MOHOBOOK Frontdesk Manual (Version 5.7.4)

Introduction

To better understand this document, it is first necessary to understand that MOHOBOOK is a two–part application; the online Booking Engine that appears somewhere on your website, and the password protected Frontdesk that gives you access to important settings, including the ability to control what is shown on the Booking Engine. Additional Frondesk features include the ability to create offline bookings such as Phone–in and Walk–in, an overview of active, pending, completed and cancelled bookings, room management, guest data, optional Extras, reports and much more.

Although the assumption is that you will be using the application in its entirety, it is not a requirement to use both parts; you can use just the Frontdesk if you are not ready to offer bookings on your website, or just the Booking Engine if you already have a solution for offline bookings. In either case, understanding the options available in the Frontdesk will help you prepare your environment for optimum results.

If you are setting up your property for the first time, it is recommended that you read the entire manual and then configure each tab in the Settings section of your Frontdesk before creating your room types and begin taking bookings. Instructions for properly configuring all Settings are provided near the end of the manual.

Dashboard

Navigation

Starting at the top, the Frontdesk offers easy access to all sections via a horizontal menu system. Options that display a chevron (small arrow) signify additional sub–menu items.

Add Booking Button

At the top/right of every screen is the Add Booking button, this is the quickest path to the Add New Booking screen, and likely to be one the most common actions performed. The destination of this button is identical to clicking Bookings ► Add New Booking.

Search

Also at the top/right of every screen, to the right of the Add Booking button, is a search field. Here you can search for guests or bookings. To search for a guest, enter the guest's name and hit your Enter key. To search for a booking, enter the reservation number and hit your Enter key. The resulting page(s) will narrow down, if not isolate, the exact record you are looking for. You can also search from within various tables that contain large amounts of data, this will be covered further along in the manual.

Calendar

By default, the Daily Bookings calendar appears on the Dashboard for the current month. You can have this calendar displayed in condensed mode and manually expand room types as you want to see them, or you can set the calendar to load fully expanded. You can also display basic statistics above the Daily Calendar, both options will be covered in the Settings section of the manual.

The Daily Bookings calendar shows all Active and Pending bookings in the system, organized by month. When the calendar is first loaded, unless configured differently, it is in the collapsed state, this means the initial view displays the Room Types with a number representing the quantity of bookings for each day. If you click the **[Expand]** link beside any Room Type you will see a detailed view represented by colour–coded squares:

> **Red (Active)** – This means the check–in date and time have occurred, and the guest has likely arrived
>
> **Green (Pending)** – This means a booking has been entered in the system (either manually or via the Booking Engine) but the check–in date and time have not yet occurred
>
> **Dark Gray (Blocked)** – This represents rooms that have been intentionally blocked by you

When you hover over an Active or Pending booking you will see a variety of information pertaining to the booking. If the guest has been checked in, you will also see their room number. If you click on an Active or Pending booking, you will be directed to the Modify Booking screen. There are several actions that can be taken on the modify screen which will be covered further along in the manual.

If you want to view Pending bookings for future months, simply click the Next Month link above the calendar, and the Previous Month link to return. Alternatively, if you want to navigate many months into the future, you can use the dropdown menu centred above the calendar.

TIP! Empty cells can mean two things; a cell with diagonal lines indicates a booking occurred on that day but it is now completed, and a light grey cell means there were no bookings on that day

You can only go as far back as the current month simply because this calendar is real–time representation of your bookings, viewing prior bookings will be covered further along in the manual.

Miscellaneous

Other points of interest related to the Dashboard include:

> **Version** – At the bottom of the screen, also known as the Footer, you can quickly see what version of MOHOBOOK you are using compared to the latest available version. If there is a newer version, you will also see notification text (upgrading will be discussed further along)
>
> **Feedback** – Also in the footer area, you will notice three links; User Manual, Report A Bug and

Suggest A Feature. If you want to view this document while you're inside the Frontdesk, or if you encounter a technical problem or see an opportunity for a new feature, please select the appropriate link and submit your comments while it's fresh in your mind

Please note that the navigation and footer areas are visible on every screen of the application. Please also note that on every screen except the Dashboard, the current date and time are shown as a convenient reference for you (current date and time are based on the values you have configured on the Settings ►Miscellaneous tab).

Bookings

Add New Booking

This screen represents a condensed version of the Booking Engine, intended for quick creation of Phone–in and Walk–in reservations. Following is an explanation of each element on the screen.

Remember, before you add bookings via the Frontdesk or embed the Booking Engine on your website, it is important to configure all tabs in the Settings section. Instructions for properly configuring Settings are provided near the end of the manual.

Email Language – If Dual Languages have been enabled in Settings, you can select which language the booking confirmation email will be sent in

Booking Type – There are four options displayed here; Phone–in, Walk–in, OTA and Online. You can choose either of the first two options depending on how your guest is making the reservation, or the third option if you wish to define bookings coming from external sources (Online Travel Agencies). The fourth option is for display purposes only (it will be preselected if a booking was made through the Booking Engine on your website)

Send E–mail – You have the option of suppressing emails when creating or modifying a booking (this is useful when you are making minor changes, or apply a payment and don't want to alarm your guests with repetitive correspondence)

Newsletter Subscription – If Email Newsletters have been enabled in Settings, you are required to choose whether or not the guest will be subscribed (there is no negative effect if you inadvertently subscribe a guest more than once)

Select Guest – You can select an existing guest from the dropdown menu or add a new guest by clicking the Add New button. If the guest has never stayed at your property, they will not be visible in the dropdown menu and you will need to use the Add New option to open the guest popover window and enter the guest's information for the first time

Depending on whether you have selected the Short Guest Popover or Long Guest Popover in Settings will determine which window opens here. By default, the Long Guest Popover is enabled (enable the Short Guest Popover if you want a streamlined entry screen). When you enter the guest information in the popover and click the Proceed button, that guest will automatically be loaded into the dropdown menu, and simultaneously saved in the database

TIP! There may be times when a guest does not have a telephone number and or email address and because these are mandatory fields, you can generate fake data by clicking the small icons next to each field (when using this feature, do not subscribe them to the newsletter)

Dates – Clicking in the Check–in Date and Check–out Date fields will display popup calendars for easy date selection

TIP! You can backdate bookings when entering reservations that occurred in prior periods. This is helpful if you just started using MOHOBOOK and would like to have a complete record of all bookings for your fiscal year, or even prior years

Times – If you have not disabled the Check–in Time and Check–out Time option on the Settings ►Miscellaneous tab, you will need to select the guest's check–in and check–out time (if times are not relevant to your property, you can and should disable these dropdowns)

Room Table – Once you have completed the above steps, a dynamic table will appear with a list of available rooms for the dates you selected. If there are no rooms available, the table will be empty (depending on how many room types you have, there may be a slight delay for the table to populate)

Selecting the Quantity and Adults is all that is required in this step. Alternatively, you can add Children or view/select available Extras by clicking the View button in the Extras column. If there are no Extras available, the additional slide–down table will be empty. You can assign any available quantity of Extras on a per room basis.

The Average Rate column will display an amount calculated in real time that represents the average rate for each room type based a number of underlying options for the dates you have chosen. Rates will be covered in more detail in the Add New Room Type section of the manual.

Discount – If you have created discounts on the Settings ►Global Discounts tab, they will be available in this drodpown menu. Alternatively, you can enter discount amounts on the fly by choosing "Custom Discount" and entering an amount in the text field next to the dropdown. As a precaution, if you inadvertently enter a discount amount larger than the booking subtotal, the booking subtotal will become zero (opposed to a negative amount)

It is important to understand that discounts are applied against the booking subtotal and are subtracted before surcharges and tax calculations.

Exemptions – If you have a situation where you would like to waive taxes and or surcharges, you can selectively choose which ones in the Exemptions dropdown. This is helpful if you are awarding a guest a free room, or if you have guests who are exempt from taxes

Payment Method – The options available in this dropdown are driven by your selections on the

Settings ►Payments tab for Accepted Payment Methods Offline

Choosing the appropriate option will ensure it is recorded on the email confirmation and or receipt, as well as in the Guest Payments report.

Entering an amount in the Amount field will record the payment and adjust the balance of the booking accordingly. If you enter an amount larger than the balance owing, a negative value will result (this is intended behaviour for properties who require a security deposit). When the booking is complete you can reverse this by applying a negative payment amount.

Comments – The final two entry fields on this screen give you the ability to add specific requirements for the guest, or additional comments for internal use. The contents of the first field are shown on the email confirmation and or receipt and are visible by the guest, whereas the contents of the second field are kept private and only viewable in the Frontdesk

Booking Summary – At the bottom of the screen, in the left panel, is a real–time running total of the booking including; room selection, additional occupant fees, rate drops, extras, discounts, and surcharges and taxes, for the entire length of the reservation

Detailed Booking Summary – At the bottom of the screen, in the right panel, is an option to view a comprehensive breakdown of all booking calculations, before or after the booking is saved

When you have made all your selections, click the Save Booking button to record the booking. At this point, the booking will be saved in the database and an email confirmation will be sent to both you and the guest (assuming the guest provided a valid email address).

