



## Availability Online User Manual

**Additional Support: [support@availabilityOnline.com](mailto:support@availabilityOnline.com) or 802-774-1124**

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## 1- HOW TO LOGIN TO YOUR AVAILABILITY ONLINE ACCOUNT

To login to your Availability Online account go to the Administration Center Login screen:

<https://availabilityonline.com/admin/index.php>

To save time in the future we recommend bookmarking this link into your Favorites list.

For full access to your account, including guest's credit card information, login to your Administration Center with your Availability Online username and Master Password.

You may choose to restrict the viewing of sensitive credit card information to certain staff and/or your web developer. Logging in with your Availability Online username and Developer Password will hide all of your guest's reservation information.

If you are unsure of your username and/or passwords please contact us: [support@availabilityonline.com](mailto:support@availabilityonline.com)

## 2- UPDATING AVAILABILITY

There are three ways you can update your room/unit availability:

**1- Manually Updating Your Availability** is for users who do not have compatible desktop guest management software. Manual updating is quick and easy to do with only a few clicks of your mouse.

*To update your Room Availability:*

- Login to your Availability Online Administration Center
- Click Quick Links > Update Availability

For complete instructions on how to manually update your availability, click this link:

[http://www.availabilityonline.com/help/ao4help\\_manualupdate.html](http://www.availabilityonline.com/help/ao4help_manualupdate.html)

**2- Have our system automatically update availability** You can adjust a setting in your account to have bookings, *made with your Availability Online reservation form*, automatically taken out of your inventory. To activate this option:

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > General Settings
- Scroll towards the bottom of the page to find 'Room Availability After a Reservation Inquiry'
- Check 'Immediately mark rooms as not-available when a room is booked' and click the Save Changes button

**3- Auto-Updating Your Availability** is for users who use compatible desktop guest management software (see list of compatible software vendors below). Auto updating allows property owners to instantly update their unit vacancy from their guest management software.

Updating your Availability Online calendar can be made less time consuming with automatic uploads from your guest management software. With a click of a button in your desktop software, your entire property's vacancy (some of the below vendors have the ability to send room rates and min. night stay requirements as well) will instantly appear on your Availability Online availability calendar. We currently support automatic uploads from the following software vendors:

[www.BnBManager.com](http://www.BnBManager.com)  
[www.iMagicHotelReservation.com](http://www.iMagicHotelReservation.com)  
[www.InnKontrol.com](http://www.InnKontrol.com)

InnOvation  
[www.InnTime.biz](http://www.InnTime.biz)  
[www.ReservationKey.com](http://www.ReservationKey.com)  
Reservations 7.0, 8.0, 9.0  
RezOvation Desktop

[www.RezStream.com](http://www.RezStream.com)  
TCS GuestTracker  
[www.VacationRentPro.com](http://www.VacationRentPro.com)  
MunsenWare's Guest  
Tracker

In addition to uploading availability information, your Availability Online reservation requests can be automatically downloaded and inserted directly- per your approval, into your guest management software. This saves you and your staff time from re-typing your guest's reservation and credit card information. Currently Availability Online reservation downloads are supported by the following software vendors:

[www.BnBManager.com](http://www.BnBManager.com)  
[www.iMagicHotelReservation.com](http://www.iMagicHotelReservation.com)  
InnOvation

[www.InnTime.biz](http://www.InnTime.biz)  
Reservations 7.0, 8.0, 9.0  
RezOvation Desktop

[www.RezStream.com](http://www.RezStream.com)  
TCS GuestTracker  
[www.VacationRentPro.com](http://www.VacationRentPro.com)  
MunsenWare's Guest  
Tracker

Please contact the software vendor directly for instructions on how to upload/download to your Availability Online account.

### 3- RESERVATION FORMS

Availability Online offers two types of reservation forms. Confirmed Booking Form and Reservation Inquiry Form.

#### **Confirmed Booking Form**

A Confirmed Booking Form has the ability to give your guests a complete reservation total and send them an auto reply confirmation email after the reservation has been submitted. After submitting the form, your guests are assuming they have just made a confirmed booking. Although your guest does receive an auto reply confirmation email, many property owners choose to send their guests a second confirmation email that may include more check-in info, directions and general details.

##### *To Activate the Confirmed Booking Form*

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Activate Form
- Click both the 'Activate Reservation Requesting' and 'Activate Confirmed Reservation' check boxes
- Click the Save Changes button

#### **Reservation Inquiry/Request Form**

A Reservation Inquiry/Request Form allows your guests to Request a reservation. Your guests will expect to hear from you with final confirmation. The reservation request form does have the ability to give your guests a complete reservation total if you choose to display one. After your guests submit a reservation request, they will receive an auto reply email which includes a copy of the reservation information they submitted. This is not a confirmation email.

##### *To Activate the Reservation Inquiry/Request Form*

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Activate Form
- Click the 'Activate Reservation Requesting' check box
- Click the Save Changes button

#### **Enhanced Reservation Form Style**

The Enhanced Reservation Form Style gives the following functionalities:

- Guests select unit and arrival date before contact and payment info is added. This prevents guests from filling out the entire form THEN finding out their reservation does not meet certain requirements.
- Set your Maximum Occupancy settings for total guests, adults and/or children.
- Set the Occupancy Level to which the Base Nightly Rate is set at.
- Set Additional Person Fees (this is a Premium service feature only).
- Set Under Occupancy Costs.

*To Activate the Enhanced Reservation Form Style*

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Activate Form
- In the Reservation Form Style section select 'Enhanced (With Occupancy & Rates on first page)' and click the Save Changes button

**Cozy Demo Bed & Breakfast**  
*Fine Lodging Since 1977*

[Availability Online Demo Account](#)

**Please complete all of the required fields below to make a reservation.**

**Cancellation, Deposit & Booking Policies**  
Deposit of first night stay is required to hold your reservation. Cancellations will get full refund if made 2 weeks prior to arrival date. We have a no-smoking policy.

**This is a *Secure* form.**

**Travel Information:**

Arrival Date:  (required)  
Departure Date:  (required)  
Number of Guests:  (required)  
Room:  (required)

	Jul 11th	Jul 12th	Jul 13th
Deluxe Bungalow	\$169	\$169	\$169

Occupancy limits for Deluxe Bungalow: 3 guests.

**Continue ==>**

*First Page of the Enhanced Reservation Form*

**SPECIAL NOTE:**

The following options must be in place in your General Reservation Settings for Enhanced Reservations to function properly:

- Room Choice 1 Selection must be enable
- Room Choice 2 Selection must be disabled
- Number of Adults must be enabled

**Classic Reservation Form Style**

Our Classic Reservation Form Style is ideal for innkeepers looking for a straight forward and simple method to take reservation requests. As seen in the sample image below, guests are given a standard form to submit their contact and booking information. Guests are asked to confirm their information on the second page of the reservation process before submission.

## Cozy Demo Bed & Breakfast

Fine Lodging Since 1977



### Availability Online DEMO Account

Please complete all of the required fields below to inquire about a reservation.

#### Cancellation, Deposit & Booking Policies

\$25 cancellation fee. A 50% deposit is to be paid by credit card unless requested to send a check within two weeks from making the reservation. Two weeks before arrival cancellation notice required, one month cancellation for Holidays.

This is a **Secure** form.

#### Contact Information:

First Name:  (required)  
Last Name:  (required)  
Address:  (required)  
City:  (required)  
State/Province:  (required)  
Zip/Postal Code:  (required)  
Country Code:   
Email:  (required)  
Home Phone:   
Cell Phone:

#### Travel Information:

Check-in Time: 3:00pm  
Check-out Time: 11:00am  
For arrival dates within 1 day of today's date please call 802-774-1124.

Arrival Date:  (required)  
Departure Date:  (required)  
Room or Cottage :  Please Choose (required)  
Number of Guests:  Please Choose (required)

#### Payment Information:

*This form uses a secure connection that protects all communications that involve credit cards and sensitive personal information.*

Credit Card Type:  Please Choose  
Credit Card Number:   
Expiration (month/year):  Please Choose  Please Choose  
Exact Name on Card:

How did you hear about our bed and breakfast?

Please Choose

#### Comments/Requests:

### SPECIAL NOTES:

The Classic Reservation Form style works best for those looking to take Reservation Requests/Inquiries, vs. Confirmed Bookings.

The Classic Reservation Form will show Nightly Rates and a reservation subtotal if you choose. The rates and subtotal are shown to the guest on the second page of the reservation form process.

If you want to enforce minimum night stay requirements, we recommend using the Enhanced Style Reservation Form.

Additional person charges and/or occupancy settings are not available in the Classic Reservation Mode.

