



Kinetic

KxB&B

User Guide

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1. Booking website

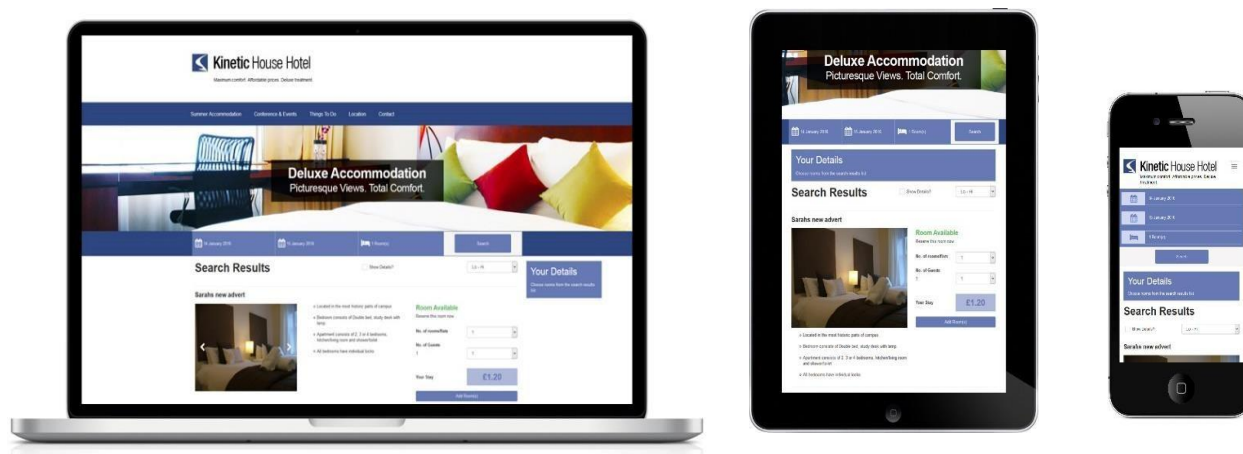
Introduction

With mobile browsing set to overtake traditional desktop browsing, the design of the B&B booking website has been completely overhauled to provide an optimal viewing and booking experience for mobile, tablet and desktop users.

The redesign includes click and touch-optimised form controls, scalable imagery, bold typography and adaptive layouts to ensure a great user experience for all users with only one set of content to maintain.

While selling rooms through Online Travel Agents gives access to a wider audience, research shows inclusion on OTAs increases traffic to a hotels own website as bookers look to find out more. With Google ranking responsive websites higher since April 2015 the responsive website ensures market competitiveness by facilitating direct bookings and on-the-move browsing and booking activity.

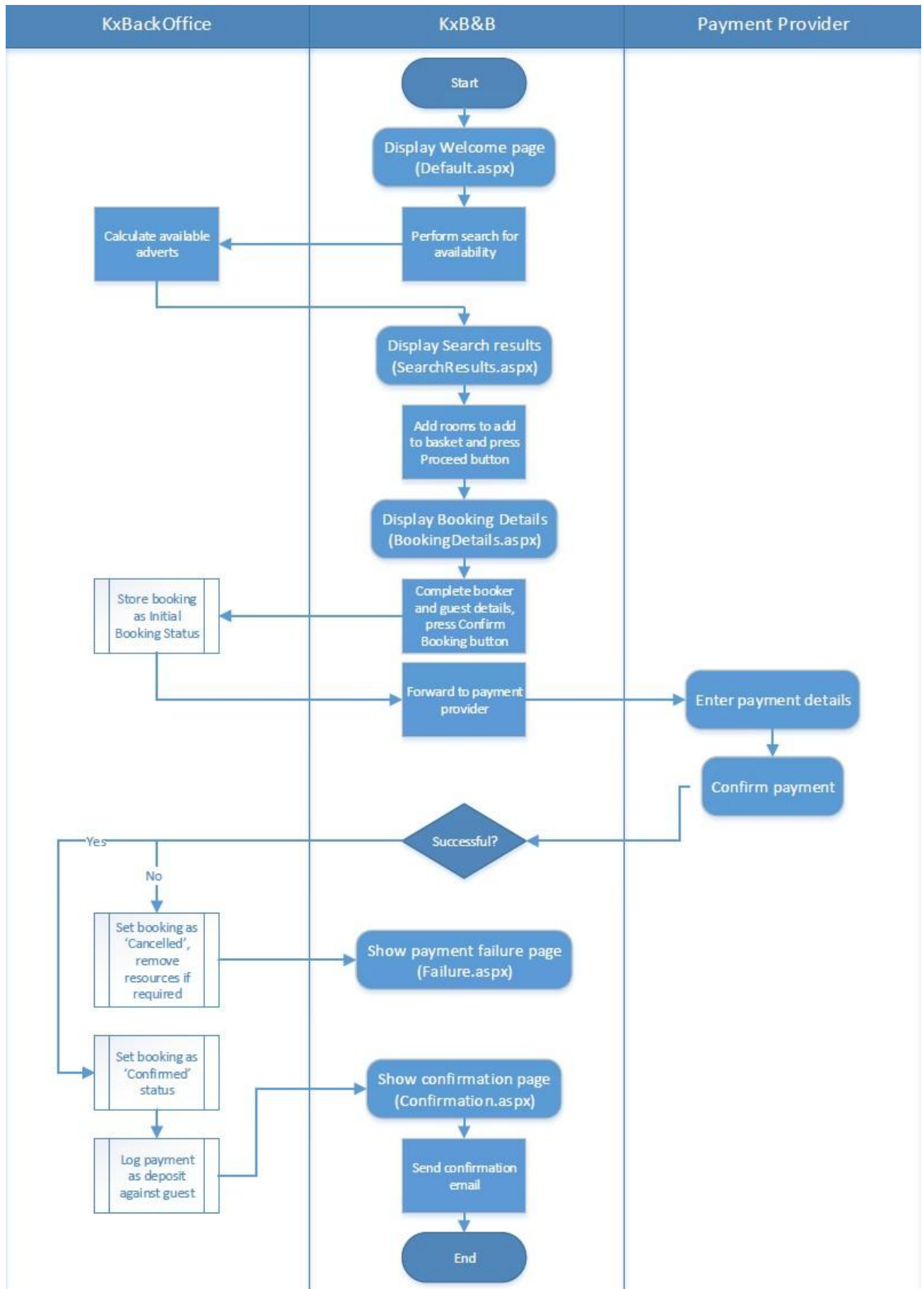
A style guide showing the customisation options available to bring the look and feel of the responsive website in line with customer branding is available separately. Please speak to your Account Manager for more information.



The Booking process

The following diagram illustrates the process flow as a booker progresses through the customer-facing B&B website.





Welcome page

The landing page of the KxB&B booking website, this page contains the booking bar and a customisable text area that can be used to replicate the look and feel of customer branding. Where multiple languages are configured, a dropdown enabling user selection of the language of choice is also included.

Details of each page component follows:

Booking bar

The Booking bar is included on the Welcome, Search Results and Confirmation pages in the Booking website and can also be included on customers other websites as a Booking Widget (see Booking Widget section). The bar allows bookers to enter their stay criteria to carry out a search and view a list of matching rooms.

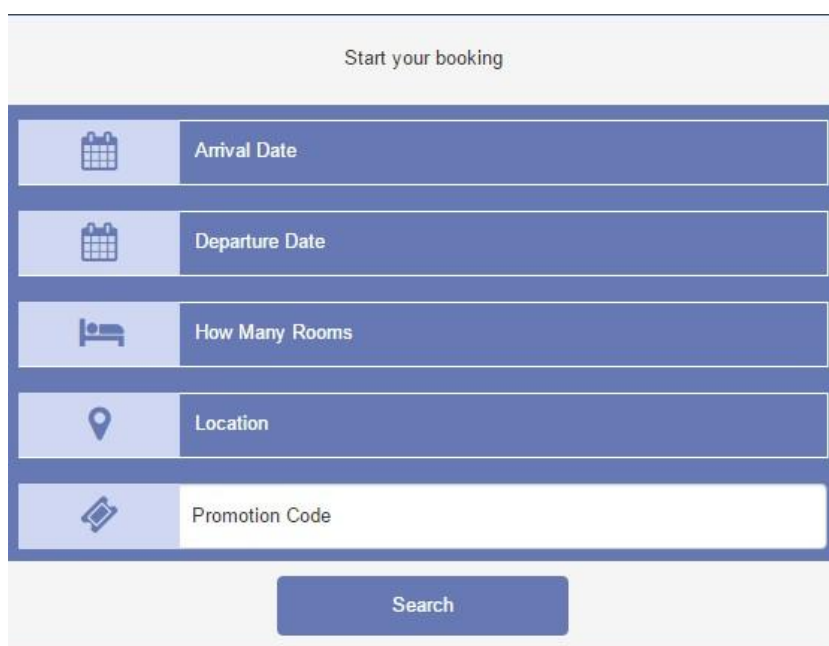
The booking bar is responsive and can be integrated with a horizontal or vertical orientation depending on the design requirements of the booking website:

Horizontal widget*:



A horizontal booking bar widget with a light blue background. It contains the following elements from left to right: a 'Start your booking' button, an 'Arrival Date' field with a calendar icon, a 'Departure Date' field with a calendar icon, a 'How Many Rooms' field with a bed icon, a 'Location' field with a location pin icon, a 'Promotion Code' field with a coupon icon, and a 'Search' button.

Vertical widget:



A vertical booking bar widget with a light blue background. It contains the following elements from top to bottom: a 'Start your booking' button, an 'Arrival Date' field with a calendar icon, a 'Departure Date' field with a calendar icon, a 'How Many Rooms' field with a bed icon, a 'Location' field with a location pin icon, a 'Promotion Code' field with a coupon icon, and a 'Search' button.

* on screen widths below 768 pixels the horizontal widget automatically adjusts the vertical layout to maximise the viewing area and hit areas for touch and click navigation.

The Booking bar consists of the following elements:

- **'Start booking' label:** An optional element that can be enabled/disabled using *Admin -> Site Settings -> Global Settings -> Show Search Text* option.
- **Arrival Date:** The arrival calendar displays the next available (and all future) booking dates according to the setting specified in *Admin -> Site Settings -> Booking Window Settings*. The Arrival date defaults to the first available date calculated by the 'Start date booking lag' setting, but can be adjusted by tapping/clicking the tab to reveal the calendar of dates available.
- **Departure Date:** The departure calendar shows all dates that can be booked according to the setting defined in *Admin -> Site Settings -> Global Settings -> Booking Window Settings -> End date booking lag* settings. The Departure date defaults to x days later than the Arrival date where x is the Global Settings -> Min Nights value. Bookers can customise the departure date by tapping/clicking the tab to reveal the calendar of dates available.
- **How many rooms:** Allows a booker to enter the number of rooms needed for the duration of their stay. With a selection made the search results page only returns adverts with the same number of rooms. The dropdown list displays from 1 to the number specified in *Admin -> Site Settings -> Global settings -> Max rooms* settings.
- **Location:** An optional element that can be enabled/disabled using *Admin -> Adverts -> Locations -> Include Locations in search criteria?* setting. When enabled, bookers can use the option to filter by Locations configured in *Admin -> Adverts -> Locations* screen.
- **Promotion code:** An optional element that can be enabled/disabled using *Admin -> Site Settings -> Global Settings -> Show Promotion Code* setting. When enabled, bookers can enter a pre-defined promotion code here to return search results tied to that code.
- **Search:** With the default or customised search criteria, this button initiates a look up of matching rooms and directs the booker through to the Search Results page.

The labels used for each of the Booking bar options can be customised in *Admin -> Site Settings -> Multi-Lingual Resources -> Search_Widget*.

Editable content area

An optional content area is included on the page so custom, introductory content giving a booker an overview of the rooms available, the booking process, selling points for the location and other supporting information can also be included to encourage bookers to browse the website and place a reservation:



A screenshot of a booking form header. The header is a dark blue bar with several sections: 'Start your booking', 'Arrival Date' (with a calendar icon), 'Departure Date' (with a calendar icon), 'How Many Rooms' (with a bed icon), 'Location' (with a location pin icon), 'Code' (with a document icon), and 'Search'. Below the header, a white text input field is highlighted with a red border and a red arrow pointing to it from the right.

When browsing the booking pages as a logged in Admin user, the content area can be edited on desktop machines using the 'Edit Page' toggle or using the *Admin -> Site Settings -> Multi Lingual Resources* section.

In each case, locate the text area to be amended and click into it to activate the content editor. With changes complete, select the 'Save and Refresh' option to close the editor and see the changes in place.

Language selector

Where multiple languages have been configured, a dropdown selector is included on customer-facing pages to allow bookers to select their preferred language.



The website remembers the selection so when the booker returns to the site the chosen language is selected by default. When a language is selected, all dates, days of the week and calendars change format to match the selected country culture.



Search Results page

On this page the Booking Bar retains the criteria entered to access the page – either from the KxB&B welcome page or from other website real estate via the Booking Widget. Bookers can change the criteria at any stage and press the Search button to see updated Search Results.

Editable content areas

When browsing the booking pages as a logged in Admin user on a desktop machine, the majority of headings and labels on this page can be edited using the 'Edit Page' toggle or using the *Admin -> Site Settings -> Multi Lingual Resources* section.

Two optional content areas are also included on the page - one below the Booking Bar and one underneath the last search result so custom supporting content can be added:

The screenshot shows the Search Results page with several red boxes highlighting editable content areas:

- A box around the Booking Bar at the top, containing the search criteria: "Start your booking", dates "21 February 2016" and "22 February 2016", "1 Room(s)", and a "Search" button.
- A box around the "Search Results" heading and the "Show Details?" toggle.
- A box around the "Test" section, which includes a placeholder image and text.
- A box around the "Room Available" section for the first room, including the "Reserve this room now" link, "No. of rooms/flats" (1), "No. of Guests" (Double 1), "Your Price" (\$230.00), and "Remove" button.
- A box around the "Room Available" section for the second room, including the "Reserve this room now" link, "No. of rooms/flats" (1), "No. of Guests" (Single 1), "Your Price" (\$126.00), and "Add Room(s)" button.
- A box around the "Room Available" section for the third room, including the "Reserve this room now" link, "No. of rooms/flats" (1), "No. of Guests" (Single 1), "Your Price" (\$79.00), and "Add Room(s)" button.
- A box around the "Your Details" sidebar on the right, showing arrival and departure dates, number of guests, and total price (\$230.00).
- A box around the "Jump to top" button at the bottom right.
- A box around the footer area at the bottom, containing copyright information and software details.



Display options

Show Details? Lo - Hi ▼

Show Details: tick box option to choose whether the 'Show me more about this room' links are Expanded (open) or Collapsed (closed) for all adverts on the page. The default state of the Show Details option is configured by the *Admin -> Site Settings -> Global Settings -> Default advert view* setting.

Order filter: dropdown option to change the price sorting of adverts displayed on the screen. Adverts can be ordered from high to low or low to high. The default state of the order filter is configured by the *Admin -> Site Settings -> Default price display* setting.

Search Results

The imagery and content for each advert included on the Search results page is configured within the Admin -> Adverts section. Settings are also configured per advert to determine when an advert should be included within the Search results page.

The following options control how an Advert is displayed on the Search Results page:

- **Preferential status:** Configurable within Admin -> Adverts -> Add/Edit Adverts section, this setting enabled will always appear at the top of the Search Results page. Where more than one advert is preferential, the adverts are ordered by price.

The screenshot shows a search result card for a room. The card is titled "Single ensuite with balcony view" (1). It features a carousel of images (2) with left and right navigation arrows. Below the images is a list of bullet points describing the room's location and amenities (3). To the right of the text is a "Room Available" status (4) with a "Reserve this room now" button (5). Below the status are two dropdown menus: "No. of rooms/flats" (6) and "No. of Guests" (7). At the bottom right, the price "£17.80" is displayed (7), and a blue "Add Room(s)" button is located at the bottom (8).