Upon saving the booking, you will also receive confirmation by means of a green bar at the top of the screen that includes a unique reservation number. At this point, you will also see various new buttons appear along the top and bottom of the screen (both sets are identical), as follows:

Update – The Save Booking button now becomes Update because you are essentially in edit mode for the booking

Clear Fields – This action refreshes and prepares the screen for a new booking

Check–in Guest – This action directs you to the Check–in screen where you can assign a room number to the guest (naturally this only applies if it is a Walk–in guest who is ready to physically occupy the room)

Print Booking – This prints the booking in the same format used for email confirmations

Print Receipt – This action is similar to the Print Booking action with a few subtle differences that give the booking the appearance of a completed sale versus a reservation (in both cases, the print options include full details of the reservation)

Email Booking – This action will resend the original booking to the guest

Email Receipt – This action will send a booking receipt to the guest (similar in format to the print receipt option)

Cancel Booking – This action will cancel the booking, with the option of applying a cancellation fee (keep in mind cancelling a booking is different than deleting a booking, more on this later)

Active & Pending Bookings

This screen displays all your active and pending bookings, inside an organized, sortable, and searchable table. By default, the table is sorted alphabetically by the Status column. There are two types of bookings contained in this table; Active and Pending.

Active Bookings – These are bookings where the check–in date/time have occurred

Pending Bookings – These are bookings that are approaching but have not yet reached the check–in date/time

There are several columns including; Status, Guest, Room(s), Check–in, Check–out, Reservation #, and Actions, explained as follows:

Status – The booking's status (Active or Pending)

Guest – The guest's first and last name

Room(s) – The quantity of rooms associated with the booking

Check–in – The check–in date and time (if check–in/check–out times are disabled, the default check–in time will appear as 3:00 PM)

Check–out – The check–out date and time (if check–in/check–out times are disabled, the default check–out time will appear as 11:00 AM)

Reservation # – A unique reservation number assigned to each booking

Actions – The actions column contains various buttons that represent shortcuts to common functions, as follows:

Edit Booking (Pencil) – Loads the booking edit screen for the chosen booking

Print Booking (Printer) – Prints the original booking

Print Receipt (Paper) – Prints the original booking with subtle differences as defined on the Language tab in Settings

Email Booking (Dark Envelope) – This action will resend the original booking to the guest by email, with the option of changing the destination address

Email Receipt (Light Envelope) – This action will send a booking receipt to the guest by email, with the option of changing the destination address

Record Payment (Money) – This option will let you associate a payment with the booking (all payments are stored on a per booking basis, and are cumulative)

Cancel Booking (Trash Can) – This action will cancel the booking, with the option of applying a cancellation fee (keep in mind cancelling a booking is different than deleting a booking, more on this later)

Other points of interest on this screen include:

Records Per Page – You can choose to display 10 to 100 rows of data

Sorting – You can sort by any column in the table by clicking on the small arrows shown to the right of the column heading

Search – You can quickly find bookings by searching for the guest's name or the reservation number

Exporting – You can export the data in the table as CSV or PDF using the buttons next to the Search field (if they do not appear, you likely do not have Flash installed or enabled)

Paging – Below the main table you can see how many records the table contains, and subsequently navigate through the records using the controls on the right–hand side (or as mentioned above, you can display more records at one time to decrease or eliminate paging)

Completed Bookings

This screen displays all your completed bookings, from the beginning of time, inside an organized, sortable, and searchable table. By default, the table is sorted alphabetically by the Status column. There is only one type of booking contained in this table; Completed.

Completed Bookings – These are bookings that have reached their check–out date/time

There are several columns including; Status, Guest, Room(s), Check–in, Check–out, Reservation #, and Actions.

Status – The booking's status (Completed)

Guest – The guest's first and last name

Room(s) – The quantity of rooms associated with the booking

Check–in – The check–in date and time (if check–in/check–out times are disabled, the default check–in time will appear as 3:00 PM)

Check–out – The check–out date and time (if check–in/check–out times are disabled, the default check–out time will appear as 11:00 AM)

Reservation # – A unique reservation number associated with each booking

Actions – The actions column contains various buttons that represent shortcuts to common functions, as follows:

> **Edit Booking (Pencil)** – Completed bookings cannot be edited
>
> **Print Booking (Printer)** – Prints the original booking
>
> **Print Receipt (Paper)** – Prints the original booking with subtle differences as defined on the Language tab in Settings
>
> **Email Booking (Dark Envelope)** – This action will resend the original booking receipt to the guest by email, with the option of changing the destination address
>
> **Email Receipt (Light Envelope)** – This action will send a booking receipt to the guest by email, with the option of changing the destination address
>
> **Record Payment (Money)** – This option will let you associate a payment with the booking (all payments are stored on a per booking basis, and are cumulative)
>
> **Delete Booking (Trash Can)** – Deletes all traces of the chosen booking (keep in mind deleting completed bookings will affect revenue reports)

Other points of interest on this screen include:

Records Per Page – You can choose to display 10 to 100 rows of data

Sorting – You can sort by any column in the table by clicking on the small arrows shown to the right of the column heading

Search – You can quickly find bookings by searching for the guest's name or the reservation number

Exporting – You can export the data in the table as CSV or PDF using the buttons next to the Search field (if they do not appear, you likely do not have Flash installed or enabled)

Paging – Below the main table you can see how many records the table contains, and subsequently navigate through the records using the controls on the right–hand side (or as mentioned above, you can display more records at one time to decrease or eliminate paging)

Cancelled Bookings

This screen displays all your cancelled bookings, from the beginning of time, inside an organized, sortable, and searchable table. By default, the table is sorted alphabetically by the Status column. There is only one type of booking contained in the table; Cancelled.

There is an important distinction between Deleted bookings and Cancelled bookings. Deleted bookings are completely purged from the system, whereas Cancelled bookings remain in the system solely for tracking cancellation fees, if applicable, on certain reports. In both cases, Deleted bookings and Cancelled bookings will release any rooms associated with the booking back into inventory.

Cancelled Bookings – These are bookings that have been forcibly cancelled by you

There are several columns including; Status, Guest, Room(s), Check–in, Check–out, Reservation #, and Actions, explained as follows:

Status – The booking's status (Cancelled)

Guest – The guest's first and last name

Room(s) – The quantity of rooms associated with the booking

Check–in – The check–in date and time (if check–in/check–out times are disabled, the default check–in time will appear as 3:00 PM)

Check–out – The check–out date and time (if check–in/check–out times are disabled, the default check–out time will appear as 11:00 AM)

Reservation # – A unique reservation number assigned to each booking

Actions – The actions column contains various buttons that represent shortcuts to common functions, as follows:

Edit Booking (Pencil) – Cancelled bookings cannot be edited

Print Booking (Printer) – Prints the original booking

Print Receipt (Paper) – Prints the original booking with subtle differences as defined on the Language tab in Settings

Email Booking (Dark Envelope) – This action will resend the original booking to the guest by email, with the option of changing the destination address

Email Receipt (Light Envelope) – This action will send a booking receipt to the guest by email, with the option of changing the destination address

Record Payment (Money) – This option will let you associate a cancellation fee with the booking, but unlike traditional guest payments, you can only have one cancellation fee per booking, this means if, for example, you recorded $100, then realized it should have been $150, you simply need to open this window again and type "150" over top of "100" in the amount field and the original entry will be replaced

Also, if for whatever reason you need to reverse a cancellation fee, open the window again, and enter "0" in the amount field and because there cannot be a payment method associated with a zero amount, you will need to leave the first option selected (i.e. Select) from the payment method dropdown menu.

There are key differences between regular guest payments and cancellation fees, as follows:

Regular Guest Payments – These payments are recorded for the visual benefit of you and your guest so that each party knows exactly what has been paid, and what is outstanding. You can make multiple payments and each of them appear as separate entries on Reports ►Guest Payments, as well as the cumulative total on all booking invoices. These payments are NOT calculated on Revenue reports

Cancellation Fees – These payments are recorded for the sole purpose of "optionally" including additional revenue on Revenue reports. For example, a guest may not show up for their reservation and according to your cancellation policy, you have the right to charge them a cancellation fee while at the same time you rent the same accommodation to another guest, which means you need (or want) to show the additional (over and above) amount on various Revenue reports. These payments are visible on Reports ►Guest Payments (Cancellations) with the important distinction they are cumulative, therefore they will always appear as a single entry – your last entry

Delete Booking (Trash Can) – Deletes all traces of the chosen booking (deleting cancelled bookings will only affect revenue reports if the booking has a cancellation fee associated with it, and only if you include cancelled bookings in your report)

Other points of interest on this screen include:

Records Per Page – You can choose to display 10 to 100 rows of data

Sorting – You can sort by any column in the table by clicking on the small arrows shown to the right of the column heading

Search – You can quickly find bookings by searching for the guest's name or the reservation number

Exporting – You can export the data in the table as CSV or PDF using the buttons next to the Search field (if they do not appear, you likely do not have Flash installed or enabled)

Paging – Below the main table you can see how many records the table contains, and subsequently navigate through the records using the controls on the right–hand side (or as mentioned above, you can display more records at one time to decrease or eliminate paging)

Guests

Check–in

This screen displays a sortable table view of all Active and Pending bookings in the system, with the understanding that Pending bookings are limited to the current day according to their check–in time. In other words, a booking may be occurring today but because the check–in time is later in the day, the booking will appear as Pending.

The default presentation is sorted by Active bookings – twenty–five per screen. The Active status means the check–in date and time have occurred.