### First Page of Classic Reservation Form

#### To Activate the Classic Reservation Form Style

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Activate Form
- In the Reservation Form Style section select 'Classic' and click the Save Changes button

## Reservation Form General Settings

Most of your reservation form fields and settings can be controlled from the Reservation Form's General Settings page of your Availability Online Administration Center.

### **To Access ALL OF THE BELOW Reservation Settings:**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > General Settings

- **Collecting Guest Contact Information**

All guest contact fields (ie: Name, Address, Email, Phone, etc.) on your reservation form can be de-activated, made required or optional. You can also choose to have your guests verify their email address to prevent email communication failures.

The screenshot shows two sections of the Administration Center settings. The first section is titled 'Email Address' and contains three checkboxes: 'Ask for Email Address?' (checked), 'Make Email Address required?' (checked), and 'Require guest to verify email address?' (checked). The second section is titled 'Home Phone' and contains two checkboxes: 'Ask for Home Phone?' (checked) and 'Make Home Required required?' (unchecked).

*Above Highlighted: Screen shot of the Email Address setting portion of the Administration Center*

If you are using our Classic Reservation Form Mode, contact fields are found on the first page of the reservation form process. If you are using our Enhanced Reservation Form Mode, contact fields are found on the second page of the reservation form process.

- **Collecting Additional Guest Names**

Many smaller Inn's and Bed and Breakfasts like to know the names of all guests in the reservation party. You can easily add a field to your reservation form asking for this information. When activated, an open text field will display on your form, just below the contact information entry section.

- **Check-In / Check-Out Time**

This setting allows you to display your check-in / check-out times. When activated, the times will be shown on your reservation form, just above the Arrival Date fields.

- **Arrival & Departure Date**

The arrival and departure fields are set by default to be active. You can choose to de-activate these fields from the General Settings portion of your Reservation Form Settings.

*NOTE: Deactivating one or both of these fields will prevent your system from calculating nightly rates and minimum night stay requirements.*

- **First Allowable Booking Date**

Many property owners may not want to accept same-day online bookings. With the first allowable date modifier you can choose how many days out you want to accept online bookings. Entering '0' in this field means you allow same day bookings. Entering '1' means tomorrow is the first bookable day, etc. Your system is set on default at '1'. If the First Allowable Booking Modifier is set to '1' or more, your phone number is automatically displayed on the reservation, asking guests to call you directly to book.

### **To Access ALL OF THE BELOW Reservation Settings:**

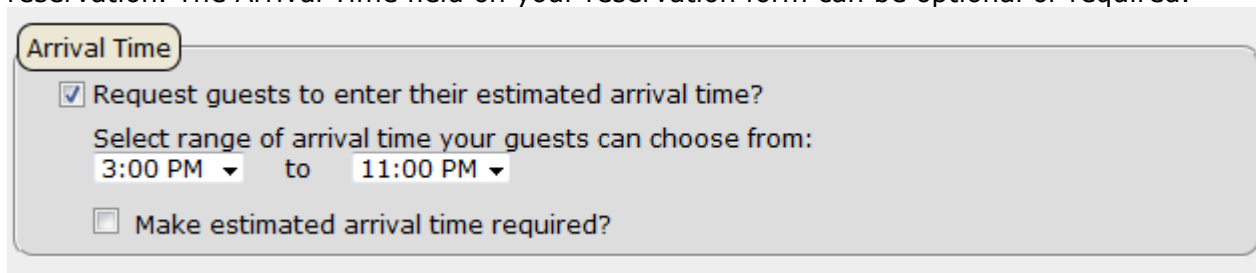
- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > General Settings

- **Last Allowable Booking Date**

Many property owners may only want to take reservations one year in advance. Using the last allowable date modifier you can choose the number of days from today that is the last day you allow to be booked. Entering '365' means you allow bookings up to one year in advance. Entering '180' means you allow bookings up to 6 months in advance, etc. Your system is set by default at '365'.

- **Requesting Guest's Arrival Time**

If you have strict arrival / check-in times you may want to request your guests to choose their estimated time of arrival. Using the drop down menus provided select your check-in range. When activated, your guests will be able to select from this time range when making their reservation. The Arrival Time field on your reservation form can be optional or required.



*Above: Arrival Time settings section of your Administration Center*

- **Collecting Room/Unit Choice from Guest**

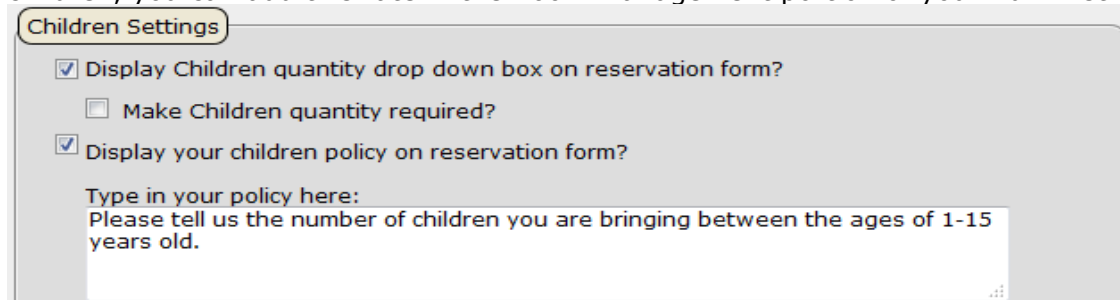
This field allows guests to select which unit or unit type they want to reserve. You can choose to deactivate this field or make this field optional. **IMPORTANT NOTE:** Deactivating or marking this field optional will prevent your system from calculating nightly rates and minimum night stay requirements. A room/unit choice is necessary for the system to tally this information.

- **Number of Guests**

This field allows guests to enter how many people are in their party. By default, this field is 'active'. You can choose to de-activate this field or make this field optional. **IMPORTANT NOTE:** Deactivating or marking this field optional will prevent your system from calculating nightly rates and additional person fees. The Number of Guests is information necessary to tally this information.

- **Children Settings**

This field is set by default to be 'OFF'. When activated your reservation form will ask for the Number of Adults AND Number of Children. You can choose to require the Number of Children field on your reservation form and/or display your Children's Policy on the form as well. If you show a reservation total on your reservation form, and charge a different nightly rate for children, you can add this rate in the Room Management portion of your Administration Center.





**To Access ALL OF THE BELOW Reservation Settings:**

- **Login to your Availability Online Administration Center**
- **Click Reservation Management > Reservation Form Settings > General Settings**

- **Payment/Credit Card Settings**

Your Availability Online reservation form can securely collect your guest's credit card information. This can include not only the credit card number, but the card's expiration date, CVV Number and mailing address associated with that card. Keep in mind that Availability Online does not process the credit card and does not have any direct interfaces to payment gateways. The reservation form credit card fields are 'ON' and 'Required' by default. These fields can easily be adjusted from the General Settings portion of your Reservation Form Settings.

To manage which cards you accept click Reservation Form Settings > Credit Card Settings from your Administration Center.

- **Displaying Comments Box on your Reservation Form**

By default, your reservation form displays an optional text field asking your guests if they have any additional Comments/Requests. This field can be turned off or made required. If you are using our Classic Reservation Form Mode, this field is found on the first page of the reservation form process. If you are using our Enhanced Reservation Form Mode, this field is found on the second page of the reservation form process.

- **Unit / Room Labels**

The Unit/Room Label section allows you to display text on your reservation form that describes what type of unit you are renting. The default unit label that appears on your reservation form is 'Room'. If you rent condos, you may want to change the unit label to 'Condo'. If renting vacation rentals, you may want to change the label to 'Rental'. Whatever text you choose will show throughout the reservation form, as in the highlighted example below:

Number of Adults:  (required)

Number of Children:

*all us the number of children you are bringing between the ages of 1-15 years old.*

**Room or Cottage:**  (required)

Please complete the fields above to see rates.

*Above Highlighted: Unit Label found on the Reservation Form seen by your guest*

- **Immediately mark rooms as not-available when a reservation is made**

You can choose to immediately take a room out of your inventory (mark 'booked' on your availability calendar) after a reservation is submitted. This setting is best used with manual availability updating. If you use automated updating via Guest Management Software this feature will work but your software may quickly overwrite the room status depending on your settings. This setting is 'OFF' by default.

- **No-Vacancy Booking**

This setting allows a guest to book a room even if your Availability Online system shows no-vacancy for the room/dates the guest selects. This setting is 'OFF' by default.



## Cancellation Policies & Disclaimers

To Edit your Cancellation Policies and other Disclaimers that appear on your Reservation Form

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Policies & Disclaimers

There are four different items you can change from the Policies & Disclaimers portion of your Administration Center:

**1- Cancellation, Deposit & Booking Policies:** Text you enter can display on one or all of the pages within the reservation process. When text is entered, guests will be required to 'Agree' to your policy before they can submit the reservation. You can also choose to include this information to the auto reply email that is sent to the guest immediately after they submit the reservation form.

