

REZSTREAM BOOKING ENGINE QUICK START GUIDE

February 12, 2007

TABLE OF CONTENTS

CONTACT US	4
ABOUT THIS GUIDE	4
1. PREPARE TO UPLOAD REZSTREAM PROFESSIONAL DATA	4
BUSINESS DATA	5
RATE PLANS, RATE NAMES, AND RATE SEASONS.....	6
Rate Plans.....	6
Rate Names	7
Rate Seasons.....	8
UNIT LONG NAMES AND STANDARD DESCRIPTIONS	9
Unit Long Names	10
Standard Description.....	11
RATE PLAN LONG DESCRIPTIONS	11
INDIVIDUAL TAXES AND TAX CLASS GROUPINGS.....	13
POINT OF SALE ITEMS.....	14
PACKAGES	15
Note about Package Fields.....	17
LETTERS	17
2. UPLOAD REZSTREAM PROFESSIONAL DATA	18
AUTO UPDATE	20
UPLOADING REZSTREAM PROFESSIONAL CHANGES.....	20
Note Regarding Confirmation Letters	21
3. ACCOUNT SETUP.....	22
ACCOUNT INFORMATION.....	24
Details	24
Users	24
Photos/Images/Media	25
Amenities	26
Sources	27
Reasons	28
TAXES.....	29
POINT OF SALE	29
PACKAGES	30
RATE PLANS/UNIT TYPES.....	31
RATE NAMES/RATE SEASONS	35
REPORTS	36
STATISTICS/TRACKING.....	37
USER DEFINED FIELDS.....	38

4. PROPERTY SETUP	41
PROPERTY INFORMATION	42
Property Details	42
Finance Settings	43
Terms/Conditions	44
Restrictions	45
Photos/Images/Media	45
Amenities	46
LETTERS	47
BOOKING ENGINE SETTINGS	47
Guest Payment Settings	48
Design Header/Footer	49
Reservation Defaults	51
Guest Tracking	54
Style Reservation Pages	54
Reservation Behavior	55
Property Management/Owner Options	59
UNITS/ROOMS	63
Administration	63
Black-Out Wizard	70
AMENITY SEARCHABILITY	71
Property	71
Unit/Room	72
WEBSITE LINK OPTIONS	74
WEBSITE AVAILABILITY CALENDARS	75
Design Customizable Calendar	75
Retrieve Calendar Links	80
Availability Examples	83
ADMINISTRATIVE RESERVATIONS.....	83
REZSTREAM CONTACT INFORMATION	85
REZSTREAM ADDITIONAL REFERENCES	86

CONTACT US

RezStream Booking Engine Help Desk: (303) 872-0220

Support Hours: 8:00AM – 5:00PM, Monday through Friday, MST.

ABOUT THIS GUIDE

The RezStream Booking Engine Quick Start Guide is meant to provide RezStream Professional users with the required steps for taking the RezStream Booking Engine live. The following list summarizes the steps outlined in this guide.

1. Prepare to upload RezStream Professional data.
2. Upload RezStream Professional data to the RezStream Booking Engine.
3. Complete Account setup for the RezStream Booking Engine.
4. Complete Property setup for the RezStream Booking Engine.



Any text that follows the information icon denotes a tip or information of importance. Please read these notes carefully!

Also, any text that appears in blue, bold and italics stresses a specific step in the RezStream Booking Engine configuration process. Please note these important steps.

1. PREPARE TO UPLOAD REZSTREAM PROFESSIONAL DATA

In order to upload data from RezStream Professional to the RezStream Booking Engine, you must be running RezStream Professional version 2007.1.3 or higher. To confirm your RezStream Professional version, login to RezStream Professional and click Help > About on the top toolbar.



Prior to uploading any data from RezStream Professional to the RezStream Booking Engine, confirm that the following settings in RezStream Professional contain current information and that they are formatted in the recommended manner.

1. Business Data
2. Rate Plans, Rate Names, and Rate Seasons
3. Unit Long Names and Standard Descriptions
4. Individual Taxes and Tax Class Groupings

In addition to the settings listed above, two confirmation letters defined in RezStream Professional are uploaded to the RezStream Booking Engine. These letters can be viewed by clicking Tools > Letter Design on the top toolbar of RezStream Professional. For additional information, please review the Letters heading in this section.

BUSINESS DATA

A property's main contact information is stored in RezStream Professional and accessed by clicking Tools > Configure from the top toolbar.

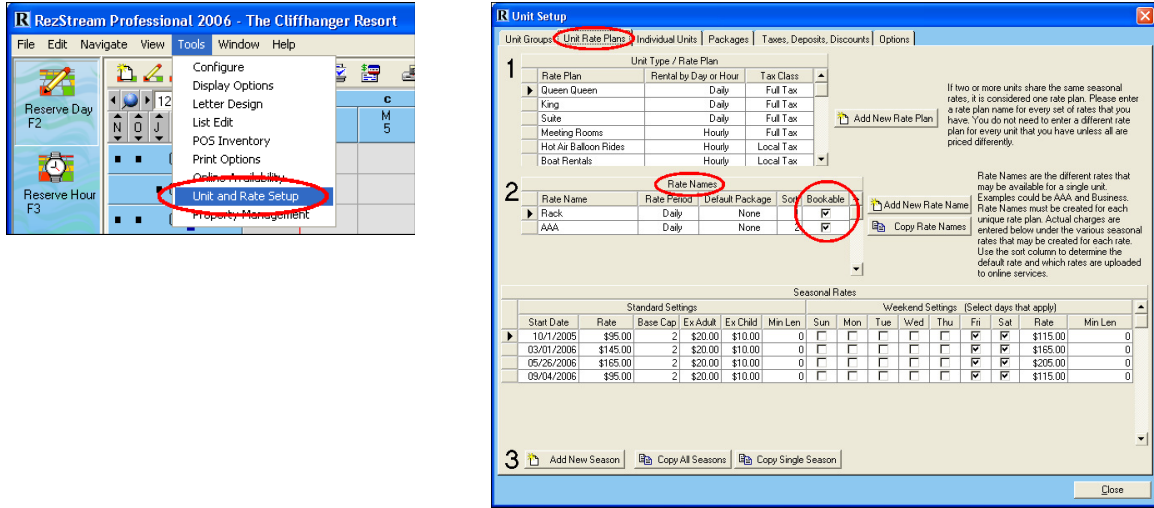


Select the Business Data tab and verify that the basic property contact information listed in RezStream Professional is correct. If necessary, make changes to business data and click the Close button.