- **Advert title (1):** Configured in *Admin -> Adverts -> Add/Edit Adverts -> Advert title*.
- **Advert imagery (2):** Configurable within *Admin -> Adverts -> Add/Edit Adverts* section, a carousel is used to display up to three scrollable images for each Advert. Where multiple images are uploaded, left and right arrows overlay the image to encourage



users to browse through the images available. On tablet and mobile devices, users can swipe through the images

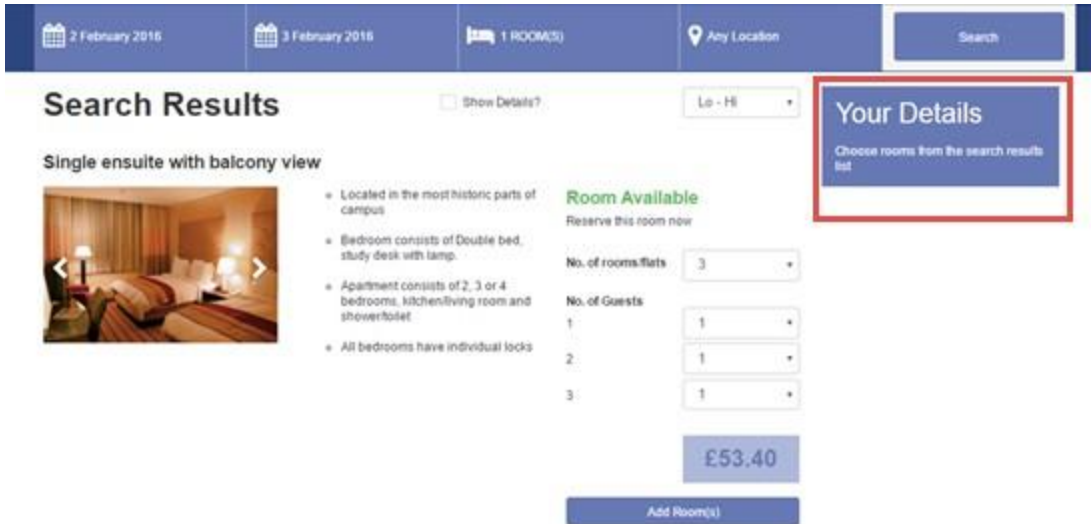
- **Summary details (3):** The content configured in *Admin -> Adverts -> Add/Edit Adverts -> Advert Description*. If content has also been entered into *Admin -> Adverts -> Add/Edit Adverts -> Additional Information* text area, a 'Show me more about this room' link appears. When enabled, the additional information is displayed underneath the carousel and summary description.
- **Availability indicator (4):** Displays one of three statuses depending on room availability for the chosen stay:
 - **Room available:** Rooms are available for the duration of the stay for bookers to reserve
 - **Limited availability:** Shown when the full stay cannot be fulfilled using one rate alone. It is recommended the label below the Limited Availability status is used to encourage bookers to phone and verify availability so Admins can if necessary move rooms around to best accommodate the stay. - **No availability:** There is insufficient stock to fulfil the stay
- **No. Rooms (5):** The booker selects the number of rooms required to refresh the display and allow the number of guests per room to be defined.
- **No. Guests (6):** Based upon the minimum and maximum number of guests configured in *Admin -> Add/Edit Advert*, the booker is able to choose the number of guests staying in each room.
- **Price per stay (7):** The calculated cost for the complete stay (number of nights and number of rooms) is displayed in each advert enabling users to easily compare prices for their full stay as well as the facilities available. Bookers are able to change the number of rooms to increase or decrease from the default selection and see an updated cost of stay before adding to basket.
- **Add/Remove room (8):** Once the number of guests per room is defined, the booker can continue their reservation by selecting the 'Add Room' button. The rooms, guest breakdown and total cost per stay is added to the basket. Having added a room to the basket, the button updates to allow bookers to Remove Room if they change their mind.

Booking basket

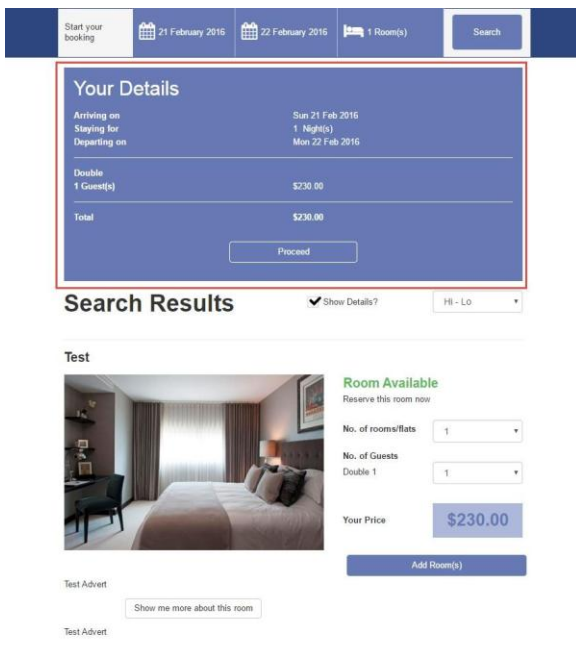
The booking basket shows summary details of the rooms chosen by the booker for the period of stay. Rooms are added and removed by selecting the button in each advert. The appearance of this element depends on the device that is viewing it.

On a **Desktop** device, the basket appears on the right hand side of the page and scrolls down the page with the booker:

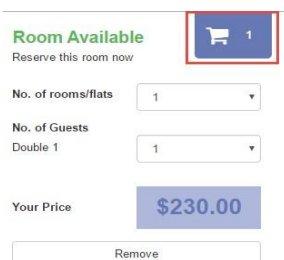




On a **tablet** and **mobile** devices the basket appears at the top of the Search Results screen:



As users scroll up and down the screen on these devices, a basket icon appears as a quick shortcut back up the page to the basket:



Having selected all rooms for the stay, bookers press the 'Proceed' button located in the Booking Basket to progress through to the next stage in the booking process.

Jump to top

On desktop devices a 'Jump to top' link is included to scroll the page up to the top of the search results and the booking bar.

Booker & Guest Details page

This page collects the details of both the booker and guests staying in each room (as entered on the Search results screen). The Booking Bar is not included on this page to encourage users to progress through the remaining steps in the process without distraction.

Editable content areas

When browsing as a logged in Admin user on a desktop machine, the majority of headings and labels on this page can be edited using the 'Edit Page' toggle or using the *Admin -> Site Settings -> Multi Lingual Resources* section.

There are multiple optional content areas within the page – including one at the top, one alongside the Proceed button and one at the bottom of the page so custom supporting content can be added:



Sign In

Booked With Us Before?

Your Details

Arriving on	Thu 03 Mar 2016
Staying for	1 Night(s)
Departing on	Fri 04 Mar 2016
<b style="font-size: 0.8em;">Ensuite room	
1 Guest(s)	£17.80
<b style="font-size: 0.8em;">Total	
Payable Now	£0.00

Booker Details

Title
Title ▼

First Name

Last Name

Telephone Number

Mobile Number

Email Address

Confirm Email

Remember Me?

I agree with the Terms and Conditions

Please contact me regarding any promotional offers

Where did you hear about us?

Address

Address second line

Town

Country

Post Code

Country

Booking Notes

Guest Details

Room 1: Ensuite room

I am staying in this room

Gender
Gender ▼

Title
Title ▼

Forename

Surname

Email Address

Press the button to complete your booking and reserve your room(s)

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Returning bookers

If a booker has previously entered a password to activate the 'Remember me' feature and is using the same machine, when they arrive at the page they will be greeted with a welcome message and their details will be prepopulated in the Booker Details form below:



Sign In

Welcome back, karen.painting@kinetic-solutions.co.uk

Booker Details ^

* Title <input type="text" value="Dr"/>	* Address <input type="text" value="34 High Street"/>
* First Name <input type="text" value="Conrad"/>	Address second line <input type="text"/>
* Last Name <input type="text" value="Red"/>	Town <input type="text" value="College Station"/>
Telephone Number <input type="text" value="01234757360"/>	County <input type="text"/>
Mobile Number <input type="text"/>	Post Code <input type="text" value="7500"/>
* Email Address <input type="text" value="karen.painting@kinetic-solutions.co.uk"/>	Country <input type="text" value="AF"/>
* Confirm Email <input type="text" value="karen.painting@kinetic-solutions.co.uk"/>	Booking Notes <input type="text"/>

If the booker is using a different device or browser they are able to log in at the top of the page to retrieve their details:

Sign In

Booked With Us Before?

Sign In


Email [Forgotten Password?](#)

Password

Remember Me?



Booker Details

Booker Details 

1 * Title * Address

Title

* First Name Address second line

* Last Name

Town County

2 Telephone Number Post Code Country

Mobile Number Booking Notes

* Email Address

* Confirm Email

Remember Me? 3

I agree with the Terms and Conditions 4

Please contact me regarding any promotional offers

Where did you hear about us? 5

Required fields (1): indicated with a red asterisk, bookers are unable to progress beyond the page whilst required fields are outstanding.

Town/County/Country/Postcode/ Telephone number (2): Whether or not these are required fields is controlled by *the Admin > Site Settings -> Global Settings -> Booker Options* settings. When chosen to be required, a red asterisk displays alongside each text field and a booker must complete them to proceed beyond this page.

Remember me? (3): When enabled within *Admin -> Site Settings -> Global Settings -> Allow bookers to sign in*, first time bookers can choose to create an account by entering a password when booking. When they book again, the system will know who they are and pre-populate their details (see 'Returning bookers' above). With 'Remember Me?' selected, two extra fields appear for the booker to enter a password and re-enter it to confirm:

* Confirm Email

Remember Me?

* Password

* Confirm Password

I agree with the Terms and Conditions




Terms and conditions (4): With an entry added in to the *Admin -> Site Settings -> Global Settings -> Terms & Conditions URL* setting, this tickbox option and hyperlink are included on the page and are a required field that a user must tick to proceed through the booking process. Users may tick the Terms and Conditions wording to browse details in a new browser window.

Where did you hear about us? (5): A dropdown list containing items configured on the *Admin -> Site Settings -> Enquiry Sources* screen.

Guest Details

Guest Details ^

1 Room 1: Ensuite room



I am staying in this room **2**

Gender **3**

Gender

*Title

Title

*Forename

*Surname

*Email Address **4**

Room summary (1): The 'Advert Title' and first image for each room in the basket is shown alongside the Guest details form fields as a reminder to the booker of who should be listed for each room.

I am staying in this room (2): Tick box that when selected automatically populates the first set of guest details for the current room with the Booker details. This is a shortcut so the booker does not have to enter the same details twice if they are booking for their own stay.

Gender: This field is enabled and optionally set to required for every Guest by the *Admin -> Site Settings -> Global Settings -> Guest Options -> Gender* setting.

Email Address: This field is enabled and optionally set to required for every Guest by the *Admin -> Site Settings -> Global Settings -> Guest Options -> Email* setting.



Press the button to complete your booking and reserve your room(s).







Confirm Booking

Confirm Booking: For all bookings regardless of whether or not an upfront payment is required, when Confirm Booking is pressed, the booking is transferred into KxResidential at the Initial Bookings Status defined in *Admin -> Site Settings -> Event/Booking Settings*.

If a payment is required up front for any of the Adverts that form the reservation, the deposit total is calculated and the process is transferred across to the Payment Provider to process.

Confirmation Page

Once a booker has completed any required upfront payment (or in the event no payment is required upfront), they are directed to this page which gives a summary of the reservation they have just placed. The Booking Bar is included within the page to give a shortcut to place additional reservations that may be required.

Start your booking
 Arrival Date
 Departure Date
 How Many Rooms
 Location
 Code
 Search

Completed Booking Print this out

Reference	26788	Arriving on	Thu 03 Mar 2016
Booked By	Mr Conrad Red	Staying for	1 Night(s)
Address	345 High Street College Station 7500 AF	Departing on	Fri 04 Mar 2016
Booking Notes			

Ensuite room	
1 Guest(s)	£17.80
<hr/>	
Total	£17.80
Deposit Paid	£0.00
Outstanding Balance	£17.80

Editable content areas

When browsing as a logged in Admin user on a desktop machine, the majority of headings and labels on this page can be edited using the 'Edit Page' toggle or using the *Admin -> Site Settings -> Multi Lingual Resources* section.

Three optional content areas are also included on the page – one at the top, one just above the summary details and one at the bottom of the page so custom supporting content can be added:



Start your booking	Arrival Date	Departure Date	How Many Rooms	Location	Code	Search
--------------------	--------------	----------------	----------------	----------	------	--------

Completed Booking

Print this out

Reference	20789	Arriving on	Thu 03 Mar 2016
Booked By	Mr Conrad Red	Staying for	1 Night(s)
Address	345 High Street College Station 7500 AF	Departing on	Fri 04 Mar 2016
Booking Notes			

Ensuite room	
1 Guest(s)	£17.80
Total	£17.80
Deposit Paid	£0.00
Outstanding Balance	£17.80

Summary details

The following details are included on the page:

- the bookers details
- Dates of stay
- Rooms and rates that have been booked
- Total cost of the booking
- Payment amount made so far
- Outstanding balance of payment due later

A print option is included to allow a printer friendly version of this page to be printed by the customer.

Confirmation email

The confirmation email defined within Admin -> Site Settings -> Email -> Confirmation Email, is sent to the booker as an additional confirmation of the booking placed:





Thu 03/03/2016 18:51
internalsmtp@kinetic-solutions.co.uk
Your Booking Ref: 26788

To Karen Painting

Dear Mr Conrad Red

Thank you for your booking. I am pleased to advise that the following has been booked on your behalf and we look forward to welcoming you.

Booking Reference: 26788

Contact Details	Mr Conrad Red 345 High Street
	College Station
	7500 AF karen.painting@kinetic-solutions.co.uk
	Arrival Date: 03/03/2016
Departure Date: 04/03/2016	
Duration of Stay: 1	

Room: Single ensuite with balcony view	No. of guests: 1	Cost: £17.8
---	-------------------------	--------------------

Additional pages

Payment Failure

In the event of a payment error or failure, when the process returns to KxB&B from the payment provider, the following page is displayed:

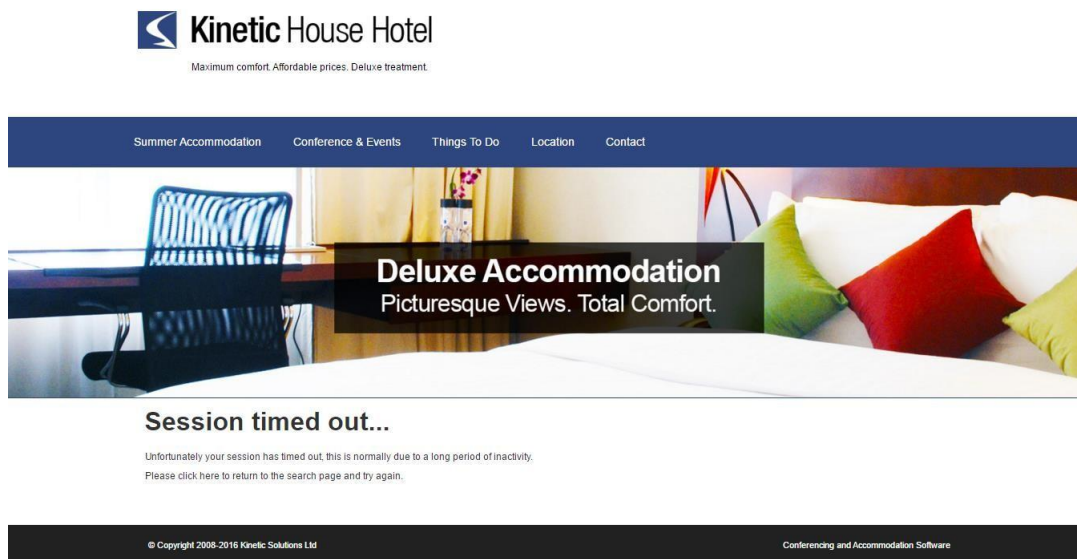
The screenshot shows the Kinetic House Hotel website. At the top, the logo and tagline "Maximum comfort. Affordable prices. Deluxe treatment." are visible. Below the navigation menu, there is a banner for "Deluxe Accommodation" with the text "Picturesque Views. Total Comfort." and an image of a hotel room. A red box with white text in the center of the page reads: "Transaction unsuccessful. We have been unable to obtain payment authorisation. It may be that your card issuer has declined payment or there may be an error in the details you have supplied. Please select an alternative payment method." At the bottom of the page, there is a footer with copyright information: "© Copyright 2008-2016 Kinetic Solutions Ltd" and "Conferencing and Accommodation Software".