*Below: Screenshot of Cancellation, Deposit & Booking Policies section of your Administration Center.*

- ☐ Show the policy at the top of the first page of the reservation process?
  - ☐ Show the policy at the top of the payment page of the reservation process?
  - ☐ Show the policy at the top of the confirmation page of the reservation process?
  - ☒ Show the policy at the bottom of the confirmation page of the reservation process?  
(\*\*MUST BE CHECKED IF POLICIES IS ACTIVATED)
  - ☒ Show policy in the notification emails?
- If policy is shown in the notification emails, where should it appear?
- ☒ Bottom
  - ☐ Top

**2- Custom 'Thank You' Message:** Text entered in this field displays on the last page of the reservation form process.

**3- Miscellaneous Message:** Text entered in this field displays at the bottom of the first page of the reservation form process.

**4- Subtotal Policies:** Displays on the second page of the reservation form process. A Subtotal Policy is only necessary if you are displaying nightly rates. An example of your subtotal policy might be: "Subtotal does not AAA discount or other misc. charges."

## Notification Setup

When a reservation has been submitted by your guest you have the option to be notified two different ways:

- 1- Email. Multiple emails can be used
- 2- Text Message (*premium subscriber feature only*)

Text messages are not guaranteed with all makes/models of phones and phone carrier services. Email, by nature, is never 100% reliable due to various virus protection systems and spam filters. We always recommend periodically checking the Pending Reservation page of your Administration Center for new reservations.

To Edit your Reservation Notification Methods

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Notification Setup

## Custom Questions

Display up to four Custom Questions on your reservation form. Choose to display a Text Box or Drop Down Menu for your guests to answer your question. If displaying a drop down menu, you can enter up to 9 drop down menu options. You can also choose to Require guests to answer your Custom Questions.

### Example of Custom Questions:

Do you have any special dietary requirements you would like us to know about?

← Custom Question with open text box

How did you hear about our bed and breakfast? \* Required

TripAdvisor

- Please Choose
- Chamber of Commerce
- BedandBreakfast.com
- TripAdvisor
- Google Search
- BBOOnline.com
- Newspaper Ad
- Online Lodging Directory
- Other

← Custom Question with drop down menu

### To Edit / Add Custom Questions to your Reservation Form

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Custom Questions

## A La Carte Items & Packages

An A La Carte Item or Package may be added to your reservation form at any point. This feature is typically used to up-sell certain items or services. For example, giving the guest an option to add a 'Bottle of Wine' or 'Healthy Spa Package' to their reservation.

If you use nightly rates to give you guests a reservation total, you can choose to include the cost of your a la carte items or packages within that total.

Sample image:

<input type="checkbox"/>	<b>BEER BASKET</b> \$30.00 A sampling of Vermont Beers and assorted snacks. Everything you will need to convince him that this getaway was just for him!
<input type="checkbox"/>	<b>Vermont Cheese &amp; Wine</b> \$60.00 Enjoy a taste of Vermont with a plate of award-winning local cheeses and a bottle of wine. Please choose from Chardonnay, Pinot Grigio, Cabernet or Pinot Noir.

### To Add A La Carte Items & Packages to your Reservation Form

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > A La Carte Items & Packages

## Reservation Form Colors & Visual Settings

You may alter the font type, text color, background color and foreground color of your reservation form. Premium users may also add a static page header or logo to the top of their reservation form. Adding a header to the reservation form is a free service that needs to be done by the Availability Online staff. Please <mailto:support@availabilityonline.com> for information.

*To Edit your Reservation Form Colors*

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Colors & Visual Settings

Our staff is always happy to help you alter the colors of your Availability Online pages to match your website.

## Credit Card Type Settings

Activate specific credit cards you accept as payment. Your selection(s) will appear as payment options on your reservation and/or gift certificate order form.

*To Edit your Credit Card Type Settings*

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Credit Card Settings

## Default Reservation Confirmation Setup

You have the option to send a reservation confirmation to guests from your Availability Online Administration Center. Default Email addresses, Email subject and any text entered in the 'Email Body' field will automatically appear when you are ready to send the confirmation email from your Reservation Pick Up Center. In addition specific reservation information (arrival date, number of nights staying, reservation cost, etc) will automatically appear in the Confirmation Email.

*To Setup your Default Confirmation Text*

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Confirmation Setup
- Unless you are going to use HTML Code in your confirmation select 'Plain Text' as your Email Type

## 4- AVAILABILITY DISPLAYS

### Two Week Calendar Grid

Available to both Basic and Premium subscribers.

Back 14 Days    Arrival Date: April 13 2016    Go    Ahead 14 Days

April 13th, 2016 - April 26th, 2016  
To see our rates mouse over any available date in the calendar grid below.

	Wed 13	Thu 14	Fri 15	Sat 16	Sun 17	Mon 18	Tue 19	Wed 20	Thu 21	Fri 22	Sat 23	Sun 24	Mon 25	Tue 26
<b>Cottages with Lake View</b>														
<b>Beachfront Cottage</b>														
<b>Deluxe Bungalow</b>														
<b>Family Bungalow</b>														
<b>Standard Bungalow</b>														
<b>Rooms at the Inn</b>														
<b>Room 1</b>														
<b>Room 2</b>														

One of our most commonly used display options. Shows the availability of all rooms in your account in two week intervals. You may choose to allow guests to search your availability up to 1 or 2 years in advance.

Colors and vacancy graphics can be customized to match the theme of your website. Our staff is happy to customize the calendar for you.

Rates can be shown on this availability display. See the Rates portion of this user manual for more information.

Working Example: <http://www.availabilityonline.com/available.php?un=demo>

## Availability Search & Display

Arrival Date: April 13 2016 Nights: 1 [Check Availability](#)

Available to both Basic and Premium subscribers.

The Availability Search & Display shows only rooms available for the dates searched by your guests. This display method includes the option to display room photos and descriptions.

Colors can be customized to match the theme of your website. Our staff is happy to customize this page for you.

Nightly Rates can be shown on this availability display. See the Rates portion of this user manual for more information.

### Working Example:

[http://www.availabilityonline.com/availability\\_search.php?un=demo](http://www.availabilityonline.com/availability_search.php?un=demo)

Displaying rooms available for 1 night starting April 13th, 2016



#### Beachfront Cottage

Room with one King bed. Private entrance. WiFi, fridge and phone in room. Private bath with Jacuzzi hot tub. Occupancy limits: 5 guests. Rates based on 5 guests.

4/13  
\$179

[Reserve](#)



#### Deluxe Bungalow

Large two bedroom suite with king bed and two twin beds. Pullout couch. WiFi. Private bath. Occupancy limits: 3 guests. Rates based on 2 guests.

4/13  
\$149

[Reserve](#)



#### Standard Bungalow

Large room with one King bed. Private bath with hot tub. Free WiFi. Flat screen tv, phone and small fridge. Occupancy limits: 3 guests. Rates based on 2 guests.

4/13  
\$179

[Reserve](#)

## Monthly Calendars

Monthly calendars displays are available to Premium Subscribers only. There are two different monthly calendar display options.

### Monthly Calendar Option #1

Show 1-24 months of availability on your web page(s).

Monthly Calendars can show availability for a single room/unit or your entire property.

All of our monthly calendar displays can be used solely on your website, or in conjunction with other availability displays.