Business Data	Users	CC Processing	Functionality	Settings	Reports	Reports2
Business Name	The Cliffhanger Resort					
Address 1	700 Highway 1					
Address 2						
City, State Zip	Yachats OR 97499					
Country/Fax	United States of America 541-322-2777					
Phone/Phone2	541-888-2525 877-669-1210					
Email	reservations@chr.com					
Web Address	www.chr.com					

RATE PLANS, RATE NAMES, AND RATE SEASONS

From RezStream Professional, click Tools > Unit and Rate Setup and select the Unit Rate Plans tab to verify that rate plans, rate names, and rate seasons are configured correctly for the RezStream Booking Engine.

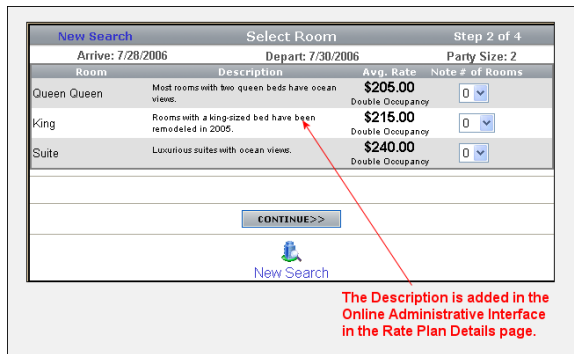


In order for a rate plan/unit type and corresponding rate names to be available for online guests via the RezStream Booking Engine, enter a checkmark in the Bookable field in the Rate Names table.

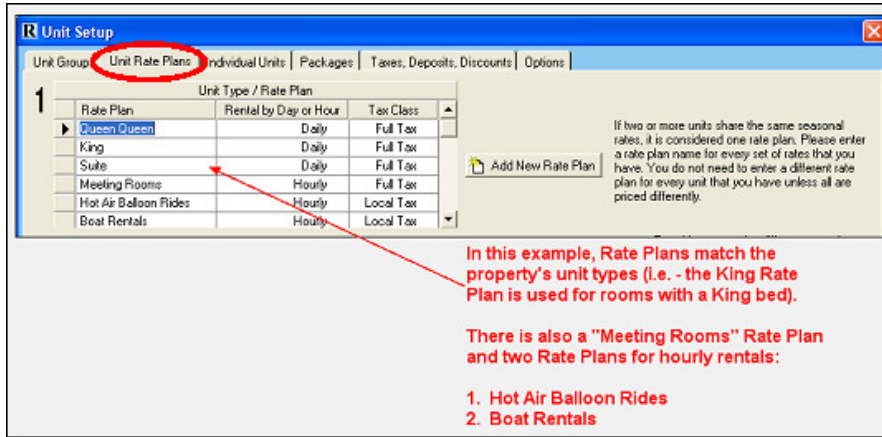
RATE PLANS

The RezStream Booking Engine can be configured to allow Internet guests to make reservations for a room type, without selecting a specific room. For example, an Internet guest may book a reservation for a “King” room. In this guide, this type of reservation will be referred to as an **inventory** reservation.

If your property intends to allow inventory reservations, rate plans should describe room types. In addition, the name of each rate plan should be clear and concise, allowing the Internet guest to easily recognize the type of accommodation being booked. Rate plan names are viewed by Internet guests booking reservations via the RezStream Booking Engine. In the example below, an Internet guest has already entered arrival and departure dates in the RezStream Booking Engine. Next, available rate plans are displayed – Queen Queen, King, and Suite.



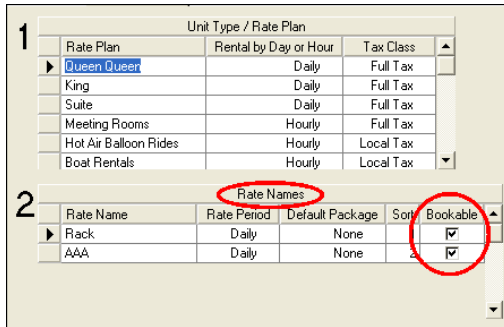
The rate plans displayed in the RezStream Booking Engine are defined in RezStream Professional by clicking Tools > Unit and Rate Setup and selecting the Unit Rate Plans tab.



With descriptive rate plans set up in RezStream Professional, an Internet guest making a reservation via the RezStream Booking Engine will be able to easily identify the types of accommodations available at your property.

RATE NAMES

The rate names section of the Unit Rate Plans tab contains a "Bookable" checkbox. This checkbox determines whether or not the rate names (Rack and AAA) will be available in the RezStream Booking Engine. Click the Bookable checkbox for all rate names that will be available to potential online guests. In the example below, the Rack and AAA rate names for the Queen Queen rate plan will be bookable on the RezStream Booking Engine.



RATE SEASONS

Most properties will configure the RezStream Booking Engine to accept reservations up to one year in the future. It is imperative that rates are also defined for that same time period. In the example below, the Rack rate name for the Queen Queen rate plan has been defined in RezStream Professional through 09/04/2006, accounting for seasonal rate fluctuations.

The screenshot shows the 'Unit Setup' window with two main sections:

- Section 1: Unit Type / Rate Plan**

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax
Meeting Rooms	Hourly	Full Tax
Hot Air Balloon Rides	Hourly	Local Tax
Boat Rentals	Hourly	Local Tax
- Section 2: Rate Names**

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>

Below these sections is the 'Seasonal Rates' table:

Standard Settings							Weekend Settings (Select days that apply)							
Start Date	Rate	Base Cap	Ex Adult	Ex Child	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len
10/01/2005	\$95.00	2	\$20.00	\$10.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0
03/01/2006	\$145.00	2	\$20.00	\$10.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$165.00	0
05/26/2006	\$165.00	2	\$20.00	\$10.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$205.00	0
09/04/2006	\$95.00	2	\$20.00	\$10.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0

With the above rate seasons defined, an Internet guest making a reservation through the RezStream Booking Engine for 09/05/06 – 9/08/06 would be charged \$95/night on weekdays and \$115/night on weekends.