Wording on this page can be customised as required using the Edit Page toggle or *Admin -> Site Settings -> Multi-Lingual Resources*.



Session Timeout

Each customer process will operate within an IIS session. This has a configurable lifetime based upon inactivity and by default is set to 20 minutes. In the event of the customer leaving the web process for longer than this time limit, their session will be ended by the IIS server. In this scenario the following page will be displayed:



Wording on this page can be customised as required using the Edit Page toggle or *Admin -> Site Settings -> Multi-Lingual Resources*.

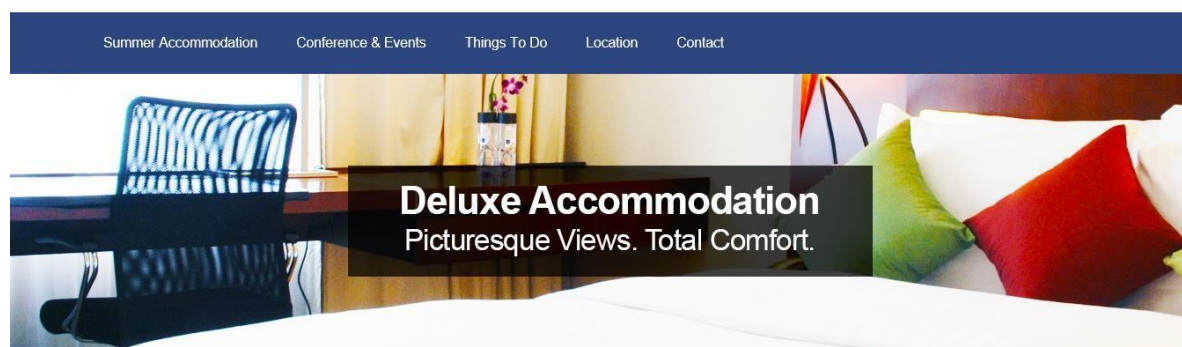
Site Closed

Appears when the Open/Close switch is toggled in Admin:





Maximum comfort. Affordable prices. Deluxe treatment.



The Summer Accommodation booking website is currently closed for maintenance.
Please try again soon.

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Wording on this page can be customised as required using the Edit Page toggle or *Admin -> Site Settings -> Multi-Lingual Resources*.

Booking Widget

The booking bar has been designed to operate as a widget so customers can include it on their own website by copying and pasting a small snippet of code. The presence of the integrated booking bar across other web real estate creates a consistent and prominent sign post for users to shortcut access to the B&B search results page.

As the widget is an entirely self-contained entity, its styling should not conflict with existing stylesheets and vice versa. It is also possible to include more than one widget on a page if required with each one working independently and styled differently.

For more details on the customisation options available in the Booking Widget, please refer to the Style Guide documentation.



2. Admin area

Overview

Admin users are able to customise their configuration preferences for the KxB&B system the results of which are reflected in the Customer facing interface, influence B&Bs communications with KxResidential or the way notifications are processed.

The admin area is organised into six tabs which group together the customisation options available for the various system components.

1. Getting started

2.1 Accessing the Admin area

The Admin area can be accessed by appending /admin to the end of the KxB&B 2015 landing page, e.g.



2.2 Logging in

A screenshot of the 'Admin Login' page. The page has a dark header with the 'Kinetic Solutions' logo and the text 'Admin Login'. Below the header, the text 'LOG IN' is displayed. There are two input fields: 'Username:' and 'Password:'. A 'LOGIN' button is located below the password field. At the bottom right of the page, there is a small copyright notice: '© Copyright 2008-2016 Kinetic Solutions Ltd version: 2015.0.1.8'.

1. Enter Username
2. Enter Password
3. Click Login button

If a Username or Password are incorrect, the following notification is displayed above the Login button to prompt users to check their details and try again:



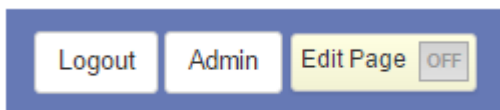
Your login attempt was not successful. Please try again.

2.3 Admin overview

The screenshot displays the 'Admin for KxB&B' interface. At the top left is the 'Kinetic Solutions' logo. The main header area includes the title 'Admin for KxB&B' and a status indicator 'Status OPEN'. Below this is a navigation menu with options: HOME, DASHBOARD, BOOKINGS, ADVERTS, SITE SETTINGS, and LOGOUT. A 'Booking graph' tab is active, showing a bar chart titled 'Bookings for prev 7 days'. The chart has a y-axis from 0 to 14 and shows two bars: one with a blue base (Selected_Rooms) and a red top (Confirmed), and another blue bar. A date '25/01/2016' is visible on the x-axis. A copyright notice '© Copyright 2008-2015 Kinetic Solutions Ltd v2015.0.0.1' is at the bottom right.

- 1. **Main navigation:** Users can browse between the reports and settings available in the B&B Admin area using the main navigation options.

The 'Home' link allows admin users to return to the landing page of the Customer-facing B&B website. The Admin user remains logged in to the system and therefore sees the following Admin-only options whilst browsing the Customer facing website:



Note: As the Admin and in-page edit features are not suitable for mobile/tablet browsing, the options above will only display on a larger desktop screen.



For a standard B&B installation there are 5 additional main navigation options within the Admin area:

- Dashboard
- Bookings
- Adverts
- Site Settings - Logout

If a customer has purchased the BedBooker plugin, there are 6 additional main navigation options:

- Dashboard
- Bookings
- Adverts
- BedBooker
- Site Settings
- Logout

A detailed description of the pages and options accessible from each main navigation item is included in this guide.

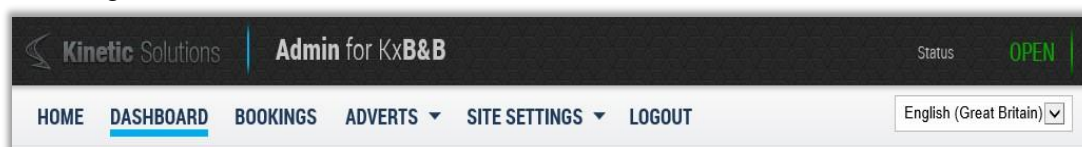
2. Open and closed site

Controlled by the Status toggle – users can disable/enable the customer-facing booking website.

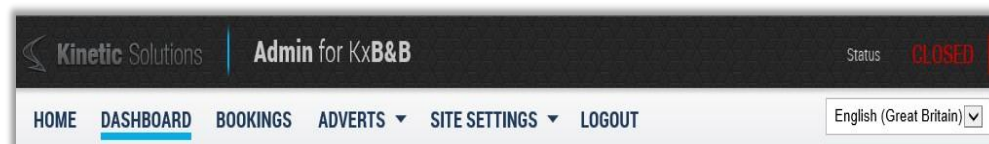
There are times when the entire website needs to be closed e.g. for maintenance purposes and this toggle provides a quick shutdown option, available from the top right of the Admin area.

With the status set to:

- Open: the customer-facing website is available for users to browse availability and place bookings as normal.

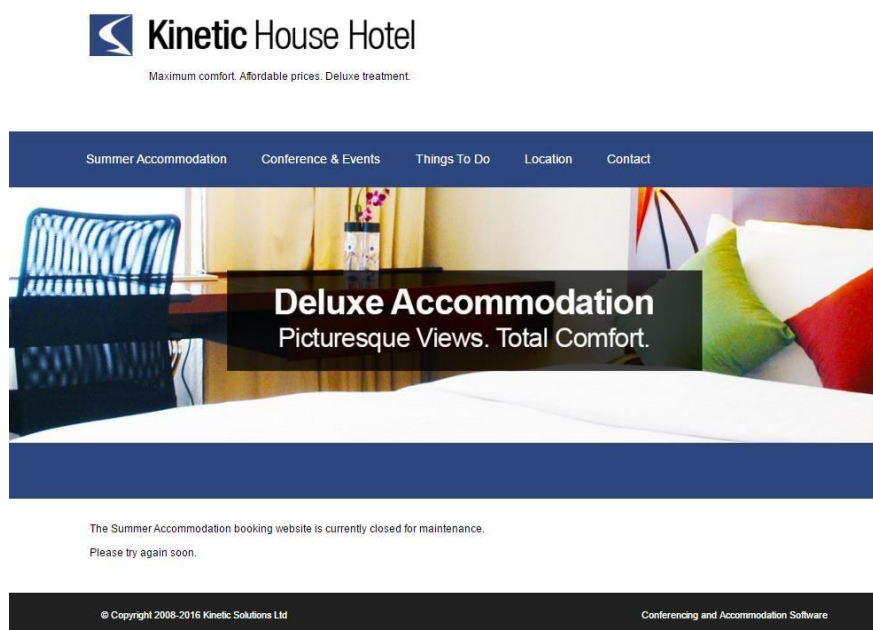


- Closed: No bookings can be started or progressed although the Admin section continues to be accessible as normal for authenticated users.



The customer-facing website displays a holding page advising users the site is currently unavailable (the wording is customisable). If any customers are using the website, they are immediately redirected to this page also:





3. Multiple languages

Where more than one language has been configured, the dropdown select within the Admin area allows users to switch between the languages to access content editors for each language.

> [How to set up multiple languages](#)

4. Identifying the KxB&B version

The version of KxB&B that is installed and being used is displayed on the bottom right hand side of the Admin area.

2. Dashboard

The first page a user sees having successfully logged into the Admin area, the Dashboard consists of three screens – Booking graph, Booking analysis and Release Rooms.

The Dashboard allows users to monitor and report on booking activity that has taken place through the customer-facing website and to free up rooms reserved for bookings that are still held at the 'provisional' stage.





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2.1 Booking Graph

The Booking Graph summarises the last 7 days of reservation activity that has taken place through the system. Colour coding is used to indicate the stage each reservation reached in the booking process on the date the activity took place.

The graph allows users to quickly identify potential issues with the website operation for example if statuses that should not be seen, are occurring here [\(see booking process above\)](#).

2.2 Booking analysis

Booking Analysis is the second tab within the Bookings section of B&B Admin and is a pivot chart allowing flexible analysis of booking activity in the last 7 days. The default view for the chart shows for each Stage in the booking process, a count of the number of reservations and the total value of the activity per day:



Booking graph | Booking analysis | Release Rooms

Export to Excel

Prev 7 days bookings

Advert ▼

Total Value | Booked | Creation Date ▼

Stage ▲ ▼

Stage	18/01/2016		20/01/2016		21/01/2016		22/01/2016		Grand Total	
	Total Value	Booked	Total Value	Booked	Total Value	Booked	Total Value	Booked	Total Value	Booked
Cancelled_Deallocated							£0.00	1	£0.00	1
Confirmed	£167.80	2	£350.00	2	£1,731.20	15	£900.00	7	£3,149.00	26
Selected_Rooms			£17.80	1					£17.80	1
Grand Total	£167.80	2	£367.80	3	£1,731.20	15	£900.00	8	£3,166.80	28

2.2.1 Querying data

A full list of data points that can be used to analyse activity on this screen is accessed by right clicking in the filter criteria selection area:

Kinetic Solutions | Admin for KxB&B | Status: OPEN

HOME | **DASHBOARD** | BOOKINGS | ADVERTS ▼ | SITE SETTINGS ▼ | LOGOUT | English (Great Britain) ▼

Booking graph | Booking analysis | Release Rooms

EXPORT TO EXCEL

Prev 7 days bookings

Advert ▼

Total Value | #Rooms | Deposit | #Guests | Creation Date ▼

Stage ▲ ▼

Stage	12/09/2014			
	Total Value	#Rooms	Deposit	#Guests
Confirmed	£336.00	1	£336.00	2
Payment_Requested	£336.00	1	£336.00	1
Selected_Rooms	£2,352.00	7	£2,352.00	7
Grand Total	£3,024.00	9	£3,024.00	10

PivotGrid Field List

Booked

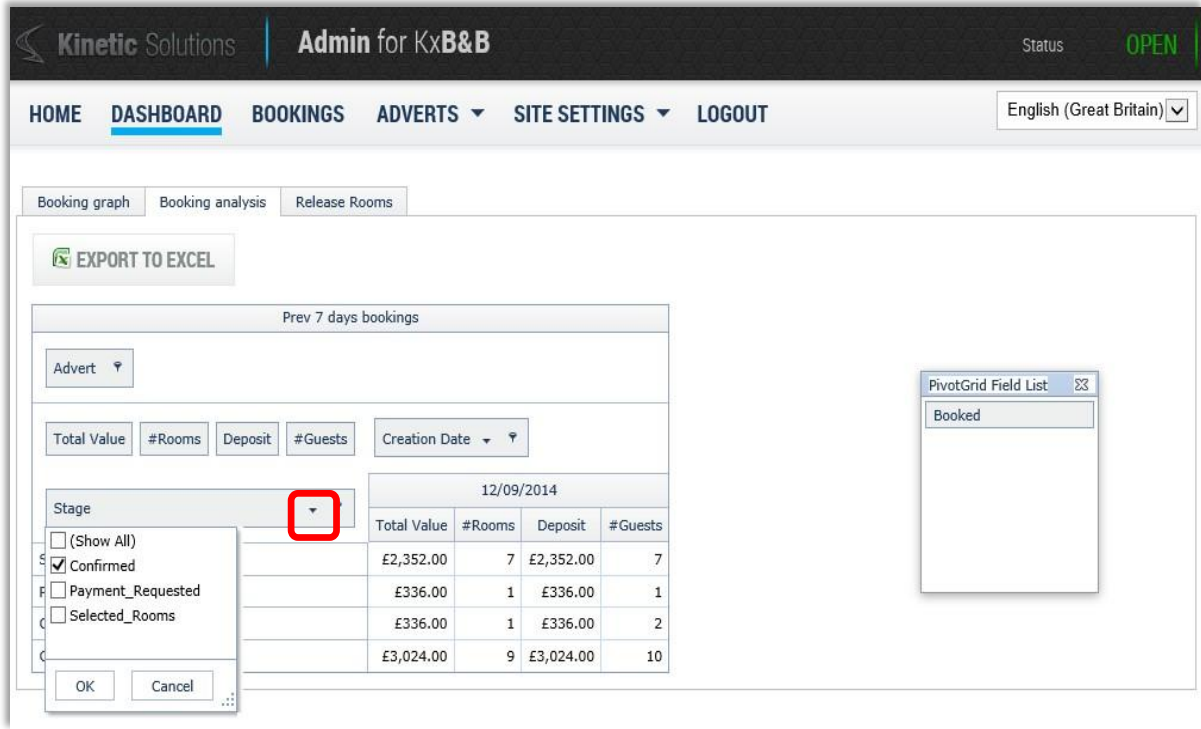
The following options are available to choose from:

- Creation Date
- Total Value
- Booked
- Deposit
- Advert
- #Guests
- #Rooms



Users can select filters from the list and then drag and drop them within the filter criteria selection area to modify the data displayed on screen.