MARCH 2016	APRIL 2016	MAY 2016	JUNE 2016
S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S
1 2 3 4 5	1 2	1 2 3 4 5 6 7	1 2 3 4
6 7 8 9 10 11 12	3 4 5 6 7 8 9	8 9 10 11 12 13 14	5 6 7 8 9 10 11
13 14 15 16 17 18 19	10 11 12 13 14 15 16	15 16 17 18 19 20 21	12 13 14 15 16 17 18
20 21 22 23 24 25 26	17 18 19 20 21 22 23	22 23 24 25 26 27 28	19 20 21 22 23 24 25
27 28 29 30 31	24 25 26 27 28 29 30	29 30 31	26 27 28 29 30
JULY 2016	AUGUST 2016	SEPTEMBER 2016	OCTOBER 2016
S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S
1 2	1 2 3 4 5 6	1 2 3	1
3 4 5 6 7 8 9	7 8 9 10 11 12 13	4 5 6 7 8 9 10	2 3 4 5 6 7 8
10 11 12 13 14 15 16	14 15 16 17 18 19 20	11 12 13 14 15 16 17	9 10 11 12 13 14 15
17 18 19 20 21 22 23	21 22 23 24 25 26 27	18 19 20 21 22 23 24	16 17 18 19 20 21 22
24 25 26 27 28 29 30	28 29 30 31	25 26 27 28 29 30	23 24 25 26 27 28 29
31			30 31
NOVEMBER 2016	DECEMBER 2016	JANUARY 2017	FEBRUARY 2017
S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S
1 2 3 4 5	1 2 3	1 2 3 4 5 6 7	1 2 3 4
6 7 8 9 10 11 12	4 5 6 7 8 9 10	8 9 10 11 12 13 14	5 6 7 8 9 10 11
13 14 15 16 17 18 19	11 12 13 14 15 16 17	15 16 17 18 19 20 21	12 13 14 15 16 17 18
20 21 22 23 24 25 26	18 19 20 21 22 23 24	22 23 24 25 26 27 28	19 20 21 22 23 24 25
27 28 29 30	25 26 27 28 29 30 31	29 30 31	26 27 28

### Working Example:

[Request a Reservation](#)

[http://www.availabilityonline.com/images/aodemo\\_monthlycal.htm](http://www.availabilityonline.com/images/aodemo_monthlycal.htm)

## Monthly Calendar Option #2

Show a single monthly calendar on your web page(s) that will allow guests to view multiple months using a simple 'Next' link. These calendars can show availability for a single room/unit or your entire property.

<< Previous | Next >>

JUNE 2011						
S	M	T	W	T	F	S
			1	2	X	X
5	6	7	8	X	X	X
12	13	X	15	16	17	18
19	20	21	22	23	X	X
X	X	28	29	30		

## Date Select Tool Bar

*The Date Select Tool Bar is available to both Basic and Premium subscribers.*

The Date Select Tool Bar allows your guests to choose which type of availability they'd like to see. Selecting one button in the tool bar takes your guests to the Availability Search page. Selecting the other takes your guest to the 2-week calendar.

You may configure the date select tool bar to only point your guest to one availability display page.

Your web designer can change the layout and colors of the Date Select Tool Bar. Here are a couple of ways you could show the date select tool bar on your website:

To view availability enter your arrival date and stay duration below:

May	5	2011	1 Night	Search Availability	Or	View All
-----	---	------	---------	---------------------	----	----------

## Working Example:

[http://www.availabilityonline.com/images/room\\_images/combodemo.html](http://www.availabilityonline.com/images/room_images/combodemo.html)

In the working example, clicking 'View All' will send guests to the 2-Week Display. Clicking 'Search Availability' sends guests to the Search & Display page.

Check In:	June	16	2011
Number of Nights:	1 Night		
Search Available Rooms			
Or	View All Rooms		

## Show-Only Mode

*Available for Premium subscribers only.*

Our Show-Only display mode gives you the ability to show availability for a single unit/room. Links to a Show-Only calendar can be placed on your website for each unit/room. This display option can be solely used on your website, or in conjunction with other availability displays.

Show-Only calendars can also show a group of specific units at one time. For example, lets say you have a total of 24 vacation rentals available. With a show-only calendar you could choose to display three different calendars: One showing rentals with 3 bedrooms, one showing rentals with 2 bedrooms, the other showing rentals with 1 bedroom.

You can choose to place a Show All Rooms button on each Show-Only calendar which would allow your guests to view all units/rooms.

The Show-Only method can be used within the 2-Week Calendar (example below) or the Availability Search formats.

Working Example of a Show Only Two-Week Calendar:

[http://www.availabilityonline.com/availtable.php?un=demo&show\\_only=89225&show\\_only\\_mode\\_view\\_all\\_button=true&submit4=Show+Less+Properties](http://www.availabilityonline.com/availtable.php?un=demo&show_only=89225&show_only_mode_view_all_button=true&submit4=Show+Less+Properties)

Working Example of a Show Only Availability Search:

[http://www.availabilityonline.com/availability\\_search.php?un=demo&show\\_only=89224&show\\_only\\_mode\\_view\\_all\\_button=true&submit4=Show+Less+Properties](http://www.availabilityonline.com/availability_search.php?un=demo&show_only=89224&show_only_mode_view_all_button=true&submit4=Show+Less+Properties)

Back 14 Days
Arrival Date:

April ▼

5 ▼

2012 ▼

Go
Ahead 14 Days



**Green Meadow Suite**

**April 5th, 2012 - April 18th, 2012**  
 To see our room rates & min. night stay requirements,  
 mouse over any available date and room choice.

Thu 5	Fri 6	Sat 7	Sun 8	Mon 9	Tue 10	Wed 11	Thu 12	Fri 13	Sat 14	Sun 15	Mon 16	Tue 17	Wed 18
									X	X			

↑

Show availability for only a single room/unit or a group of rooms/units.

**Show All Rooms and Cabins**

X

= Not Available

←

With a click of a button, guests can choose to view availability for All units.

## 5- ROOM/UNIT RATES

Availability Online gives you the option to show rates 3 different ways:

- 1- Nightly Rates (is calculated to show a reservation total)
- 2- Monthly Rates (for display only, does not get included in reservation total)
- 3- Yearly Rates (for display only, does not get included in reservation total)

### Nightly Rates

When Nightly Rates are entered into your account they will automatically be used to calculate a subtotal for your guests' reservations. Nightly are shown on the reservation form as your guest completes their booking.

Nightly Rates are also shown on your availability displays.



If you use the Availability Search display, nightly rates will be shown like this:




### Townshend

Spacious and secluded second-floor room features a four-poster king bed, antique furniture, large comfortable wing backed chairs, gas stove, and TV/DVD. Large private bathroom with shower. Maximum Occupancy: 2.

9/13	9/14	9/15
\$249	\$249	\$249

Request Reservation

---



### Manchester

Inviting first-floor corner room features a four-poster queen bed, antique armoire, and gas fireplace set in the original brick fireplace, TV/DVD. Small private bathroom with shower. Maximum Occupancy: 2.

9/13	9/14	9/15
\$199	\$199	\$199

Request Reservation

If you use the 2-Week Availability display, nightly rates can be shown one of two ways


**1- Within the calendar grid** (Please contact the Availability Online support staff to activate this rate display method for you)

Back 14 Days

Arrival Date: September 5 2012 Go Ahead 14 Days

September 5th, 2012 - September 18th, 2012														
	Wed 5	Thu 6	Fri 7	Sat 8	Sun 9	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14	Sat 15	Sun 16	Mon 17	Tue 18
<u>Room with King Bed</u>	\$45	\$45	\$45	\$45	\$45	\$45	\$45	X	X	X	X	\$45	\$45	\$45
<u>Room w/ Two Full Beds</u>	\$55	\$55	\$55	\$55	\$55	\$55	\$55	X	X	X	X	\$55	\$55	\$55
<u>Family Room</u>	\$89	X	X	X	\$89	\$89	\$89	\$89	\$89	\$89	\$89	\$89	\$89	\$89
	Wed 5	Thu 6	Fri 7	Sat 8	Sun 9	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14	Sat 15	Sun 16	Mon 17	Tue 18

**2- In a Mouse Over Pop Up Box**



### April 5th, 2012 - April 18th, 2012

To see our room rates & min. night stay requirements, mouse over any available date and room choice.

	Thu 5	Fri 6	Sat 7	Sun 8	Mon 9	Tue 10	Wed 11	Thu 12	Fri 13	Sat 14	Sun 15	Mon 16	Tue 17	Wed 18
--	-------	-------	-------	-------	-------	--------	--------	--------	--------	--------	--------	--------	--------	--------

Bed & Breakfast Rooms and Suites														
<u>Green Meadow Suite</u>														
<u>White Mountain Room</u>														
<u>Hairy Dog Room</u>														
Private Cabins														
<u>Gore Cabin</u>														
<u>West Cabin</u>														
<u>Willard Cabin</u>														
	Thu 5	Fri 6	Sat 7	Sun 8	Mon 9	Tue 10	Wed 11	Thu 12	Fri 13	Sat 14	Sun 15	Mon 16	Tue 17	Wed 18

Green Meadow Suite  
Monday, Apr 09, 2012  
Nightly Rate: \$170



**SPECIAL NOTES:**

**Vacation RentPro, BnBManager and HotelMaster updaters:** Nightly Rates can be sent automatically from your reservation software. However, you do need to Activate nightly rates in your Availability Online account.

**Other Auto Data Updaters:** To prevent data loss you must send your first PMS update BEFORE entering ANY nightly rate information into our system.

**Manual Data Updaters:** If at any point you decide to start updating your Availability Online account with property management software please contact us before you send your first auto update.