Now, let's take a look at the Seasonal Rates table for the same property's AAA rate name for the King rate plan (unit type).

Seasonal Rates														
Standard Settings						Weekend Settings (Select days that apply)								
Start Date	Rate	Base Cap	Ex Adult	Ex Child	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len
11/15/1999	\$75.00	2	\$10.00	\$5.00	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$85.00	0

In the sample table displayed above, the property has **never** taken the time to update rate seasons for the AAA rate. It is highly likely that reservationists at the property just override the AAA rate and manually assign a dollar amount for the nightly charge. **While this method works for RezStream Professional, it WILL NOT WORK for the RezStream Booking Engine.** In this example, all guests selecting the AAA rate name for a King rate plan/unit type will be charged \$75/night during the week and \$85/night on weekends. In this scenario, the property stands to lose a considerable amount of revenue!



Do NOT upload your RezStream Professional settings to the RezStream Booking Engine until each rate season is reviewed and correctly defined for one year in advance.

UNIT LONG NAMES AND STANDARD DESCRIPTIONS

From the top toolbar in RezStream Professional, click Tools > Unit and Rate Setup and then select the Individual Units tab. From the Pick Unit list, highlight each unit that will be available to online guests and verify that the unit long name and standard description has been configured correctly for the RezStream Booking Engine.

Both the unit long name and standard description are critical for companies that configure the RezStream Booking Engine to accept online reservations for individual units. A descriptive unit long name helps the Internet guest easily identify the room type being booked. RezStream recommends appending the unit type to the room number, for example, 101 – King.

The RezStream Booking Engine displays each room's standard description when displaying available rooms. If a room does not have a standard description, the RezStream Booking Engine's "Select Room" page will appear incomplete.

The screenshot shows the 'Unit Setup' window with the 'Individual Units' tab selected. A table on the left lists units 101 through 124. Unit 101 is selected. The right pane shows configuration for unit 101, including 'Long Name' (101 - King), 'Type Color' (King), 'Rate Plan' (King), and 'Booking Engine Bookable Unit' (checked). The 'Standard Description' field contains: 'King non-smoking room with a balcony. Recently renovated in spring, 2005.' Red annotations highlight these fields with text explaining their importance.



In order for a specific room to be available to online guests via the RezStream Booking Engine, a checkmark must be added to the "Booking Engine Bookable Unit" field.



Do not proceed with the steps in "Section 2. Upload RezStream Professional Data" until you have verified each unit long name and have entered a standard description for each unit.

UNIT LONG NAMES

Many properties configure the RezStream Booking Engine to assign a room when a guest makes a reservation via the RezStream Booking Engine. This guide refers to this type of reservation as a **pre-assign** reservation.

With the RezStream Booking Engine configured to make pre-assign reservations, the Internet guest enters arrival and departure dates and then views a list of available rooms. This list of available rooms displays the unit long name.

New Search		Select Room		Step 2 of 4	
Arrive: 7/28/2006		Depart: 7/30/2006		Party Size: 2	
Room	Description	Avg. Rate	Note	Reserve	
101 - King	King non-smoking room with a balcony. Recently renovated in spring, 2005.	\$215.00	Double Occupancy	BOOK	
102 - Queen Queen	This magnificent room, with two queen beds, has an unrivaled view of the... more>	\$205.00	Double Occupancy	BOOK	
103 - King	This room with a King-sized bed has been recently remodeled and has an u... more>	\$215.00	Double Occupancy	BOOK	
104 - Queen Queen	Two Queen beds. Overlooks the pool area.	\$205.00	Double Occupancy	BOOK	
105 - Suite	The signature suite at the hotel. Overlooks the Pacific Ocean with a pr... more>	\$240.00	Double Occupancy	BOOK	
106 - Queen Queen	Two Queen beds. Overlooks the pool area.	\$205.00	Double Occupancy	BOOK	
107 - King	This room with a King-sized bed also has a queen sized sleeper sofa.	\$215.00	Double Occupancy	BOOK	
108 - Queen Queen	Two Queen beds, garden view.	\$205.00	Double Occupancy	BOOK	

The unit long name is assigned in RezStream Professional by clicking Tools > Unit and Rate Setup > Individual Units and entering a description in the Long Name field.

The screenshot shows the 'Unit Setup' dialog box with the 'Individual Units' tab active. The 'Long Name' field is circled in red and contains '101 - King'. The 'Unit ID' is also circled in red and contains '101'. The 'Standard Description' field contains the text: 'King non-smoking room with a balcony. Recently renovated in spring, 2005.'.



In order to make it easy for the Internet guest to know what type of room he is booking, RezStream recommends appending the unit type onto the room number. For example, 101 – King, where King is the unit type.

STANDARD DESCRIPTION

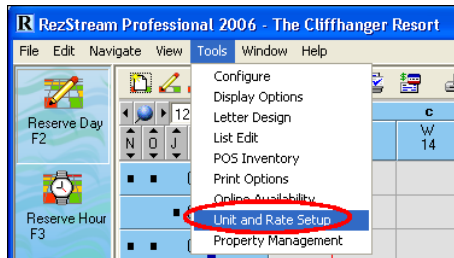
When the RezStream Booking Engine is configured to make pre-assign reservations, the Internet guest enters arrival and departure dates and then views a list of available rooms. This available rooms list displays the unit standard description. The standard description is added in RezStream Professional by clicking Tools > Unit and Rate Setup > Individual Units.

