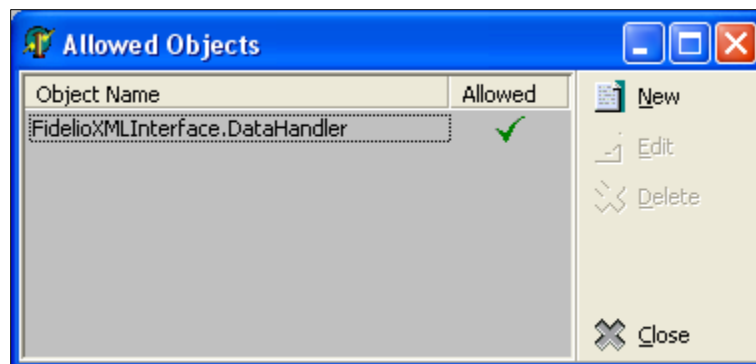


3. **Code:** The code is only required if there are several instances, for example when opening
the URL address, the instance name can be referred to as a parameter: ic=D1
4. **Name:** The name is not required

5. **DB Service:** The Database Service, usually V8. This is required
6. **Username:** The Username, such as V8live. This is required
7. **Password:** The Password for the Oracle User. This is required
8. **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:

XML Interface

Profile Match

Maximum selected records

Allow batch update

Maximum updated

Rate availability incl. tentative reservations

Rate availability incl. overbooking

Default Confirmation

Email Format

Html Directory

Reset Password Report

Reset Password Subject R.

Cancellation Report

Cancel. Subject Report

Profile Merge Rule

Report Cache Folder

Report Export Folder

Control Credit Limit on Postings

Allow duplicate profile email

Field	Description
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

Field	Description
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 configuration dialog for Suite8, Tab 1. It is divided into four main sections: General, CCM, Table Reservation, and Questionnaire.

- General:** Includes fields for Home Page URL, Booker Influence (Booker), Max. Web Reservation Date (01/01/2026), SRP Aul. Limit (Web), Department code for deposit (Deposit), and checkboxes for social media buttons (Facebook, Twitter, GooglePlus) and booking options (without registration, to login with Reservation ID, to pay directly, check in on MyStay Manager). It also has fields for profile picture management (Max Height: 99, Max Width: 99), maximum number of adults (3), children (2), persons (4), and LOS (1-60).
- CCM:** Includes Market Segment (WEB), Source Code (WEB/Web Booking), Channel Code (WEB/Web Booking), Notes Category (WEB Web Booking Note), Conference Manager (CS Claudius Steller), Status Code (Request via Web Booking), Confirmation Letter Report (75100 Editor Contra), and Department code for deposit (Deposit CCM). It also has fields for Availability Start Time (9), End Time (18), Interval (60 min), Default Hours (1), Min Att. (30), Max Att. (40), Days Web Availability (70), Calendar Days (Sun, Mon, Tue, Wed, Thu, Fri, Sat), and Price ascendi.
- Table Reservation:** Includes Maximum Number of Persons (4).
- Questionnaire:** Includes checkboxes for Send Email Notification, Notification Email (info@micros.com), Notification Report (71212 Questionnaire Notifier), and Notification Subject Report (71213 Questionnaire Notifier Subject).

Tab 1

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

Setting for PMS	Description FOR PMS
Home Page URL	The URL address of Suite8 webConnect
Use Guest Data De-identification	Defines if guest de-identification features are available on Suite8 webConnect
Booker Influence	The role for the booker for company bookings

Setting for PMS	Description FOR PMS
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

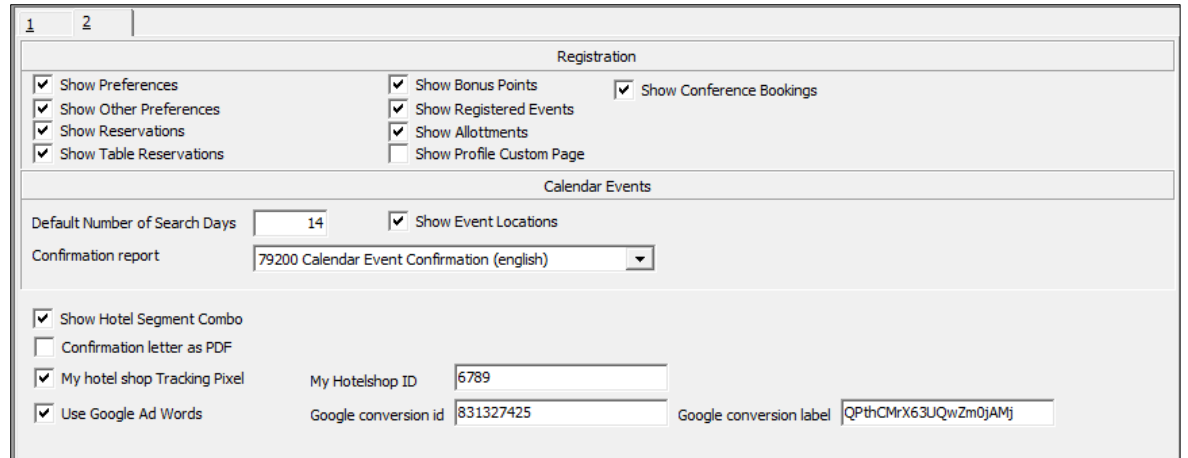
Setting for PMS	Description FOR PMS
Minimum LOS	The minimum length of stay
Maximum LOS	The maximum length of stay
Basket Confirmation Letter	The Basket Confirmation Letter allows printing a Confirmation Letter listing all items from the Shopping Cart on Suite8 webConnect, a Report with the section role 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.

Settings for CCM	Description for 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.

Settings for CCM	Description for CCM
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.

Settings for CCM	Description for CCM
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.
Maximum Number of Persons	The maximum number of persons allowed for table reservations made via Suite8 webConnect
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



For Registration

Settings	Description
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 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.

Settings	Description
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.
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**.

8 Advertisement Ticker Config

Name: Spa Offer

Advertisement Dates: From 2/13/2009 To 12/31/2009

Reservation Dates: From To

Inactive Web Enabled Rate Query

Please check our new spa and wellness offers

OK Scan Browse

Cancel

2. **Name:** enter the name to identify the advertisement easily
3. **Advertisement Dates:** enter the valid dates.
4. **ReservationDates:** enter the valid dates
5. **Web enabled:** activate the flag if the advertisement should be web enabled
6. **Rate Query:** activate the flag if the advertisement should be available on rate query
7. **Browse:** click the button to select the image to be displayed.

8. **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

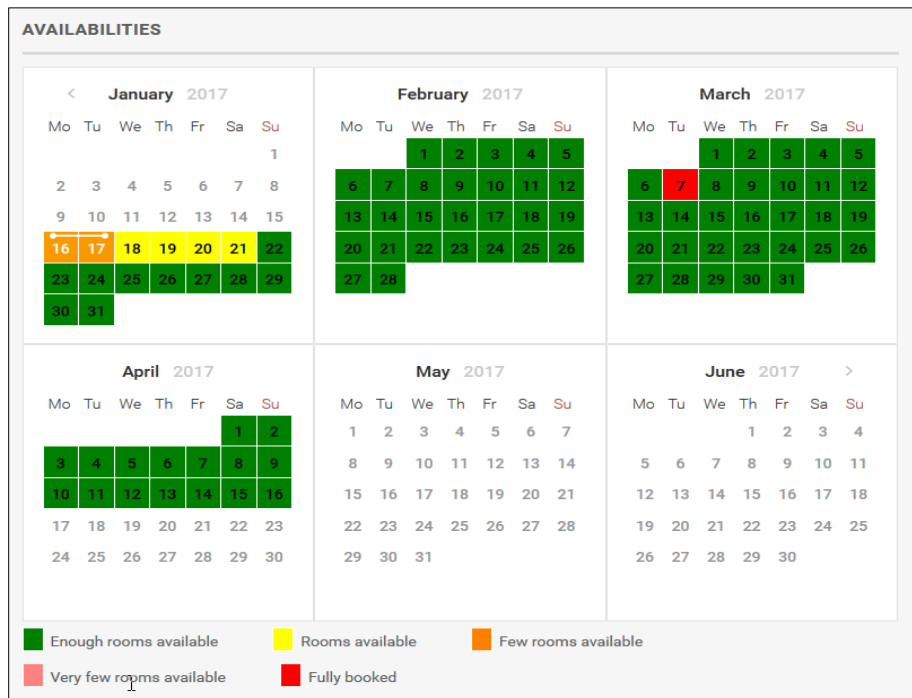
Availability Colors

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**:

Occupancy from 0 to 80	Rooms available	Green	
Occupancy from 80 to 99	Very few rooms	VS Reservation	
Occupancy from 99 to 100	Booked	Fuchsia	
Occupancy from 100 to 100	Fully Booked	Purple	
Fully booked	Fully booked	Red	

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:

Category	Description	
FLI	Full Board Lunch Inclusive	Include
TNS	Tennis Package	Exclude
✓ MAS	Massage	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:

8 Web Selling Categories

Ccode: WDB

Name: Web Double

Role: Arrangement

Rates: RACKWEB

Inactive:

OK

Cancel

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**.

The screenshot shows a configuration window for a conference package. The window title is '8 Packages'. It has two tabs: 'Packages' and 'Web Config'. The 'Web Config' tab is selected. The form contains the following fields:

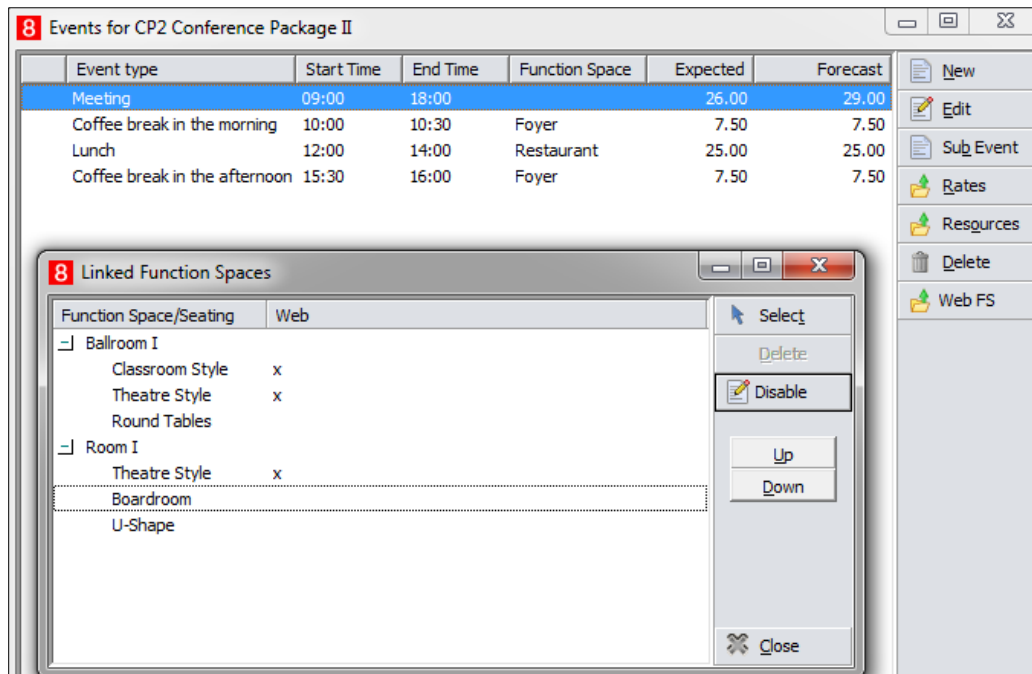
- Code:** CP2
- Name:** Conference Package II
- Valid From:** 10/25/2011
- Valid To:** 6/1/2018
- Length:** 0 hours
- Inactive:**

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.
9. 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 seating, 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.



The screenshot displays the Suite8 interface for configuring events. The main window is titled "8 Events for CP2 Conference Package II" and contains a table with the following data:

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

Below the table is a "Linked Function Spaces" dialog box. It lists function spaces and seating options with checkboxes:

- Ballroom I**
 - Classroom Style
 - Theatre Style
 - Round Tables
- Room I**
 - Theatre Style
 - Boardroom
 - U-Shape

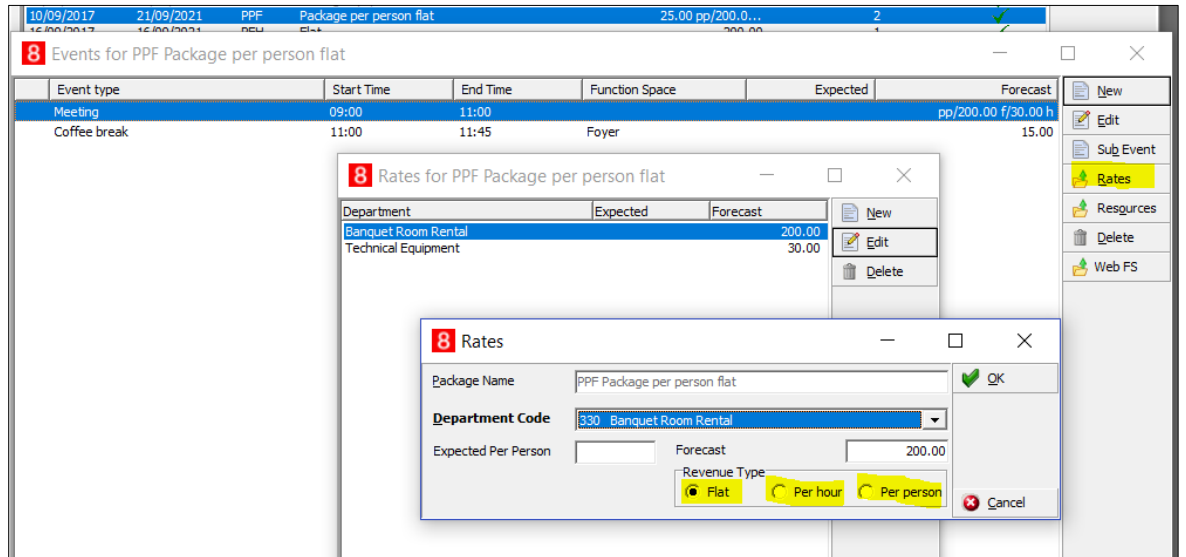
On the right side of the dialog, there are buttons for "Select", "Delete", "Disable", "Up", "Down", and "Close".