To perform a check–in, click the Check–in button in the Actions column, for the desired guest. When you click the button, you will be shown the Room Number Assignment window, from there simply choose the room number(s) you would like to associate with the booking (guest), optionally apply a payment, and click the Check–in button.

The booking will be removed from the Check–in table, assigned the room number(s) you selected, optionally be associated with a payment, and then transferred to the Check–out screen.

You can check in a guest at any time, regardless if the booking is Active or Pending (as long as the check–in date is the current day) at which point the booking will automatically be updated to reflect the "actual" check–in date and time.

TIP! Only bookings with a check–in date equal to the current day will appear on the Check–in page, if you want to check–in a booking that occurs in the future, you must first modify the booking check–in/check–out dates

Other points of interest on this screen include:

Records Per Page – You can choose to display 10 to 100 rows of data

Sorting – You can sort by any column in the table by clicking on the small arrows shown to the right of each column heading

Search – You can quickly find bookings by searching for the guest's name or the reservation number

Exporting – You can export the data in the table as CSV or PDF using the buttons next to the Search field (if they do not appear, you likely do not have Flash installed or enabled)

Print Receipt – In the Actions column, there is an additional button if you would like to print a receipt for the guest while they are at your property (note there are subtle differences between a printed receipt and a printed booking, as mentioned previously)

Paging – Below the main table you can see how many records the table contains, and subsequently navigate through the records using the controls on the right–hand side (or as mentioned above, you can display more records at one time to decrease or eliminate paging)

Check–out

This screen displays all bookings that you have checked in. They remain on this screen until their check–out date and time, then are automatically released back into inventory. Alternatively, you can check out a guest early, which will automatically adjust the booking's check–out date and time.

You can also change a guest's room by clicking on the Change Room button. When you click the button, you will be shown the Change Room Number(s) window with available room numbers to choose from.

WARNING! The action of changing a room does not take the new room out of inventory, therefore it is important you provision for having one less room

Other points of interest on this screen include:

Records Per Page – You can choose to display 10 to 100 rows of data

Sorting – You can sort by any column in the table by clicking on the small arrows shown to the right of each column heading

Search – You can quickly find bookings by searching for the guest's name or the reservation number

Exporting – You can export the data in the table as CSV or PDF using the buttons next to the Search field (if they do not appear, you likely do not have Flash installed or enabled)

Print Receipt – In the Actions column, there is an additional button if you would like to print a receipt for the guest while they are at your property (note there are subtle differences between a printed receipt and a printed booking, which we have spoken about)

TIP! When you print the receipt from this screen it will include the room number (this is the only receipt that includes this information)

Paging – Below the main table you can see how many records the table contains, and subsequently navigate through the records using the controls on the right–hand side (or as mentioned above, you can display more records at one time to decrease or eliminate paging)

Add New Guest

On this screen, you can manually add a new guest, the fields on this screen are nearly identical to the long guest popover on the Add New Booking screen.

Before you add Guests, it is important to configure all tabs in the Settings section. Instructions for properly configuring Settings are provided near the end of the manual.

It is a good idea to complete or update a guest's contact information upon checking in, or shortly after if you are not using the long guest popover on the Add New Booking screen. Having your guests complete contact information can be important if you plan on sending anything through snail mail, such as promotions, or if there was an issue with payment and you need to contact the guest in writing (when a guest books online via the Booking Engine, it captures all this information).

There are five tabs on this screen; Name, Address, Contacts, Bookings, Comments, Security.

Name – All fields on this tab are required

Address – Fields on this tab are not required (the Country is preselected based on the Default Country defined on the Settings ►Miscellaneous tab, which may or may not be the correct country for the guest)

Contacts – All fields on this tab are required except Mobile Phone and Fax

Bookings – No action is required (this tab displays all active, pending, and completed bookings associated with the guest, there will only be values in this table if the guest has stayed at the property at least once, in other words, it will be empty if you are creating a new guest)

TIP! You can modify the booking and or apply a payment from within this table by clicking on the respective icons in the Actions column

Comments – This is an optional field to record private notes about the guest, the guest will not see these notes (you should NOT store credit card information in this field or any other field in the Frontdesk)

Security – This field contains the IP Address(es) of guests who booked themselves on your website via the Booking Engine (the first IP in the list reflects the latest booking)

When you have entered all the information, click the Save Guest button to create the new guest record. At this point, the guest will be saved in the database and available in the guest dropdown menu on the Add New Booking screen.

Upon saving the guest, you will receive confirmation by means of a green bar at the top of the screen that confirms your action, you will also see a variety of buttons appear along the top and bottom of the screen (both sets are identical), as follows:

Update – The Save Guest button now becomes Update because you are essentially in edit mode for a guest

Clear Fields – This action refreshes and prepares the screen for a new guest

Book Guest – Loads the Add New Booking screen with the chosen guest preloaded

Delete Guest – Permanently deletes the guest from the system (you cannot delete a guest if they have bookings associated with them, the bookings must be deleted first keeping mind deleting bookings will affect reporting accuracy)

View Guests

Similar to the Active & Pending Bookings screen, this screen displays all of your guests inside an organized, sortable, and searchable table.

There are several columns including; First Name, Last Name, Telephone, Email and Actions.

First Name – The guest's first name

Last Name – The guest's last name

Telephone – The guest's telephone number (derived from the regular phone number field, not the mobile number field)

Email – The guest's email address (if they supplied one, otherwise you may see a fake address because of the way you handled guest creation on the Add New Booking screen)

Actions – The actions column contains various buttons that represent shortcuts to common functions, as follows:

Edit Guest (Pencil) – Loads the guest edit screen for the chosen guest

Export Guest (Download) – Exports all data related to a guest in a single PDF file including; contact information, private comments, voluntary consents, recorded IP Addresses, and bookings (past, present, and future)

Book Guest (Book) – Loads the Add New Booking screen with the chosen guest preloaded

View Bookings (Calendar) – Loads the Bookings screen with all bookings associated to the chosen guest excluding cancelled bookings

Delete Guest (Trash Can) – Permanently deletes the guest from the system (you cannot delete a guest if they have bookings associated with them, the bookings must be deleted first keeping mind deleting bookings will affect reporting accuracy)

Other points of interest on this screen include:

Records Per Page – You can choose to display 10 to 100 rows of data

Sorting – You can sort by any column in the table by clicking on the small arrows shown to the right of the column heading

Search – You can quickly find guests by searching for the guest's name, telephone number, or email

Exporting – You can export the data in the table as CSV or PDF using the buttons next to the Search field (if they do not appear, you likely do not have Flash installed or enabled)

Paging – Below the main table you can see how many records the table contains, and subsequently navigate through the records using the controls on the right–hand side (or as mentioned above, you can display more records at one time to decrease or eliminate paging)

Record Payment

When this page loads, you will be presented with a table showing all bookings that have a balance (positive or negative), for all guests. To apply a payment to a specific booking, click the Record Payment button to open the payment window.

Select the payment method, enter the amount and click the Record Payment button to save the payment details. Notice that the outstanding balance automatically appears in the Amount field, this is strictly for convenience, you can enter any amount you wish.

When a payment is applied, it will appear on the Reports ►Guest Payments report. If the amount applied is equal to the balance owing, the booking will be removed from the Record Payment table.

There are several columns in this table, including; First Name, Last Name, Reservation #, Balance and Actions.

First Name – The guest's first name

Last Name – The guest's last name

Reservation # – The unique reservation number assigned to the booking

Balance – The balance remaining for the booking

Actions – The actions column contains a single button in this case, as follows:

Record Payment – Opens the payment window

Other points of interest on this screen include:

Records Per Page – You can choose to display 10 to 100 rows of data

Sorting – You can sort by any column in the table by clicking on the small arrows shown to the right of the column heading

Search – You can quickly find bookings by searching for the guest's name, or reservation number

Exporting – You can export the data in the table as CSV or PDF using the buttons next to the Search field (if they do not appear, you likely do not have Flash installed or enabled)

Paging – Below the main table you can see how many records the table contains, and subsequently navigate through the records using the controls on the right–hand side (or as mentioned above, you can display more records at one time to decrease or eliminate paging)

Rooms

Add New Room (Type)

Rooms are essentially inventory, and without inventory there is no way to facilitate bookings, whether it be online or offline.

Before you create your Room Types, it is important to configure all tabs in the Settings section. Instructions for properly configuring Settings are provided near the end of the manual. It is also advisable to first make a physical list of all your rooms, including their room numbers, and have it handy as a reference while creating your Room Types.

There are nine tabs on this screen; Description, Images, Rates, Minimum Stay, Rate Drop (Minimum Nights), Rate Drop (Days In Advance), Occupants, Extras and Comments.

Description – Each room type has a Title and a Description for both the default language: English, and an optional second language. If you have not enabled Dual Languages, the second language fields will be disabled (grayed out)

The Title appears in various tables throughout the Frontdesk, as well as on the Booking Engine. The Description also appears on the Booking Engine when you hover over the room thumbnail. Try to make the Description concise but informative enough to ensure the guest selects the correct room, you can view the demo on our website to get some ideas if you're unsure.

Before room quantities are discussed, it is important to understand the difference between Room Types and Rooms. A Room Type is the top of the hierarchy, a category to be more precise, and that is what you are in fact creating here. Rooms are items within these categories that represent physical locations at your property. For example, you can have a Room Type with 1 Room or 100 Rooms, or 10 Room Types with 1 Room each, it is entirely up to you how you organize your collection of Rooms, there are no limits imposed upon you.