New Search		Select Room	Step 2 of 4	
Arrive: 7/28/2006		Depart: 7/30/2006	Party Size: 2	
Room	Description	Avg. Rate	Note	Reserve
101 - King	King non-smoking room with a balcony. Recently renovated in spring, 2006.	\$215.00	Double Occupancy	BOOK
102 - Queen Queen	This magnificent room, with two queen beds, has an unrivaled view of the... more>	\$205.00	Double Occupancy	BOOK
103 - King	This room with a King-sized bed has been recently remodeled and has an u... more>	\$215.00	Double Occupancy	BOOK
104 - Queen Queen	Two Queen beds. Overlooks the pool area.	\$205.00	Double Occupancy	BOOK
105 - Suite	The signature suite at the hotel. Overlooks the Pacific Ocean with a pr... more>	\$240.00	Double Occupancy	BOOK
106 - Queen Queen	Two Queen beds. Overlooks the pool area.	\$205.00	Double Occupancy	BOOK
107 - King	This room with a King-sized bed also has a queen sized sleeper sofa.	\$215.00	Double Occupancy	BOOK
108 - Queen Queen	Two Queen beds, garden view.	\$205.00	Double Occupancy	BOOK

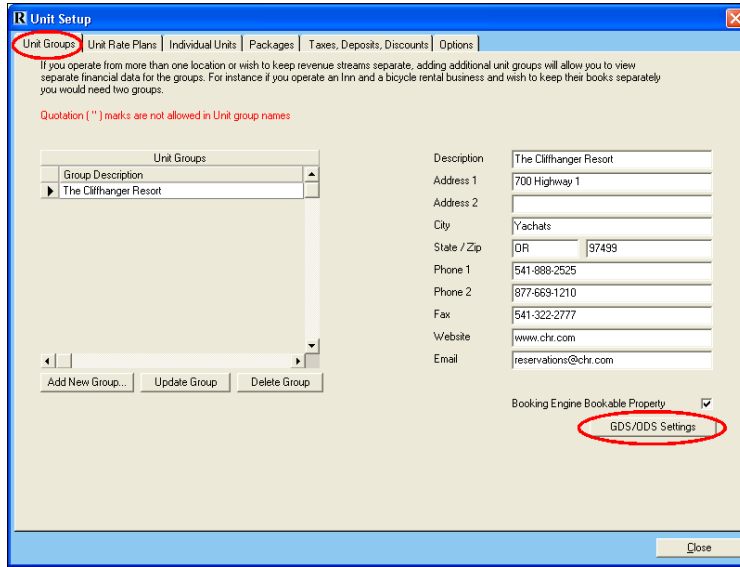
RATE PLAN LONG DESCRIPTIONS

The RezStream Booking Engine can be configured to make reservations for unit types or specific rooms. With the RezStream Booking Engine configured to make reservations for unit types/rate plans, a long description can be added to each unit type/rate plan in RezStream Professional and then transferred to the RezStream Booking Engine. The long description provides additional information about the type of accommodation being reserved. Use the following steps to add a rate plan long description.

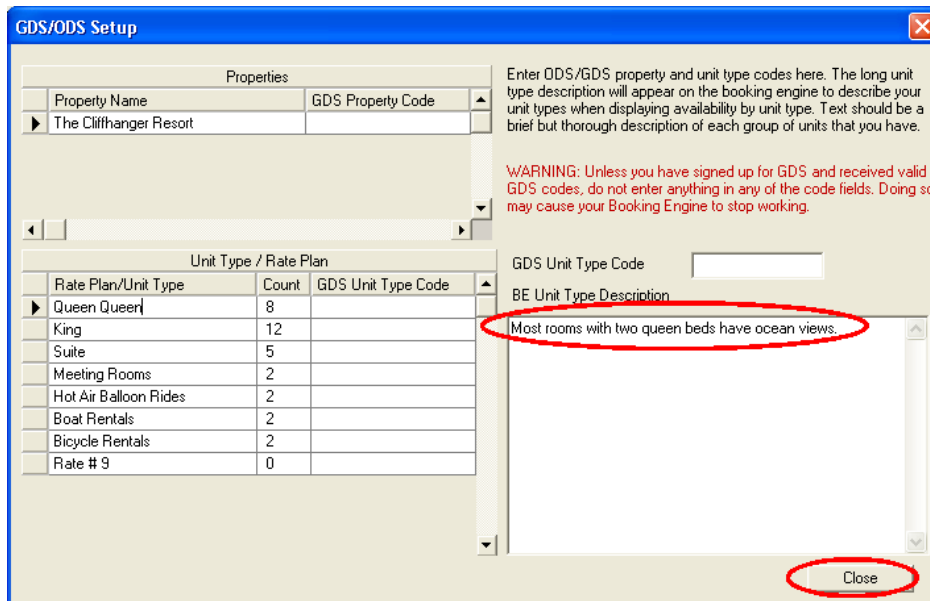
1. From RezStream Professional, click Tools > Unit and Rate Setup.



- From the Unit Groups tab on the Unit Setup screen, click the GDS/ODS Settings button.



- The GDS/ODS Setup window is displayed. In the BE Unit Type Description field, enter a description for each unit type/rate plan that will be available to online guests via the RezStream Booking Engine and click the Close button.



- The description entered in the GDS/ODS Setup window is transferred to the RezStream Booking Engine and displayed to online guests when availability is returned by unit type.

In this example, the online guest has already entered arrival and departure dates. Availability is being returned by unit type (Queen Queen, King, Suite). The Description displayed was entered in the ODS/GDS Setup window in RezStream Professional.

INDIVIDUAL TAXES AND TAX CLASS GROUPINGS

From the top toolbar in RezStream Professional, click Tools > Unit and Rate Setup and then select the Taxes, Discounts tab to verify that each Individual Tax and Tax Class Grouping defined in RezStream Professional should be uploaded to the RezStream Booking Engine.

Individual Taxes and Tax Class Groupings are uploaded to the RezStream Booking Engine.

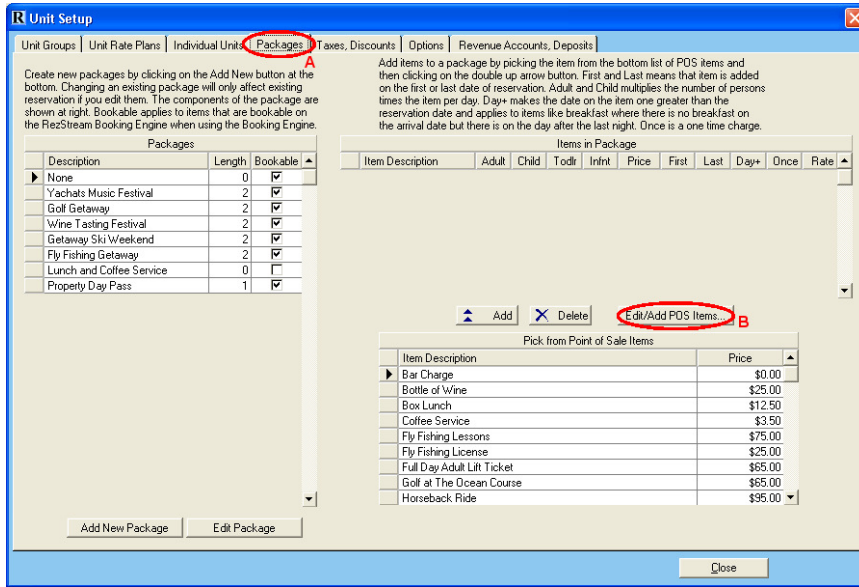


Every individual tax and tax class grouping defined in RezStream Professional will be uploaded to the RezStream Booking Engine. If there are individual taxes and/or tax class groupings defined that are no longer used, they should be deleted from RezStream Professional.