The main interface also features a vertical toolbar on the right with icons for "New", "Edit", "Sub Event", "Rates", "Resources", "Delete", and "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.

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/FideliolISWrapper.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!Eh3kxr5kGWrP0sthAjlrg9N2UdoE36qfKAK7aHtk+6eu4ytZ6jIwUMP2dB5BJWmkPX
YOfTDyEOTzJAsQghV+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/FideliolISWrapper.dll/FidelioXMLInterface.DataHandler"
;
hotel.adressLine1 = "Franklinstr 14";
hotel.adressLine2 = "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/FideliolISWrapper.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

Parameter	Definition
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

Parameter	Definition
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.emailsNotUnique = 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

Parameter	Definition
<p>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:</p>	
<pre>hotel.StaticDataCacheLifeTime = new TimeSpan(1/*hours*/, 0/*minutes*/, 0/*seconds*/);</pre>	<p>Defines the time between refresh of the static data, configuration data such as the room type configuration, the country list, the credit card types</p>
<pre>hotel.AvlCalendarCacheLifeTime = new TimeSpan(0 /*hours*/, 5/*minutes*/, 0/*seconds*/);</pre>	<p>Defines the time between refresh of the Availability Calendar</p>
<pre>hotel.highestRateOnTop = true;</pre>	<p>Defines if all available rates codes are displayed in descending order starting with the highest rate code.</p>
<pre>hotel.highestRoomPriceOnTop = true;</pre>	<p>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.</p>
<pre>hotel.fullControlOnlyS8HPRes = true;</pre>	<p>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.</p>
<pre>hotel.hideNotWebBlockRes = true;</pre>	<p>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.</p>
<pre>hotel.showInvoicesForHistoryRes=true;</pre>	<p>If activated, the Reservation history dialog displays invoice history and it is possible downloading invoices for reprint</p>
<pre>hotel.attachVouchersToReservations = true;</pre>	<p>If activated, it is possible to attach arrangement ONLY vouchers to the reservation (When using Voucher Management)</p>
<pre>hotel.disableMyStayInvoice = true;</pre>	<p>If activated, Invoices are not displayed on the smartphone and tablet application Suite8 MyStay</p>
<pre>hotel.disableShowHistory = true;</pre>	<p>If activated, History reservations are not shown</p>
<pre>hotel.sendTableReservationConfirmation = true;</pre>	<p>Defines when using Suite8 Table Reservation, if a Confirmation Email is sent</p>
<pre>hotel.onlineDepositPayment = true;</pre>	<p>Defines if the reservation has to be paid using the Online Payment Gateway Interface, such as Telecash or Paypal</p>

Parameter	Definition
<p>When using Online Payment Gateway, depending on the Service Provider, the following DLL are available:</p> <pre> 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.BSPaymentPlugi n"); //Use this for payments via B+S Card Service hotel.usePromotions = true </pre>	<p>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.</p> <p>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.</p> <p>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</p>
<p>The following Parameter offers translation of Suite8 webConnect to several languages:</p>	<p>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:</p> <pre> hotel.AddLanguage("English", "flagge_en.gif", "En-GB"); hotel.AddLanguage("German", "flagge_de.gif", "de-DE"); hotel.AddLanguage("Russian", "flagge_ru.gif", "Ru-RU"); </pre> <p>Offers the additional languages English, German and Russian on Suite8 webConnect:</p>  <p>The flag images need to be copied to the folder IMG under <code>\\inetpub\v8client\</code> and have to be called flagge_xx.gif where 'XX' is the language such as en or de</p>
<pre> hotel.AddLanguage("Language name", "Flag Picture for HomePage", "Flag Picture for Kiosk", "Culture"); </pre>	<p>For example:</p> <pre> hotel.AddLanguage("English", "flagge_en.gif", "flags/flagge_en.png", "En-GB"); </pre>

Parameter	Definition
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.daysOffsetTableReservationHistory = 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

Parameter	Definition
The next three variables are only used with Suite8 KIOSK	
hotel.KioskURL = "http://localhost/V8/FideliolISWrapper.dll/FideliolKiosk. DataHandler";	The URL for Suite8 KIOSK
hotel.KioskBarcodeReaderURL = "http://127.0.0.1:8080/";	If the URL is defined, the barcode reading functionality is activated and the FideliolWebClientLocalFunctions.exe should be available on this address
hotel.KioskURL = "socket://127.0.0.1:211";	
hotel.XMLInterfaceInLocalNetwork =true;	If the value is true, the system does not control if the access to the XML Interface is performed via SSL
hotel.BellavitaURL = "http://de-b-vm- bv:9090/bvserver/services/OLBooking";	This is only used with the Leisure System Bella Vita
	For the Database Translation, the Suite8 Home Page Codes are matched against: WLAN_SHORTDESC V8InterfaceDispatcher.SetDataLanguageTranslation("de-DE", "G"); V8InterfaceDispatcher.SetDataLanguageTranslation("fr-BE", "F");
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	
HotelSegment segment1 = hotel.addSegment("SG1");	segment1.headerName = "Segment 1";
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";	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.

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:

The screenshot displays the reservation request interface for Hotel Mustermann. The header includes the hotel name, star rating, language selection, and user account options. The main content is divided into 'TRAVEL DATA' and 'AVAILABILITIES'.

TRAVEL DATA:

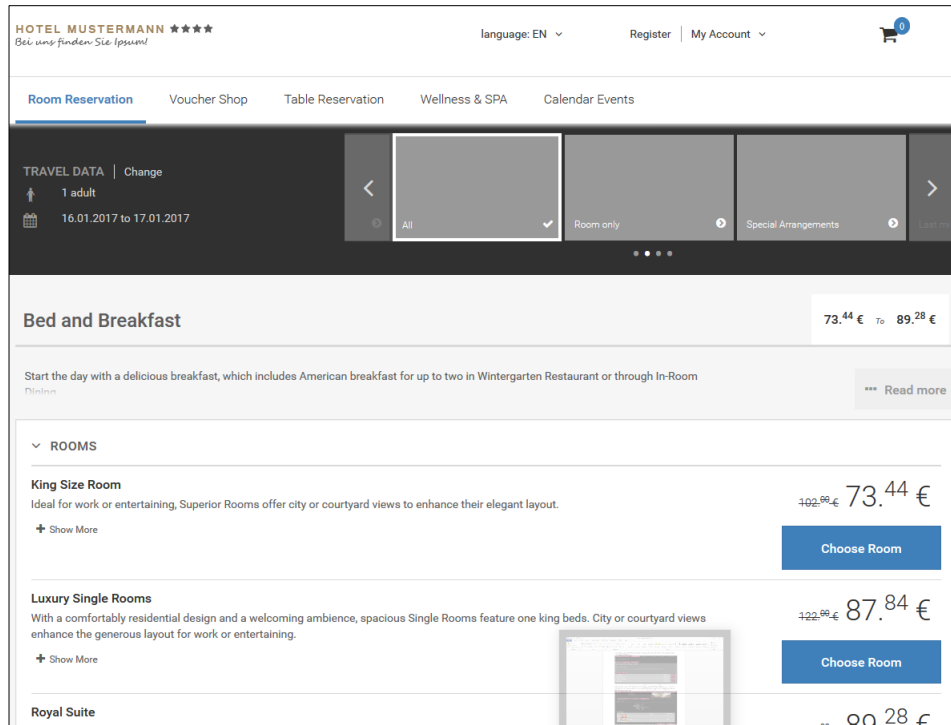
- From: 24/10/2017, To: 25/10/2017
- Number of Adults: 1
- Teenager (13-17 Years): 0
- Child (6-12 Years): 0
- Baby (0-5 Years): 0
- Number of Rooms: 1
- Promotion Code: (empty)
- Segment: (dropdown menu)
- Button: Show available rooms

AVAILABILITIES:

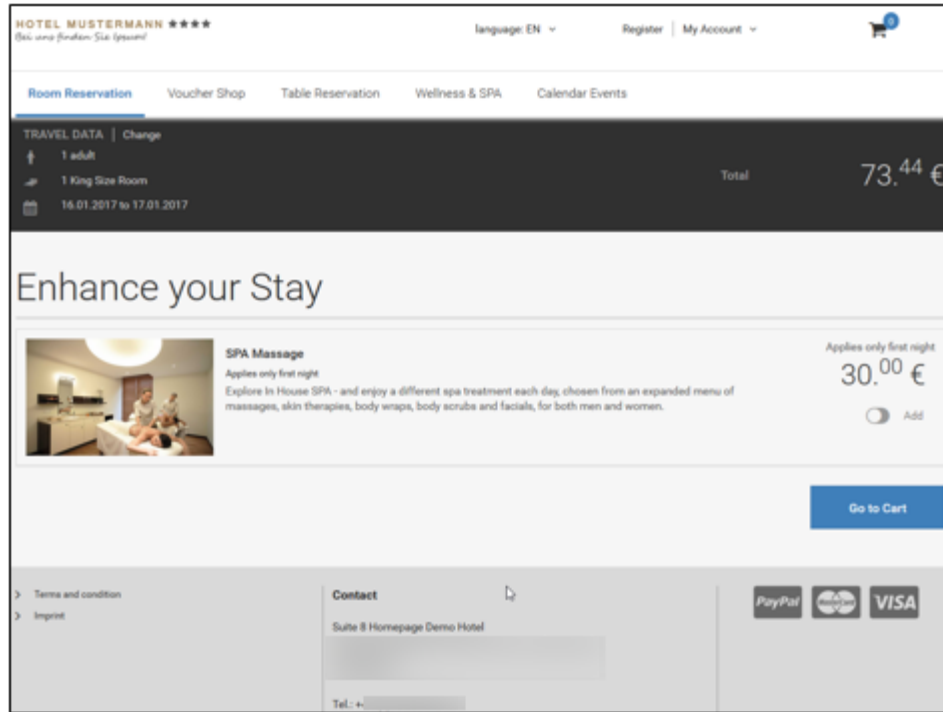
Calendars for October 2017, November 2017, December 2017, January 2018, February 2018, and March 2018. The legend indicates room availability status:

- Green: Enough rooms available
- Yellow: Rooms available
- Orange: Few rooms available
- Red: Fully booked
- Light Red: Very few rooms available

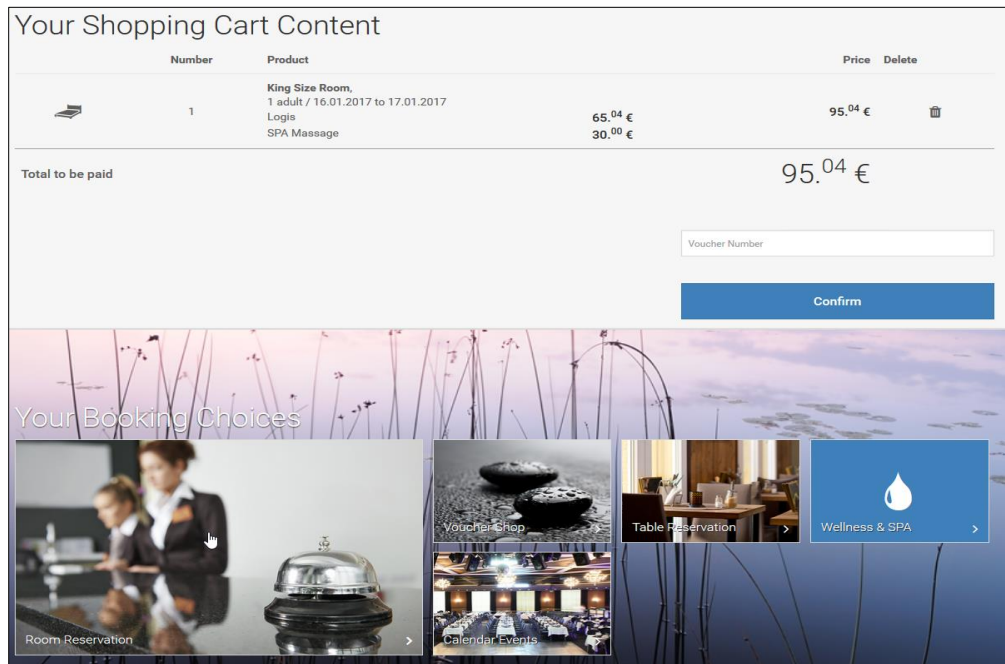
1. Enter the reservation dates and click the **Show available rooms** button, the available offers are presented on the **ShowBriefPrices** page:



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:



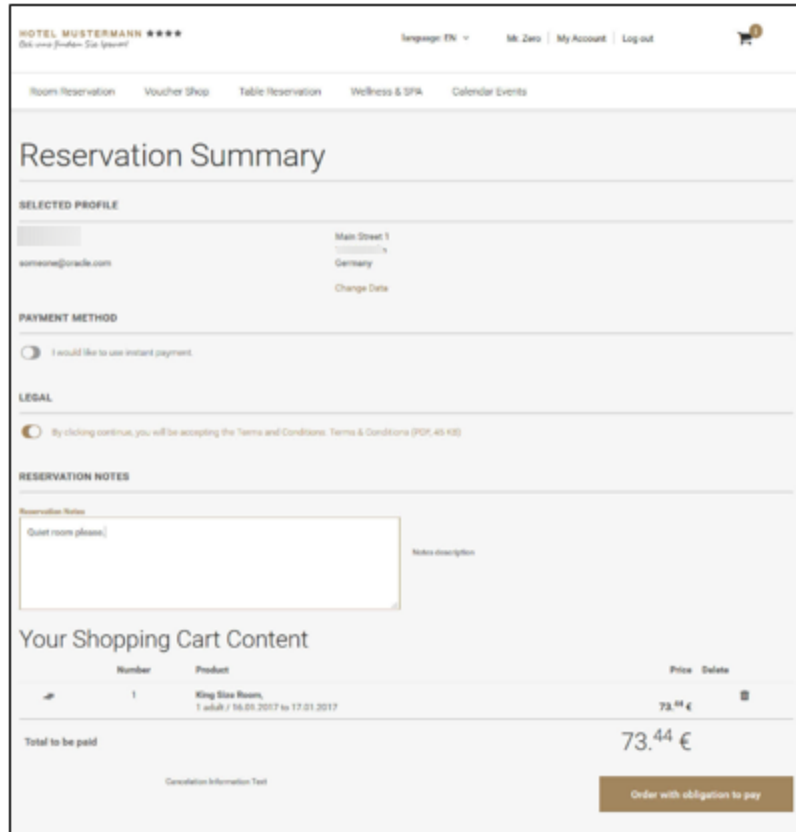
4. Multiple Packages can be selected and are added to the booking by activating the **Add** button. If no package is selected **Go to Cart** is used to proceed to the next page.
5. Clicking on the Cart sign on top of the page, presents the contents of the shopping Cart at any time:



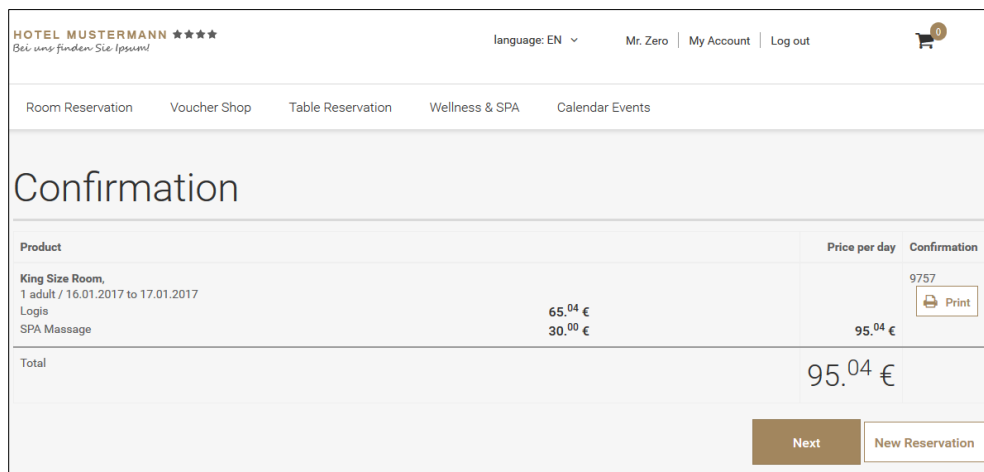
6. Additional options, such as buying a **Voucher**, if Voucher Management is used, reserving a table at the properties restaurant, with **Table Reservation** active or an **additional room reservation**, can be added as selection on this page.
7. Clicking on the **Trash bin**, removes the contents of 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 rating (****) are displayed, along with the slogan "Bei uns finden Sie Ipsum!". There are options for language (EN) and links for "Register" and "My Account". A shopping cart icon with a "1" is visible in the top right corner. The main navigation menu includes "Room Reservation", "Voucher Shop", "Table Reservation", "Wellness & SPA", and "Calendar Events". The central "Login" section is divided into three parts: "EXISTING GUEST" with input fields for "User Name or Email" and "Password", a "Login" button, and a link for "Forgot your password or initiate one?"; "NEW GUEST" with a "Continue" button; and "WITHOUT REGISTRATION" with 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:



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:



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 screenshot displays the 'Book a Meeting Room' interface for HOTEL MUSTERMANN. The search section on the left includes fields for Start date (02/03/2017), Start Time (10:00), Hours (1), and Attendees (10). The availability calendar on the right shows a grid for the week of March 1st to 10th, 2017. The grid is color-coded: light gray for unavailable times, red for unavailable days, and dark green for available times. A dark green bar is visible at 10:00 on 9 Thu, and a light gray bar is visible at 10:00 on 2 Thu.

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.

1. **Turquoise:** Date and time is available for bookings
2. **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.
3. **Gray:** Date or time is in the past
4. **Light gray:** Date or time is in the past or out of booking period.
5. **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:

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

Press **Search**.

SEARCH

Start date:

Start Time:

Hours:


Attendees: 11

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										
10:00										
11:00										
12:00										
13:00										
14:00										
15:00										
16:00										
17:00										


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)

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)

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: 38,64 €
Meeting (From :09:00-To :11:00)
Coffee break (From :11:00-To :11:45)
Available for another length

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

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.

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6-7

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: 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

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

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

ORACLE

6-8

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 Book Now

Dep's - 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 €

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 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.

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6-9

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.

Meeting Package with a sub event 250.00 €

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)

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

Attendants	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. Basice coffee break including Coffee & Tea, pastries.	35 €
Total		350 €

DETAILS

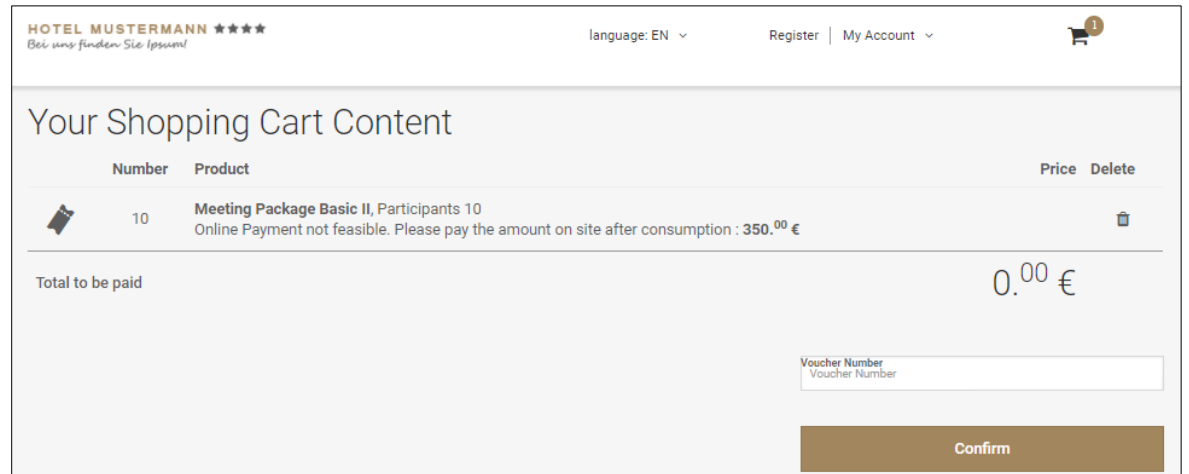
	Meeting	Event	Meeting
		From - To	09:00 - 10:00
		Attendants	10
		Function Space:	Room1
		Seating:	U-shape
	Coffee break	Event	Coffee break
		From - To	10:00 - 10:30
		Attendants	10
		Function Space:	Restaurant
		Seating:	Boardroom resto

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*”.



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

@email.com

Selected profile [Change Data](#)

PAYMENT METHOD

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

VERIFIED by VISA **MasterCard SecureCode**

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 **VERIFIED by VISA** **MasterCard SecureCode**

LEGAL

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

Your Shopping Cart Content

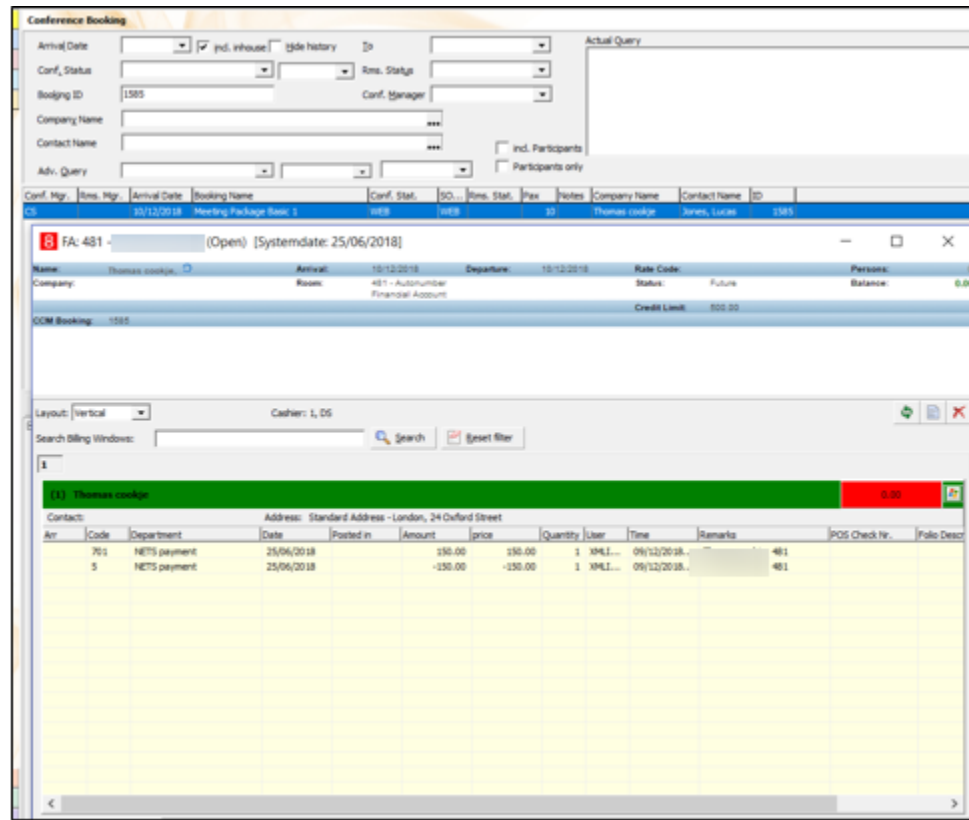
Number	Product	Price	Delete
10	Flat Package, Participants 10	20.00 €	

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.



My Account Page

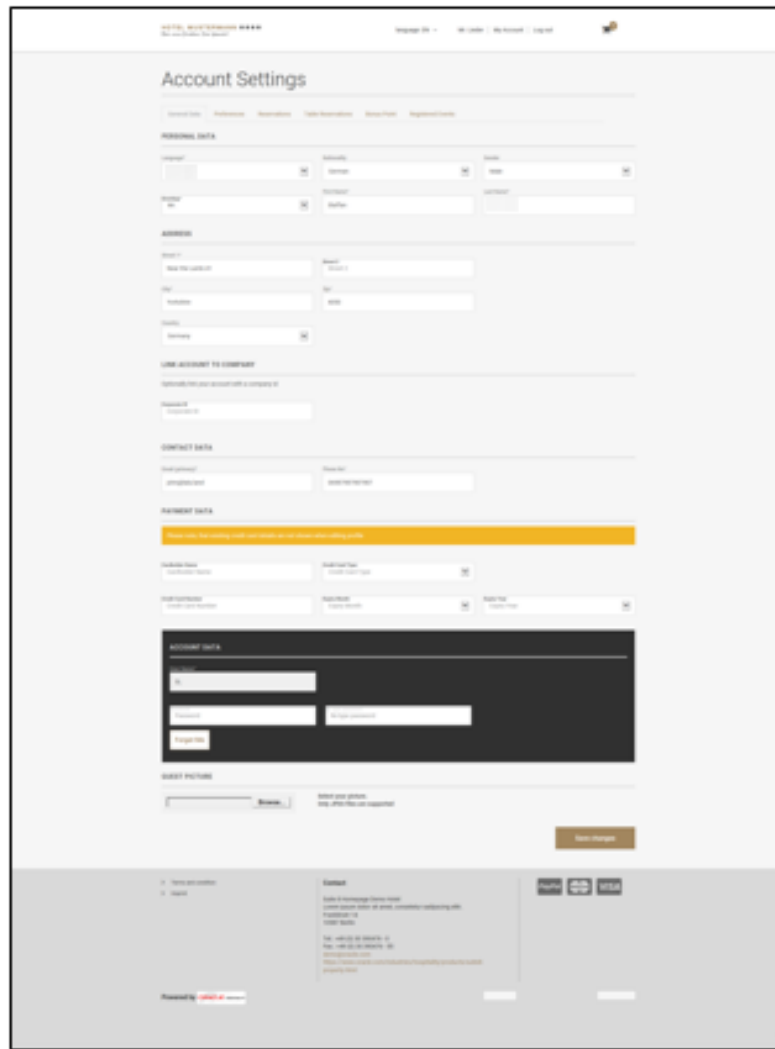
The My Account Page is opened when existing guests log in or when completing a new registration. By default, the **General Data** tab is opened. The following options, depending on the parameters are available:

- 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**:

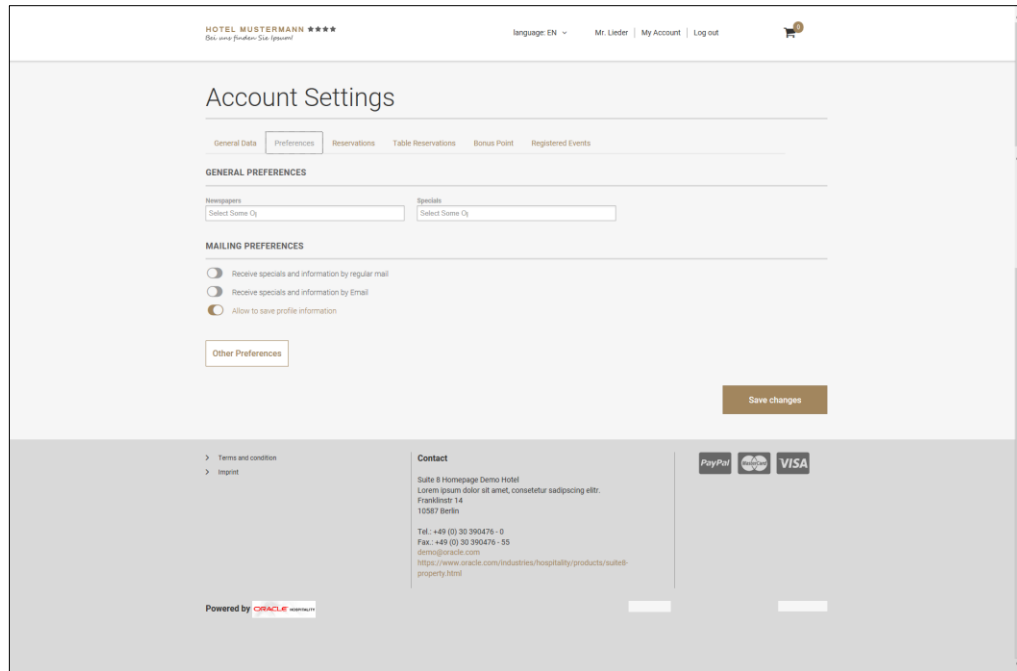


The option “Forget me” is only available when the option “Use guest data de-identification” is enabled under **Setup > Configuration > Suite8 Homepage > Set Up > Tab1**.

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**:



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.

HOTEL MUSTERMANN *****
Bei uns finden Sie alles!

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

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
9755	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

Save changes

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: 'MandatoryFieds.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	ß	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

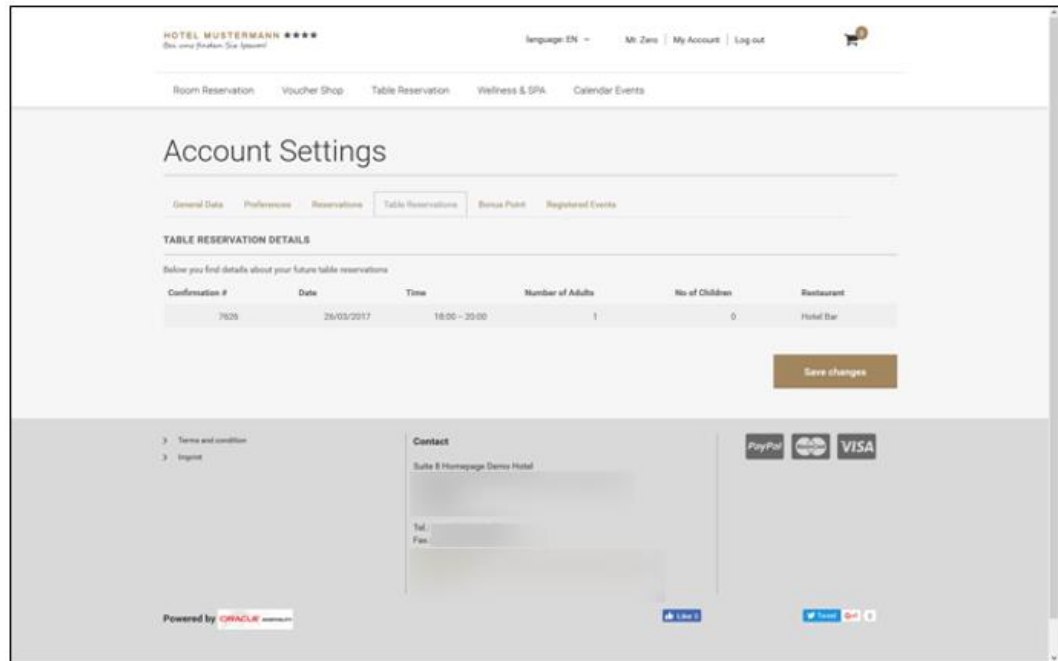
Bellow you find details of your Future Bookings

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	<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"/>

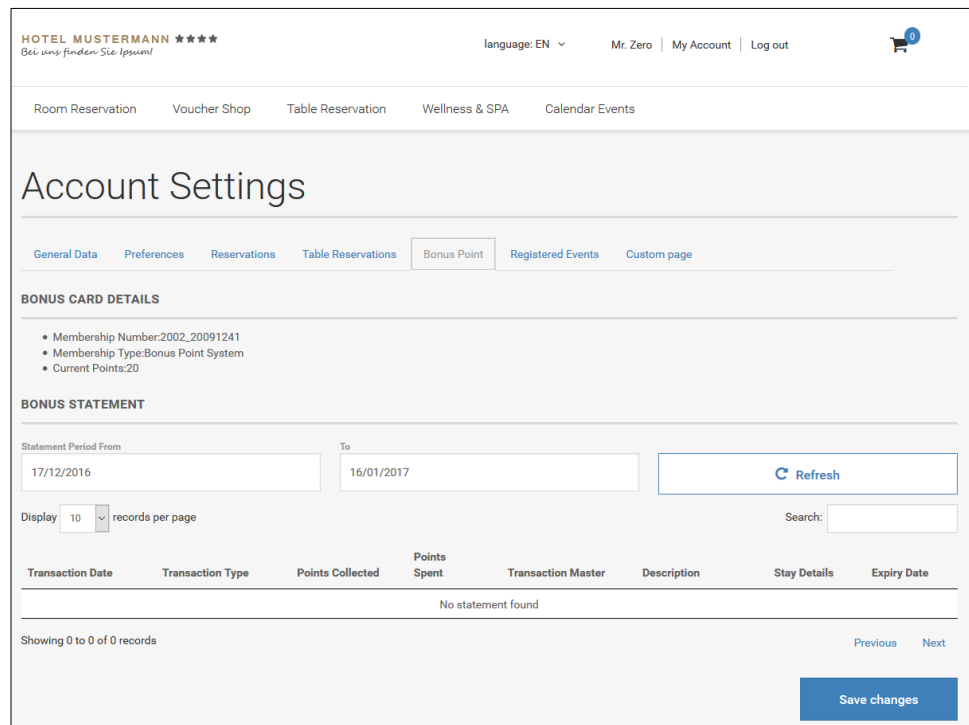
Table Reservation

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.



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**.

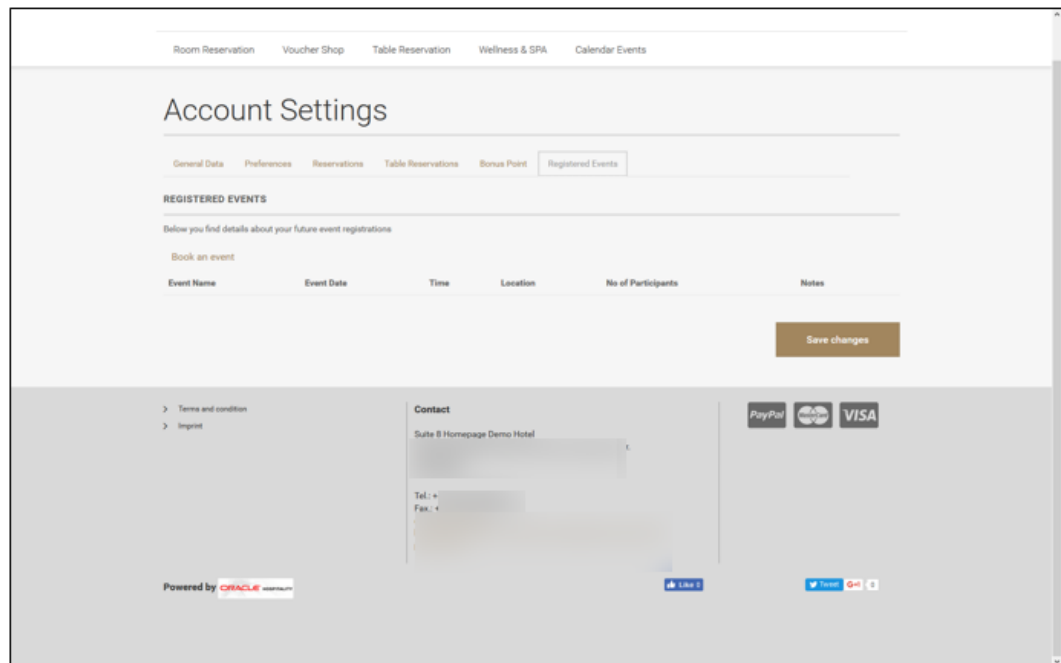


 **NOTE:**

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.

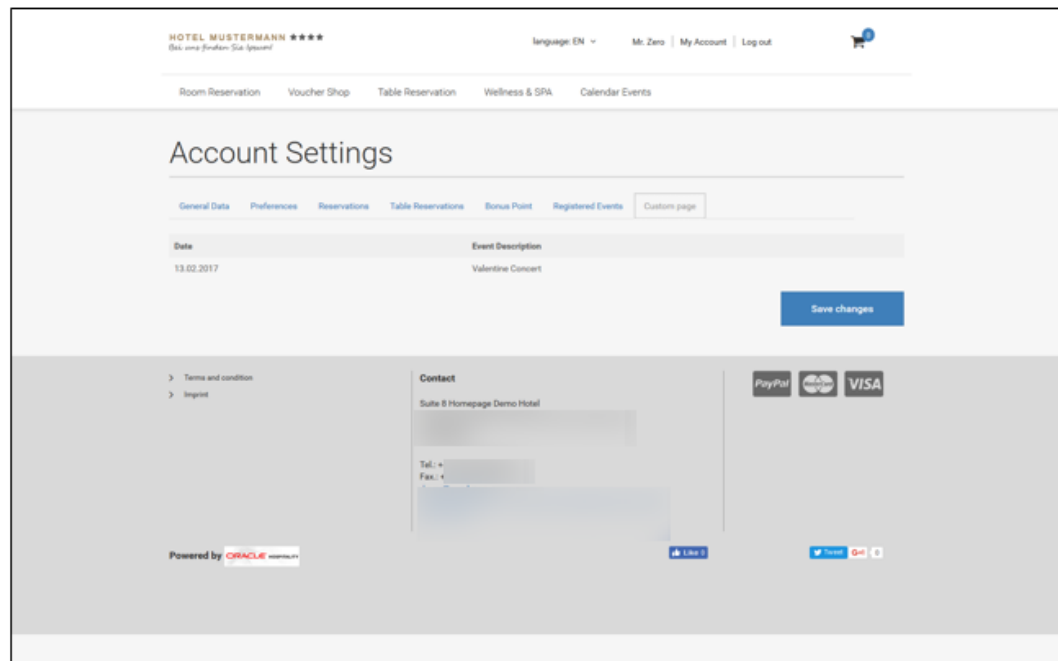
Registered Events

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.



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 > Tabe2** has to be activated. The custom html is executed via XML Interface. The Parameter profile ID has to be set:

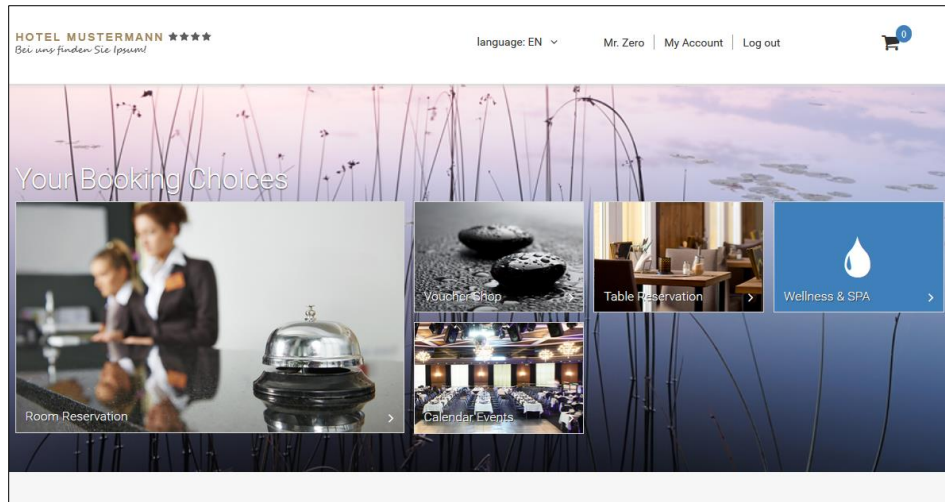


It is also possible to include other HTML files for execution for example with the following command:

{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'.