With that understanding, you will now assign a quantity of Rooms for each Room Type that you create. For simplicity, this number should reflect actual rooms at your property.

Enter a value in the Quantity field and click the Enter Room Numbers button to display the equivalent number of text fields (this is where you will enter your actual room numbers). Room Numbers can be any combination of alphanumeric characters, for example; 1, 2, 3, 4 or 1A, 1B, 1C, 1D or A, B, C, D.

WARNING! If you are using more than one system to record bookings or have an association with an online travel agency such as Expedia® (that also sends you bookings), there will be no direct connection between these external systems and MOHOBOOK therefore it may be wise to begin with lower quantities to prevent over booking your property. Alternatively, if you will be monitoring all systems carefully, you can enter real values here but don't forget, online bookings can take place any time of the day or night

If you would like the room type to be included in the optional, compact Availability Calendar on the Booking Engine (or widget), enable Appears On Availability Calendar (Booking Engine) by putting a check in the checkbox. You can selectively control which room types will appear by adjusting this setting on each of your room type Description tabs.

When enabled, your guests will see an Availability Calendar on the Booking Engine (or widget) with the option to view 24 months (the current month plus 23 months in advance). Global visibility of the Availability Calendar is controlled on the Settings ►Miscellaneous tab.

One last feature of interest is the ability to hide room types. You may want to create a room type in advance but not make it available for online or offline bookings until you finish writing the descriptions, or if a room is unavailable due to repairs, etc. In this case, simply choose the Inactive radio button at the bottom of the screen before saving the Room Type. You can toggle this option on and off, on a per room basis, at any time. If a room type is marked Inactive, it will still appear on the Dashboard, this is by design.

Images – The image is an optional, but recommended, element that appears on the Booking Engine to visually remind guests of the room type along with the description mentioned above.

The recommended dimensions are 640 pixels wide by 440 pixels high to ensure correct resizing on the Booking Engine (supported image formats include .jpg .png .gif)

If you do not add an image, a generic placeholder will be used to fill the spot

Rates – The Default Room Rate (or Rack Rate) is your standard rate and is used in all cases where you have not specified a custom rate using the Rate Calendar. Extra Adults and Extra Children rates play a role when a guest exceeds the included number of people in a room. Extra Combined Occupant rates are only used when you select the Combined occupant model on the Occupants tab

TIP! The Rate Calendar will not be available until you save a room type for the first time. From that point forward, you will have full access to custom rates

The Rate Calendar lets you define custom rates, for any period (from one day to one year, or more) in one easy step. Select your start date and end date, enter a rate for the period, and click the Add button. Once applied, the custom rate will appear on the large calendar as a blue bar, as well as below the calendar, in traditional table view.

To edit a custom rate, click the blue bar on the calendar, or the Edit (Pencil) icon next to the corresponding rate in the Actions column, in the table below the calendar. To remove a custom rate, click the Remove (Trash Can) icon next to the corresponding rate in the Actions column, in the table below the calendar. To remove all custom rates in one step, click the Reset All button directly below the calendar.

It is assumed that custom rates apply to all days of the week including the weekend, although you have the option to apply the custom rate to specific days, for example, you may want to add a custom rate for the entire year but only on Saturdays and Sundays, in which case you would deselect Monday through Friday before clicking the Add button. There is no limit to the number of custom rates you can define.

WARNING! Custom Rates take precedence over the Default Room Rate

Minimum Stay – This setting controls how many nights a guest must stay if they are using the Booking Engine to make a reservation (the system default is one night and probably the most common requirement)

To create a minimum stay rule, enter the start date, an end date, and a value for the minimum nights (for example; 2, 3, 4, etc., it highly depends on your own policies), and then select the Policy type, your choices are; Flexible and Strict with the only difference being that Flexible will allow the guest to book according to the rule with the least amount of minimum nights, whereas Strict will force the guest to book according to the rule with the highest amount of minimum nights

This is best demonstrated with an example:

Rule #1 – from April 1 to April 15 with minimum nights defined as 2 (Flexible)

Rule #2 – from April 16 to April 30 with minimum nights defined as 4 (Strict)

The guest wants to check–in on April 15 and check–out on April 17 which means the booking spans two different rules per the dates in the above example.

In this case, the guest would be required to modify his booking and book for 4 nights because the booking occurs inside a period where a Strict policy rule has been created (see Rule #2). If both rules were based on a Flexible policy, the guest could book for 2 nights, as they intended.

As you create minimum stay rules, they accumulate in the table located at the bottom of this screen. From there you can view existing rules, as well as edit and delete them. Similar to other tables we have discussed throughout this manual, there are various ways to sort and find information should your tables contain large amounts of data.

Rate Drop (Minimum Nights) – You can define rate drops on a per Room Type basis, based on dollar amounts or percentages for any given period. For example, you may want to offer the equivalent of one night free if the guest stays for X nights, in the month of April

To do this, first select a start date (April 1), then an end date (April 30), then enter the minimum number of nights a guest must stay to qualify (7, as an example). Next you would enter the equivalent of your default room rate for that month, choose Amount from the Type dropdown, and then click the Add button.

Based on the parameters above, any guest that chooses to stay for seven or more nights in April will automatically receive a discount equivalent to one night. This discount will be calculated on the Add New Booking page, the Booking Engine, and appear in their confirmation email.

Some points of interest related to this feature:

- Rate drops that closer match the booking parameters will be used, for example, if you have two discounts for similar date ranges, and one is based on a minimum of two nights, and the other is based on a minimum of five nights, and the guest books for seven nights, the latter will be used
- Rate drops with identical date ranges but different amounts will automatically default to the higher amount when a guest books inside these dates
- Rate drops will only be applied to the booking if the guest books inside the dates defined, in other words, if the booking begins before the Start Date or ends after the End Date, the discount will not apply

Rate Drop (Days In Advance) – You can define rate drops on a per Room Type basis, based on dollar amounts or percentages for any given period. For example, you may want to offer 10% off for guests who book fifteen days in advance, in the month of April

To do this, first select a start date (April 1), then an end date (April 30), then enter the minimum number of nights a guest must book in advance (15, as an example). Next you would enter the discount amount (10, as an example), choose Percent from the Type dropdown, and then click the Add button.

Based on the parameters above, any guest who books 15 days in advance (meaning at least 15 days before April 1), for a booking in the month of April will automatically receive a 10% discount. This discount will be calculated on the Add New Booking page, the Booking Engine, and appear in their confirmation email.

Some points of interest related to this feature:

- Rate drops that closer match the booking parameters will be used, for example, if you have two discounts for similar date ranges and one is based on two nights in advance, and the other is based on five nights in advance, and the guest books seven nights in advance, the latter will be used
- Rate drops with identical date ranges but different amounts will automatically default to the higher amount when a guest books inside these dates
- Rate drops will only be applied to the booking if the guest books inside the dates defined, in other words, if the booking begins before the Start Date or after the End Date, the discount will not apply

Occupants – Setting up occupants tells the Booking Engine, and the Frontdesk, when and how much extra occupants should cost, as follows:

Occupant Model – the most common selection will be Individual which means Adults and Children are treated as separate occupant types with their own limitations and their own rates, whereas Combined "combines" Adults and Children into a single occupant type using a single rate (both as defined on the Rates tab)

Using the Individual model means you select the maximum and included values for Adults and Children separately (which can be different from each other), whereas using the Combined model means the maximum and included are cumulative values from single dropdowns.

Individual Options

Max Adults – This setting defines the total number of adults allowed in this room type

Included Adults – This setting defines how many adults are included in the room rate

Max Children – This setting defines the total number of children allowed in this room type

Included Children – This setting defines how many children are included in the room rate

Combined Options

Max Occupants – This setting defines the total number of occupants allowed in this room type (as a cumulative value)

Included Occupants – This setting defines how many occupants are included in the room rate (as a cumulative value)

Extras – To assign Extras to a room type, you must first create Extras on the Extras ►Add New Extra tab (this is discussed in more detail further along)

Once your Extras are created, you can assign them to any Room Type by checking the checkboxes next to each desired Extra, and then saving or updating the room.

Comments – If you would like additional comments to appear on the booking confirmation emails, for this room type, you would enter your comments in this field

This is handy if you want to elaborate about the room type or need to relay specific information to the guest before they arrive.

When you have made all your selections, click the Save Room button to record your input. At this point, the room will be saved in the database and available for new bookings. Upon saving the room, you will receive confirmation by means of a green bar at the top of the screen that confirms your actions.

View Rooms

Similar to the Active & Pending Bookings screen, this screen displays all of your rooms inside an organized, sortable, and searchable table.

There are several columns including; Description, Quantity, Default Room Rate, Active, and Actions.

Description – The room type's title

Quantity – The number of rooms associated with this room type

Default Room Rate – The default room rate for this room type (which may differ from any custom rates you have created)

Active – The room type's visibility status (which is different than a blocked room)

Actions – The actions column contains various buttons that represent shortcuts to common functions, as follows:

Edit Room (Pencil) – Loads the room edit screen for the chosen room type

Delete (Trash Can) – Deletes all traces of the chosen room type (if there are bookings associated with a room type, it cannot be deleted)

Other points of interest on this screen include:

Records Per Page – You can choose to display 10 to 100 rows of data

Sorting – You can sort by any column in the table by clicking on the small arrows shown to the right of the column heading

Search – You can quickly find rooms by searching for the room type's title

Exporting – You can export the data in the table as CSV or PDF using the buttons next to the Search field (if they do not appear, you likely do not have Flash installed or enabled)

Paging – Below the main table you can see how many records the table contains, and subsequently navigate through the records using the controls on the right–hand side (or as mentioned above, you can display more records at one time to decrease or eliminate paging)

Block Rooms

This page gives you the ability to block (hide) rooms from the Booking Engine and Frontdesk. It is reducing your room inventory by the exact number of rooms you select, within a room type. This is different than the Active and Inactive option on the room edit page in that you may only want to block a portion of the rooms within a room type.