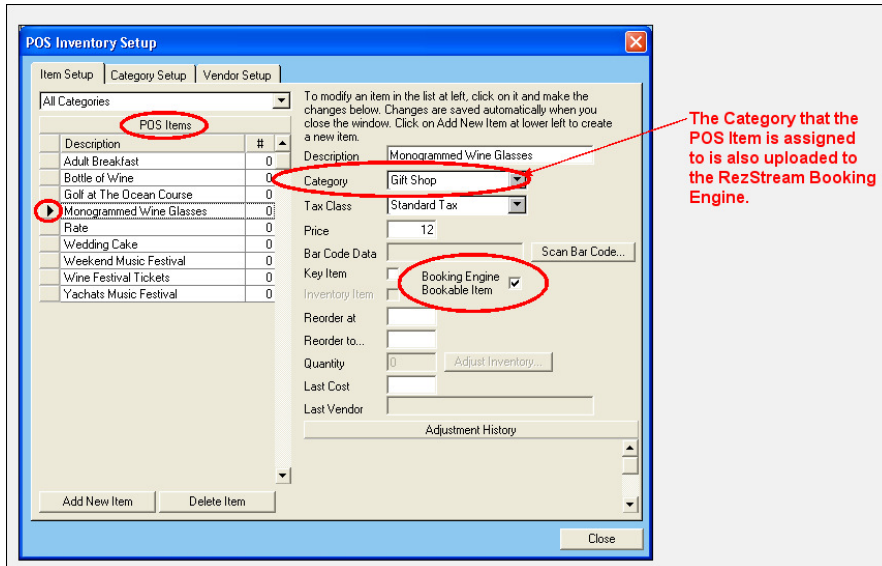
POINT OF SALE ITEMS

Point of sale (POS) items can be sold as incidental charges or as a part of a package in the RezStream Booking Engine. For example, an online guest can purchase gift shop items while making a room reservation. Or, an adult breakfast may be included as part of a Music Festival package. Use the following steps to make point of sale items available on the RezStream Booking Engine.

1. From RezStream Professional, click Tools > Unit and Rate Setup and select the Packages tab (A) to access the Add/Edit POS Items button (B).



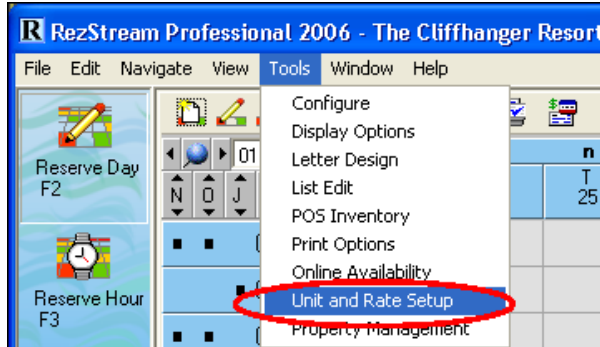
2. Click the Add/Edit POS Items button to view a list of all POS items on the POS Inventory Setup screen. For each POS item that will be available online, enter a checkmark in the Booking Engine Bookable Item field. The category that the POS item is assigned to is also uploaded to the RezStream Booking Engine. Categories are created from the Category Setup tab also located at the top of the POS Inventory Setup screen.



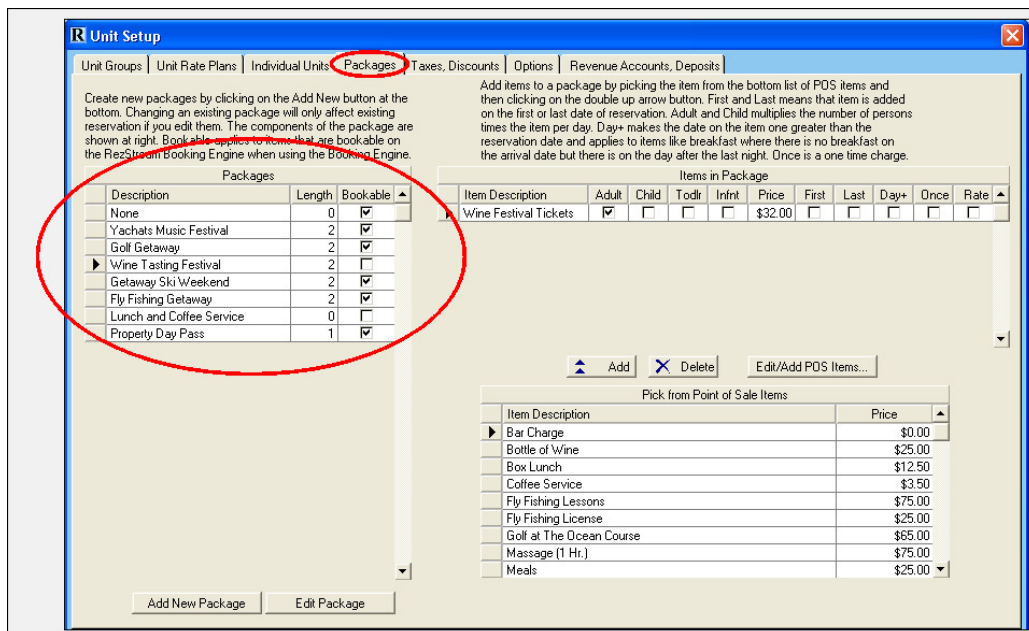
PACKAGES

RezStream Professional packages can be uploaded to the RezStream Booking Engine. Use the following steps to flag packages so that they are uploaded to the RezStream Booking Engine.