**To Activate Nightly Rates**

- Login to your Availability Online Administration Center
- Click Room Rates > Rate Settings
- From the 'Rate Display Type:' drop down menu choose Nightly
- Click the Submit button

**To Create and Assign Nightly Rates**

For detailed instructions on how to create and assign your nightly rates please following this link:

[http://www.availabilityonline.com/help/ao4help\\_nightlyrates.html](http://www.availabilityonline.com/help/ao4help_nightlyrates.html)

**Yearly Rate Display**

Yearly rate display allows you to show a single nightly (see example image below) rate or a rate range for the entire year on the 2-week availability calendar display. A rate range typically represents your low midweek rate to your high weekend/holiday rate.

*Yearly rates are for display only and are not calculated in the reservation form total.*

		May 10th, 2012 -						
		Thu 10	Fri 11	Sat 12	Sun 13	Mon 14	Tue 15	Wed 16
<a href="#">Logan Suite</a>	\$235-\$265							
<a href="#">Paris Suite</a>	\$220-\$250		🍁	🍁				🍁
<a href="#">Allen Suite</a>	\$185-\$215							

above: Rate range which shows for the entire year.

**SPECIAL NOTE:**

Yearly Rates are available for display on the 2-week availability calendar only and are not displayed on the Availability Search page.

**To Activate Yearly Rates**

- Login to your Availability Online Administration Center
  - Click Room Rates > Rate Settings
  - From the 'Rate Display Type:' drop down menu choose Yearly
  - Click the Submit button
  - In the left-side navigation click Set Monthly/Yearly Rates
  - Click the Pencil (edit) icon next to the room to assign a rate
  - In the Rates section enter your Yearly rate range in the High and Low fields.
- If you only have a single rate enter that in the "High Rate" field.
- Click the Save Changes button
  - Repeat for each room/unit.

## Monthly Rate Display

Monthly rate display allows you to show a single nightly rate or a rate range (see example image above) that can change for each month viewed on the 2-week availability calendar display.

For example: You can show a rate for Room 1 in August for \$145. But, in January the rate for Room 1 can be shown as \$115.

A rate range typically represents your low midweek rate to your high weekend/holiday rate.

*Monthly rates are for display only and are not calculated in the reservation form total.*

		Thu 10	Fri 11	Sat 12
<u>Green Meadow Suite</u>	\$145			
<u>White Mountain Room</u>	\$210			
<u>Hairy Dog Room</u>	\$125			

### SPECIAL NOTE:

Monthly Rates are available for display on the 2-week availability calendar only and are not displayed on the Availability Search page.

*Above: Single rate which can change depending on the month viewed by guest*

## To Activate Monthly Rates

- Login to your Availability Online Administration Center
- Click Room Rates > Rate Settings
- From the 'Rate Display Type:' drop down menu choose Monthly
- Click the Submit button
- In the left-side navigation click Set Monthly/Yearly Rates
- Click the Pencil (edit) icon next to the room to assign a rate
- In the Rates section enter your Monthly rate range in the High and Low fields.

If you only have a single rate enter that in the "High Rate" field.

- Click the Save Changes button
  - Repeat for each room/unit.

## 6- FEES, TAXES & DEPOSITS

*The Fees & Taxes feature is available to Premium subscribers.*

The Fees & Taxes function can be used to include taxes, cleaning fees or any other misc. charge to your reservation subtotal. You can also show a deposit amount which will be charged to your guest's credit card.

You can add an unlimited number of fees and/or taxes to your account. A percentage or static dollar amount can be added to your reservation subtotal on a per-unit or a per-stay basis.

Adding fees and/or taxes to your reservation subtotal may benefit you and your guests, as it can provide your guest with a final total of their stay.

### To Add Fees & Taxes To Your Reservation Form:

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Fees & Taxes
- Follow the set up instructions given on the page

	May 29th	May 30th
Hairy Dog Room	\$90	\$90

Arrival Date: 2012-05-29

Departure Date: 2012-05-31

Room or Cabin: Hairy Dog Room

Number of Adults: 2

Number of Children: 0

**Room Subtotal:** \$ 180.00

**Mandatory Cleaning Fee:** \$ 75.00

**Subtotal:** \$ 255.00

**20% Deposit Due Today:** \$ 51.00 (20%)

**State Tax:** \$ 18.00 (10%)

**Total:** \$ 273.00

*Left: Sample of fee, tax and deposit display on reservation form*

### **To Show a Deposit Amount on Your Reservation Form:**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Fees & Taxes
- Click the Add New Tax button
- In the Tax Name field enter how you want to label the deposit on the reservation. The Tax Name in the example above is "20% Deposit Due Today"
- Make the below changes in the fields provided:
  - Activate: select 'Yes'
  - Applied to: Select 'Unit and Non-Unit Taxable Subtotal'
  - Percentage: type in the percentage of your deposit
  - Behavior: Select 'Display Only'
  - Display Order: enter '1'
  - Applies to Rooms: Click 'Check All'
  - Click the Save Changes button

## **7- MINIMUM NIGHT STAY REQUIREMENTS**

There are four modes you can choose from when deciding how to handle your minimum night stay requirements on your reservation form.

**1- Allow Mode:** Minimum night stay requirements are displayed but not enforced. A guest can submit a reservation that does not meet your minimum night stay requirements.

**2- Alert Mode:** Minimum night stay requirements are displayed and guests are warned if their reservation does not meet requirements. A guest can still submit a reservation that does not meet your requirements.

**3- Surcharge Mode:** Minimum night stay requirements are displayed and guests are warned if their reservation does not meet requirements. The warning will notify the guest that an additional surcharge must be paid if they proceed with the reservation.

**4- Stop Mode:** Minimum night stay requirements are displayed and enforced. Guests will be alerted that they have not met your requirements and will not be able to complete the reservation until changes are made.

## Activate Minimum Night Stays & Select Your Mode Option

### Step 1: To Activate Nightly Rates

- Login to your Availability Online Administration Center
- Click Minimum Night Stays > Minimum Night Stay Settings
- Select 'Yes' from the Activate Minimum. Night Stay settings section

### Step 2: Altering the Availability Search 'Nights' Start and End Values

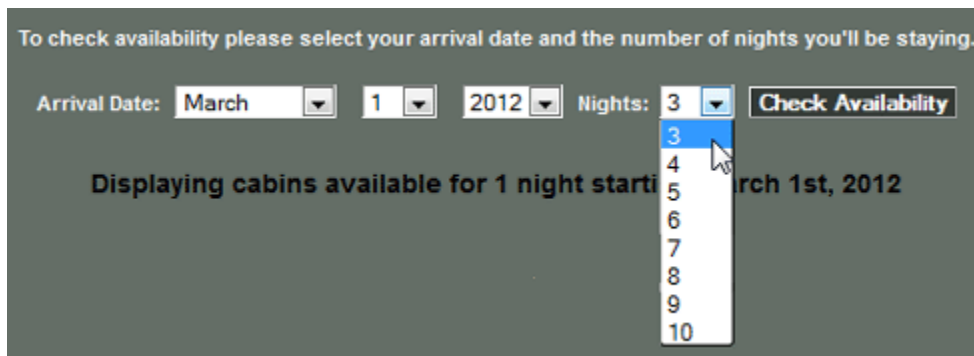
- Using the drop down menus provided assign an availability search Start and/or End value.

**\*\* YOU SHOULD KEEP THE DEFAULT SETTINGS IF YOU DO NOT HAVE THE SAME MIN. NIGHT STAY REQUIREMENT FOR ALL TIMES \*\***

Altering the availability search 'Nights' Start and End Values will change the values found in the Nights drop down menu located on the Availability Search and Display page.

The Availability Search 'Nights' Start and End Values can restrict guests from searching for availability for stays that don't meet your minimum night stay requirements. It can also prevent guests from searching for large multi-night stays in which you would rather book by phone.

For example (see *image below*), if you ALWAYS enforce a 3 night minimum, you can remove the 1 and 2 Nights options from the Availability Search tool bar by setting "Nights" Start Value to 3.



The screenshot shows a web interface for checking availability. At the top, it says "To check availability please select your arrival date and the number of nights you'll be staying." Below this, there are three dropdown menus for "Arrival Date:" (set to "March"), "1" (representing the day), and "2012" (representing the year). To the right of these is a "Nights:" dropdown menu which is currently set to "3". A mouse cursor is hovering over the "3" option in this dropdown menu. To the right of the "Nights:" dropdown is a "Check Availability" button. Below the dropdowns, the text "Displaying cabins available for 1 night starti" is visible, followed by "rch 1st, 2012". The "Nights:" dropdown menu is open, showing a list of numbers from 3 to 10. The number 3 is highlighted in blue.