By default, all 'Stages' are shown, however these can be filtered to show specific entries only by clicking the dropdown arrow (see below) and ticking the Stages to include:



2.2.2 Export to Excel

The data shown on the Booking Analysis page can be downloaded to Excel (or equivalent) using the 'Export to Excel' option at the top of the page. This will open a spreadsheet containing the same data configured on screen.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Tot	Dep	Boo	Cre	Adv	#Gu	#Rooms								
2							1								
3	Stage						Total Value	Deposit	Booked	Creation Date	Advert		#Guests		
4	Cancelled_Deallocated						£0.00	£0.00	1		1		1		0
5	Confirmed						£3,166.80	£0.00	27		27		27		47
6	Selected_Rooms						£17.80	£0.00	1		1		1		1
7	Grand Total						£3,184.60	£0.00	29		29		29		48
8															
9															

2.3 Release Rooms

The Release Room screen allows users to view all bookings where the payment has not been confirmed and the booking is still held at the 'provisional' status. It is recommended that Admin users check the page on a regular basis to ensure the maximum number of rooms are available for new online bookings.



Kinetic Solutions
Status OPEN

HOME
DASHBOARD
BOOKINGS
ADVERTS ▾
SITE SETTINGS ▾
LOGOUT

Booking graph
Booking analysis
Release Rooms

The below bookings did not receive a response from the payment provider and the bookings are currently still provisional within the system. Please select any rooms you wish to release below. This will cancel the booking and return any bedrooms to their respective linked events.

Drag a column header here to group by that column

<input type="checkbox"/>	Bookers Name	Kx Ref	Stage	Arrival	Departure	Nights	Rooms	Email	Created On	Linked Event ID	Linked f
<input type="checkbox"/>	Mrs rrr efe	27380	Payment Requested	07/08/2015	10/08/2015	3	1	karen.painting@kinetic-solutions.co.uk	06/08/2015	0	No Link
<input type="checkbox"/>	Miss Mary Berry	27427	Payment Requested	07/10/2015	08/10/2015	1	1	karen.painting@kinetic-solutions.co.uk	07/10/2015	0	No Link
<input type="checkbox"/>	Miss Mary Meyer	27421	Payment Requested	12/11/2015	13/11/2015	1	1	karen.painting@kinetic-solutions.co.uk	24/09/2015	0	No Link
<input type="checkbox"/>	Miss Jenna Lee	27424	Payment Requested	24/09/2015	25/09/2015	1	1	jenna.lee@kinetic-solutions.co.uk	24/09/2015	0	No Link
<input type="checkbox"/>	Mr Mary Berry	27426	Payment Requested	07/10/2015	08/10/2015	1	1	karen.painting@kinetic-solutions.co.uk	07/10/2015	0	No Link
<input type="checkbox"/>	Miss Mary Thomas	27420	Payment Requested	26/09/2015	27/09/2015	1	1	karen.painting@kinetic-solutions.co.uk	24/09/2015	0	No Link
<input type="checkbox"/>	Dr ereger erge	27428	Payment Requested	07/10/2015	08/10/2015	1	1	a@a.com	07/10/2015	0	No Link
<input type="checkbox"/>	Mr Mary Berry	27431	Payment Requested	21/10/2015	22/10/2015	1	1	me@here.com	07/10/2015	0	No Link
<input type="checkbox"/>	Dr 65165 dfjnjk	27449	Payment Requested	04/11/2015	05/11/2015	1	1	a@a.com	26/10/2015	0	No Link
<input type="checkbox"/>	Miss Mary Berry	27430	Payment Requested	07/10/2015	08/10/2015	1	1	karen.painting@kinetic-solutions.co.uk	07/10/2015	0	No Link
<input type="checkbox"/>	Mr Mark Blundred	27379	Payment Requested	05/08/2015	12/08/2015	7	1	J@K.com	05/08/2015	0	No Link

Page 1 of 2 (25 items)
◀ 1 2 ▶

Release Selected Room Stock

The filter options below the table column headings allow users to browse a subset of the full provisional booking list to narrow down the data displayed on screen.

2.3.1 Release Rooms

On an individual basis or by selecting multiple entries on this page, users can cancel bookings and release provisionally reserved room stock. If a reservation is part of a linked booking, availability for the linked event is also updated as the released room is returned back to the pool of available room stock.

1. Tick the check box alongside one (or more) entries within the Release Rooms screen
2. Click the 'Release Selected Room Stock' button

After a brief pause, the page reloads and the selected entries are no longer included in the table.



3. Bookings

The Bookings page is a detailed record of the activity that has taken place through the KxB&B website. The grid enables users to see outline information for each item as well as a link through to view more detailed information of that booking.

Kinetic Solutions
Admin for Kx B&B
Status OPEN

HOME DASHBOARD BOOKINGS ADVERTS BEDBOOKER SITE SETTINGS LOGOUT

English (Great Britain)

EXPORT TO EXCEL

Drag a column header here to group by that column

Bookers Name	Kx Ref	Stage	Arrival	Departure	Nights	Payment Ref	Payment Date	Total Payment	Email	Created On
Dr Know Everything	26700	Confirmed	29/01/2016	30/01/2016	1		29/01/2016	£0.00	craig.weir@kinetic-solutions.co.uk	29/01/2016
None		Selected Rooms	29/01/2016	30/01/2016	1			£0.00		29/01/2016
None		Selected Rooms	29/01/2016	30/01/2016	1			£0.00		29/01/2016
None		Selected Rooms	29/01/2016	30/01/2016	1			£0.00		29/01/2016
None		Selected Rooms	29/01/2016	30/01/2016	1			£0.00		29/01/2016
Dr Know Everything	26699	Confirmed	29/01/2016	30/01/2016	1		29/01/2016	£0.00	craig.weir@kinetic-solutions.co.uk	29/01/2016
Dr Know Everything	26697	Confirmed	29/01/2016	30/01/2016	1		29/01/2016	£0.00	craig.weir@kinetic-solutions.co.uk	29/01/2016
Miss Conrad Test	26698	Confirmed	29/01/2016	30/01/2016	1		29/01/2016	£0.00	karen.painting@kinetic-solutions.co.uk	29/01/2016
Miss Conrad Meyer	26696	Confirmed	29/01/2016	30/01/2016	1		29/01/2016	£0.00	karen.painting@kinetic-solutions.co.uk	29/01/2016
None		Selected Rooms	29/01/2016	30/01/2016	1			£0.00		29/01/2016
None		Selected Rooms	29/01/2016	30/01/2016	1			£0.00		29/01/2016
Mr Dennis Bergkamp	26695	Confirmed	29/01/2016	30/01/2016	1		29/01/2016	£0.00	craig.weir@kinetic-solutions.co.uk	29/01/2016
None		Selected Rooms	29/01/2016	30/01/2016	1			£0.00		29/01/2016
Miss Booking Brown	26694	Confirmed	29/01/2016	30/01/2016	1		29/01/2016	£0.00	craig.weir@kinetic-solutions.co.uk	29/01/2016
None		Selected Rooms	29/01/2016	30/01/2016	1			£0.00		29/01/2016

Page 1 of 26 (381 items) 1 2 3 4 5 6 7 ... 24 25 26

As a booker progresses through the customer-facing B&B website workflow, the status of their booking is recorded on this page as one of the following stages:

- Initial
- Selected Rooms
- Entered Booker Details
- Committed To Kx
- Payment Requested
- Payment Response Undefined
- Confirmed



- Cancelled

Filtering data

Data in the Bookings grid can be sorted and grouped by dragging columns headings up into the space above the table:

EXPORT TO EXCEL

Stage ▾

Bookers Name	Kx Ref	Arrival	Departure	Nights	Payment Ref	Payment Date	Total Payment	Email	Created On	Created By
Stage: Cancelled Deallocated										
Stage: Commit To Kx										
Miss Jenna Lee		14/05/2015	15/05/2015	1			£0.00	Jenna.lee@kinetic-solutions.co.uk	14/05/2015	172...
Stage: Confirmed										
Stage: Selected Rooms										

Or by using one or more filters underneath the column heading titles:

EXPORT TO EXCEL

Drag a column header here to group by that column

Bookers Name	Stage	Kx Ref	Arrival	Departure	Nights	Payment Ref	Payment Date	Total Payment	Email	Created On
			18/01/2016							
Monday Morning	Confirmed	26644	18/01/2016	19/01/2016	1				craig.weir@kinetic-solutions.co.uk	18/01/2016

Export to Excel

The data shown on the Bookings page can be downloaded to Excel (or equivalent) using the 'Export to Excel' option at the top of the page. This will open a spreadsheet containing the same data configured on screen.

BedBooker Plugin

With the BedBooker plugin activated, the data in the table shows booking activity from both KxB&B and BedBooker.



3.1 Booking details

Detailed booking information can be accessed by clicking through on a Bookers Name entry from the Bookings page:

The screenshot shows the 'Admin for Kx B&B' interface. At the top, there is a navigation bar with 'HOME', 'DASHBOARD', 'BOOKINGS', 'ADVERTS', 'BEDBOOKER', 'SITE SETTINGS', and 'LOGOUT'. The status is 'OPEN'. A language dropdown is set to 'English (Great Britain)'. The main content is divided into three columns: 'BOOKING DETAILS', 'BOOKERS DETAILS', and 'PAYMENT INFORMATION'. Below these are 'ROOM INFORMATION', 'PAYMENT AUDIT', and 'BOOKING EMAIL'.

BOOKING DETAILS		BOOKERS DETAILS		PAYMENT INFORMATION	
Web Ref	7e1e8b4c-61ae-49bb-9fcf-3d50b4b13ab1	Name	Dr Know Everything	Total Cost	£17.80
Kx Ref	26699	Address	26 Glebe Road Milton Keynes beds mk56 5rd UK	Deposit Due	£0.00
Current Status	Confirmed	Telephone		Outstanding	£17.80
Arrival	29 Jan 2016	Mobile		Paid	£0.00
Length of Stay	1 Night	Email	craig.weir@kinetic-solutions.co.uk	Payment Date	29 Jan 2016 02:39
Departure	30 Jan 2016			Payment Ref	
Booking Locale	en-GB				
Booking Notes					
Created On 29 Jan 2016 at 02:38					
Created By kinetix					

ROOM INFORMATION	PAYMENT AUDIT	BOOKING EMAIL
Room 1: BnB TEST £17.80 Guest 1: Dr Know Everything	29/01/2016 14:39:07 Response from payment provider "Provider reference : "" "Provider reference2 : "" "Internal reference : "" "Transaction Date : "29/01/2016 14:39:07" "Currency : "" "Amount : "0" "Authorisation Message : "" "Authorised : "True" "Authorised Text : "true" "Processed : "True" "	RE-SEND CONFIRMATION EMAIL

Booking Details: A summary of the booking include its current state in the booking process, arrival/departure dates, bookings notes (if any were entered), the user/IP address who created the booking and when the booking was created.

Booker Details: The name, address and contact details of the booker

Room Information: Details of each room and the guests that will be staying in that room.

Payment Information: The total cost of the booking, the deposit that has been calculated as due, the amount that has been taken and any payment date/reference that has been received from the payment provider.



Payment Audit: Specific for each payment provider, this section details the outbound message that has been passed to the payment provider, including the provider that has been used. If a response was received from the Payment Provider, the raw detail of the response received is included here.

The view also shows all available fields within the module, however depending on the payment provider in use, not all fields will be populated/used.

Booking Email: A button to re-send the confirmation email that was created and sent to the booker at the time of booking confirmation.

4. Adverts

Rooms and Rates are managed and maintained using the concept of 'Adverts' in KxB&B.

The Adverts section allows users to 'Add new Adverts', 'View Active Adverts' and 'View InActive Adverts'. The section also allows 'Locations' to be configured.

In B&B 2015, the Add Advert screens have been slightly restructured to better group areas of like functionality and to support the new style of advert presentation on the Search Results page. **For clients upgrading from previous versions it is important that all advert content is reviewed once migrated into 2015 B&B to split out imagery and reorganise text content between the two WYSIWYG content areas.**

The Add/Edit Advert section consists of three screens:

1. Display: advert content (images and wording) and settings (e.g. number of guests, number of nights etc)
2. Settings & Rates: a mechanism to link stock and charge templates from Rates and Houses defined in KxConfiguration
3. Prices: a grid where prices can be set per day and days can be opened/closed out for online selling



4.1 Add Advert

Advert Display

VISIBLE SETTINGS

Advert Title

Room Image 1

Room Image 2

Room Image 3

Advert Description

Additional Information (more details of the room)

BACKGROUND SETTINGS

Minimum # guests*

Maximum # guests*

Min nights

Max nights

Promotion option

Promotion code

Internal code 1

Internal code 2

Internal code 3

Payment option

Location

Room type description

Linked event

Preferential Advert

Advert title: Included on the Admin -> Adverts -> View Active Adverts/View Inactive Adverts listing screens to distinguish one advert from another:

Advert	Min Guests	Max Guests	Promotion Option	Promotion code	Location	Payment option	Preferential Advert
single							
Single ensuite with balcony view	1	1	Always			NoDeposit	<input type="checkbox"/>

Begins with ('Advert', 'single')

and on the customer-facing Search Results, Booker Details, Confirmation screens and emails:



Single ensuite with balcony view



- Located in the most historic parts of campus
- Bedroom consists of Double bed, study desk with lamp.
- Apartment consists of 2, 3 or 4 bedrooms, kitchen/living room and shower/toilet
- All bedrooms have individual locks

Room Available

Reserve this room now

No. of rooms/flats

No. of Guests

£17.80

Add Room(s)

Room Images: The method of uploading advert images within Admin -> Adverts -> Add/Edit Advert has changed in KxB&B 2015 so on the Search Results page, a carousel can be used to display up to three scrollable images for each Advert.

Where multiple images are uploaded, left and right arrows overlay the image to encourage users to browse through the images available. On tablet and mobile devices, users can swipe through the images.

It is recommended that images be 640px x 480px and saved as high resolution JPG/JPEGs.

On the Search Results screen:

Single ensuite with balcony view



- Located in the most historic parts of campus
- Bedroom consists of Double bed, study desk with lamp.
- Apartment consists of 2, 3 or 4 bedrooms, kitchen/living room and shower/toilet
- All bedrooms have individual locks

Room Available

Reserve this room now

No. of rooms/flats

No. of Guests

£17.80

Add Room(s)

Advert Description / Additional Information:

In B&B 2015, the main content area has been replaced with two separate content areas – Advert Description & Additional Information:



New Square Apartment Double 1



- Located in the most historic parts of campus
- Bedroom consists of Double bed, study desk with lamp.
- Apartment consists of 2, 3 or 4 bedrooms, kitchen/living room and shower/toilet
- All bedrooms have individual locks

[Show me more about this room](#) ☐

- Rooms are cleaned daily, excluding Sundays 2
- All linen and towels are provided.
- Rates are inclusive of all taxes and are on a room only basis.
- Breakfast is available on Campus and guests may avail of this service at an additional cost.

Room Available

Reserve this room now

No. of rooms/flats

No. of Guests
New Square Apartment 1

Your Stay

£12.00

Add Room(s)

Content added to Advert Description appears alongside imagery on the Search Results page (1), content in the Additional Information area is accessed using the 'Show me more information' link (2). If no content is entered in the Additional Information text area, the 'Show me more about this room' link does not display.