1. From the RezStream Professional top toolbar, click Tools > Unit and Rate Setup.



2. Click the Packages tab. Individual packages that have been previously defined in RezStream Professional are listed in the Packages table.



3. The Packages table contains a Bookable column. A checkmark in this column indicates that the package will be uploaded to the RezStream Booking Engine. Use the steps below to add a checkmark in the Bookable field.
 - a. Highlight a specific package in the Packages table.

Packages		
Description	Length	Bookable
None	0	<input checked="" type="checkbox"/>
Yachats Music Festival	2	<input checked="" type="checkbox"/>
Golf Getaway	2	<input checked="" type="checkbox"/>
▶ Wine Tasting Festival	2	<input type="checkbox"/>
Getaway Ski Weekend	2	<input checked="" type="checkbox"/>
Fly Fishing Getaway	2	<input checked="" type="checkbox"/>
Lunch and Coffee Service	0	<input type="checkbox"/>
Property Day Pass	1	<input checked="" type="checkbox"/>

- b. Click the Edit Package button on the lower left-hand side of the Unit Setup screen.

Packages		
Description	Length	Bookable
None	0	<input checked="" type="checkbox"/>
Yachats Music Festival	2	<input checked="" type="checkbox"/>
Golf Getaway	2	<input checked="" type="checkbox"/>
▶ Wine Tasting Festival	2	<input type="checkbox"/>
Getaway Ski Weekend	2	<input checked="" type="checkbox"/>
Fly Fishing Getaway	2	<input checked="" type="checkbox"/>
Lunch and Coffee Service	0	<input type="checkbox"/>
Property Day Pass	1	<input checked="" type="checkbox"/>

- c. The Edit Package window is displayed. Enter a checkmark in the Bookable on Booking Engine field.

Edit Package ✕

Package Name

Package Length (if any)

Bookable on Booking Engine

Detailed Description used on Booking Engine only
Maximum length 255 characters - Do not use carriage return

This weekend package, available during the wine tasting festival, includes two nights of lodging and tickets to the festival.

- d. Click the Save button. A checkmark will now appear in the Bookable column for the Wine Tasting Festival in the Packages table.

NOTE ABOUT PACKAGE FIELDS

Under the Packages tab on the Unit Setup screen in RezStream Professional, the following package fields are used to define what items are included in a package and how charges are applied.

Items in Package										
Item Description	Adult	Child	Todlr	Infnt	Price	First	Last	Day+	Once	Rate
Meals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$9.00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bottle of Wine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$25.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monogrammed Wine	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$12.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Yachats Music Festival	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$50.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$250.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Circled fields are NOT uploaded to the RezStream Booking Engine.

As of February 2007, the following fields are NOT uploaded from RezStream Professional to the RezStream Booking Engine.

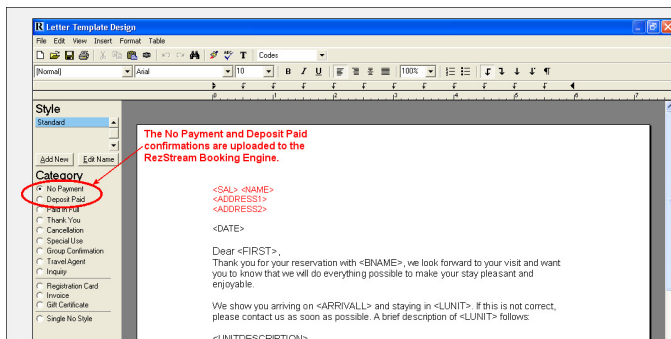
- Person Rate Type 3 (Todlr)
- Person Rate Type 4 (Infnt)
- Rate

LETTERS

Two guest confirmation letters are automatically uploaded from RezStream Professional to the RezStream Booking Engine.

1. No Payment
2. Deposit Paid

Access these confirmation letters by clicking Tools > Letter Design on the top toolbar of RezStream Professional.



Online confirmation letters may be customized to more appropriately reflect an online booking. While some properties elect to create new confirmation letters for online bookings, others will use the same letters for online bookings as they use in RezStream Professional.

2. UPLOAD REZSTREAM PROFESSIONAL DATA

Once the settings in RezStream Professional have been verified using the steps outlined in the preceding section, the second step in taking your RezStream Booking Engine live is to upload RezStream Professional data to the RezStream Booking Engine. The following information is uploaded directly from the RezStream Professional software.

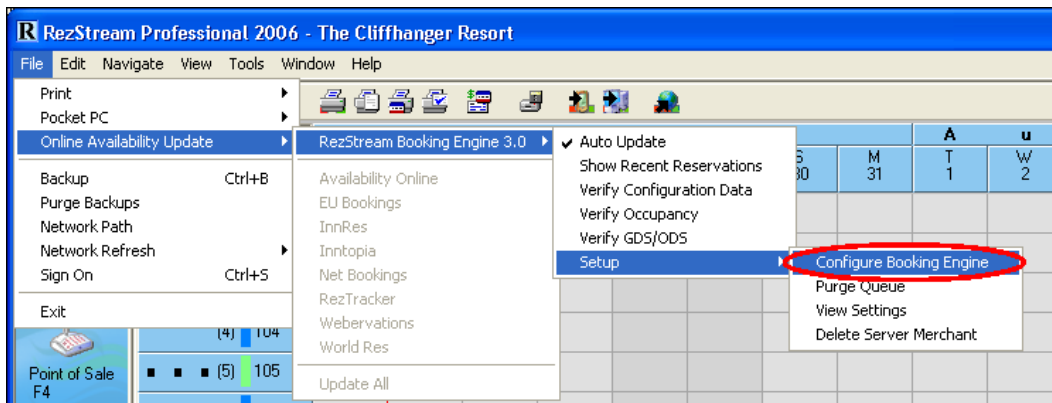
- Business Data
- Rate Plans, Rate Names, and Rate Seasons
- Unit Long Names and Standard Descriptions
- Rate Plan Long Descriptions
- Individual Taxes and Tax Class Groupings
- Point of Sale Items
- Packages
- Letters
- Reasons for Reservation
- Referral Sources



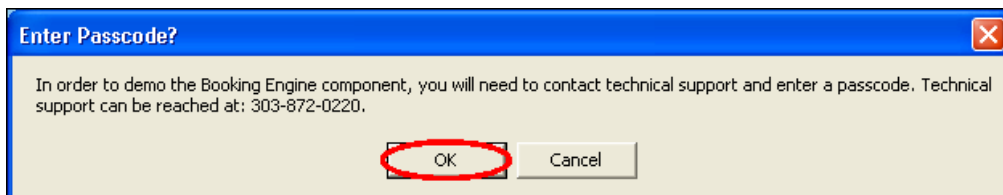
Please contact the RezStream support desk if you have any questions about configuring RezStream Professional prior to uploading data to the RezStream Booking Engine.