### Step 3: Select Your Minimum Night Stay Mode

- Using the information on the page, select how you want the reservation form to handle your min. night stay requirements.
- Click the Save Changes button

## To Create and Assign Minimum Night Stay Requirements

For detailed instructions on how to create and assign your minimum night stay requirements please following this link: [http://www.availabilityonline.com/help/ao4help\\_minnightstay.html](http://www.availabilityonline.com/help/ao4help_minnightstay.html)

### SPECIAL NOTES:

#### **Vacation RentPro, BnBManager and HotelMaster**

**updaters:** Min. Night Stay information can be sent automatically from your reservation software. However, you do need to follow steps 1-3 to the left.

#### **Other Auto Data**

**Updaters:** To prevent data loss you must send your first PMS update BEFORE entering ANY min. night stay information into our system.

#### **Manual Data**

**Updaters:** If at any point you decide to start updating your Availability Online account with property management software please contact us before you send your first auto update.

## 8- MAXIMUM OCCUPANCY SETTINGS & ADDITIONAL PERSON FEES

*Additional Person Fee functions are available for Premium Subscribers only*

*Maximum Occupancy functions are available to both Premium and Basic Subscribers*

### **To activate max. occupancy and additional person fees:**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Activate Form
- In the Reservation Form Style section select 'Enhanced (With Occupancy & Rates on first page)'
- Click the Save Changes button

### **The set your additional activate max. occupancy and additional person fees::**

*(NOTE: The Enhanced reservation form style must be activated to access these settings)*

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Click the Pencil (edit) icon next to any unit to adjust max. occupancy and/or additional person settings
- Click the Blue ? next to any field for explanations
- Click the Save Changes button

### **ATTENTION Vacation Rent Pro and HotelMaster users:**

The following settings can be sent directly from your Vacation RentPro or HotelMaster software systems.

- Base Rate Occupancy (Guests)
- Max Occupancy (Adults)
- Max Occupancy (Children):
- Max Occupancy (Total Guests)
- Additional Adult Occupant Fee
- Additional Child Occupant Fee
- Under Occupancy Fee

### **SPECIAL NOTES:**

The following options must be in place in your General Reservation Settings for Enhanced Reservation features to function properly:

- Room Choice 1 Selection must be enable
- Room Choice 2 Selection must be disabled
- Number of Adults must be enabled

## 9- NO VACANCY GRAPHICS

Both basic and premium users can choose from over 80 no-vacancy images which will represent a booked room on the 2-week calendar display. No-vacancy graphics can be changed when ever you'd like using these instructions:

- Login to your Availability Online Administration Center
- Click Calendar Management > Vacancy Graphics > Standard Vacancy Graphics
- Select the no-vacancy graphic of your choice and click the Apply Changes button

Premium users can choose to show a custom no-vacancy graphic on their availability calendar. To do this ask your web designer to create a custom graphic that is 25 x 25 pixels. Email the graphic to Availability Online Support [support@availabilityonline.com](mailto:support@availabilityonline.com) and we'll upload the graphic to your account.

If you would like Availability Online to create a customized graphic for you please contact us. Additional fees for creating this image may apply.

## 10- GENERAL POLICY & MONTHLY NOTES ON AVAILABILITY DISPLAYS

Information provided in your General Policy & Monthly Note section appears directly below your availability display. This section can be used any way you choose. Many use Policies & Monthly Notes to explain cancellation policies, non-smoking rules, special off-season discounts or to announce special events in the area.

### To Activate Policies & Monthly Notes

- Login to your Availability Online Administration Center
- Click Calendar Management > Policies & Monthly Notes
- Text entered in the 'Policy #0' field will appear for all twelve months.
- Text entered in the 'Policy #1-12' fields will display for individual months.
- Click the Apply Changes button when finished.

**SPECIAL NOTE:** HTML is allowed in these fields.

## 11- HOW TO CHANGE YOUR PASSWORD

Your availability Online account has two passwords.

- 1- Master Password: Allows full access to account including credit card information.
- 2- Developer Password: Restricts viewing of sensitive reservation information.

### To Change Your Master or Developer Password

- Login to your Availability Online Administration Center
- Click Password Administration > Change Developer Password or Change Master Password
- Follow the password changing instructions given on the page

### To Change Your Username

Please contact us at [support@availabilityonline.com](mailto:support@availabilityonline.com) with the username you would like to change to. In rare cases additional fees to change your username may apply.

## 12- RESERVATION & GIFT CERTIFICATE ORDER PICK-UP

When a new reservation or gift certificate order has been submitted you are immediately sent an email notification alerting you of the guest's submission.

All information the guest submitted in the form is included in this email notification MINUS the credit card information. This is for security purposes.

### To View Pending Reservations / Gift Certificates & to Retrieve Credit Card Info

- Login to your Availability Online Administration Center with your Master password
- Click on the Reservation or Certificate ID# to view details.

When viewing Reservation Details you have the option to email your guest a confirmation. To do this, click the Send Confirmation Email button at the bottom of the page where you will then be prompted to complete & send an email form to your guest.

After Confirmation has been sent(optional) it is recommended that you click the Archive button found at the bottom of the Reservation or Certificate Detail page. Archived reservations/gift certificates are saved 6 months for further viewing.

### SPECIAL NOTE:

If you use desktop reservation software such as Vacation RentPro, iMagic, GuestTracker, etc, reservations can be automatically downloaded into your software. This will save you and your staff time from re-typing your guests' information.

Please contact your reservation software provider directly for information on how to activate Availability Online reservation downloads.

**HELPFUL HINT-- Sorting Reservations:** Reservations and Gift Certificate orders on the Pending page can be sorted by Date Taken, numerically by the Reservation ID#, Customer Name or by the Arrival Date, by clicking on the column header text.

Date Taken	Reservation ID #	Customer Name	Arrival Date
------------	------------------	---------------	--------------



### **To View Archived Reservations / Gift Certificates**

Archived reservations/gift certificates are reservations that have been moved from your Pending Reservation page either manually or by your desktop reservation software.

Once archived, reservations are saved 6 months for further viewing.

- Login to your Availability Online Administration Center with your Master password
- Select Reservation Management > Reservation Pick Up > Archived Reservations
- Choose one of the four search methods provided to find the Archived Reservation
- Once found, click on the Reservation or Certificate ID# to view details.

## **13- AVAILABILITY DISPLAY VISUAL SETTINGS**

### **2-Week Calendar**

#### **General Visual Settings & Colors**

To change the colors of the 2-week calendar grid:

- Login to your Availability Online Administration Center
- Click Calendar Management > Visual Settings > Traditional Calendar Display
- Choose the portion of the calendar you would like to edit and the Edit Visual Settings button
- Using the color pickers provided edit the colors to the settings of your choice
- Click the Submit button to save your changes
- You can view your changes by clicking Quick Links > Preview 2-Week Calendar

**Header & Footer Customization** (*available for Premium subscribers only.*) HTML/CSS knowledge is required to update the header and footer customization for Premium accounts. Please contact us to alter your availability page layout. Visual setting changes are usually done at no charge to you. Alternatively, your web designer can make these changes using the following instructions:

- Login to your Availability Online Administration Center
- Click Calendar Management > Visual Settings > Traditional Calendar Display
- Choose Premium Header & Footer and click the Edit Visual Settings button
- Edit the HTML in the Custom Header / Footer fields and click the Submit button to save changes.

**SPECIAL NOTE:** *When adjusting the Custom Header / Footer be sure to keep the Availability Online style sheets in tact. These style sheets are noted.*

### **Availability Search**

#### **General Visual Settings & Colors**

To change the colors of the Availability Display page:

- Login to your Availability Online Administration Center
- Click Calendar Management > Visual Settings > Search & Display
- Choose the portion of the calendar you would like to edit and the Edit Visual Settings button
- Using the color pickers provided edit the colors to the settings of your choice
- Click the Submit button to save your changes
- You can view your changes by clicking Quick Links > Preview Search & Display

**Header & Footer Customization** (*available for Premium subscribers only.*) HTML/CSS knowledge is required to update the header and footer customization for Premium accounts. Please contact us to alter your availability page layout. Visual setting changes are usually done at no charge to you. Alternatively, your web designer can make these changes using the following instructions:

- Login to your Availability Online Administration Center
- Click Calendar Management > Visual Settings > Search & Display
- Choose Premium Header & Footer from the drop down menu provided and click the Edit Visual Settings button
- Edit the HTML in the Custom Header / Footer fields and click the Submit button to save changes.



**SPECIAL NOTE:** When adjusting the Custom Header / Footer be sure to keep the Availability Online style sheets in tact. These style sheets are noted.

## Monthly Calendars







(Monthly Calendars are available to Premium subscribers only.)