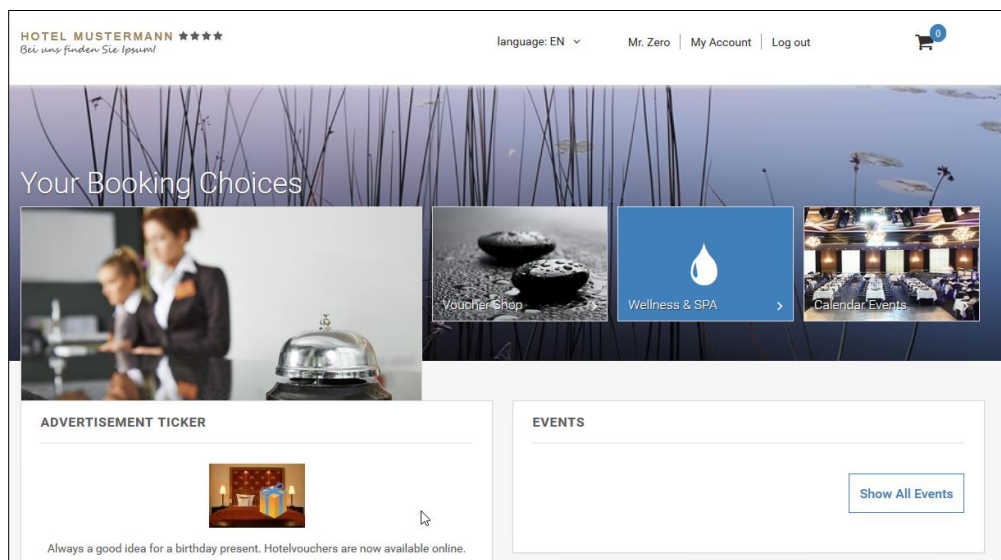
Table Reservation button still visible:



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 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

Use the following plugin for payments through Telecash,

```
hotel.addOnlinePaymentPlugin("Client.dll", "Client.Telecash.TelecashPlugin");
```

Saferpay

Use the following plugin for payments through SaferPay,
`hotel.addOnlinePaymentPlugin("Client.dll", "Client.SaferPay.SaferpayPlugin");`

 **NOTE:**

Refer the provided documentation for configuration steps of Saferpay.

First Data/ VR Pay Credit Card Payments in combination with Giropay

Use the following plugin for payments through VR-Pay using Credit Card,
`hotel.addOnlinePaymentPlugin("Client.dll", "Client.VRPay.VRPayPlugin");`

 **NOTE:**

Refer to the document provided for VR Pay, the configuration steps for each payment brand activation is provided in the document.

PayPal

Use the following plugin for payments through PayPal,
`hotel.addOnlinePaymentPlugin("PayPal.dll", "PayPal.PayPalPlugin");`

Suomen Verkkommaksut

Use the following plugin for payments through Suomen Verkkommaksut,
`hotel.addOnlinePaymentPlugin("Client.dll", "Client.Verkkommaksut.VerkkommaksutPlugin");`

NETS

Use the following plugin for payments through NETS,
`hotel.addOnlinePaymentPlugin("Client.dll", "Client.PaymentPlugins.NETS.NETSPlugin");`

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. The dialog is divided into a "Policy" tab and a "Report Description" field. Below these are three input fields: "Code" with the value "STD", "Description" with the value "Standard Policy", and "Comments" which is a large empty text area. To the right of the "Code" field, there are two checkboxes: "Credit card mandatory for reservations" and "Collect online payment directly on homepage". At the bottom right 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 local host 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 local host 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 > Setup > 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.

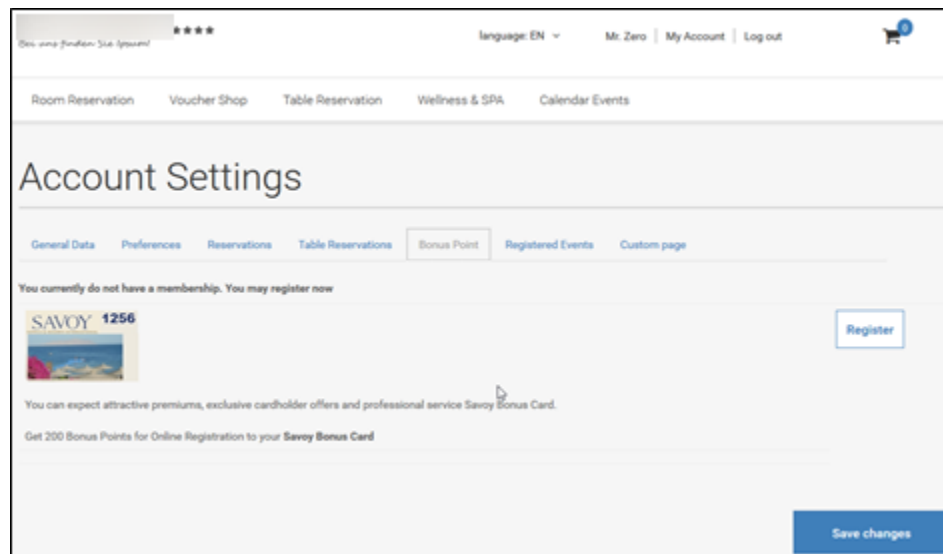
10

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.

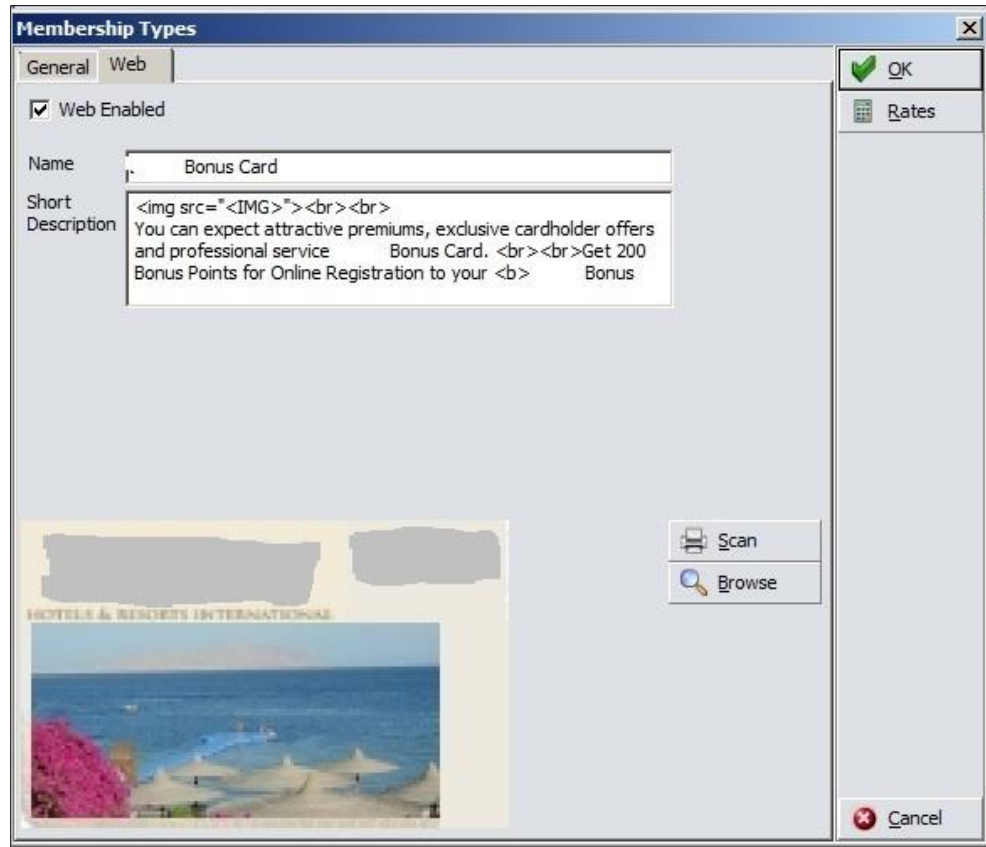
New Enrollment

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**



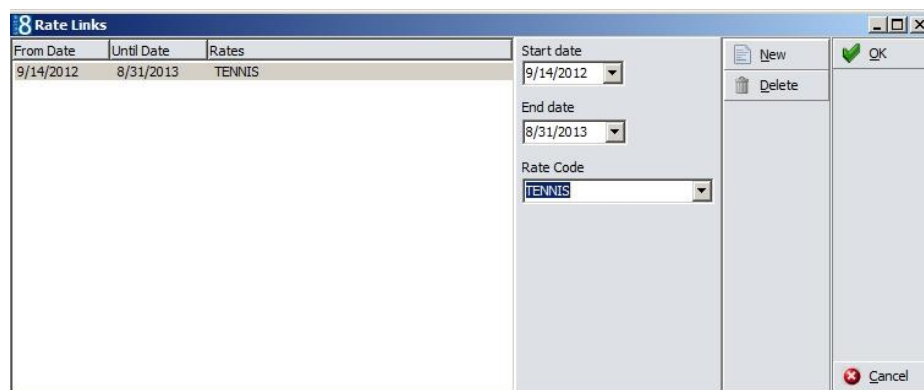
Configuring Membership Types

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**.

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.

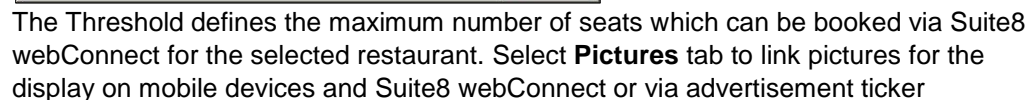
On the restaurant setup, when selecting **Web** tab, restaurants can be set to **Web enabled** and the long and short info for web and mobile devices can be configured.

Restaurants Opening Times

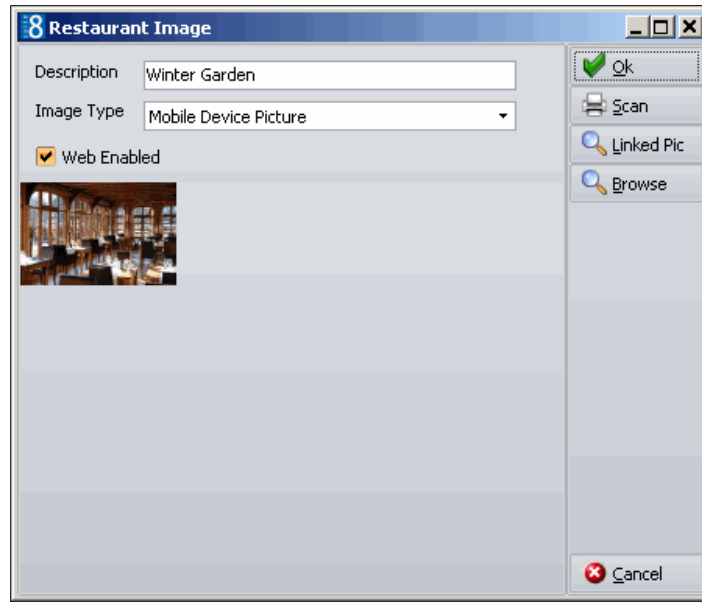
On the Restaurants opening times, it is possible defining the Reservation Time Templates per Outlet and selecting which Template should be available for Web Booking. Each template that should be displayed on the WEB has to be set as **Web enabled**. On the Restaurants setup, the flag **Use only Standard 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



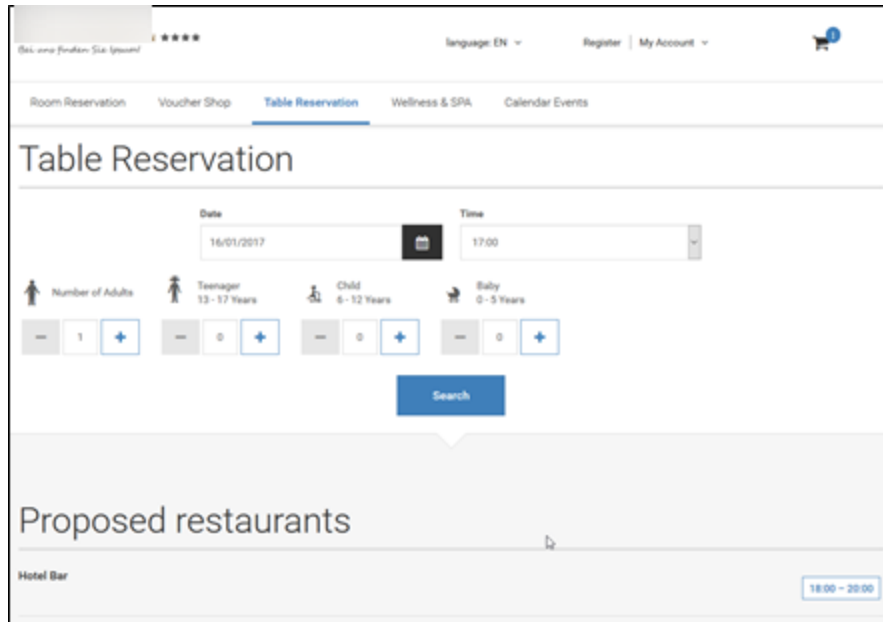
Under **Configuration >Suite8 Homepage >Set Up 1 Tab**, the maximum number of persons available for selection on the reservation conditions is defined.

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.