To upload RezStream Professional settings to the RezStream Booking Engine, obtain your passcode from RezStream support at 303-872-0220, launch RezStream Professional, and click:

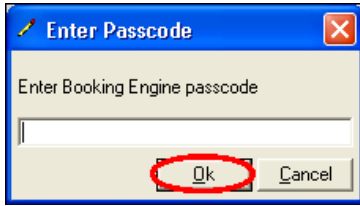
File > Online Availability Update > RezStream Booking Engine 3.0 > Setup > Configure Booking Engine.



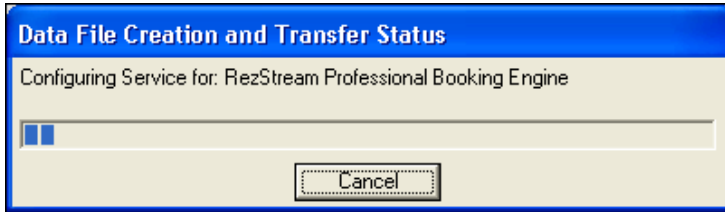
The “Enter Passcode?” window is displayed. Click OK.



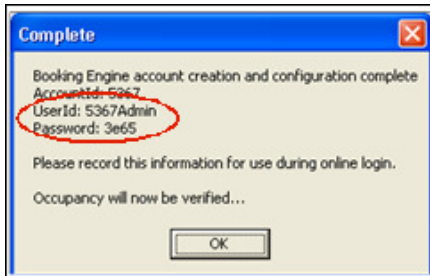
Enter your RezStream Booking Engine passcode and click the OK button.



RezStream Professional settings are automatically transferred to the RezStream Booking Engine.



The Complete window is displayed.

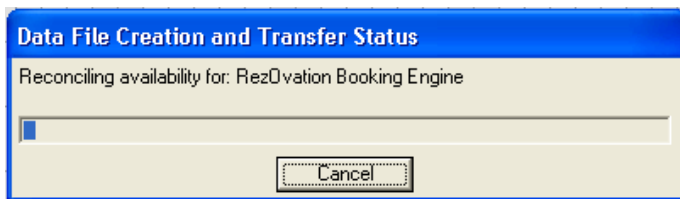


The Complete window lists important information for logging into the RezStream Booking Engine Online Administrative Interface, including your property's UserID and Password. Click OK in the Complete window.



Make a note of the UserID and Password displayed in the Complete window. This information is required for accessing the RezStream Booking Engine Online Administrative Interface. The Online Administrative Interface is used for completing settings that are specific to the RezStream Booking Engine.

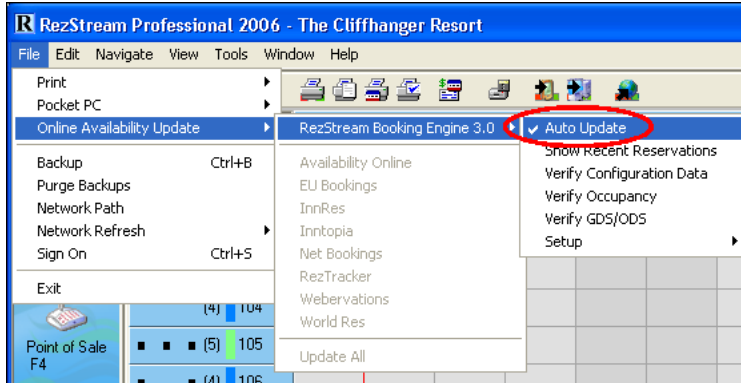
Next, occupancy is verified and RezStream Professional availability is synchronized with the RezStream Booking Engine.



The password assigned during the upload process can be changed when logging into the RezStream Booking Engine for the first time.

AUTO UPDATE

After completing the initial RezStream Booking Engine configuration, turn on the Auto Update feature in RezStream Professional by clicking File > Online Availability Update > RezStream Booking Engine 3.0 > Auto Update.



The Auto Update feature automatically synchronizes availability between RezStream Professional and the RezStream Booking Engine.

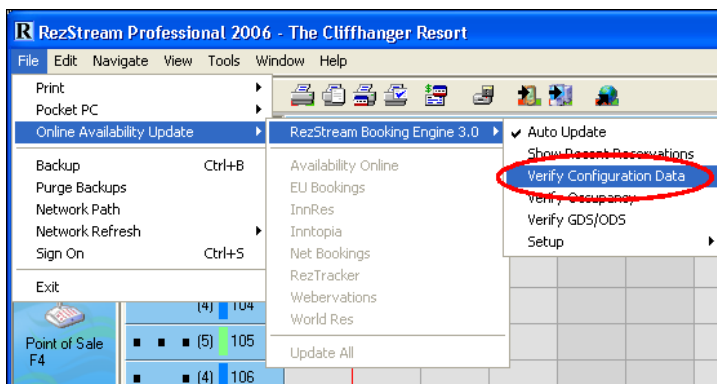


If you are running RezStream Professional in a network environment, Auto Update only needs to be activated on ONE computer. RezStream Professional should be left open (or minimized) at ALL times on this computer in order to continuously receive RezStream Booking Engine reservations.

UPLOADING REZSTREAM PROFESSIONAL CHANGES

From time to time, you may want to change settings that were uploaded from RezStream Professional to the RezStream Booking Engine, for example, unit rates, taxes, or point of sale items. ***You should ONLY make changes to these settings in RezStream Professional.*** Once you have changed key information within RezStream Professional, you may then upload these changes to an existing RezStream Booking Engine account. When these RezStream Professional configuration settings are changed, for example, a new Reason for Reservation is added, the change is made in RezStream Professional and then uploaded to the RezStream Booking Engine using the following RezStream Professional menu option.