Background Settings

Minimum # guests: Defines the number of Guests that can be chosen per room within the Search Results page. With 2 set as the value, the minimum number of guests that can be chosen per room is 2:

No. of rooms/flats

No. of Guests
1

Maximum # guests: Defines the number of Guests that can be chosen per room within the Search Results page. With 3 set as the value, the maximum number of guests that can be chosen per room is 3:

No. of rooms/flats

No. of Guests
1

Min nights: Defines the minimum duration of stay a booker must have selected for this advert to be shown on the Search Results page.

Max nights: Defines the maximum duration of stay a booker must have selected for this advert to be shown on the Search Results page.



Promotion option: Hardcoded dropdown of options to define when this advert should be included on the Search Results page:

- **Always:** The default for most standard adverts – this setting ensures the advert is displayed whenever it meets the search criteria.
- **Code:** Used in combination with the Promotion code field, the advert will only appear when the corresponding Promotion code is entered in the Booking Bar promotion search box. Other adverts – which do not share the same Promotion code - will also appear in the Search Result listing.
- **Exclusive:** Used in combination with the Promotion code field, when the promotion code is entered, this advert will be the only one returned to the booker. This is typically used when the promotion is for a single event and no other adverts are relevant to the booker.

Promotion code: Used in combination with the Promotion option (code or exclusive) the code specified here must be entered in the Booking Bar promotion code field to return this advert.

Internal code: Optional fields, typically used to pass additional details through to certain Payment Providers.

Payment option: Hardcoded dropdown of options to define the payment that should be collected at the time of booking this room:

- **Full:** Full payment for the rooms selected from this advert are taken at the time of booking.
- **First night:** The first night of each room selected within this advert is taken as a deposit value, leaving the remaining nights to be paid either on arrival or departure.
- **Fixed fee:** A fixed amount is taken for each room selected within the booking (defined in *Admin -> Global Settings -> Site Limits -> Fixed deposit amount*). The remaining amount is taken on arrival or departure.
- **No deposit:** No deposit is taken at the time of booking.

Location: A dropdown list of all active Locations configured in the system to associate an advert with a particular area. Where 'Include Locations within search criteria' is enabled, users can use the Location filter within the Booking Bar to search room availability within a particular area.

Room Type Description: The wording entered here is used to describe each room selected from an advert on the Search results page:



The image shows a user interface element for selecting the number of guests and a room type description. On the left, there is a dropdown menu labeled "No. of Guests" with the number "1" selected. To the right of the dropdown is a text input field containing the text "Ensuite room 1". A red rectangular box highlights the text "Ensuite room 1" in the input field.

and appears in the basket as a reminder of the room type selected:



Ensuite room
1 Guest(s) £17.80

Linked Event: This setting can be used to link an event to an advert. To find an event, start typing the event name or ref in the search box provided. Search results will show in real time below, where they can be selected. Once an event is selected, it will populate the search field.

To change the linked event, click the clear button to the right of the field and repeat the process to link a new event.

By linking to an event, the global availability will no longer be used for this advert, rather the bedrooms assigned to the selected event will be utilised. When a booking is made, the number of rooms reserved to the event will be reduced by the number of rooms booked from the advert.

Preferential Advert: Tickbox option to ensure this advert always appears at the top of the Search Results listing. Where more than one advert has this tickbox enabled, items are displayed in price order.

Inactive: Tickbox option to stop this advert being returned on the Search Results page. With the tickbox enabled, this advert will be included on the View Inactive Advert listing instead of the View Active Advert screen.

Add Advert: Settings

On this screen one or more rates can be associated with the advert.

The screenshot shows the 'Admin for Kx B&B' interface. At the top, there is a navigation bar with 'HOME', 'DASHBOARD', 'BOOKINGS', 'ADVERTS', 'SITE SETTINGS', and 'LOGOUT'. The 'ADVERTS' menu is selected. The main content area shows the 'Add Rate' section for an advert titled 'Single ensuite with balcony view'. The 'Display' tab is active, showing a table with one rate entry. The 'ADD RATE' button is visible. Below the table, there is an 'ADD HOUSE' button and a section for house data, which currently shows 'No data to display'. At the bottom right, there is an 'APPLY CHANGES' button.

#	Site	Block	Type	From	To	Days	Price	Limit	Priority
Edit Delete	University of Kent at Canterbury	Eliot College	Flat	19/03/2015	19/03/2016	All	17.8	0	0



The rate is a price for a Kx Charge template. Rates available for selection here are those assigned to a Bedroom Block and a Bedroom Type in KxConfiguration.

Selecting 'Add rate', a dialog box is displayed of bedroom rates which meet the following criteria:

- The rate has an end date in the future
- It is attached to a bedroom block
- It is attached to a bedroom type

Multiple prices can be selected within the same advert; however they must be the same block and bedroom type.

If flats are to be sold through KxB&B, the 'Add House' section of the Settings page should be used instead of the 'Add Rate' section. The process of adding a rate works the same way.

Days: If multiple rates are selected, the combined dates and days are used: e.g. if Rate 1 is applicable: Mon & Tues and Rate 2 is applicable: Fri, the available days for the advert will be Mon, Tue AND Fri

Limit: The threshold number of rooms at which this rate should no longer be available. For example if a rate has 100 rooms and 10 is set as the Limit, once 10 rooms are left the rate will no longer be available.

Priority: Where multiple rates are linked, this field provides an optional way of specifying the order with which rates should be booked against where 1 is the highest possible priority.

To set Limit or Priority, select the Edit link in the first column of the Rate table.

It is important to note **there must be one Advert set up per selling option**. For example if a Single Room can be sold on a room only basis and an 'includes Breakfast' option, two adverts must be created so the correct Charge templates can be applied to each variation from KxConfiguration.

The 'Apply Changes' button should be selected to save changes made on this page.

Add Advert: Prices



Kinetic Solutions
Status OPEN

HOME
DASHBOARD
BOOKINGS
ADVERTS ▾
SITE SETTINGS ▾
LOGOUT

English (Great Britain) ▾

Advert Title
Single ensuite with balcony view

Display Settings Prices

February – March 2016						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
08 February	9	10	11	12	13	14
£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>
15	16	17	18	19	20	21
£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>
22	23	24	25	26	27	28
£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>
29	01 March	2	3	4	5	6
£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>
7	8	9	10	11	12	13
£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>	£17.80 Open? <input checked="" type="checkbox"/>

APPLY CHANGES

Prices will be available to update based upon the Rate settings, starting at the Start Date through to the End Date. If no days are selected (or all ticked) in the price configuration, every day of the week is available for price update, however if limited days are selected then only those days will be available to select/book.

Locating a date in the prices grid

Admin users can right click within the prices grid and use the 'Go To Today' or 'Go to Date' options to display the prices grid for the month of the date they have selected. The specific date is highlighted in orange.

Updating the prices grid

There are three ways to make edits to the prices grid:

1. Editing by clicking: Admin users can click in a text field to overwrite the current entry and set a new price for a particular day. Users can also select and deselect the Open? tick boxes to determine whether a the advert should be open or closed on a particular day.



- Editing by tabbing: Having clicked into a price text field, users can press the tab key to move on to the next form element e.g. tab 1: the Open? tick box, tab 2: the next days' price text field. Using this method, users can easily make changes to price and open/close status without leaving the keyboard.
- Editing by pop up: Admin users can right click on a day - or select one day and drag to select a range of days - then right click and select 'Update days':

February - March 2016						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
15 February	16	17	18	19	20	21
£17.80	£10.00	£17.80	£17.80	£17.80	£17.80	£17.80
Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>
22	23	24	25	26	27	28
£10.00	£10.00	£10.00	£10.00	£10.00	£17.80	£17.80
Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>
29	01 March	2	3	4	5	6
£17.80	£17.80	£17.80	£17.80	£17.80	£17.80	£17.80
Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>
7	8	9	10		12	13
£17.80	£17.80	£17.80	£17.80		£17.80	£17.80
Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>		Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>
14	15	16	17		19	20
£17.80	£17.80	£17.80	£17.80		£17.80	
Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>	Open? <input checked="" type="checkbox"/>		Open? <input checked="" type="checkbox"/>	

to make adjustments to price and open/close status for one or more days:

Edit price details - Tue 01 Mar 2016 to Fri 04 Mar 2016

AFFECT DAYS...

Selections made here controls which days within the selected date range are affected by the changes

Monday Tuesday Wednesday
 Thursday Friday Saturday
 Sunday

OPEN/CLOSE DAYS

Close out days?
 Open up days?

PRICES

£17.80

Save Cancel

Users select 'Save' to apply the changes to the Prices Grid.



4.2 View Active Adverts

Advert	Min Guests	Max Guests	Promotion Option	Promotion code	Location	Payment option	Preferential Advert
Nights test	1	1	Always		Location1	NoDeposit	<input type="checkbox"/>
Friday Test	1	4	Always		Location1	NoDeposit	<input type="checkbox"/>
Three Bed	1	999	Always		Location1	NoDeposit	<input type="checkbox"/>
Craig TEST	1	4	Always		Location1	NoDeposit	<input type="checkbox"/>
Craig Test	1	6	Always		Location1	NoDeposit	<input type="checkbox"/>
BedBooker1	1	5	Always	123456	Location1	NoDeposit	<input type="checkbox"/>
BnB TEST	1	1	Always		Location1	NoDeposit	<input type="checkbox"/>
Single ensuite with balcony view	1	1	Always			NoDeposit	<input type="checkbox"/>
Promotion (code = RABBT)	1	999	Code	RABBT	Location1	NoDeposit	<input type="checkbox"/>
Min Nights TEST	1	1	Always		Location1	NoDeposit	<input type="checkbox"/>

[ADD NEW ADVERT](#)

A listing of all 'active' Adverts within the B&B system.

Filters can be applied to the list of adverts by entering text in the fields below the table column headings to quickly locate a particular record.

4.3 View Inactive Adverts

Advert	Min Guests	Max Guests	Promotion Option	Promotion code	Location	Payment option	Inactive	Preferential Advert
OTA	1	5	Always		Location1	NoDeposit	05/01/2016	<input type="checkbox"/>
Test Advert OTA	1	5	Always		Location1	NoDeposit	18/08/2015	<input type="checkbox"/>
One Bed	1	999	Always		Location1	NoDeposit	13/08/2015	<input type="checkbox"/>

[ADD NEW ADVERT](#)

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A listing of all 'inactive' Adverts within the B&B system.



Filters can be applied to the list of inactive adverts by entering text in the fields below the table column headings to quickly locate a particular record.

4.4 Rate Planner

In newer versions of KxB&B the easier way to edit prices is by using the Rate Planner

The Rate Planner screen is loaded from the Adverts dropdown menu:


Advert	25/03/2026	26/03/2026	27/03/2026	28/03/2026	29/03/2026	30/03/2026	31/03/2026	01/04/2026
Midsummer House - Double Ensuite (Room Only)	£31.23	£31.23	£31.23	£39.03	£39.03	£27.00	£27.00	£56.25
Sharon Test	£105.99	£105.99	£105.99	£105.99	£105.99	£105.99	£105.99	£105.99
The Hub - Double Ensuite	£55.00	£55.00	£55.00	£55.00	£60.00	£55.00	£55.00	£55.00
The Hub - Double Ensuite (Single Occupancy)	£31.23	£31.23	£31.23	£39.03	£39.03	£31.23	£31.23	£56.25

You can filter the rooms to update by Site, Block, Bedroom Type, Capacity and Active Status:



FILTERS

Sites: Blocks: Bedroom Type: Min Capacity:

Show Inactive Adverts 

CRITERIA

From Date: Through Date: Mo Tu We Th Fr Sa Su


Quick Edit Mode

Advert	25/03/2026	26/03/2026	27/03/2026	28/03/2026	29/03/2026	30/03/2026	31/03/2026	01/04/2026
Midsummer House - Double Ensuite (Room Only)	£31.23	£31.23	£31.23	£39.03	£39.03	£27.00	£27.00	£56.25
Sharon Test	£105.99	£105.99	£105.99	£105.99	£105.99	£105.99	£105.99	£105.99
The Hub - Double Ensuite	£55.00	£55.00	£55.00	£55.00	£60.00	£55.00	£55.00	£55.00
The Hub - Double Ensuite (Single Occupancy)	£31.23	£31.23	£31.23	£39.03	£39.03	£31.23	£31.23	£56.25

Select the days of the week and a date range you want to mass update in the selected Adverts:

FILTERS

Sites: Blocks: Bedroom Type: Min Capacity:

Show Inactive Adverts 

CRITERIA

From Date: Through Date: Mo Tu We Th Fr Sa Su

Quick Edit Mode

Advert	25/03/2026	26/03/2026	27/03/2026	28/03/2026	29/03/2026	30/03/2026	31/03/2026	01/04/2026
Midsummer House - Double Ensuite (Room Only)	£31.23	£31.23	£31.23	£39.03	£39.03	£27.00	£27.00	£56.25
Sharon Test	£105.99	£105.99	£105.99	£105.99	£105.99	£105.99	£105.99	£105.99
The Hub - Double Ensuite	£55.00	£55.00	£55.00	£55.00	£60.00	£55.00	£55.00	£55.00
The Hub - Double Ensuite (Single Occupancy)	£31.23	£31.23	£31.23	£39.03	£39.03	£31.23	£31.23	£56.25



Select the Advert you want to change the price for. You can update the price across a date range or specific days of week.

You can increase the current rate by a percentage or a fixed amount. Or Set a new price:

FILTERS
Sites: All Blocks: All Bedroom Type: All Min Capacity:

Show Inactive Adverts

CRITERIA
From Date: 25/03/2026

Search advert

Advert

- Midsummer House - Double Ensuite (Room Only)
- Sharon Test
- The Hub - Double Ensuite
- The Hub - Double Ensuite (Single Occupancy)

Midsummer House - Double Ensuite (Room Only)

From Date: 25/03/2026 Through Date: 25/03/2026

Mo Tu We Th Fr Sa Su

Current Rate: £31.23

Percentage
 Fixed Amount
 Set Price

New Rate: £31.23

Close Out Date

SAVE

Alternatively Use the Quick Edit Mode to edit individual prices in the grid:

FILTERS
Sites: All Blocks: All Bedroom Type: All Min Capacity:

Show Inactive Adverts

CRITERIA
From Date: 25/03/2026 Through Date: 08/04/2026

Mo Tu We Th Fr Sa Su

Search advert

Quick Edit Mode

Advert	25/03/2026	26/03/2026	27/03/2026	28/03/2026	29/03/2026	30/03/2026	31/03/2026	01/04/2026
Midsummer House - Double Ensuite (Room Only)	£31.23	£31.23	£31.23	£39.03	£39.03	£27.00	£27.00	£56.25
Sharon Test	£105.99	£105.99	£105.99	£105.99	£105.99	£105.99	£105.99	£105.99
The Hub - Double Ensuite	£55.00	£55.00	£55.00	£55.00	£60.00	£55.00	£55.00	£55.00
The Hub - Double Ensuite (Single Occupancy)	£31.23	£31.23	£31.23	£39.03	£39.03	£31.23	£31.23	£56.25



4.5 Locations

Defining locations enables dropdown options within the Booking Bar and a dropdown of options available for each Advert to group together adverts by where they are located.

It should be noted there is no connection to Locations defined elsewhere in Kx. We recommend that similar naming conventions are used however to avoid confusion.

The screenshot shows the 'Admin for Kx B&B' interface. At the top, there is a navigation bar with 'HOME', 'DASHBOARD', 'BOOKINGS', 'ADVERTS', 'BEDBOOKER', 'SITE SETTINGS', and 'LOGOUT'. The status is 'OPEN'. A language dropdown is set to 'English (Great Britain)'. A checkbox 'Include Locations in search criteria?' is checked. Below this, there is a section for 'ADD NEW LOCATION' with instructions: 'To add a new location, please enter a key below. The key must be unique. The text that will be shown to your customers is set later.' There is an input field for the location key, currently containing 'Location1', and an 'ADD LOCATION' button. To the right, there is a 'LOCATIONS' section with a table header 'Location1' and a corresponding input field containing 'Location1'. An 'APPLY CHANGES' button is located at the bottom right of this section.