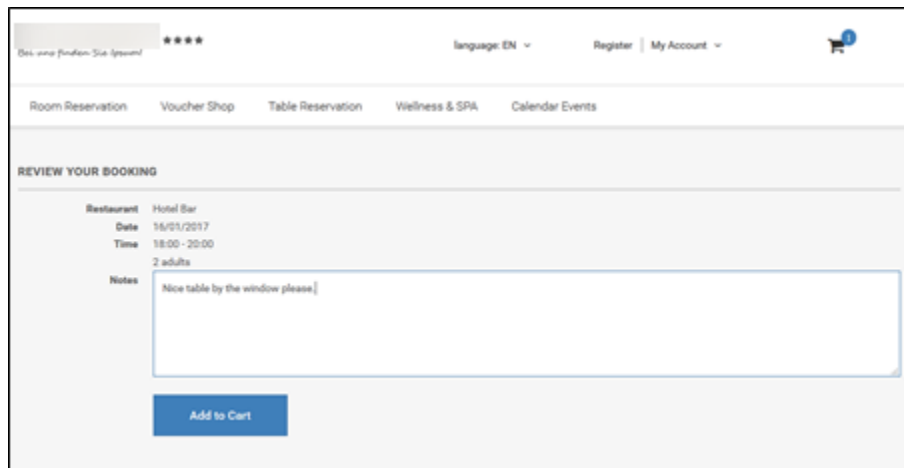
Table Reservation Online

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

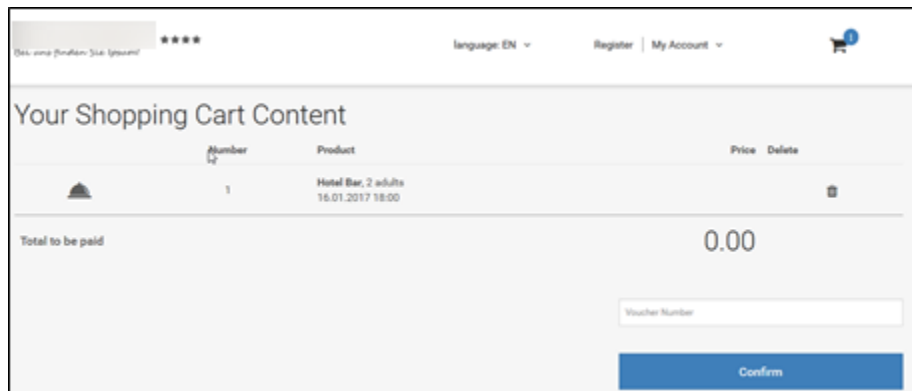


From the Availability chart a time range can be selected.

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



Clicking Add to Cart opens the Confirmation Page:



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

12

Suite8 WebConnect and Voucher Management

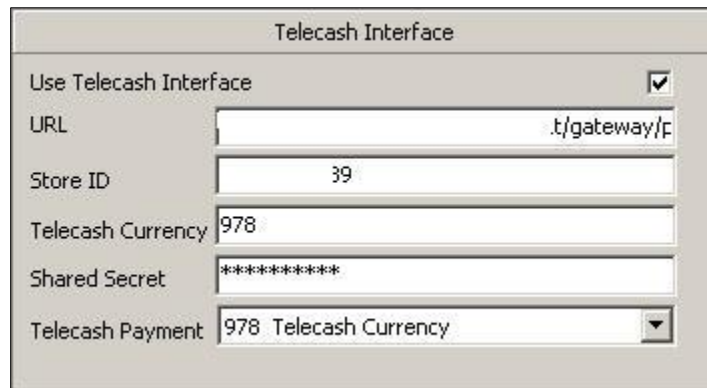
Vouchers can be sold, linked and redeemed via Suite8 webConnect.

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**:

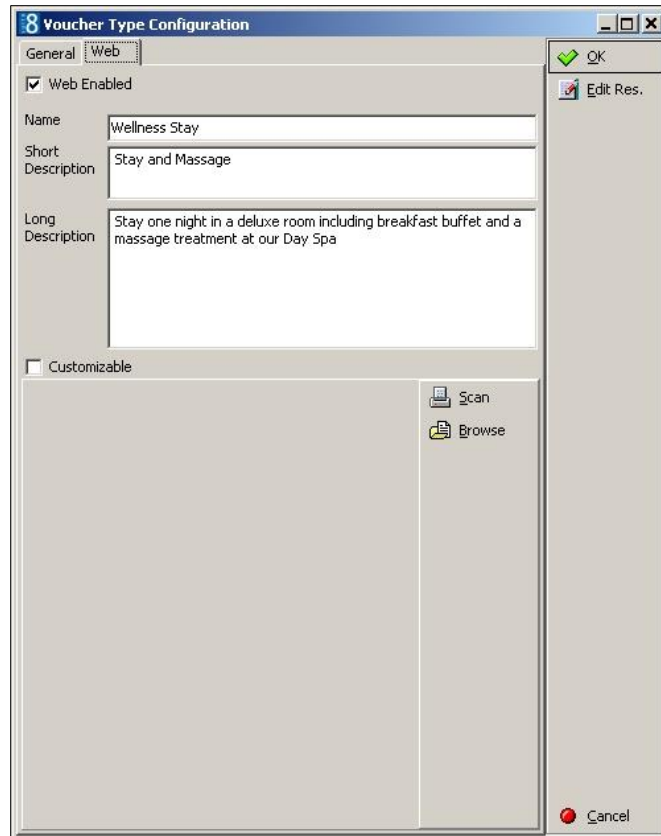


The screenshot shows a configuration window titled "Telecash Interface". It contains the following fields and controls:

- Use Telecash Interface**: A checkbox that is checked.
- URL**: A text input field containing ".t/gateway/p".
- Store ID**: A text input field containing "39".
- Telecash Currency**: A text input field containing "978".
- Shared Secret**: A text input field containing "*****".
- Telecash Payment**: A dropdown menu showing "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.

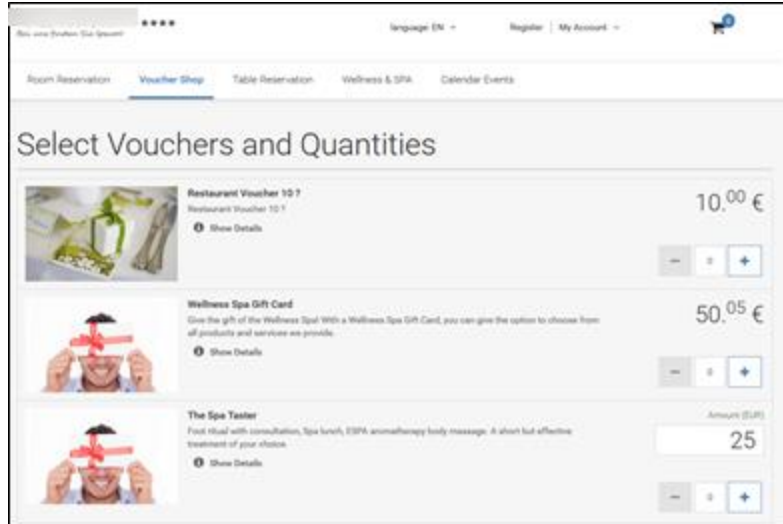
To call the voucher management online use the following URL Address:

<http://Suite8 webConnect IP/V8Client/VoucherSelection.aspx>.

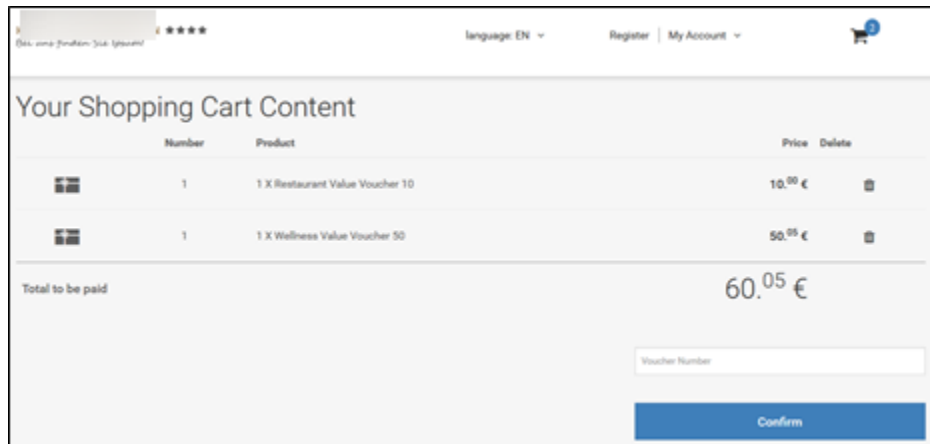
 **NOTE:**

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.

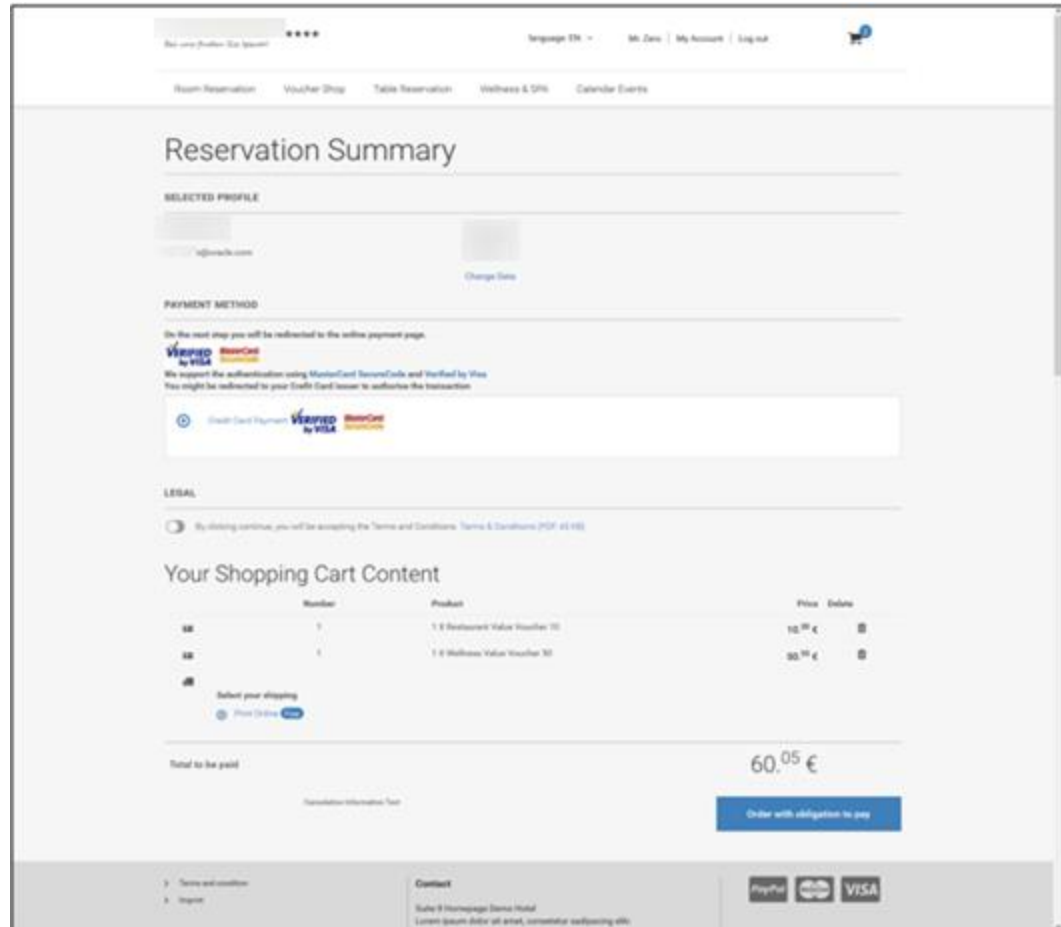


Selecting a Quantity and clicking **Add to Cart** button, directs to the next page:



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

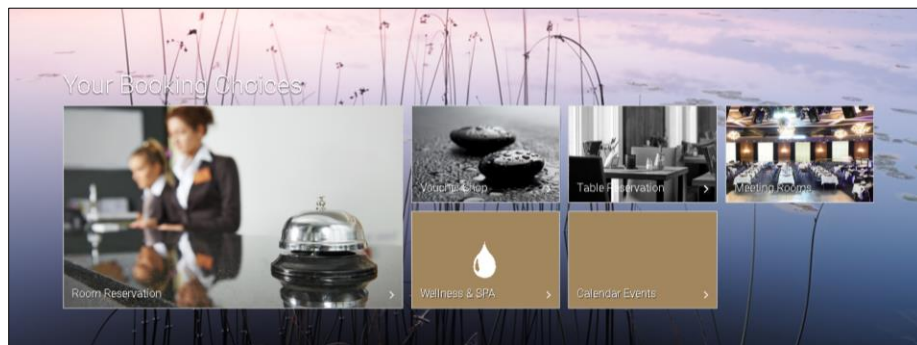
When using flexible Voucher Price, guests can override the price of a voucher on Suite8 webConnect. To use this, the Voucher Type has to be set to **Customizable** when editing the Voucher Type in Suite8 Configuration and selecting the **Web** Tab. Each Voucher Price of a type marked as 'Customizable'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

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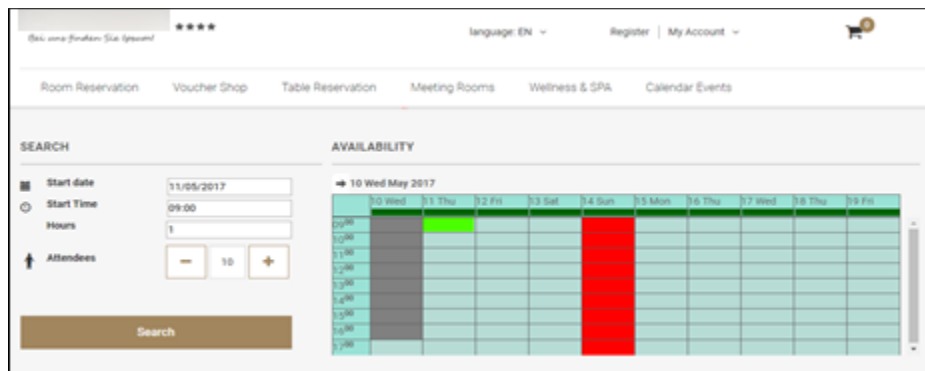
Suite8 WebConnect Conference and Catering Management

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.