To block rooms, first select the date range that the rooms will be unavailable, for example, from December 1 to December 31 (this means during this date range, your inventory will be reduced by whatever quantity you select for whatever room types you select).

Upon selecting your Start Date and End Date you will notice a table appear with all your room types. From here, you will make a selection from the Quantity dropdowns, for example, if you want to block (hide) two rooms from Room Type A, simply select 2 from the corresponding dropdown and click the Block Rooms buttons to save your selection.

Below the room selection table, you will see another table that tracks all your blocking activity. You have the option of unblocking all rooms with a single click using the Unblock All Rooms button, or selectively unblocking or editing individual entries by using the buttons in the Actions column. Similar to other tables we have discussed throughout this manual, there are various ways to sort and find information should your tables contain large amounts of data.

Extras

Add New Extra

Extras are an optional feature that present additional products and services to guests during the checkout process. They are also available in the Frontdesk for offline bookings.

TIP! Extras are available and calculated on a per night basis, not on a per stay basis

Before you add Extras, it is important to configure all tabs in the Settings section. Instructions for properly configuring Settings are provided near the end of the manual.

There are three tabs on this screen; Description, Images and Comments.

Description – the Description tab includes the following fields:

Name – A short, descriptive name for your Extra

Description – A detailed description of your Extra (minimum recommended length is one paragraph)

Price – Keep in mind Extra prices are based on per night, not per stay

Exclude From Discounts – Checking this box will prevent discounts from being deducted from the Extra price when doing the final booking calculation. Discounts in this context are discounts created on the Settings ►Global Discounts tab (also referred to as global discounts)

Exclude From Taxes – Checking this box will prevent taxes from being applied to the Extra

Available On Check–out Date – Checking this box allows your guests to order the Extra on the day they're checking out, otherwise it will only be available for the equivalent of nights during their reservation

An example of an Extra that you likely would not want available on the check–out date would be a dinner meal. Conversely, an Extra you would likely want to be available on the check–out date would be a breakfast meal.

Visibility – By default, Extras will be available for assignment as soon as you save them, but there may be cases when you don't want certain Extras to appear on the booking engine, for example, seasonal Extras such as canoe rentals for a property that experiences snowy winter months. By allowing you to take them offline saves you the trouble of recreating them (or reassigning them to room types) when you need them again

Images – The image is an optional, but a recommended element that appears on the Booking

Engine to visually promote an Extra along with the description mentioned above. The recommended dimensions are 640 pixels wide by 440 pixels high to ensure correct resizing on the Booking Engine (supported image formats include .jpg .png .gif)

If you do not add an image, a generic placeholder will be used to fill the spot

Comments – If you would like additional comments to appear on the booking confirmation emails for this Extra, you would enter your comments in this field

This is handy if you want to elaborate about the Extra or need to relay specific information to the guest before they arrive.

When you have made all your selections, click the Save Extra button to record your input. At this point, the Extra will be saved in the database and available for assignment to any or all room types.

Upon saving the Extra, you will receive confirmation by means of a green bar at the top of the screen that confirms your actions.

View Extras

Similar to the Active & Pending Bookings screen, this screen displays all of your Extras inside an organized, sortable, and searchable table.

There are several columns including; Name, Price, and Actions.

Name – The name of the Extra

Price – The price of the Extra (again, this is per night, not per stay)

Actions – The actions column contains various buttons that represent shortcuts to common functions, as follows:

Edit Extra (Pencil) – Loads the Extra edit screen for the chosen Extra

Delete Extra (Trash Can) – Deletes all traces of the chosen Extra

Other points of interest on this screen include:

Records Per Page – You can choose to display 10 to 100 rows of data

Sorting – You can sort by any column in the table by clicking on the small arrows shown to the right of the column heading

Search – You can quickly find Extras by searching for the Extra's name

Exporting – You can export the data in the table as CSV or PDF using the buttons next to the Search field (if they do not appear, you likely do not have Flash installed or enabled)

Paging – below the main table you can see how many records the table contains, and subsequently navigate through the records using the controls on the right–hand side (or as mentioned above, you can display more records at one time to decrease or eliminate paging)

Reports

Bookings

To generate a report summarizing booking quantities for a selected period, follow these steps:

- Choose whether the report is based on Check–in or Check–out date (the default is Check–in Date)
- Select the statuses of bookings to be included in the report (the default is Completed Bookings)
- Optionally select the Include Occupants option if you would like occupant totals to appear in the report
- Choose the date range you would like the report to reflect (any period from days to years can be selected, keeping mind the longer the period, the longer it will take to generate the report)

Click the Generate button and your report will be created.

The report is broken down by Room Type for Phone–in Bookings, Walk–in Bookings, OTA Bookings, Online Bookings, and Total Bookings inside a printable table.

Bookings (Comparison)

This report is identical to the standard Bookings report above with the added ability to compare two periods side by side.

Bookings (By Creation Date)

This report summarizes all bookings by their creation date, sorted by the most recent booking on top. The purpose of this report is to identify when bookings are created versus the accommodation period. This is helpful if you want to track how many bookings are being generated by a certain time in the year versus the same period for the prior year (requires two report generations).

The report is broken down by Creation Date & Time, Guest, Check–in, Check–out, Booking Type, and Reservation # inside a sortable and searchable table that can be printed or exported in CSV or PDF format.

Bookings (By Discount)

This report summarizes all bookings associated with a discount, sorted alphabetically by the discount code or name, including custom discounts applied on the fly. Discounts in this context are discounts created on the Settings ►Global Discounts tab (also referred to as global discounts).

This report is especially helpful when you want to measure the effectiveness of promotions based on discount codes.

The report is broken down by Discount Code/Name, Guest, Check–in, Check–out, Booking Type, Reservation # and Amount, inside a sortable and searchable table that can be printed or exported in CSV or PDF format.

Bookings (By Reservation)

This report summarizes all bookings in the database, with the ability to filter by date or status including cancelled bookings. The main advantage of this report is to see all bookings, in one table, regardless of their status.

This report is beneficial when you want to determine which room types are performing the best.

The report is broken down by Status, Guest, Room Type, Check–in, Check–out, Booking Type, and Reservation # inside a sortable and searchable table that can be printed or exported in CSV or PDF format.

Occupancy Rate

This report calculates your occupancy rate by room type.

Needless to say, knowing what your occupancy rate is, or isn't, is valuable data for all aspects of your operation. Seeing at a glance which room types have a high occupancy versus rooms that are rarely rented can help you make informed decisions.

The report is broken down by Room Type, Maximum Occupancy, Confirmed Bookings, Confirmed Occupancy and Occupancy Rate, inside a printable table.

Revenue

To generate a report summarizing booking revenue for a selected period, follow these steps:

- Choose whether the report is based on Check–in or Check–out date (the default is Check–in Date)
- Select the statuses of bookings to be included in the report (the default is Completed Bookings)
- Choose the date range you would like the report to reflect (any period from days to years can be selected, keeping mind the longer the period, the longer it will take to generate the report)

Click the Generate button and your report will be created.

The report is broken down by Report Scope (with and without taxes) for Phone–in Bookings, Walk–in Bookings, OTA Bookings, Online Bookings and Total Bookings inside a printable table.

TIP! If you want to include cancellation fees in the totals, check Cancelled Bookings in the statuses section (cancellation fees represent income generated for bookings where the guest failed to cancel their booking in the designated cancellation period and were charged, you may or may not have recorded this type of additional revenue)

Revenue (Comparison)

This report is identical to the standard Revenue report above with the added ability to compare two periods side by side.

Revenue (By Creation Date)

This report is particularly useful if you want to determine revenue generated in specific periods, for example, you want to know how much revenue was generated throughout the entire prior year for the entire current year. Or, you want to track how much revenue is generated monthly, year over year to determine if monthly activity is increasing or decreasing versus the same period in the prior year.

An example of how you may use this report

- Select the month of April for the prior year in the creation fields
- Select the entire year for the prior year in the occupancy fields
- Generate the report
- Now do the same thing for the current year and compare the numbers

Having this information can yield important data about marketing efforts, area events, etc. Perhaps you invested in marketing last April and the results are clear.

Like certain other reports, you can print and export the generated results.

Taxes

To generate a report summarizing taxes for a selected period, follow these steps:

- Choose whether the report is based on Check–in or Check–out date (the default is Check–in Date)
- Select the statuses of bookings to be included in the report (the default is Completed Bookings)
- Choose the date range you would like the report to reflect (any period from days to years can be selected, keeping mind the longer the period, the longer it will take to generate the report)

Click the Generate button and your report will be created.

The report is broken down by Tax Name (as defined in Settings) for Phone–in Bookings, Walk–in Bookings, OTA Bookings, Online Bookings and Total Bookings inside a printable table.