### To change the colors of the Monthly Calendars:

- Login to your Availability Online Administration Center
- Click Calendar Management > Visual Settings > Monthly Calendars
- Using the color pickers provided edit the colors to the settings of your choice
- Click the Submit button to save your changes

## 14- ROOM / UNIT MANAGEMENT

As you come to your Room Management center you will see several editing options. Use the below key to help manage your room/unit information.

-  = Room is Active and Displaying on calendar
-  = Room is Activate, but does Not Display on calendar
-  = Room is Inactivate and does not display on calendar
-  = Edit Name, URL of Rooms, Groups or Labels
-  = Delete Room, Group or Label
-  = Assign Rooms to Groups

### SPECIAL NOTES:

**Attention Vacation RentPro and HotelMaster software users:** Room/unit names, links, thumbnail images and descriptions can be sent from your Vacation RentPro or HotelMaster software. Contact their support staff directly for set up instructions.

**Attention CompuRes (aka Reservations v. 6, 7, 8) users:** Room/unit names are sent from your CompuRes software. Room names can not be edited from your Availability Online administration center.

### Editing Room names, links, photos & descriptions

To edit room/unit names, links, thumbnail photos and descriptions:

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Click the Pencil (edit) icon next to the room/unit you need to edit.
- Enter the room URLs, photos, names and/or description in the fields provided
- Click the Save Changes button

**SPECIAL NOTE:** **Photos and Descriptions** ONLY appear on the Availability Search page. They do NOT appear on the 2-week calendar grid.

### Calendar Labels

Labels can be added to any 2-week availability calendar display and are typically used to divide the calendar grid into labeled sections. The example below shows two labels separating B&B Rooms from Private Cabins. Labels can also be used to display other misc. text.

	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
Bed & Breakfast Rooms and Suites														
Green Meadow Suite														
White Mountain Room														
Hairy Dog Room														
Private Cabins														
Gore Cabin														

**To add a new Label(s) to your 2-week availability display:**

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Select the Add Label button and follow the instructions given on the page

You can then re-order the rooms/labels to the correct location on the calendar grid using the Reorder tab on the main Room Management admin. page. See *Room & Label Order* below.

**Groups & Room/Unit Types**

Groups are made up of any number of individual rooms/units of a single type.

For example: You may have 15 identical rooms with 2 Double Beds. Instead of listing all 15 rooms individually in your booking engine, you may combine all 15 rooms into a single Group. Only the single group will appear to your guests.

**To Create a Group**

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Select the Add Group tab
- Add the Group's name (ie: Rooms w/ 2 Double Beds) and other appropriate info and click the Save Changes button
- Select the individual rooms/units that should be included in the group and click the Save Group button
- After a new group is created, you can change which rooms are associated with a group at any point using the blue Assign Groups icon shown below.

**Room & Label Order**

The order your rooms/units appear on your availability display (viewed by your guests) can be changed to any order you choose.

**To re-order the room/unit listings as they appear on your availability display:**

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Select the Reorder Chart tab
- Follow the instructions given on the page to reorder the room/unit listing
- Click the Save Order button

**Adding a New Room/Unit****To add a new room to your availability display/booking engine:**

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Select the Add Room button
- Enter the appropriate room information and click the Save Changes button

**SPECIAL NOTE:** Auto updaters need to add new rooms/units in their reservation management software. Doing so will automatically add the room/unit to your Availability Online account upon the next update. InnKontrol users need to add the new room/unit to BOTH their InnKontrol software and Availability Online account.

### **Permanently Deleting a Room/Unit**

To permanently delete a room from your availability display/booking engine:

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Click the red 'X' next to the room/unit you need to delete (you will be asked to confirm this decision)

**SPECIAL NOTE:** *Auto updaters need to also remove the rooms/units from their reservation management software.*

### **Temporarily De-Activating a Room**

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Click the green flag found in the Actions column until the flag turns red

## **15- GIFT CERTIFICATE / GIFT CARD ORDER FORMS**

*Secure Gift Certificate Order Forms are available for Premium users only.*

Your Availability Online Gift Certificate Order form will securely collect orders directly from your own website. You will be responsible for any correspondence with the buyer and/or guest using the certificate. You are also responsible for mailing/e-mailing the actual certificate or gift card. Credit card numbers found in the order will be processed by you using your current processing method.

When a new gift certificate order has been made you are sent an e-mail notification. All order information is included in the notification email minus the credit card number. Credit card numbers can be retrieved using these instructions:

- Login to your Availability Online Administration Center with your Master password
- Click on the pending Certificate ID# to view credit card details

### **General Settings**

The Gift Certificate General Settings portion of your Administration Center will allow you to:

- Activate the order form
- Select a Gift Certificate or form OR a Gift Card order form
- Add your gift certificate policies and disclaimers
- Edit which payment fields will display on the order form
- Add a custom question to your order form

*To access the Gift Certificate General Settings:*

- Login to your Availability Online Administration Center
- Click Gift Certif. Management > Gift Certificate Form Settings > General Settings

### **Color & Visual Settings**

You may alter the font type, text color, background color and foreground color of your gift certificate order form. Premium users may also add a static page header or logo to the top of their order form. Adding a header to the reservation form is a free service that needs to be done by the Availability Online staff.

Please [support@availabilityonline.com](mailto:support@availabilityonline.com) for information.

**Availability Online Demo Account**

Please complete the following information to purchase a gift certificate.  
If you would rather purchase a gift certificate by phone please call us at 802-774-1124

**Purchaser/Billing Information:**

Purchaser Name:  (required)

Purchaser Mailing Address:  (required)

City:  (required)

State/Province:  (required)

Zip/Postal Code:  (required)

Country:

Home Phone:  (required)

Cell Phone:

Email:

**Payment Method:**

Credit Card Type:

Credit Card Number:

Expiration (month/year):

Exact Name on Card:

**Gift Certificate Details:**

This Gift is From:  (required)

For the amount of: \$  omit \$ please (required)

This Gift is To:  (required)

☒ Mail Gift Certificate to Billing address above

☐ Mail Gift Certificate to this address:

**Certificate Messages / Questions:**

Please tell us if you would like a special message included with your Gift Certificate. Or, if you have questions or comments let us know here:

**Gift Certificate Restrictions and Disclaimers:**

Gift Certificates for the Cozy Demo B&B are valid for 2 years past the purchase date.

[Continue ==>](#)

### *To Edit your Gift Certificate Order Form Colors:*

- Login to your Availability Online Administration Center
- Click Gift Certif. Management > Gift Certificate Form Settings > Colors & Visual Settings

Our staff is always happy to help you alter the colors of your Availability Online pages to match your website.

above: sample gift certificate order form

## **Notification Setup**

When a gift certificate order has been submitted you have the choice to be notified via four different options.

- 1- Email. Multiple emails can be used
- 2- Text Message (*premium subscriber feature only*)
- 3- Fax (*premium subscriber feature only*)
- 4- Pager (*premium subscriber feature only*)

Note that Availability Online staff needs to be contacted to activate Fax and/or Pager Notification services.

### *To Edit your Gift Certificate Notification Methods*

- Login to your Availability Online Administration Center
- Click Gift Certif. Management > Gift Certificate Form Settings > Notification Setup

## **Credit Card Settings**

Tell our system which types of credit cards you accept. Your selection(s) will appear as payment options on your gift certificate order form and/or your reservation form.

### *To Edit your Credit Card Type Settings*

- Login to your Availability Online Administration Center
- Click Gift Certif. Management > Gift Certificate Form Settings > Credit Card Settings

## **16- GENERAL SETTINGS / PROPERTY INFORMATION**

The Property Information section of your Administration Center allows you to change the info which appears within the Standard Header of a Basic Availability Online calendar display (*shown below with red arrow*). This section is also used to change the property link found on your reservation and gift certificate order form.

Availability Online DEMO Account

PO Box 488  
Rutland, VT 05702  
802-774-1124  
E-Mail Us  
Request Reservation

Back 14 Days    Arrival Date: May 15 2012    Go    Ahead 14 Days

May 15th, 2012 - May 28th, 2012  
To see our room rates & min. night stay requirements, mouse over any available date and room choice.

Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon
15	16	17	18	19	20	21	22	23	24	25	26	27	28

Bed & Breakfast Rooms and Suites

Green Meadow Suite

### **SPECIAL TIP:**

Misc. text can be added to the Date Row portion of your 2-week availability calendar from the Property Information section of your Admin. Center (*shown left with yellow arrow*). To do this: click the 'Check to enable the Date Row Message' box then add the text in the 'Date Row Message Text' field provided.

### *To Change your General Property Information*

- Login to your Availability Online Administration Center
- Click General Settings > Property Information
- Edit your property information in the fields provided. Click the Submit button to save changes

## **17- EVENT MANAGEMENT**

### *Event Display for Premium Subscribers only.*

An events display can be shown above the 2-week calendar or the availability search display pages as shown below. You have ability to edit all header and description text within this display.