- a. **Start Date:** Enter the required date.
- b. **Start Time:** Enter the required time. By default the system will point to first time available.
- c. **Hours:** Enter the required hours. By default the hours defined in the setup are displayed.
- d. **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: 11/05/2017

Start Time: 09:00

Hours: 1




Attendees: 10

[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										

	<p>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</p>	<p>Arrangement Meeting Package Deluxe Capacity Min=4 - Max = 14 Hours 1 Price per person 55 € Total 550 €</p>	Book Now
	<p>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 <i>Available for another length</i></p>	<p>Arrangement Meeting Package Basic 3 Capacity Min=10 - Max = 20 Hours 2 Price per person 40 € Total 400 €</p>	Book Now
	<p>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 <i>Available for different attendees</i></p>	<p>Arrangement Conf Buffet Pack II Capacity Min=12 - Max = 100 Hours 4 Price per person 65 € Total 650 €</p>	



Booking of packages

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

YOUR BOOKING CONTENT

Attendees	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: 09:30 - 10:00 Attendees: 10 Function Space: Room1 Seating: U-shape
	Coffee break	Event: Coffee break From - To: 10:00 - 10:30 Attendees: 10 Function Space: Restaurant Seating: 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

Number	Product	Price	Delete
10	Meeting package MP22 And new line. Participants 10 Online Payment not feasible. Please pay the amount on site after consumption : 40,00 €		
Total to be paid		0.00 €	

Voucher Number:

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.

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

Login

EXISTING GUEST

If you are a registered customer, please log in here:

User Name or Email:

Password:

Login

[Forgot your password or initiate one?](#)

NEW GUEST

If you are a new customer, please register if desired:

Continue

WITHOUT REGISTRATION

You can make a reservation without registration

Continue

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* English Nationality Belgian Gender Male

Gender* Mr. First Name* Last Name*

ADDRESS

Street 1* Oracle Street 15 Street 2 Street 2

City* Zip* 3000

Country*

LINK ACCOUNT TO COMPANY

Optionally link your account with a company id

Company ID
1234

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. @email.com

Selected profile 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 €

Order with obligation to pay Change reservation profile

6. 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

7. Go to Suite8 to see the booking.

Conference Booking

Arrival Date: 09.05.2017 | In-house: | Title history: | ID: | Actual Query:

Conf. Status: | Print Status:

Booking ID: | Conf. Manager:

Company Name: | Contact Name:

Adv. Query: | incl. Participants | Participants only

Conf. Mgr.	In-house	Arrival Date	Booking Name	Conf. Stat.	Print Stat.	Print	Notes	Company Name	Contact Name	ID	FunctionType	PA
CS		09.05.2017	Meeting Package Basic 2	WEB		11	✓	Oracle Inc.	Jurac, Patrick	1569		

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

Company Name: Oracle Inc. | [New](#) | [Edit](#)

Contact Name: | [Copy](#) | [Delete](#)

Contact on site: | [Packages](#) | [Notes](#) | [Add Event](#)

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	Pls / 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	MP02		2141
✓	09.05.2017 - 09.05.2017	16:00 - 16:30	WEB	Coffee break		11 Reason 1	U-Shape	CC1	MP02		2129

[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 window displaying a questionnaire for 'HOTEL MUSTERMANN *****'. The page has a header with the hotel name, a language dropdown set to 'EN', and user options for 'Mr. Zero', 'My Account', and 'Log out'. A navigation menu includes 'Room Reservation', 'Voucher Shop', 'Table Reservation', 'Wellness & SPA', and 'Calendar Events'. The main content area is titled 'Questionnaire' and includes a personalized 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 form is divided into sections: 'ACCOMMODATION' with a 'Service' rating scale (unsatisfying, so-so, ok, good, excellent), a question 'Would you consider staying again in our hotel?' (Yes, Maybe, No, never ever again), and 'How will or did you arrive to the Hotel?' (By car, By bus, By Train, By Airline); 'RESTAURANT' with a 'Breakfast' rating scale (unsatisfying, so-so, ok, good, excellent); 'GENERAL' with a 'Price' rating scale (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.

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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.trusty.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

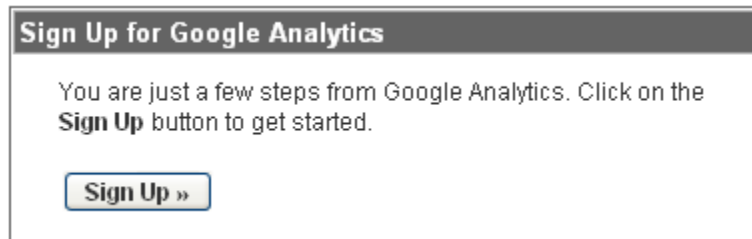
16

Google Analytics Tracking Website 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/>,

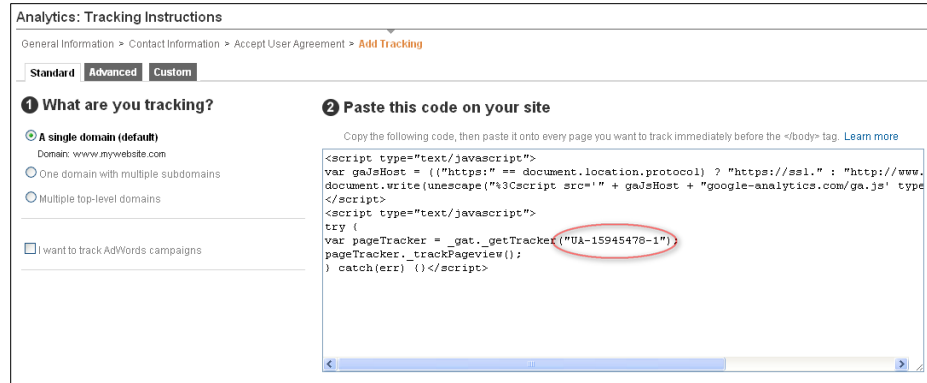


Define the properties web site details:

A screenshot of the 'Analytics: New Account Signup' form. The form has a title bar 'Analytics: New Account Signup' and a breadcrumb trail: 'General Information > Contact Information > Accept User Agreement > Add Tracking'. Below the breadcrumb, it says: 'Please enter the URL of the site you wish to track, and assign a name as it should appear in your Google Analytics reports'. The form contains four fields: 'Website's URL:' with a dropdown menu set to 'http://' and a text input field; 'Account Name:' with a text input field; 'Time zone country or territory:' with a dropdown menu set to 'United States'; and 'Time zone:' with a dropdown menu set to '(GMT-07:00) Pacific Time'. At the bottom of the form are two buttons: 'Cancel' and 'Continue »'.

Follow the wizard to define the properties contact information, accept the User Agreement.

On the last step, the wizard presents a tracking code



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

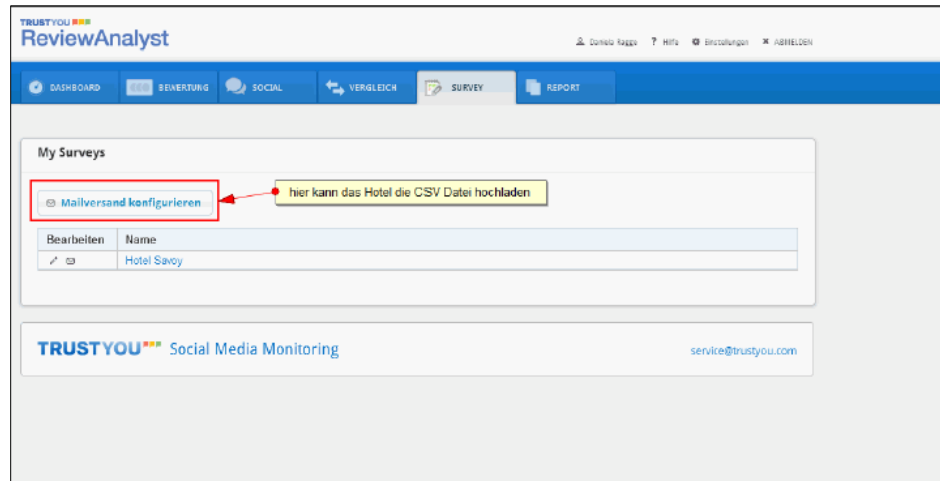
Parameters for Google Statistics are defined in the file: **GoogleAnalytics.ascx**.

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>

18

Pre Check-in via WebConnect

Pre Check in Configuration in Suite8

Pre Check is available via webConnect.

With this functionality a Guest can perform Pre Check in remotely before they Check-in at the Hotel.

A Hotel Admin User can predefine the conditions under which a Guest can successfully perform the Pre Check in for a future date reservation.

Navigate to **Global Settings > Reservation > Reservation 4**.

The screenshot shows the 'Global Settings - Demo Version' window with the 'Reservation 4' configuration page. The left sidebar lists various settings categories, with 'Global Settings' selected. The main content area is divided into several sections. The 'Returnable items' section includes checkboxes for 'Returnable items', 'Hotel segmentation', 'Warning if reservation is moved between segments', and 'Segmentation Handling for Groups'. The 'Vacation sharing' section includes checkboxes for 'Vacation sharing', 'Use Block Pickup Agents', 'Use Promotion Codes in Blocks', and 'Automatic cancel by guarantee code'. The 'Registration cards' section includes dropdowns for 'Registration Card Template' and 'Registration Card Template Batch', and a checkbox for 'Print Regcard per Multiguest'. The 'Blocks' section includes a 'Block code format' field and checkboxes for 'Automatic - Early arrival', 'Automatic - Late departure', 'Upsell', and 'Pre check in (Web check in)'. The 'Pre check in (Web check in)' checkbox is checked and highlighted with a blue box.

Similarly, a Hotel Admin User may choose to set the functionality as **Inactive**, if required.

No additional setup is needed to set Pre Check in to inactive.

Once the Guest logs in to webConnect they can view the reservations that could be Pre Checked-in.

In order to configure Pre Check in the following setup is required to be completed, navigate to **Setup > Configuration > Software Interfaces > Remote Check-in System > Interface Setup > New**.

8 Remote Checkin Setup

Code: Test

Description: Test for webConnect

Remote Checkin Type: Web Connect

Inactive:

OK Cancel

In addition to the above setup the Pre Check in configuration also includes the following parameters that can be setup as per the requirements/processes followed at the hotel.

Navigate to **Setup > Configuration > Software Interfaces > Remote Check-in System > Interface Setup > Setup.**

8 Remote Checkin Configuration for Setup Test for webConnect

Only for pre paid Reservations:

Pay on Pre Check In: No payment in advance

Allow Pre Check In Time: 14 Hours

Passport Mandatory For: „Spain,Sweden,Switzerland,Serbia“

Room Assignment

Room Assignment during Pre Check-In

Auto assign room during Pre Check-In

Registration Card display

Display Registration Card during Pre Check-In

Registration Card Template: [Dropdown]

Allow Pre Check In

- with login with Username and Password for the webConnect
- with Suite8 generated token and send out by suite8
- with Reservation Number and Lastname
- with External Reservation Number and Lastname