Include Locations in search criteria: Determines whether 'Location' is included within the website Booking Bar:

With Locations enabled:

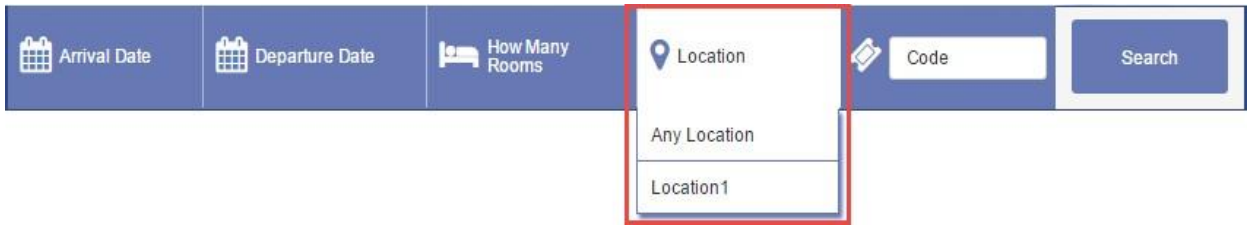
The screenshot shows the Booking Bar with 'Locations' enabled. The bar contains the following fields: 'Start your booking', 'Arrival Date' (with a calendar icon), 'Departure Date' (with a calendar icon), 'How Many Rooms' (with a bed icon), 'Location' (with a location pin icon), 'Promotion Code' (with a coupon icon), and a 'Search' button.

With Locations disabled:

The screenshot shows the Booking Bar with 'Locations' disabled. The bar contains the following fields: 'Start your booking', 'Arrival Date' (with a calendar icon), 'Departure Date' (with a calendar icon), 'How Many Rooms' (with a bed icon), 'Promotion Code' (with a coupon icon), and a 'Search' button. The 'Location' field is missing.

Add new Location: This section configures the dropdown options that a booker can choose from when choosing a 'Location' from the Booking Bar:





Add new Location

1. Enter a key which can be used to describe the new Location in the first text field:

ADD NEW LOCATION

To add a new location, please enter a key below. The key must be unique. The text that will be shown to your customers is set later.

LOCATIONS

2. Click the 'Add Location' button

The new Location is added to the Locations list on the right hand side of the screen. By default the same wording as the key is added for the new Location. If different wording should be used, the placeholder text can be overtyped and the 'Apply Changes' button pressed.

ADD NEW LOCATION

To add a new location, please enter a key below. The key must be unique. The text that will be shown to your customers is set later.

LOCATIONS

The new entry is included in the Locations list within the website Booking Bar:



Using multiple languages

If multiple languages are configured, the dropdown language selector can be used on this page to configure the options to be used for each local language.



Remove a Location

Users are unable to remove Locations using the Admin area. If a Location should be removed, Admin users must first ensure no Adverts reference the given Location. With all references removed, a request can be made to Kinetic Support team to have an entry removed from the database.

5. Site Settings

5.1 Email: SMTP Settings

The screenshot shows the 'Admin for Kx B&B' interface. At the top, there is a navigation bar with 'Kinetic Solutions' on the left, 'Admin for Kx B&B' in the center, and 'Status OPEN' on the right. Below this is a menu with 'HOME', 'DASHBOARD', 'BOOKINGS', 'ADVERTS', 'BEDBOOKER', 'SITE SETTINGS', and 'LOGOUT'. A language dropdown menu is set to 'English (Great Britain)'. The main content area is divided into two columns: 'SMTP SERVER SETTINGS' and 'ADDRESS OPTIONS'. Under 'SMTP SERVER SETTINGS', there are input fields for 'Server' (servicesadmin.vgnet.volgrp.c), 'Port' (25), 'Username' (internalsmtp@kinetic-solutio), and 'Password'. Under 'ADDRESS OPTIONS', there are input fields for 'From address' (internalsmtp@kinetic-solutio), 'CC to address', and 'BCC to address' (karen.painting@kinetic-solutio). At the bottom of each column are buttons for 'TEST SETTINGS' and 'SAVE SETTINGS'.

SMTP Server Settings

Server Settings: the mail server address

Port: port on the mail server

Username: if required, the user name to access the mail server

Password: if required, the password to access the mail server

Address Options

From address: The address that will display as the sender in email notifications sent out from KxB&B.



CC to address: Optional field so copies of email notifications are sent to the address specified here as well as the original intended recipient.

BCC to address: Optional field enabling emails to be blind copied to the address specified here and the original intended recipient would be unaware.

Test Settings

Allows the email settings on this page to be tested by specifying an email address to receive a test email.

Save Settings

Saves the changes made on this page.

5.2 Email: Confirmation Email

When a booking is complete the booker is directed to a confirmation page which summarised the details of the reservation placed. In addition they are sent an email confirming the booking - the content of the email can be customised here.



Two groups of merge tags allow details from the actual booking to dynamically be included within the email – the first set at the top of the page can be used in the Subject line or Main Body text area. The second set can be used within the Room Content text area. It should be noted that the 'Room Content' block is itself a merge tag and can be included in the Main Body editor using the {Rooms} tag.

To insert a merge tag, a user should copy the tag and paste it into the Subject, Main Body or Room Content text areas in the position required.

Formatting content

The Main Body and Rooms Content text areas are WYSIWYG editors meaning colours and font styles can be applied to make more engaging email output. For users with a good understanding of HTML, the Source Code option can be used to copy and paste mark-up directly into the editor. Images must be uploaded to a webserver and absolutely links used to reference these.

Users should be aware that some email applications strip out images and styling by default.

Emails and multiple languages

Where multiple languages are configured, the language dropdown on this page can be used to toggle between languages and specify the content to include in each confirmation email.

Having edited the information on this page, users must click the Save Settings button to retain their amendments.



5.3 Payment Providers

Kinetic Solutions
Admin for Kx B&B
Status OPEN

HOME DASHBOARD BOOKINGS ADVERTS ▾ BEDBOOKER ▾ SITE SETTINGS ▾ LOGOUT

English (Great Britain) ▾

PAYMENT PROVIDER SETTINGS

Provider:

Provider URL:

Provider Callback URL:

Required fields			Optional fields		
#	Field Label	Current Value	#	Field Label	Current Value
Edit	Interface status (LIVE OR TEST)	TEST	Edit	Custom Field 1 Name	
Edit	Customer ID		Edit	Custom Field 1 Value	
Edit	Description		Edit	Custom Field 2 Name	
			Edit	Custom Field 2 Value	
			Edit	Custom Field 3 Name	
			Edit	Custom Field 3 Value	

SAVE CHANGES

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Note: A separate guide is available on how to configure Payment Provider information.



5.4 Event / Booking Settings

The settings on this page allow users to configure how a booking should be processed and saved into Kx. With the settings on this page applying to all KxB&B bookings, the details are automatically populated in KxResidential alongside the details entered by the booker at the time of reservation.

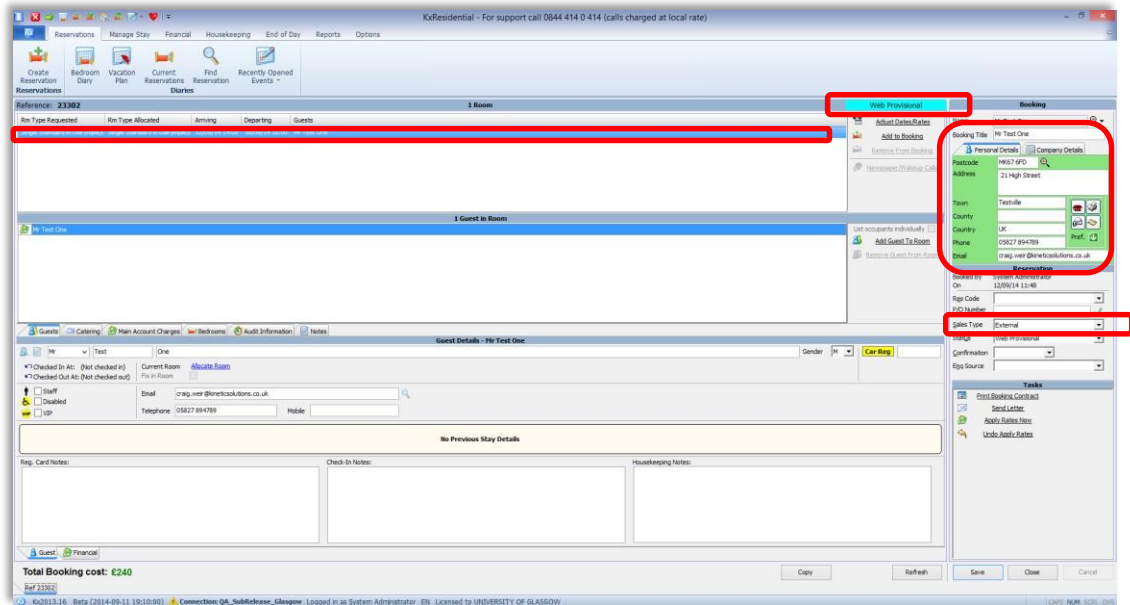
Statuses

Just prior to being transferred to the payment provider, the active booking is stored in Kx to provide visibility and ensure availability is reserved for the booking whilst the payment is being processed. With booking activity from this point onward saved into Kx, the Status dropdowns in KxB&B allow users to select the statuses from KxConfiguration (Events -> Event Status) that should be used to indicate each stage in the online booking process:

Initial booking status: The status from KxConfiguration to be used for a provisional booking i.e. a booking which has reached the payment stage

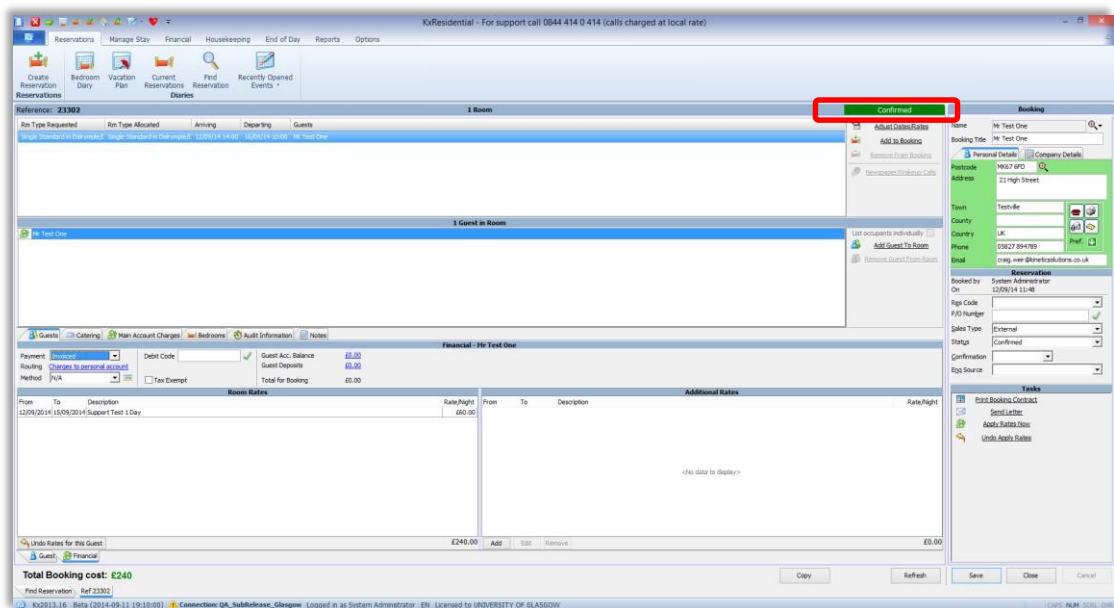
In KxResidential bookings at this stage contain all information entered by the booker so far. Payment details are not included as this part of the process is not yet complete. If required payment could be taken manually in the event of an online payment not being possible.





Confirmed booking status: The status from KxConfiguration to be used for a confirmed booking i.e. a booking which has successfully completed the payment stage

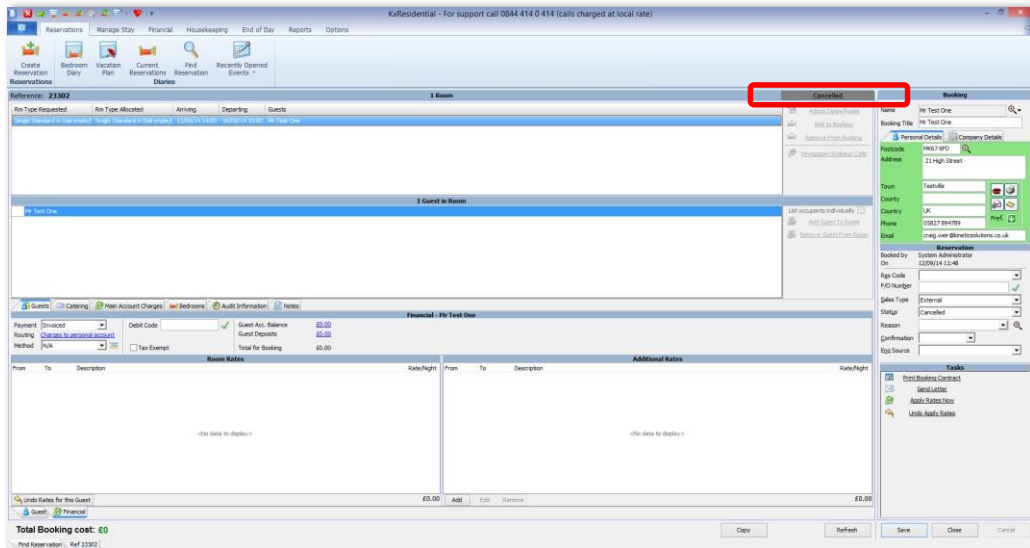
In KxResidential, bookings at this stage now show the 'Confirmed' booking status and where payments have been taken, these are logged as a guest deposit:



Cancellation booking status: The status from KxConfiguration to be used for a cancelled booking i.e. where the payment stage failed or was rejected.

In KxResidential, bookings at this stage reflect the 'Cancelled' status and all resources previously reserved will be released:





Unique statuses for the three KxB&B booking statuses can be created in KxConfiguration in order to distinguish online bookings from those placed directly in KxResidential.

The three statuses also display on the search results screen in KxResidential:



Default Settings

Booking title format

The text and format entered here are displayed as the 'Event Title' within the KxResidential 'Find Reservation' screen:

Event Title	Site	Contact	Primary Company	Status
Web OTA: Conrad Durst	University of Kent at Canterbury			Confirmed

And as the 'Booking Title' within the KxResidential -> Booking -> 'Booking Details' section:



Booking	
Name	Conrad Durst
Booking Title	Web OTA: Conrad Durst
Postcode	7500
Address	7 245 High Street

Merge tags can be included within the Booking title format field so data from the actual booking is included in the Booking title when it comes through to KxResidential. For example, to recreate the above example, the following was used:

Web B&B: {booking.BookerFullName}

Some other useful merge tags are:

booking.BookingReference
 booking.BookerTitle
 booking.BookerForName
 booking.BookerSurname
 booking.BookerFullName

There is a limit of 255 characters for a booking title in Kx and therefore the format should ensure that static text along with merged data will not exceed this length.