Guest Data

This report is a detailed list of all guest data based on the booking status and desired date range. Everything in this report comes from the guest edit screen. You will find this report helpful if you need to import guest data into another application, or if you simply want a quick overview of all guests.

Like certain other reports, you can print and export the generated results.

Guest Payments

This report is a detailed list of all regular payments that have been recorded since your first recorded payment. You can quickly find payments for a specific booking by searching for the reservation number, or for a specific guest by searching for the guest's name.

It is important to note that a single booking may have multiple payments associated with it.

The report is broken down by Date & Time, First Name, Last Name, Reservation #, Payment Method and Amount inside a sortable and searchable table that can be printed or exported in CSV or PDF format.

Guest Payments (Cancellations)

This report is a detailed list of all cancellation fees that have been recorded since your first recorded fee. You can quickly find cancellation fees for a specific booking by searching for the reservation number, or for a specific guest by searching for the guest's name.

It is important to remember that cancellation fees are different than regular guest payments shown in the Guest Payments report. Regular payments are not used in revenue reports, instead, revenue reports calculate totals based on booking totals.

Cancellation fees are an optional amount over and above typical revenue totals. Remember, a cancellation fee can occur simultaneously with a booking for the same room, therefore a method to factor in the additional amount is required.

The report is broken down by Date & Time, First Name, Last Name, Reservation #, Payment Method and Amount inside a sortable and searchable table that can be printed or exported in CSV or PDF format.

Blocked Rooms

This report is a detailed list of all rooms, sorted by room type, that have been blocked. You can quickly find rooms by searching for the room type, or sort the report based on date.

The report is broken down by Room Type, Quantity, Start Date and End Date inside a sortable and searchable table that can be exported in CSV or PDF format.

Housekeeping

This report, especially when generated (and printed) in the morning, is useful for the cleaning staff.

The report is only visible if you have assigned room numbers to ALL of your Active bookings. When the report is available, it will display the date and time the report was generated, with the option to print.

The report includes the following columns:

> **Occupied Rooms** – This represents guests, defined by their room numbers, that will be staying at least one more night
>
> **Departing Guests** – This represents guests, defined by their room numbers and check–out time, that will be departing today
>
> **Departed Guests** – This represents guests, defined by their room numbers and check–out time, that have vacated their room (guests will also appear in this column when you manually check–out a guest early)
>
> **Vacant Rooms** – This represents empty rooms, assumed clean and available

Room numbers shown in the Departed Guests column are automatically transferred to the Vacant Rooms column at 12:01 AM on the following day, based on the assumption that the room(s) have been cleaned by midnight. This is important behaviour that ensures your rooms have gone back into inventory and are available for new bookings.

Audit Log

The Audit Log report provides a raw data overview of all activity related to bookings, guests, taxes, surcharges, discounts and extras.

The purpose of this report is to provide a chronological overview of the data stored in the database. Uses for this report include; staff activity, security, and historical content reference.

The report is broken down by Date, User, Type, Action and Description inside a sortable and searchable table that can be exported in CSV or PDF format.

WARNING! The Audit log can contain large amounts of data that require extensive memory use when being exported

Other points of interest on this screen include:

Records Per Page – You can choose to display 10 to 100 rows of data

Sorting – You can sort by any column in the table by clicking on the small arrows shown to the right of each column heading

Search – You can quickly find log entries by searching for text related to the record, for example, if you wanted to see all activity regarding a specific room type, you could search for the room type "title"

Exporting – You can export the data in the table as CSV or PDF using the buttons next to the Search field (if they do not appear, you likely do not have Flash installed or enabled)

Paging – Below the main table you can see how many records the table contains, and subsequently navigate through the records using the controls on the right–hand side (or as mentioned above, you can display more records at one time to decrease or eliminate paging)

Settings

The settings section includes a variety of tabs, each with a variety of configurable settings, explained in detail below, starting with the left most tab.

Property Info

The first step in configuring your settings is to enter your property's contact information. It is important that all information on this screen is accurate as it will appear in various places including; booking confirmations sent to your guests, on the Booking Engine, printed receipts, and possibly other places.

The size of the optional, but recommended logo should not exceed 400 pixels wide or 200 pixels high. Supported formats include PNG, JPG, GIF although we recommend a transparent PNG in the event background colours are used in future email design.

The size of the property filler image, which appears below the booking engine, needs to be exactly 1100 pixels wide with a recommended height of 300 pixels. Supported formats include PNG, JPG, GIF although we recommend JPG if you'll be using a photograph, otherwise PNG.

We have supplied a generic filler image that is suitable for any property, but you are welcome to use this space in a more creative way.

To get your Google Map link, follow these instructions:

- On the Settings ► Property Info tab, scroll to Google Map Link
- Click on the Find Location link
- When Google Maps opens, enter your address in the top/left search field
- When your location comes into view, click on the Share icon in the left panel

- When the popup window opens, copy the short link
- Paste the link into MOHOBOOK

All fields on this screen are required excluding; Property Logo, Google Map Link, and Toll Free Telephone

TIP! You must enter all required information across all the various tabs before you can successfully save Settings for the first time. From that point forward, you will be able to save your settings when miscellaneous, individual changes are required

Payments

Before we explain the various fields below this tab, it is beneficial to understand how MOHOBOOK deals with the credit card information entered during a booking, through the Booking Engine on your website.

Assuming you have the Payment section enabled, guests will be required to enter their payment information when using the Booking Engine.

When the guest submits the booking, the credit card data is neither transmitted nor stored electronically as raw text

You have the option of processing real-time transactions through Stripe, Square or Cornerstone, all experienced in secure online transactions.

WARNING! If you are offering booking capabilities on your website, and you have the payment screen enabled, it is imperative that the booking engine page is secured by SSL (this is an affordable option that will protect you from sending sensitive data unencrypted)

The fields on this screen are explained in detail below:

Currency – This represents your native currency and should reflect the currency of your property's physical location

Accepted Payment Methods OFFLINE – Choose the payment methods you accept when the guest arrives at your property

Accepted Payment Methods ONLINE – Choose the payment methods you would like visible on the Booking Engine (do not select payment methods you cannot process)

SSL Image – It is highly recommended that you use the seal provided by your SSL provider, it will appear on the booking engine, instilling confidence in your reservation process

SSL URL – In certain cases, your SSL provider will also provide a link to the certificate verification page

Payment Processor – You have three choices

No selection will result in no visible payment section on the booking engine.

If you would like to perform real–time credit card transactions on your website (booking engine only), you can enable this option by selecting Stripe or Square. If you don't have a Stripe or Square account, you can open one for free.

Stripe

Mode – Select if you are ready to begin accepting payments by choosing Live, keeping in mind, it is prudent that you first generate bookings in Test mode

Publishable Key – this can be found inside your Stripe account

Secret Key – this can be found inside your Stripe account

Publishable Key (Test) – this can be found inside your Stripe account

Secret Key (Test) – this can be found inside your Stripe account

Type – choose if you would like to charge a set amount per booking, or a percentage of each booking

Amount – enter the value that corresponds to the Type

Test Connection – this allows you to verify your credentials with the Stripe processing servers

TIP! Whatever Type and Amount combination you enter, processed amounts will not exceed the booking total

Square

Mode – Select if you are ready to begin accepting payments by choosing Live, keeping in mind, it is prudent that you first generate bookings in Test mode

Application ID – this can be found inside your Square account

Personal Access Token – this can be found inside your Square account

Location ID – this can be found inside your Square account

Application ID (Sandbox) – this can be found inside your Square account

Personal Access Token (Sandbox) – this can be found inside your Square account

Location ID (Sandbox) – this can be found inside your Square account

Type – choose if you would like to charge a set amount per booking, or a percentage of each booking

Amount – enter the value that corresponds to the Type

Test Connection – this allows you to verify your credentials with the Square processing servers (this only works with the Sandbox credentials, it is recommended you perform a small live transaction to confirm Live credentials)

Save customer card details in Square Account?

- **Required** – this option displays a checkbox on the booking engine that must be checked by the guest before the booking can submitted (if consent is provided, the guest's card will be saved in your Square account)
- **Optional** – this option displays a checkbox on the booking engine that can be optionally checked by the guest (bookings can be submitted with or without a check and will save the card accordingly)
- **Don't Save** – this option does not display the consent checkbox (guest card data is never saved using this option)

TIP! Whatever Type and Amount combination you enter, processed amounts will not exceed the booking total

Cornerstone

Mode – Select if you are ready to begin accepting payments by choosing Live, keeping in mind, it is prudent that you first generate bookings in Test mode

Public Key – this can be found inside your Cornerstone account

Private Key – this can be found inside your Cornerstone account

Public Key (Test) – this can be found inside your Cornerstone account

Private Key (Test) – this can be found inside your Cornerstone account

Type – choose if you would like to charge a set amount per booking, or a percentage of each booking

Amount – enter the value that corresponds to the Type

Test Connection – this allows you to verify your credentials with the Stripe processing servers

TIP! Whatever Type and Amount combination you enter, processed amounts will not exceed the booking total

Stripe, Square and Cornerstone are third–party services supported by MOHOBOOK to give property owners a more secure method of processing payments from web–based software, more information is available at https://www.stripe.com and https://square.com and https://cornerstonepaymentsystems.com

Taxes & Surcharges

When you define a room rate, it is considered the base rate, this means there are no taxes or surcharges applied to room rates by default. This screen allows you to set up regional taxes based on flat rate or percentage, as well as any applicable surcharges your property enforces.