You can also select when to display each event. Specifically choose to show each event:

- During Event Date Range Only
- Until Event has expired
- Always show event

Add as many events as you'd like!

### *To Access Your Event Management Center*

- Login to your Availability Online Administration Center
  - Click Calendar Management > Event Management
  - Click the Add Event tab to create a new event
- or
- Click the Pencil (edit) icon next to any event to make changes

### **SPECIAL TIP:**


Many use the Events Display for other purposes, such as displaying seasonal specials or packages..

Special Events		
Start Date	End Date	Event Details
03/01/2011	04/30/2011	The Sap is flowing in New England! Join us for our Maple Syrup Spring Fling Festival every weekend in March and April.

To check availability please select your arrival date and the number of nights you'll be staying.

Arrival Date:    Nights:

Displaying rooms and cabins available for 1 night starting May 16th, 2012



**Green Meadow Suite**

Large bedroom suite with Queen bed. Flat screen TV. Small fridge. Private bath with Jacuzzi tub. AC and heat control. Mountain and lake views.

Occupancy limits: 6 adults, 3 children, 4 total. Rates based on 2 guests.

5/16  
\$90



**White Mountain Room**

## 18- iCal FEEDS WITH VRBO, AIRBNB, FLIPKEY AND MORE

Export your availability (open/closed dates) in an iCal format.

For use with sites who accept .ics/iCal feeds such as Airbnb, VRBO, Google Calendar, Yahoo! Calendar, FlipKey, Outlook Calendar, Roomorama, HolidayLettings, HouseTrip, 9flats and other 3rd party sites.

You must have an established account with a 3rd party site accepting iCal feeds to use this feature. iCal Feeds are availability only with the Availability Online Premium subscription.

### To Activate and Create iCal Feeds URLs

Step #1: - Login to your Availability Online Administration Center

- Click Calendar Management > iCal Feed URL Generator
- In the 'Include in iCal Feed' column check which units you want to create an iCal URL.
- Select the number of months of availability data to include in feed. Click the Generate iCal

URLs button

Step #2: Some 3rd party sites will have you copy and paste the iCal URL. Others require you to upload the URL from your desktop.

To save the iCal URL to your desktop right click on the URL below and select 'Save Link As' or 'Save Target As'. Please see the 3rd party site for specific instructions on how and where to enter these URLs.

## 19- ADDING AVAILABILITY ONLINE TO YOUR WEBSITE

Availability Online will need to be implemented into your site by your web designer.

If you do not have a designer, our sister company VTweb can add Availability Online to your website for a one-time hourly fee. Please contact Availability Online or Hillary Summerton at VTweb if you need someone to add Availability Online to your site.

[hillary@vtweb.com](mailto:hillary@vtweb.com) or [support@availabilityonline.com](mailto:support@availabilityonline.com)

You have several different options when deciding how to display Availability Online on your website. If you need help deciding which option is best for you please contact us: [support@availabilityonline.com](mailto:support@availabilityonline.com)

Most properties choose to show an availability display and reservation form. However you can show one OR the other.



**IMPORTANT TIP:** There are several different ways to add Availability Online to your site. Below are just a select few examples of the easiest methods. For more examples and code on how to add Availability Online to your website:

- Login to your Availability Online Administration Center
- Click Your Website and select the display option of your choice

OR if you don't see the display option you are looking for please contact us (support@availabilityonline.com) and we can email you or your web designer the appropriate code

### **Two Week Calendar Grid**

A visual example of the 2-week calendar can be seen in Section #4 of this help document. Use the below URL to add a simple text link to your site pointing to the two-week calendar. Replace the 'XXXX' with your Availability Online username.

<http://availabilityonline.com/available.php?un=XXXX>

### **Availability Search Page**

A visual example of the Availability Search page can be seen in Section #4 of this help document. Use the below URL to add a simple text link to your site pointing to the Availability Search page. Replace the 'XXXX' with your Availability Online username.

[http://www.availabilityonline.com/availability\\_search.php?un=XXXX](http://www.availabilityonline.com/availability_search.php?un=XXXX)

### **Monthly Calendars**

*Monthly Calendar displays are available to Premium subscribers*

There are 4 different types of Monthly Calendar displays.

- 1- Simple Static Monthly Image Calendar
- 2- Dynamic Monthly Image Calendar with a javascript "Next" button View
- 3- Dynamic Monthly Image Calendar with a javascript "Next" button and jQuery affects View
- 4- Multiple Monthly Image Calendars that change Automatically when the Month Changes

Visual examples of the Monthly Calendars can be seen in Section #4 of this help document. Below are code and instructions on how to implement Multiple Monthly Calendars, the most common monthly calendar display option.

Copy and paste the below image URLs into your html document. Each URL represents one month. Replace the 'XXXX' with your Availability Online username. Replace the 'YYYYY' with each room/unit ID#. Room ID#s can be found in the Room Management portion of your Administration Center or can be provided to you via email from the Availability Online support staff. support@availabilityonline.com

```

```

```

```

To show additional months, use the same URL replacing the 'month=plus' variable.

0= current month

1= next month

2= third month, etc

You can display 1-12 months for a single property.



## **Date Select Tool Bar**

Visual examples of the date select tool bar can be seen in Section #4 of this help document. Your web designer can alter the layout, colors, text and overall appearance of the tool bar. Standard code of the date select tool bar can be found using these instructions:

- Login to your Availability Online Administration Center
- Click Your Website > Interactive Calendars
- Scroll down to Option #6
- Using the instructions provided, copy and paste the given code into your website

The code in the Your Website portion of our administration center gives only one way you can display the tool bar. We can customize the following elements within the tool bar:

- Include ONLY the 'View All' button (points only to the 2-week calendar)
- Include ONLY the 'Search Availability button' (points to the Availability Search page)
- Configure tool bar to point to an individual room/unit, vs. ALL units
- Pre-select the #Nights field to a specific number. For example if you ALWAYS have a 7 night min., we can adjust the tool bar so guests can search for stays less than 7 nights.

If you would like any of these customizations please contact us - support@availabilityonline.com, and we can send you/your designer the appropriate code.

## **Show-Only Mode**

*Show-Only displays are available to Premium subscribers.*

Visual examples of the Show Only displays can be seen in Section #4 of this help document.

### **Show-Only Two Week Display**

Use the below URL to add a simple text link to your site pointing to the Show-Only Two-Week Display. Replace the 'XXXX' with your Availability Online username.

Replace the 'YYYYY' with each room/unit ID#. Room ID#s can be found in the Room Management portion of your Administration Center or can be provided to you via email from the Availability Online support staff. support@availabilityonline.com

[http://www.availabilityonline.com/availtable.php?un=XXXX&show\\_only=YYYYY&show\\_only\\_mode\\_view\\_all\\_button=true&submit4=Show+Less+Properties](http://www.availabilityonline.com/availtable.php?un=XXXX&show_only=YYYYY&show_only_mode_view_all_button=true&submit4=Show+Less+Properties)

### **Show-Only Availability Search**

Use the below URL to add a simple text link to your site pointing to the Show-Only Availability Search page.

Replace the 'XXXX' with your Availability Online username.

Replace the 'YYYYY' with each room/unit ID#. Room ID#s can be found in the Room Management portion of your Administration Center or can be provided to you via email from the Availability Online support staff. support@availabilityonline.com

[http://www.availabilityonline.com/availability\\_search.php?un=XXXX&show\\_only=YYYYY&show\\_only\\_mode\\_view\\_all\\_button=true&submit4=Show+Less+Properties](http://www.availabilityonline.com/availability_search.php?un=XXXX&show_only=YYYYY&show_only_mode_view_all_button=true&submit4=Show+Less+Properties)

## **Reservation Form**

If you would like to add a link to your website pointing directly to the secure reservation form (bypassing the availability displays) you can add this link to your website:

<https://www.availabilityonline.com/reservation.php?un=XXXX>

Replace the 'XXXX' with your Availability Online username.

Other reservation form linking options can be found using these instructions:

- Login to your Availability Online Administration Center
- Click Your Website > Reservation Request Form

### **Gift Certificate Order Form**

*The secure gift certificate order form is available to Premium subscribers.*

If you would like to add a link to your website pointing directly to the secure gift certificate order form you can add this link to your website:

[https://www.availabilityonline.com/gift\\_certificate.php?un=XXXX](https://www.availabilityonline.com/gift_certificate.php?un=XXXX)

Replace the 'XXXX' with your Availability Online username.

Other gift certificate form linking options can be found using these instructions:

- Login to your Availability Online Administration Center
- Click Your Website > Gift Certificate Order Form