Default Creation user

This dropdown list is populated with all Kx users who are set up as Admin users within KxB&B. The selection made here is used to populate the Booked by field within the Booking -> Reservation panel in KxResidential:

Reservation	
Booked by	System Administrator
On	13/01/16 12:23
Res Code	Open Self

Default person role

KxConfiguration -> Contacts -> Contact Roles. This would typically be set to Main Contact.

This data is not displayed in KxResidential but is needed behind the scenes.



Default payment method

This dropdown list is populated with all payment methods configured in KxConfiguration -> Financial -> Settlement Methods. The selection made here is used to populate the Method field within KxResidential -> Booking -> Financial tab

The screenshot shows the 'Financial - Conrad Durst' interface. At the top, there are navigation tabs: Guests, Catering, Main Account Charges, Bedrooms, Audit Information, Notes, and UDFs. Below these, the 'Payment' dropdown is set to 'To pay on arrival', 'Routing' is 'Charges to personal account', and 'Method' is 'VISA'. A 'Debit Code' field is empty. To the right, a summary table shows: Guest Acc. Balance (£0.00), Guest Deposits (£0.00), and Total for Booking (£0.00). Below this is a 'Room Rates' table with one entry: 15/01/2016 to 15/01/2016, Bed & Breakfast, Net Rate £111.37, Gross Rate £150.00.

Default Payment Type

This dropdown list is populated with all payment types configured in KxConfiguration -> Financial -> Reservation Payment Options. The selection made here is used to populate the Payment field within KxResidential -> Booking -> Financial tab:

This screenshot is identical to the previous one, but the 'Payment' dropdown is highlighted with a red box, showing 'To pay on arrival' selected. The 'Method' dropdown is also visible, showing 'VISA'.

Default Reservation Code

This dropdown list is populated with all codes configured in KxConfiguration -> Lookups -> Reservation Codes. The selection made here is used to populate the Res Code field within KxResidential -> Booking -> Reservation tab:

The screenshot shows the 'Reservation' interface. It displays 'Booked by System Administrator' and 'On 13/01/16 12:23'. The 'Res Code' dropdown is highlighted with a red box and shows 'Open Golf' selected.



Default Company

This option field allows a user to associate KxB&B bookings with a default company. Users type in the first few characters of a company and retrieve a lookup of matching names. The default company can be selected from the list of lookup options. If an incorrect item is chosen, the Clear option removes it for a user to begin again.

If this field is completed, this Company name displays in KxResidential -> Booking -> Booking -> Company Details field:

The screenshot shows a 'Booking' form with the following fields: Name (Conrad Durst), Booking Title (Web OTA: Conrad Durst), Personal Details, and Company Details. The 'Company' field is highlighted with a red box, and a red 'X' icon is visible next to it, indicating a clear or error function. The 'Department' field is also visible below it.

Populate PO with Payment Ref

This optional tick box option allows the reference from the Payment Provider to be passed through to KxResidential:

The screenshot shows a form with the following fields: Booked by (System Administrator), On (29/01/16 13:34), Res Code (B&B Booking), P/O Number (highlighted with a red box and a green checkmark), Sales Type (External), and Status (Confirmed).

Route Charges

Changes to this page can be saved by pressing the Save Settings button.

The screenshot shows a form with the following fields: Payment (To be invoiced), Routing (Charges to personal account, highlighted with a red box), and Method (AMEX).



5.5 Global Settings

The settings on this page configure display options within the customer-facing booking pages.

SEARCH OPTIONS

- Show Search Text
- Show Promotion Code

TERMS & CONDITIONS URL

PRICE OPTIONS

Price Format:

The below setting should be enabled if NET rates are to be used across all adverts on the site.

Use NET rates and calculate tax using the tax model below

Tax Model:

GUEST OPTIONS

Extra Details: Gender, Email

Required Fields: Gender, Email

AUDIT LOG

- Critical events
Critical notification email address: [rey.whiting@kinetic-solutions]
- Configuration changes
- Full information (searches, logins etc)

BOOKER OPTIONS

Required Fields: Town, County, Country

Other: Postcode, Telephone

Make bookers contacts and Match with existing people records (Matches are made on Forename, Surname and email address)

Allow bookers to sign in

BOOKING WINDOW SETTINGS

Start date booking lag: Days

Advanced Start Date Booking Lag

End date booking lag: Months

SITE LIMITS

Max rooms:

Min nights:

Max nights:

Default max nights (search dropdowns):

Fixed deposit amount:

SEARCH DEFAULTS

Room number search list unit:

Night number search text:

Room number search text:

Default advert view:

Default price display order:

SAVE CHANGES

Search options

Show Search text: Tick box to enable/disable the text to the left of the booking bar

Show Promotion code: Tick box to enable/disable the Promotion code option within the booking bar

With both options enabled:

With both options disabled:

Terms & Conditions URL

The URL of an externally hosted terms and conditions page can be entered here to ensure a tick box option for users to agree to the terms and conditions is included on the Booker



Details page. The words 'Terms and Conditions' are a link which open a new browser window to display the contents of the URL entered in this field.

* Email Address

* Confirm Email Address

Remember Me?

I agree with the Terms and Conditions

Please contact me regarding any promotional offers

Where did you hear about us?

If no Terms & Conditions URL is entered, the tick box option is not included on the Booker Details page.

Price options

Price Format: The currency format can be specified for all prices displayed on the B&B website. The following options are available:

Format	Notes	Example
c	Currency display using local currency symbol	£49.99
0.00	Two decimal place without any thousands delimiter and no currency display	49.99 1499.99
###0.00	Two decimal places with comma for thousands delimiter	49.99 1,499.99
\$###0.00	As previous, displaying dollar symbol	\$49.99 \$1,499.99
###0.00 GBP	As per previous, showing GBP at end instead of currency symbol	49.99 GBP 1,499.99 GBP

Use Net rates: If net rates are used for all Adverts, when enabled this option used in conjunction with the Tax Model dropdown just below allows users to choose the tax model that should be applied to these bookings.

Tax Model: A dropdown of available Tax Models from KxConfiguration -> Financial -> Tax Rates.



Guest options

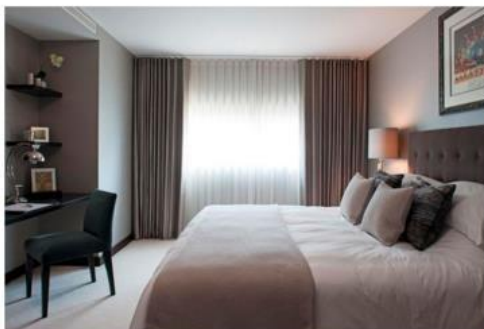
Extra Details: Gender/Email

The Guest Details section appears at the bottom of the Booker Details page. By default only the title, forename and surname of each guest must be completed. Using the options here a user can specify if additional fields to capture a guests' gender and/or email fields should be included.

With both options enabled:

Guest Details

Room 1: Double ensuite



I am staying in this room

Gender
Gender

* Title
Title

* Forename

* Surname

Email Address

Required Fields: Gender/Email

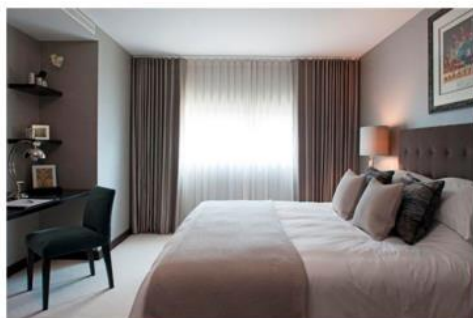
Used in conjunction with Extra Details: Gender/Email above, selecting a tick box here means the Gender and/or Email Address are required fields and must be completed for each guest. Note: users are unable to enable Required Fields without the equivalent Extra Details also enabled.

With Email enabled as a required field:



Guest Details

Room 1: Double ensuite



I am staying in this room

Gender

Gender

* Title

Title

* Forename

* Surname

* Email Address

Audit Log

Critical events / Configuration changes / Full information

These three options allow users to specify the level of detail included within the Audit Log. It is recommended that all three options are enabled to give a full record of activity to aid debugging in future if issues should arise.

Critical notification email address: an email address can be entered here to receive details of critical errors if they occur. It is recommended that the email address of an IT contact is used here as they may need to investigate issues raised from these notifications.

Booker Options

Required Fields: Town / County / Country / Postcode / Telephone

By default the following Booker Details fields are required: title, forename, surname, email address (and confirm email address), address. These tick box options make additional fields required meaning a Booker must complete them.

With all options enabled:



Booker Details ^

<p>* Title <input type="text" value="Title"/></p> <p>* First Name <input type="text"/></p> <p>* Last Name <input type="text"/></p> <p>* Telephone Number <input type="text"/></p> <p>Mobile Number <input type="text"/></p> <p>* Email Address <input type="text"/></p> <p>* Confirm Email Address <input type="text"/></p>	<p>* Address <input type="text"/></p> <p>* Town <input type="text"/></p> <p>* Post Code <input type="text"/></p> <p>* County <input type="text"/></p> <p>* Country <input type="text"/></p> <p>Booking Notes <input type="text"/></p>
--	---

Make bookers contacts and match with existing people records: When enabled, bookers with identical Forename, Surname and Email Addresses to those already in Kx back office are combined so all booking activity is grouped to one contact. If not enabled, a new Kx contact will be created for each booker.

Allow bookers to sign in: Determines whether or not a new booker is presented with the 'Remember Me?' option in the Booker Details page and whether previously registered bookers are given the Sign In option.

Booking Window Settings

Start date booking lag: The earliest Arrival date from today that a booker can choose as their Arrival date. If today is 31st January, specifying 2 Days here means the Arrival Date dropdown within the Booking bar will show 2nd February as the first available date. Note: values entered apply on a rolling basis.



Advanced Start Date Booking Lag: A link through to a more detailed way to specify booking lags based on date and/or day of the week. An orange icon indicates when Advanced Booking Lags have been configured:

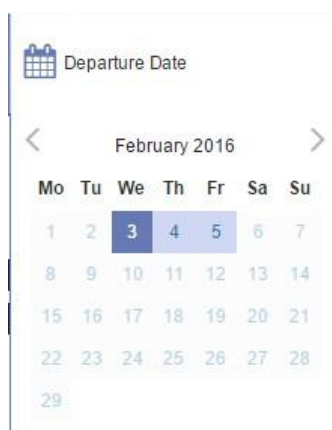


Start date booking lag
2 Days



End date booking lag
5 Days

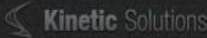
End date booking lag: The latest Departure date from today that a booker can choose as their Departure date. If today is 31st January, specifying 5 Days here means the Departure Date dropdown within the Booking bar will show 5th February as the last available date. Note: values entered apply on a rolling basis.



Advanced Start Date Booking Lag

Rules for specific dates of the week or dates in the year can be specified here to determine when the next bookable Arrival date in the Booking Bar occurs.



 **Admin for KxB&B**
Status **OPEN**

[HOME](#) [DASHBOARD](#) [BOOKINGS](#) [ADVERTS](#) [SITE SETTINGS](#) [LOGOUT](#)

[BACK](#)

DAY SPECIFIC BOOKING LAG RULES

You can configure specific booking lag rules for selected days of the week, select the day and time period and the number of days lag that should apply, then click 'Add'

Day	Start Time (HH:mm:ss)	End Time (HH:mm:ss)	Days Lag		
Please Select ▾	00:00:00	23:59:59		ADD	CLEAR
Sunday	00:00:00	23:59:59	1	EDIT	DELETE
Friday	17:00:00	23:59:59	3	EDIT	DELETE
Saturday	00:00:00	23:59:59	2	EDIT	DELETE

DATE SPECIFIC BOOKING LAG RULES

Here you can select a specific booking lag for specified dates, simply enter the date and number of days and then click 'Add'. These rules will override the day specific rules configured above

Date	Start Time (HH:mm:ss)	End Time (HH:mm:ss)	Days Lag		
	00:00:00	23:59:59		ADD	CLEAR
25/12/2016	00:00:00	23:59:59	3	EDIT	DELETE
26/12/2016	00:00:00	23:59:59	2	EDIT	DELETE
27/12/2016	00:00:00	23:59:59	1	EDIT	DELETE

[BACK](#)

Day Specific Booking Lag Rules

Rules for days of the week, and/or times within those days can be specified here. This setting can be useful if for example the reception area regularly closes early on a particular day of the week meaning staff are unable to process new booking arrivals after a certain time on those days.

In the example above, the three entries ensure from 5pm on a Friday until the end of Sunday, the earliest new booking Arrival Date would be Monday.

Date Specific Booking Lag Rules

Rules for specific dates in the year (and times within those dates) can be configured here in a similar way to the Day Specific rules explained above.

In the example above, the three entries ensure from Christmas Day until 27th December, the earliest new booking Arrival Date would be 28th December.

Site Limits



Max rooms: Within the Booking Bar is an optional Rooms dropdown which allows users to choose the number of rooms they wish to book. This option specifies the maximum number of rooms that can be chosen from this list. As B&B is intended for small scale bookings, it is recommended that max rooms is set to a value between 5 and 10.

Min nights: This option specifies the minimum length of stay for any booking processed through the website. When updating Min nights:

- if any existing adverts have a lower Min nights setting, the value is replaced with the new one specified here.
- when new adverts are created, users are unable to set a 'Min nights' value less than the value specified here.
- in the Booking Bar, the Departure Date dropdown is always 'Min nights' after the Arrival Date

Max nights: This option specifies the maximum length of stay that can be booked through the website. When updating Max nights:

- if any existing adverts have a higher Max nights setting, the value is replaced with the new one specified here.
- when new adverts are created, users are unable to set a 'Max nights' value less than the value specified here.
- in the Booking Bar, users are unable to pick a date from the Departure Date dropdown that is longer than 'Max nights' after the Arrival Date

Default max nights (search dropdowns): Deprecated in KxB&B 2015

Fixed deposit amount: For those adverts with 'Payment Option' set to Deposit, this value determines the deposit amount. It is not currently possible to specify a deposit value per Advert.

Search Defaults

Room number search list unit: Deprecated in KxB&B 2015

Night number search text: On the Search Results and Booker Details page, this value is included alongside the count of the duration of stay:

Your Details	
Arriving on hiya	Mon 01 Feb 2016
Staying for	14 Night(s)
Departing on	Mon 15 Feb 2016
<hr/>	
New Square Apartment	
1 Guest(s)	£168.00
<hr/>	
Total	£168.00
<hr/>	
<input type="button" value="Proceed"/>	



Room number search text: Within the Booking Bar, the text entered here appears alongside the count of rooms the user can search by:

The screenshot shows a search bar with a bed icon and the text "1 ROOM(S)". Below it is a dropdown menu with options: "1 ROOM(S)", "2 ROOM(S)", "3 ROOM(S)", "4 ROOM(S)", and "5 ROOM(S)". The "1 ROOM(S)" option is highlighted with a red box.

Default advert view: This option chooses whether Adverts on the Search results should show all details (Expanded) or summary details (Collapsed) by default.

Expanded view:

New Square Apartment Double



- Located in the most historic parts of campus
- Bedroom consists of Double bed, study desk with lamp..
- Apartment consists of 2, 3 or 4 bedrooms, kitchen/living room and shower/toilet
- All bedrooms have individual locks

[Show me more about this room](#)

- Rooms are cleaned daily, excluding Sundays
- All linen and towels are provided.
- Rates are inclusive of all taxes and are on a room only basis.
- Breakfast is available on Campus and guests may avail of this service at an additional cost.