Keep in mind that both Taxes and Surcharges are calculated on the booking subtotal, this means the calculation occurs after all Rooms and Extras are multiplied by the number of nights in the reservation, and equally important, after any discounts.

For example, if the booking subtotal was $100 including all rooms and extras, the next calculation would be discounts, for this example we'll use $20, making your new subtotal $80. This final subtotal amount of $80 will be subject to any taxes and surcharges you create on this screen.

The fields on this screen are explained in more detail below:

Tax/Surcharge Name – A short descriptive, or official name

Tax/Surcharge Name (Second Language) – Same as above (only applies if Dual Languages is enabled)

Tax/Surcharge Rate – Enter a numeric value only

Type (Tax/Surcharge) – Choose the appropriate type (tax or surcharge)

Calculation (Percentage/Amount) – Choose how the tax or surcharge will be calculated

As you create taxes and surcharges, they accumulate in the table located at the bottom of this screen. From there you can view existing entries, as well as edit and delete them. Similar to other tables we have discussed throughout this manual, there are various ways to sort and find information should your tables contain large amounts of data.

Taxes and Surcharges are optional and or dependent on your regional requirements.

Global Discounts

When you define a room rate, it is the base rate, this means there are no discounts applied to room prices by default. This screen allows you to set up global discounts based on flat rate or percentage.

Keep in mind that Global Discounts are calculated on the booking subtotal, this means the calculation occurs after all Rooms and Extras fees are multiplied by the number of nights in the reservation, but before taxes and surcharges are applied.

Discounts are similar in theory to taxes and surcharges with the obvious difference that discounts reduce a booking's total and appear in the calculation before taxes and surcharges.

The fields on this screen are explained in more detail below:

Discount Type – There are three options:

- Fixed – This discount type will appear as a choice inside a dropdown menu on the booking engine, with the name you assigned to it
- Fixed (Guarantee) – Similar to the Fixed discount type, but with an important distinction that it triggers a different cancellation policy (intended for promotions where the booking cannot be cancelled)
- Code – This discount type will require you to give out a unique discount code to your guests in advance, and in turn, manually entered by them on the booking engine

Discount Name – A short descriptive name

Discount Name (Second Language) – Same as above (only applies if Dual Languages is enabled)

Discount Amount – Enter a numeric value only

Start Date – Choose when the discount period begins

Expiry Date – Choose when the discount period expires

Visibility (Based On Visibility / Based On Booking Period) – Choose if the discount appears when the booking is being created, for example, in line with real–time dates, or when the booking is taking place, for example, sometime in the future

Calculation (Percentage / Amount) – Choose how the discount will be calculated

As you create discounts, they accumulate in the table located at the bottom of this screen. From there you can view existing items, as well as edit and delete them. Similar to other tables we have discussed throughout this manual, there are various ways to sort and find information should your tables contain large amounts of data.

Naturally, discounts are optional.

Blackout

The Blackout feature allows you to define dates when discounts will not be calculated in the booking total. The primary use for this feature is prevent discounted rates at times when you know your rooms can be sold at full price, i.e. weekends, special events, etc.

The Blackout Calendar also lets you define dates in specific areas of the system, what type of discounts will be affected, the dates, and for any period length (from one day to one year or more) in one easy step. Select the Section, then the Type, then your start date and end date, and click the Add button. Once applied, the blackout date will appear on the large calendar as a blue bar, as well as below the calendar, in traditional table view.

To edit a blackout date, click the blue bar on the calendar, or the Edit (Pencil) icon next to the corresponding date in the Actions column, in the table below the calendar. To remove a blackout date, click the Remove (Trash Can) icon next to the corresponding date in the Actions column, in the table below the calendar. To remove all blackout dates in one step, click the Delete All button directly below the calendar.

It is assumed that blackout dates apply to all days of the week including the weekend, although you have the option to apply the blackout date to specific days, for example, you may want to add a blackout date for the entire year but only on Saturdays and Sundays, in which case you would deselect Monday through Friday before clicking the Add button. There is no limit to the number of blackout dates you can define.

It is important to note that blackout rules are triggered when any date during a booking intersects with a blackout rule, for example, if there was a blackout in effect for January 1 to January 15, and the selected booking period was January 10 to January 20, the entire booking would not be eligible for discounts defined by the blackout rule.

Language

This screen gives you the flexibility to change various wording shown on the Booking Engine, as well as email booking confirmations received by your guests. In most cases, the defaults are suitable and should not be modified too drastically. With that said, you should carefully review the cancellation policies to ensure they are in line with your own policies, otherwise, adjust as necessary.

Equally powerful here is the ability to offer your Booking Engine in two languages, for example; English and French. When you enable this feature, and complete all the second language fields, your Booking Engine will display a small language selector.

WARNING! Be careful when changing the text for short labels as too many characters may cause interface design issues. It is highly recommended that you test the Booking Engine each time changes occur on this screen

All fields on this screen are required excluding second language fields (assuming Dual Languages is disabled).

TIP! If you will be using the Dual Language option, there are other areas in the Frontdesk that will require second language values, for example; rooms, extras, discounts, and taxes and surcharges

Mail Settings

This screen lets you define various settings related to mail handling.

Although this is one of the more technical settings, we have tried to implement default mail settings that will work for most property owners. That said, every web hosting provider has their own requirements and policies for sending mail from web applications, therefore you may need to make some adjustments.

We recommend as a first attempt that you only change the From Name, From Email and Reply–to Email to a valid email account (one that is currently functioning and based on the same domain name where MOHOBOOK is installed), and then test the online Booking Engine. If you receive the guest and administrator booking confirmations, you probably don't need to do much else in this section.

If you don't receive the emails within a few minutes of completing a booking, you will need to contact your web hosting provider to find out what changes are required to align with their mail environment.

The fields on this screen are explained in detail below:

> **From Name** – Replace the default value with the name of your property
>
> **From Email** – This will be the email shown on bookings emailed to guests
>
> **Reply–to Email** – Useful if you would like people to respond to a different email, although in most cases, it will be the same as the above address
>
> **BCC Email(s)** – You can add multiple emails in this field if you would like booking confirmations to be sent to other parties in your organization, this is an optional field
>
> **Booking Attachment (PDF Only)** – If you would like to include additional information about your property, create a PDF file and upload it here (the file will appear as an attachment in email booking confirmations)
>
> **Booking Reminders** – If you would like to automatically have reminders sent to your guests as their check–in date approaches, you can define how many days in advance you want them sent out. The default is zero, which means reminders are disabled. A common value for this setting is 3 to 7 days
>
> By default, the reminder mechanism is triggered by certain actions, for example, when you log into the Frontdesk, or when someone visits the Booking Engine on your website. Therefore, we

recommend that you simply log into the Frontdesk at least once per day if you are uncertain about traffic volume on your site.

Reminder Delay – To prevent reminders from going out shortly after the guest makes their reservation, you can enforce a delay. For example, if you set your reminders to be triggered 7 days before the check–in date and a guest makes a reservation today, for tomorrow, the logic would see that a reminder has not been sent to that guest within the last 7 days, and would attempt to send it immediately after the reservation was made

This would not be a desirable scenario since the guest just received their initial booking confirmation. Whereas, if you enter a value such as 24 (representing 24 hours) in the Reminder Delay field, the reminder will not be triggered because that guest has already received a "booking related" email from the system within the last 24 hours.

Enable Guest Follow–up – If you would like to automatically send follow–up emails to your guests after they have departed, you can use this feature for basic email correspondence. The Delay field defines how many days after their check–out date the message will be sent. The Subject field defines the email subject.

The Body field defines the email body. You can insert the guest's first and or last name in the subject or body using the following shortcodes: [first_name] and or [last_name]

Use Cron – If you would like a more reliable method of triggering reminders and guest follow–up messages, we recommend enabling this feature (this will require certain configuration in your web hosting account, which is not terribly difficult, but unless you're a web developer, you will probably require assistance from your web host)

Use SMTP – If you are having difficulty using native PHP mail, you may need to send through an SMTP server

Use TLS/SSL – If you are not sure what to enter here, consult your web host for assistance

SMTP Server – If you are not sure what to enter here, consult your web host for assistance

SMTP Port – If you are not sure what to enter here, consult your web host for assistance

Use Authentication – If you are not sure what to enter here, consult your web host for assistance

SMTP User Name – If you are not sure what to enter here, consult your web host for assistance

SMTP Password – If you are not sure what to enter here, consult your web host for assistance

Test Connection (button) – Upon completing the above fields, you can test your connection to the mail server

ESP (Email Service Provider)

If you practice email marketing (which is something every property owner should consider), MOHOBOOK supports Campaign Monitor and AWeber, both well–known professional service providers.

To enable this feature, select a provider from the dropdown menu, choose if guest subscriptions are automatic, then enter your account credentials in the respective fields.

WARNING! Depending on local Privacy and Spam laws, you may be required to ask for consent before subscribing guests to an email newsletter, if this is the case, select No for the Automatic Subscription option

Once you enter these two pieces of information into MOHOBOOK, click the Add Rule button to generate a row of dropdowns with various options including your active Campaign Monitor or AWeber lists. Build the rule anyway you like and save the settings page.