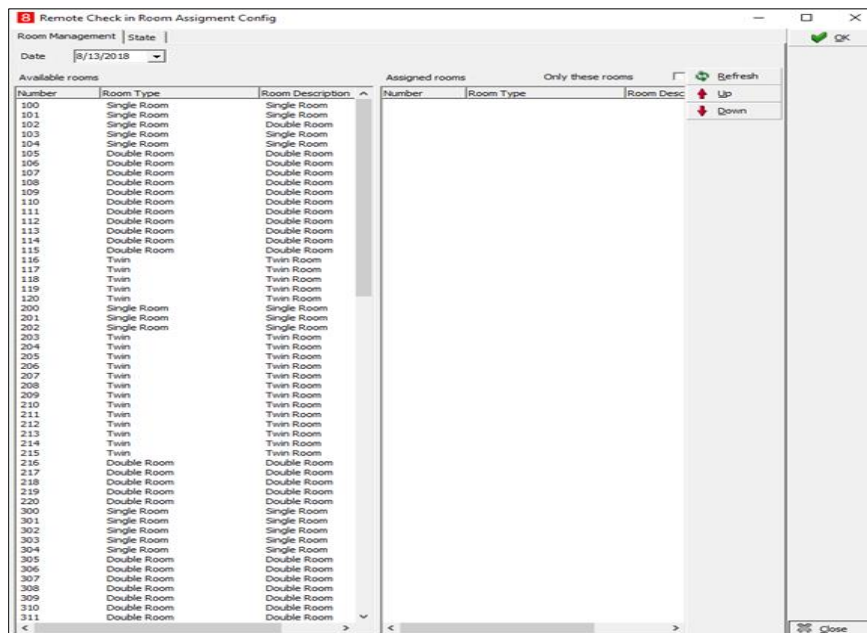
OK Cancel

| Setting | Description |
|--|---|
| Only for prepaid Reservation | When checked the reservations with deposits against them will be allowed to perform Pre Check in |
| Pay on Pre Check in | <p>The amount that needs to be paid by the Guest while performing Pre Check in</p> <p>There are 3 sub options to configure-</p> <ul style="list-style-type: none"> • No Payment in advance- No payment required from the Guest during the Pre Check in workflow • First Night Price- Rate Amount for the 1st night will be charged from the Guest during Pre Check in workflow • Complete Payment in advance- Rate Amount for complete stay to be charged from the Guest during the Pre Check in workflow |
| Allow Pre Check in Time | Time from the Hotel default Check-in time a Guest will be allowed to perform Pre Check in |
| Passport Mandatory For | Multiple selections of countries are possible for this field. A Guest belonging to a country that has been selected here will be required to share the Passport number in order to proceed in the Pre Check in flow. |
| Room Assignment during Pre Check in (Room assignment mandatory for Pre Check in) | When checked a Guest will be required to select a room from a list of 5 available rooms to proceed in the Pre Check in flow |
| Auto assign room during Pre Check in | Once Room Assignment is set to Mandatory this option will appear. Once selected a Guest will be automatically assigned an available room and can proceed with the Pre Check in flow |
| Display Registration Card during Pre Check in | Once checked the option will enable a Guest to view the Registration Card during the Pre Check in flow |
| Registration Card Template | This drop down will show a list of all the Registration Cards that are configured for the property |
| Allow Pre Check in | <p>Allow Pre Check in option will allow the Guest to access the reservation to be ore Checked-in.</p> <p>A Guest can access the reservation to be Pre Checked-in via the following options-</p> <ul style="list-style-type: none"> • Login with Username and Password for webConnect: A Guest can access the reservation by logging into webConnect • Suite8 generated token sent by Suite8: This option will generate a url which will redirect the Guest to the reservation that they want to Pre Check in • Reservation Number and Last name: Instead of webConnect credentials a Guest can use the Suite8 Reservation Number and Last name to access the reservation to be Pre Checked-in <p>External Reservation Number and Last name: Instead of webConnect credentials a Guest can use External Reservation Number and Last name to access the reservation to be Pre Checked-in</p> |

- When the Guest logs into webConnect and selects the reservation that needs to be Pre Checked-in, the Guest can then fill/modify the Personal Details.
- The Guest can proceed for Room Selection, it needs to be considered that Room Selection only be visible in case where the Hotel has selected the parameter Room Assignment mandatory for Pre Check in in case of Auto Room Assignment during Pre Check in an available room will be automatically assigned and the Guest will not be able to view any available room list.
- If nothing is selected than the Pre Check in is done irrespective of a room is assigned to the reservation or not.
- Registration Card can be displayed during the Pre Check in procedure. Once this option is checked the Guest is able to view the information that they have entered in the Personal Detail page.
- The next step is deposit request if the hotel has configured deposit to be done during Pre Check in. A Guest is shown payment gateways that helps them to perform an online payment.
- Once the payment is completed the Guest can share the Reservation Information for the current reservation that has been Pre Checked-in.
- The Guest can use the details for completing the Check-in process at the Hotel by showing them to a Front Desk Agent.

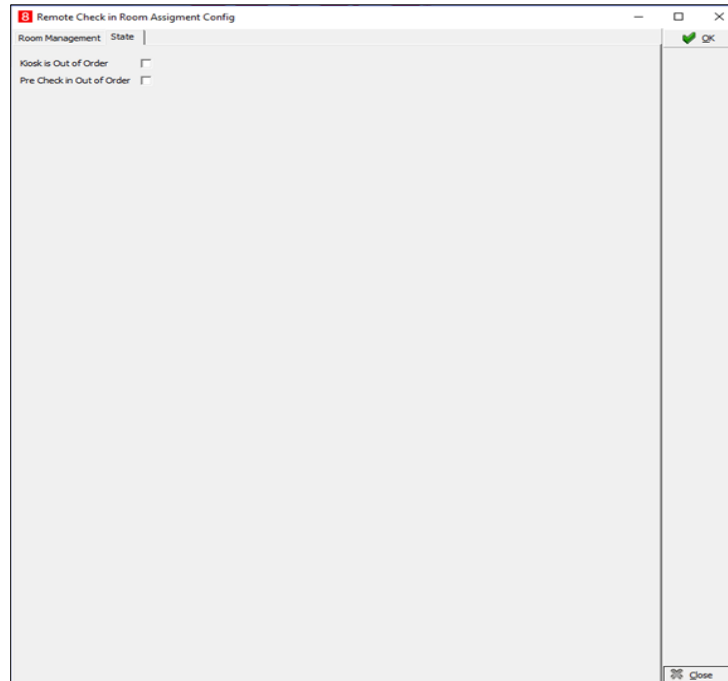
To handle the Rooms Assignment, navigate to **Rooms Management > Remote Check in Room Assignment Config**

Assigned Rooms shows the rooms that are available for the Guest performing Pre Check in be kept aside in Remote Check-in Room Assignment Screen these rooms will be visible to Guests when they perform Pre Check in.



In the **State** tab, check the **Pre Check in Out of Order** option, if need be. This disables the Pre Check in till the checkbox it checked. However, it does not erase the Pre Check in setup that is completed by the Hotel Admin User. The idea behind this is that a Hotel

Team Member other than the Hotel Admin can also disable the Pre Check in if at all required.



Also, **Deny Pre Check in** is also available at the reservation level if Pre Check in needs to be disabled for any arriving guest.

 **NOTE:**

Deny Pre Check in is applicable for 1 off reservation and is not applicable for any future reservations that the same profile may have with the Hotel.

Pre Check in Workflow in webConnect

Based on the configuration that is completed by a Hotel Admin User a Guest will be able to perform Pre Check against their reservation.

Use the following steps to Pre Check in :

1. With the existing webConnect credentials a guest can login to webConnect for Pre Check in to view the reservations that are available for Pre Check-in-

| Confirmation # | First Name | Last Name | From | To | Number of Adults | No of Children | Number of Rooms | Status |
|----------------|------------|-----------|------------|------------|------------------|----------------|-----------------|-------------|
| 7119 | | | 30/10/2018 | 02/11/2018 | 2 | 0 | 1 | Pre Checkin |
| 7988 | | | 01/11/2018 | 02/11/2018 | 1 | 0 | 1 | Pre Checkin |
| 7989 | | | 08/11/2018 | 09/11/2018 | 1 | 0 | 1 | Pre Checkin |
| 7987 | | | 15/11/2018 | 16/11/2018 | 1 | 0 | 1 | Pre Checkin |

Please note that if Pre Check in is not active and if the time duration while performing Pre Check-in doesn't satisfy the configured time Pre Check in could not be performed.

- Once the Guest has selected the reservation that is active for Pre Check in. The next screen that appears in the flow is the Personal Details screen

Language: Dutch, Nationality: Belgium, Gender: Male

First Name: [Redacted], Last Name: [Redacted]

ADDRESS

Street1: [Redacted], Street2: Hotel12322, City: [Redacted]

Zip: 3002, Country: Belgium

CONTACT DATA

Email: luc.sweetent@gmail.com, Phone: 445445

PERSONAL DOCUMENTS

DocumentType: Passport, DocumentNumber: [Redacted], IssuedBy: India

ValidFrom: 01/11/2018, ValidUntil: 04/06/2019, PlaceOfIssue: sd/ta/nd

CountryOfIssue: Israel

Verification Checkbox for Data Accuracy

Save and Continue

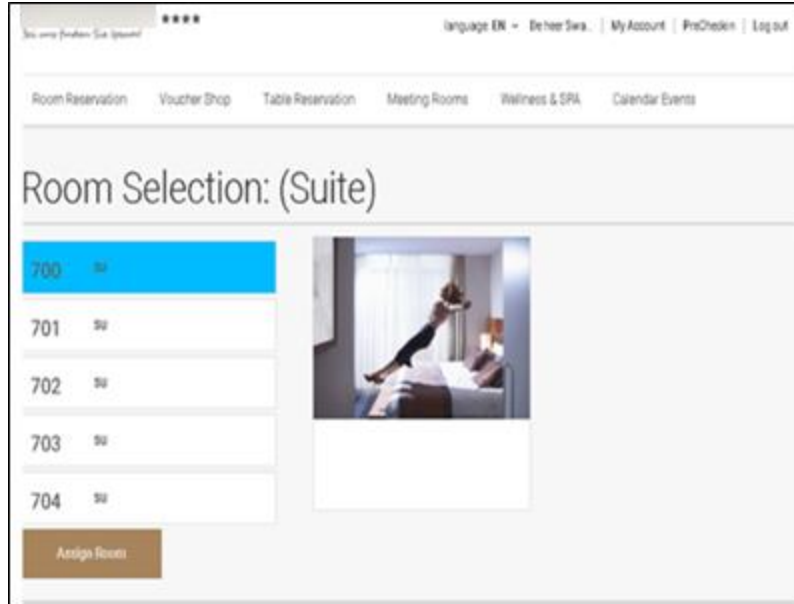
A Guest can fill the Personal Details on this screen.

On the screen the Passport will be a mandatory field if the Nationality selected by the Guest is same as the one selected by the Hotel Admin User in Passport Mandatory setup in Suite8 Remote Check in Configuration.

A Hotel Admin User can setup the fields on the screen as mandatory. The XML path to set the fields as Mandatory is-

~\WebPortalV3\Client\S8HPXMLConfig.config

When the Guest fills the details, the Guest is redirected to choose a room. A list of maximum 5 available rooms are displayed for the Guest of the same Room Type as that of the reservation.

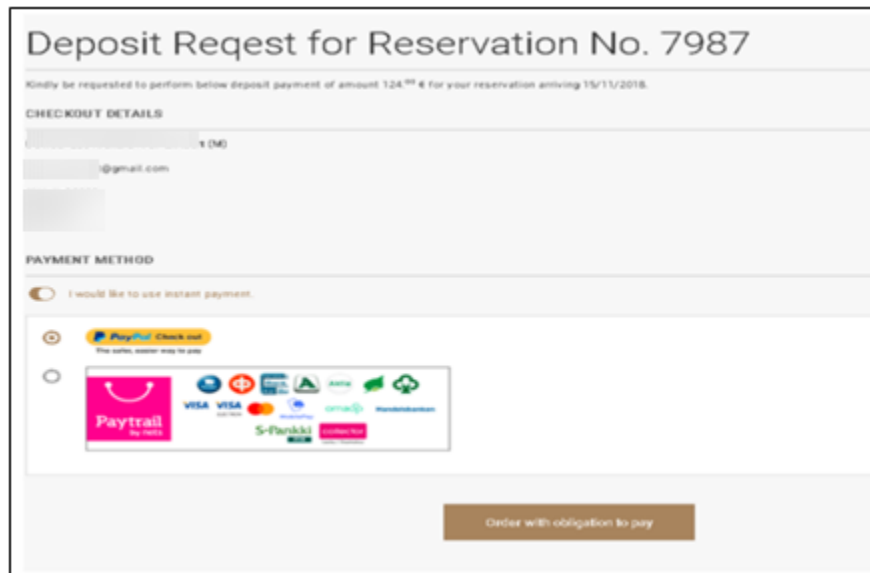


It is important to note that this process will be followed in case when a room is already assigned to the Guest.

 **NOTE:**

If Room Mandatory is not checked then the Guest cannot view the screen
In case if Room Assignment is set to auto then the Guest cannot view the screen and a room is automatically assigned to the Guest.

3. When the room selection is done, the Guest is redirected to the payment page



Depending whether Payment is selected a Guest will be asked for a deposit.
In addition to this the amount will be decided what is selected in the configuration screen of Advance Payment.

4. Final confirmation is shared with the Guest, which lists out the details for the Guest.

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Bonus Point Redemption via webConnect

Bonus Point Configuration in Suite8

Bonus point redemption is now available via webConnect.

It is now possible to redeem the available bonus points against the cart items selected by the guests in webConnect.

A Hotel Admin User can predefine the conditions under which a Guest can successfully redeem the bonus points against the cart value.

Navigate to **Suite8 > Setup > Configuration > Suite8 Homepage > Tab 1**

The screenshot shows the Suite8 Configuration interface. The 'General' tab is selected. The 'Bonus point redemption' section is highlighted in yellow. It contains the following settings:

- Use Bonus point redemption
- Department code: 926 Bonus Point System
- Payment mode: Full Payment

| Setting | Description |
|----------------------------|---|
| Use Bonus point redemption | This checkbox controls the functionality for a hotel. If the checkbox has been checked than the functionality will be open to use by the hotel in Suite8 and guests on Suite8 Homepage/Suite8 webConnect. |
| Department Code | This field defines the department code to be used when Bonus Points are redeemed on the Suite8 Homepage/Suite8 webConnect. |

| Setting | Description |
|--------------|--|
| Payment Mode | <p>The Bonus Point redemption can be done by using 2 options. This function will define which one can be used. The options are-</p> <ul style="list-style-type: none"><li data-bbox="867 369 1539 485">• Full Payment- When this option is selected, the guest checking out the items on Suite8 Homepage/Suite8 webConnect will need to pay the total amount in cart by Bonus Points only<li data-bbox="867 491 1539 638">• Partial Payment- When this option is selected, the guest will be provided an option to partially redeem from the total points that they have accumulated, meaning, a guest can do part payment from Bonus Points and the balance from the other payment gateways provided |