Room Available

Reserve this room now

No. of rooms/flats

No. of Guests
New Square Apartment 1

Your Stay **£168.00**

Remove

Collapsed view:

New Square Apartment Double



- Located in the most historic parts of campus
- Bedroom consists of Double bed, study desk with lamp.
- Apartment consists of 2, 3 or 4 bedrooms, kitchen/living room and shower/toilet
- All bedrooms have individual locks

[Show me more about this room](#)

Room Available

Reserve this room now

No. of rooms/flats

No. of Guests
New Square Apartment 1

Your Stay **£168.00**

Remove



If there is a lot of content within the Advert -> Additional Information field and lots of Adverts are used, the Search Results page can become very long if the Expanded option is enabled by default. Customers are able to override this setting using the Show Details tick box on the search results page.

Default price display order: This option chooses whether Adverts on the Search results are ordered by price from Low to High or High to Low. It should be noted that Preferential Adverts will continue to display first regardless of this setting. Customers are able to override this order using the filter on the search results page.

5.6 View Audit

Different levels of auditing data are available on this page in accordance with the audit settings defined in Admin -> Site Settings -> Global Settings.

The screenshot shows the 'View Audit' page. On the left, a 'CRITERIA' box (1) contains two date pickers: 'From' set to 31/01/2016 and 'To' set to 01/02/2016, with a 'SEARCH' button below. On the right, a table (2) is shown with a header row containing 'Audit date', 'Operator/IP', and 'Web Info'. Above the table is a text box: 'Drag a column header here to group by that column'. The table body is empty, displaying 'No data to display'. A language dropdown menu is set to 'English (Great Britain)'.

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The View Audit page is blank upon initial load and users must select a time range from the Criteria dropdowns (1) to populate the Audit table (2) with logs created during that period.

Users can drag the column heading titles to the area just above the table to group Audit logs by that data:

The screenshot shows the 'Admin for Kx B&B' interface. At the top, there is a navigation bar with 'HOME', 'DASHBOARD', 'BOOKINGS', 'ADVERTS', 'BEDBOOKER', 'SITE SETTINGS', and 'LOGOUT'. The status is 'OPEN'. Below the navigation bar, there is a 'CRITERIA' section with 'From' and 'To' date pickers (11/01/2016 and 01/02/2016) and a 'SEARCH' button. The main content area displays a table of audit logs. The 'Audit date' column is highlighted with a red box. The table has columns for 'Operator/IP' and 'Web Info'. The audit logs show a series of records with timestamps from 11/01/2016 00:00:24 to 11/01/2016 00:00:56. The page footer indicates 'Page 1 of 34110 (341095 items)' and '© Copyright 2008-2016 Kinetic Solutions Ltd version: 2015.0.1.9'.

The following data is captured in the audit logs:

Audit date: The date that the audit record was created

Operator/IP: If the user of the site has logged in at the time the audit log was written, the username of the operator is stored here. Otherwise the IP address of the user is logged. In most cases this column will contain the IP address of the booker.

Web Info: The IP address of the user when the audit log was written and the browser type and version that was being used

BedBooker Plugin

If a user has purchased the BedBooker plugin, the View Audit page logs activity from KxB&B 2015 as well as that of BedBooker.

An automatic script runs behind the scenes every 3 months to remove logs created for every BedBooker poll to check for new activity from the Channel Manager. As the poll will likely be run every 10 minutes or so, if this automated clean up script was not run, the database of Audit information would become very big in a short period of time. Actual records of genuine booking activity (new bookings, modifications and cancellations) from the Channel Manager continue to be retained for future reference.



5.7 Enquiry Sources

On this page users can configure the options that appear within the 'Where did you hear about us?' dropdown list on the Booker Details page.

The screenshot shows the 'Admin for KxB&B' interface. At the top, there is a navigation bar with 'HOME', 'DASHBOARD', 'BOOKINGS', 'ADVERTS', 'SITE SETTINGS', and 'LOGOUT'. The 'Status' is 'OPEN'. The main content area is divided into two columns:

- AVAILABLE ENQUIRY SOURCES:** A list of 20 items, each with a checkbox:
 - .Repeat
 - KH Website
 - Overseas Agency
 - Kent Conference Bureau
 - SEETB
 - Yell.com
 - Conference Canterbury
 - Group Accommodation.com
 - Recommended
 - Registry office
 - Venue Masters
 - Tourist Office
 - Yellow Pages C/bury
 - Visit Britain Web Site
 - Yellow Pages Maidstone
 - KH Brochure
 - UK Agency
 - Search Engine
 - Other Website
- SELECTED ENQUIRY SOURCES:** A list of 3 items, each with a checkbox and a 'SAVE' button:
 - Internet
 - BTA
 - Internal

Between the two columns are 'REMOVE' and 'ADD' buttons.

By default the active options from KxConfiguration -> Lookups -> Source of Enquiry are listed under the Available Enquiry Sources heading on the left of the page.

Add an enquiry source to B&B

- tick an entry in the 'Available Enquiry Sources' list
- press the 'Add' button to move that item into the 'Selected Enquiry Sources' list
- press the Save button alongside the newly added item in the right list

Remove an enquiry source from B&B

- Select the tick box alongside the item in the Selected Enquiry Sources list that is to be removed
- Press the 'Remove' button to return that item to the 'Available Enquiry Sources' list

Using multiple languages



If multiple languages are configured, the dropdown language selector can be used on this page to configure the options to be used for each local language.

Items in the 'Selected Enquiry Sources' list populate the dropdown list within the Booker Details page:



5.8 Multi lingual Resources

All content, labels and buttons on the customer-facing website are customisable to support multiple languages. To see the different ways this can be achieved see: INSERT SECTION TITLE HERE

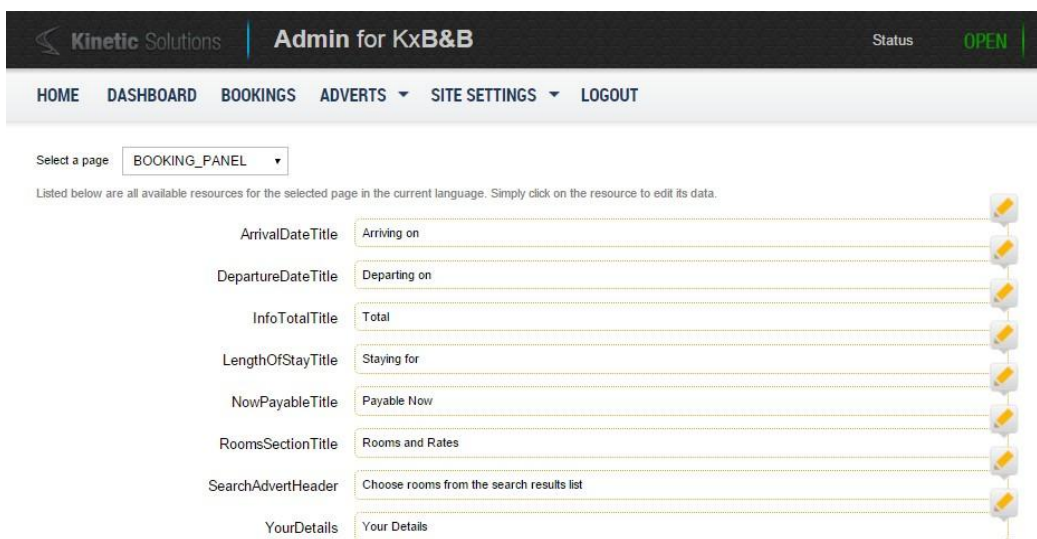
Whilst much of the content can be edited in-page or within the Advert section, other text such as the following are harder to edit on-page:

- watermarks in the Booker Details page ("Forename", "Surname" etc.)
- hint text for the drop downs in the search criteria ("Any Location", "Room(s)", "Night(s)" etc.).
- conditional display text areas such as "Limited Availability", "Rooms Unavailable"

The Multi-lingual resources page is a central screen allowing you to edit all content across all pages on the customer-facing website and all of the cultures configured.



Content is grouped together by the page or component that it appears within. Users can choose from the 'Select a page' dropdown to see a listing of all editable text fields within that page/component:



Edit content on the Multi-Lingual Resources page

- Click within the text field to edit
- A popup loads where the user can make their edits
- Click the Save and Refresh button once edits are complete
- The popup closes and the amended text replaces what was previously held in the text field.



5.9 Admin Operators

The users who can log into the BedBooker Admin site are configured here. The page consists of two tables: Admin operators and Available operators.

K Kinetic Solutions | Admin for BedBooker

BOOKINGS
BEDBOOKER ▾
SETTINGS ▾
LOGOUT

Drag a column header here to group by that column

Admin operators			
#	Name	Email	Username
<input type="checkbox"/>	Mrs Rachel Walmesley	support@kinetic-solutions.co.uk	rv37
<input type="checkbox"/>	Ms Julia Knowles	support@kinetic-solutions.co.uk	jk20
<input type="checkbox"/>	Darwin Reception	support@kinetic-solutions.co.uk	Darwin Reception
<input type="checkbox"/>	Rutherford Reception	support@kinetic-solutions.co.uk	Rutherford Reception
<input type="checkbox"/>	Parkwood Reception	support@kinetic-solutions.co.uk	Parkwood Reception
<input type="checkbox"/>	Mavis Towl	support@kinetic-solutions.co.uk	mt22
<input type="checkbox"/>	Judith Hope	support@kinetic-solutions.co.uk	jh17
<input type="checkbox"/>	Richard Douglas	support@kinetic-solutions.co.uk	red3
<input type="checkbox"/>	Rita Benstead	support@kinetic-solutions.co.uk	ryb
<input type="checkbox"/>	Registry Finance	support@kinetic-solutions.co.uk	finance

Page 1 of 3 (26 items) 1 2 3

Remove Add

Drag a column header here to group by that column

Available operators			
#	Name	Email	Username
<input type="checkbox"/>	Miss Sheena Butterworth	support@kinetic-solutions.co.uk	sed4
<input type="checkbox"/>	Mr Keith Williams	support@kinetic-solutions.co.uk	kkw
<input type="checkbox"/>	Patrick S. Bradley	support@kinetic-solutions.co.uk	psb1
<input type="checkbox"/>	Eliot Reception	support@kinetic-solutions.co.uk	Eliot Reception
<input type="checkbox"/>	Darwin Housekeeper	support@kinetic-solutions.co.uk	Darwin Housekeeper
<input type="checkbox"/>	Keynes Housekeeper	support@kinetic-solutions.co.uk	Keynes Housekeeper
<input type="checkbox"/>	Eliot Kitchen	support@kinetic-solutions.co.uk	Eliot Kitchen
<input type="checkbox"/>	Parkwood Housekeeper	support@kinetic-solutions.co.uk	Parkwood Housekeeper
<input type="checkbox"/>	Darwin Kitchen	support@kinetic-solutions.co.uk	Darwin Kitchen
<input type="checkbox"/>	Hospitality Services	support@kinetic-solutions.co.uk	

Page 1 of 14 (135 items) 1 2 3 4 5 6 7 ... 12 13 14

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Admin operators: Users granted access to the BedBooker Admin area.

Available operators: A complete list of Kx users.

Granting access

1. In the Available operators table, tick the box alongside the user to be granted access
2. Press the 'Add' button

The user is removed from the Available Operators and added into the Admin operators table.



Removing access

1. In the Admin operators table, tick the box alongside the user whos access rights should be removed
2. Press the 'Remove' button

The user is removed from the Admin Operators and added back into the Available Operators table.

Filters can be applied to the lists of users by entering text in the fields below the table column headings to quickly locate a particular user record.



5.10 Titles

The screenshot shows the 'Admin for Kx B&B' interface. At the top, there is a navigation bar with 'HOME', 'DASHBOARD', 'BOOKINGS', 'ADVERTS', 'SITE SETTINGS', and 'LOGOUT'. A language dropdown is set to 'English (Great Britain)'. Below the navigation bar, there are two main sections:

- ADD NEW TITLE:** A text input field is empty, and an 'ADD TITLE' button is to its right. Below the input field, there is a note: 'To add a new title, please enter a key below. The key must be unique. The text that will be shown to your customers is set later.'
- AVAILABLE TITLES:** A section with a 'REMOVE' button and an 'ADD' button.
- SELECTED TITLES:** A list of titles with checkboxes and 'SAVE' buttons:
 - Dr
 - Miss
 - Mr
 - Mrs
 - Ms

This screen configures the dropdown options that a booker can choose from when selecting the 'Title' for the Booker or Guests on the Booker Details screen:

Booker Details

The screenshot shows a dropdown menu for 'Title' in the 'Booker Details' form. The dropdown is open, showing a list of options: 'Title', 'Dr', 'Miss', 'Mr', 'Mrs', 'Ms', and 'Prof'. The 'Title' option is currently selected and highlighted in blue.

Add a new title

Enter a key which can be used to describe the new title in the text field:

ADD NEW TITLE

To add a new title, please enter a key below. The key must be unique.
The text that will be shown to your customers is set later.

Lord ADD TITLE

1. Press the 'Add Title' button

The new key is added to the Available Titles list:

AVAILABLE TITLES Lord

REMOVE

ADD

2. Tick the box alongside the new title and click the Add button

A new entry is added to the Selected Titles list on the right hand side:

Prof	<input checked="" type="checkbox"/>	<input type="text" value="Prof"/>	<input type="button" value="SAVE"/>
Lord	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="SAVE"/>

3. In the text field, enter the wording that should display on the Booker details for the booker to select
4. Tick the box between the key and text field
5. Press Save

The new entry is included in the Titles dropdown on the Booker details page:

Booker Details

* Title

Title

- * Title
- * Dr
- * Miss
- * Mr
- * Mrs
- * Ms
- * Prof
- Lord

telephone Number

Using multiple languages

If multiple languages are configured, the dropdown language selector can be used on this page to configure the options to be used for each local language.

Remove a title

1. Within the Selected Titles listing, tick the box alongside the item to be removed



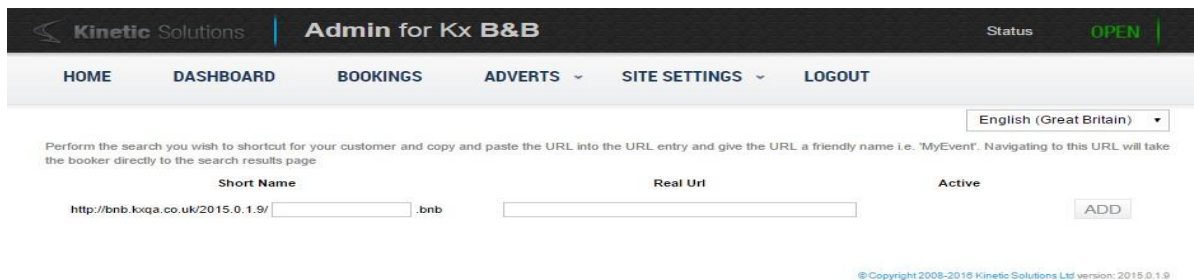


Lord Lord

2. Press the Remove button

The title is moved back to the Available Titles list and will no longer be included in the Titles dropdown list.

5.11 Friendly URLs



Kinetic Solutions | Admin for Kx B&B Status OPEN

HOME DASHBOARD BOOKINGS ADVERTS SITE SETTINGS LOGOUT

English (Great Britain)

Perform the search you wish to shortcut for your customer and copy and paste the URL into the URL entry and give the URL a friendly name i.e. 'MyEvent'. Navigating to this URL will take the booker directly to the search results page

Short Name	Real Uri	Active
http://bnb.kxqa.co.uk/2015.0.1.9/		<input type="button" value="ADD"/>

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Short URLs can be configured to take bookers directly to a specific search results based on a date and promotion code to be sent out to customers.

To set up a new short URL:

1. copy and paste the full search results web address
2. enter the text (without space) to be used as the shortcut into the Short Name field
3. press Add

The newly created Short URL is shown below the text fields. This can be copied and pasted into a browser to look up the original full search results web address.

6. Logout

Logs the user out of their current session and returns them to the Login page.