Once saved, guest emails will be added or removed to or from your selected Campaign Monitor or AWeber lists according to the subscription model. You can create as many rules as you like, keeping in mind they will be executed in the order you create them, in other words, from top to bottom.

TIP! Because guests have chosen to do business with you, and because they will immediately receive a booking confirmation email, we recommend that you use, convert or create a new Campaign Monitor or AWeber list based on the single opt–in method otherwise they will simultaneously receive another email asking them to confirm their newsletter subscription, which will likely confuse them (remember, if a guest does not want to be on your newsletter list, they can easily unsubscribe from the first newsletter they receive)

All fields on this screen are required excluding SMTP related fields (unless SMTP is enabled) and ESP.

Users

When you installed MOHOBOOK you were asked for a username (email address) and password which automatically created a new User account named Administrator. If you would like to assign staff their own login (which is highly recommended), you can create, edit and delete unlimited Users here.

If you are training a new staff member or would simply like to give read–only access to someone, you can create a new user who cannot save/edit/delete while using the Frontdesk (this is helpful when you want inexperienced users to become familiar with the Frontdesk interface).

The fields on this screen are explained in detail below:

First Name – User's first name

Last Name – User's last name

Email – User's email address (it is important to use a valid email address in case the user forgets their password, otherwise they will not be able to reset it)

Read Only – Check this box to prevent the user from save/edit/delete actions in the Frontdesk (as explained above)

Password – User's password (it is highly recommended that use strong passwords from 8 to 12 characters that include upper and lower–case letters, numbers, and special characters)

Confirm Password – Confirm user's password

As you create users, they accumulate in the table located at the bottom of this screen. From there you can view existing items, as well as edit and delete them. Similar to other tables we have discussed throughout this manual, there are various ways to sort and find information should your tables contain large amounts of data.

If you need to reset a User's password, click the Edit User icon in the table, and then the "reset password" link above the Password field. This will direct you to a page to begin the process.

Integration

Booking Mode allows to configure how bookings are handled in respect to saved data and email transmission.

In **Standard** mode a booking is saved in the database, room inventory is reduced accordingly, optional payment processing occurs, and the property owner and guest receive email confirmations (this is the default behaviour)

In **Request** mode, the property will receive an email with the details of the “requested” booking but it will not be saved until it is manually entered. The purpose of Request mode is to established communication with interested guests prior to a booking commitment, this is beneficial for properties who screen their guests. In most cases, requesting payment information is not necessary when using Request mode

In **Demo** mode, an environment is created where you can freely test MOHOBOOK also without any data being saved to the database, you might find this useful for training purposes or while setting up MOHOBOOK for the first time

For the Booking Engine to appear on your website, you first need to insert a block of JavaScript into your web page.

Copy the code shown in the **Booking Engine Embed Code** box and paste it into the appropriate page on your website (typically Reservations, Book Online, etc.).

If you have, or would like to have, small forms elsewhere on your website that allow visitors to enter check–in and check–out dates, and then pass these dates to the Booking Engine, you can refer to the sample code in the **Booking Widget** box.

You can display the same availability calendar shown on the booking engine anywhere on your website, as a stand–alone widget, by using the code in the **Availability Calendar** box.

You can hide rooms on specific pages (assuming you have the booking engine embedded on more than one page) by using the code in the **Hide Rooms** box. This is different than making room types inactive on the room edit page. This code allows you to have one page on your website that displays all the room types, and a different page that shows (or hides) selected room types.

There are additional settings on the Integration tab that provide further control over your booking environment.

Booking Engine Thankyou Page

This feature will assist you in tracking goals and conversions. It is important to note that there are certain considerations to gain this type of intelligence, as follows:

- By default, the booking engine functions inside an iFrame, from beginning to end, this means it appears embedded inside your website's design with automatic built–in messaging
- When this feature is enabled, the behaviour is similar except you will need to write your own static message on whatever page you redirect to (this behaviour is necessary to register third–party tracking code)
- For third–party tracking to function reliably, it is important that the final page of the booking is not contained in an iFrame, hence the reason for a custom thankyou page outside of the application's iFrame

If you are exercising any form of paid online marketing, knowing when conversions occur is an important aspect of your return on investment, and the above somewhat minor tradeoff is worth, in our opinion, the added information you can gain about your marketing efforts.

If done correctly, there will be no visible disconnect between the booking page (you may need the help of a professional web developer to create a thankyou page that resembles your website design).

The fields for this feature are explained in detail below:

Enabled – By default this feature is disabled

Destination URL – Define the page where you will write your custom thankyou message, and embed your advertising tracking code

Booking Engine Tracking

Similar to the above feature, you can also track events that occur on the booking engine, while it resides in the iFrame. For example, you may want to embed screen recording technology to watch the actions of guests who do or do not complete a booking

Debug

The final option on this screen, called Debug, is intended for support purposes only. You should never change these settings unless you have been advised to do so by the MOHOBOOK support department.

Miscellaneous

This screen contains various settings that otherwise don't fit into specific categories, below is a list of these settings with usage details:

Dashboard Statistics – This setting controls whether various booking summaries are displayed above the daily calendar on your dashboard (bookings today, bookings tomorrow, etc.)

Daily Bookings Calendar – This setting controls whether the dashboard calendar loads in the collapsed state or expanded state (if you don't have a lot of rooms, you may find it more convenient to use the expanded option)

Guest Popover – This setting controls the type of popover shown on the Add New Booking screen (Short contains only four fields whereas Long contains all guest fields)

Booking Engine Availability Calendar – This setting determines if the Availability Calendar will be visible on the Booking Engine

Booking Engine Alert (Blackout) – The default setting is No, if switched to Yes, it means guests who use the booking engine on your website will see a short (configurable) warning message if they select a booking period that encompasses a blackout rule. This gives them the opportunity to change their dates, or continue with the knowledge that discounts (if available) will not be calculated

Booking Engine Alter (Minimum Stay) – The default setting is No, if switched to Yes, it means guests who use the booking engine on your website will see a short (configurable) warning message if they select a booking period that encompasses a minimum stay rule. This gives them the opportunity to change their dates, or continue with the knowledge that not all accommodations are visible

Private Comments – This setting controls where the private comments field will appear on the Add New Booking page (the default is Bottom which positions the field near the bottom of the page, whereas if you would like to see private comments closer to the guest's name, choose Top)

Capture Guest's IP Address – This setting determines if the guest’s IP Address will be saved along with their booking

Show Cancellation Policy Consent – This setting determines if a consent checkbox will be shown on the booking engine below the cancellation policy

Show Terms/Privacy Consent – This setting determines if a consent checkbox will be shown on the booking engine with optional links to your legal pages

Booking Engine Extras – This setting determines if the expandable Extras panels will be visible on the Booking Engine (below each room)

Booking Engine Discounts – This setting determines if the Discount field will be visible on the Booking Engine

Frontdesk Language – In the current version of MOHOBOOK, English is the only available language (this is not to be confused with the Booking Engine Dual Languages feature)

Default Country – This setting will determine which country loads as the default country in certain dropdown menus

Timezone – This is an important setting that controls dates and times on booking confirmations and reports, and in certain cases, room inventory

Children's Max Age – Set the maximum age at which guests are still considered children, this ensures the correct price is shown for additional children during online and offline bookings (it is up to your guests to be honest about the ages of any children traveling with them)

Booking Engine Check–in & Check–out Times – This setting controls whether the check–in time and check–out time dropdown menus are shown on the Booking Engine, as well as on the Add New Booking screen in the Frontdesk (if you disable this option, the system will assign default times to bookings to ensure your room inventory is not inadvertently hidden, these times are 3:00 PM for Check–in and 11:00 AM for Check–out)

Check–in Time Range – Defines allowable (visible) check–in times

Check–in Time Increments (minutes) – Choose from 15, 30, 45, or 60 minutes

Check–out Time Range – Defines allowable (visible) check–out times

Check–out Time Increments (minutes) – Choose from 15, 30, 45, or 60 minutes

Please review the settings on this tab carefully and adjust according to your own preferences and policies.

Update Centre

For the most part, the process of upgrading to new versions is semi–automatic. You will be notified within 24 hours of a new version being released by means of notification text in the footer area.

Alternatively, at any time, you can check for new versions by visiting this screen and clicking the Check For Updates button.

If there is a new version, you will have the option to immediately install it, or wait until a later time when you feel there is less traffic accessing the online Booking Engine or Frontdesk. That said, updates usually take less than thirty seconds to complete.

WARNING! It is imperative that you manually back up your database before installing an update. This ensures you have a backup file on your computer, should something go wrong. Although we have gone to great lengths to make the update process efficient and safe, it is near impossible to provision for every possible glitch that could occur, including hiccups with your Web Hosting provider or Internet connection

The update process will create a backup of your folders, you must backup your database manually.

Documentation

This links to the document section of our website in case you need to download this manual again or require additional information, such as system requirements.

You will also find a complete list of versions and their changes.

Conclusion

We hope the Frontdesk manual has provided the information you need to get up and running quickly, as well as a useful resource during regular operations.

If you require assistance with any aspect of setting up or configuring MOHOBOOK, or modifications to your website, we offer a wide variety services:

- Application Installation
- Application Configuration
- Property Setup
- Custom Programming
- Website Modifications
- Website Development

If you require assistance marketing your property, we also offer professional advertising services including; email marketing, surveys, content marketing and fully managed search campaigns.

If you have found typographical or instructional errors, or feel there is missing information, please inform us.