File > Online Availability Update > RezStream Booking Engine 3.0 > Verify Configuration Data.



After selecting the Verify Configuration Data option, RezStream Professional automatically creates a configuration file and uploads it to the RezStream Booking Engine.



After transferring the configuration file to the RezStream Booking Engine, the Complete window is displayed and occupancy is synchronized between RezStream Professional and the RezStream Booking Engine.



RezStream recommends making a batch of changes in RezStream Professional and then uploading the batch to the RezStream Booking Engine. Because occupancy is verified as part of the Verify Configuration process, as more and more reservations are added, it will take longer to complete the upload process.

NOTE REGARDING CONFIRMATION LETTERS

The "No Payment" and "Deposit Paid" confirmation letters are uploaded from RezStream Professional to the RezStream Booking Engine during the initial configuration ONLY. They are NOT uploaded as part of the Verify Configuration Data utility described above. Changes to letters that should be reflected in both RezStream Professional and the RezStream Booking Engine must be made twice, once in the RezStream Professional software and again in the RezStream Booking Engine Online Administrative Interface.

3. ACCOUNT SETUP

Once RezStream Professional data is uploaded to the RezStream Booking Engine, booking engine specific settings can be completed using the RezStream Booking Engine Online Administrative Interface. Access the Online Administrative Interface by entering the following URL in your Internet Browser.

http://www.rezstream.net/booking_engine/

(Please note there is an underscore between the words 'booking' and 'engine'.)

Login to the RezStream Booking Engine Online Administrative Interface.

The first time you login to the RezStream Booking Engine Online Administrative Interface, you are prompted to change your password. Enter a new password, confirm the password, and click the Change My Password link.

After changing your password, the RezStream Booking Engine Online Administrative Interface home page is displayed. The RezStream Booking Engine is configured sequentially, adding information to the Account section first, and then following with the Property section.

RezStream Booking Engine Account setup is organized into the following categories.

1. Account Information
 - a. Details
 - b. Users
 - c. Photos/Images/Media
 - d. Amenities
 - e. Sources
 - f. Reasons
2. Taxes
 - a. Tax Groups
 - b. Individual Taxes
3. Point of Sale
4. Packages
5. Rate Plans/Unit Types
6. Rate Names/Rate Seasons
7. Reports
8. Statistics/Tracking
9. User Defined Fields

A majority of the Account setup information is uploaded directly from RezStream Professional, including:

- 1a. Account Information > Details (other than Primary & Secondary Contact)
- 1e. Sources
- 1f. Reasons
2. Taxes
3. Point of Sale
4. Packages
5. Rate Plans/Unit Types
6. Rate Names/Rate Seasons

This section will review each Account setup option and the information that is uploaded **automatically** from RezStream Professional. In addition, it will provide steps for completing the setup options that are NOT uploaded directly from RezStream Professional, including:

- 1c. Photos/Images/Media (Optional)
- 1d. Amenities (Optional)
9. User Defined Fields (Optional)



It is important to note that any information that is **shared** between RezStream Professional and the RezStream Booking Engine **must be maintained in RezStream Professional**. Information that is updated in the RezStream Booking Engine Online Administrative Interface will NOT be transferred back to RezStream Professional.

ACCOUNT INFORMATION

DETAILS

From the RezStream Booking Engine Online Administrative Interface, click the Account > Account Information > Details link to display the Account Details form. All of the information contained in this form is uploaded from RezStream Professional except:

1. Primary Contact – Typically the property's owner.
2. Secondary Contact – One of the property's managers.

USERS

Create a new user profile for each employee that will use the RezStream Booking Engine Online Administrative Interface. Multiple users with similar or different account permission settings can access the Administrative Interface. Permission level settings or roles grant full or limited access to key property information such as unit rates and policies.

From the RezStream Booking Engine Online Administrative Interface, click the Account > Account Information > Users link. The Account Administration > Users form is displayed.

Edit	User Display Name	Role	Delete
	First Last	Account	

[Create New User](#)

Click the Create New User button. A blank User Details form is displayed. There are two types of fields on the User Details form, data fields and drop-down fields. Manually enter data in the data fields. For the drop-down fields, click the down arrow in the field to display a list of options to choose from. Complete the form for the new user and click the Save User button.

User Details

First Name ← **Manually Enter Data**

Last Name ← **Manually Enter Data**

Username ← **Manually Enter Data**

Password ← **Manually Enter Data**

Confirm ← **Manually Enter Data**

Email ← **Manually Enter Data**

User Role ← **Drop-Down Fields**

Permissions ← **Drop-Down Fields**

User Must Change Password?

[List All Users](#) [Save User](#)

A description of each field in the User Details form is included in the following table.

FIELD	DESCRIPTION
First Name	Enter the user's first name.
Last Name	Enter the user's last name.
Username	Enter a unique name that this user will use when logging into the RezStream Booking Engine Online Administrative Interface.
Password	Enter the password the person will use when logging into the RezStream Booking Engine Online Administrative Interface.
Confirm	Enter the password a second time.
Email	Enter the user's email address.
User Role	If the user should have access to the Account menu, set the user role to Account. To restrict the user from seeing the Account menu, set the user role to Property.
Permissions	Users with Administrator permissions are allowed to add other users.
User Must Change Password?	If this box is checked, the user must change their password the first time they login to the RezStream Booking Engine Online Administrative Interface.

PHOTOS/IMAGES/MEDIA (OPTIONAL)

Images are NOT uploaded to the RezStream Booking Engine from RezStream Professional. Images can be used to entice Internet guests to book reservations at your property. Images are uploaded directly to the RezStream Booking Engine and assigned to one of the image categories listed in the table below.

CATEGORY	DESCRIPTION
NoCategory	A photo that has been uploaded, but not currently in use.
PropertyOnly	A photo of the property, a room type, or a common guest area.
UnitOnly	A photo of a specific accommodation.
PointofSaleOnly	A photo of a point of sale item.



Prior to uploading photos, the photos must be digitized and saved as .jpg or .gif files.

Use the following steps to upload images in the RezStream Booking Engine Online Administrative Interface.

1. Click the Account > Account Information > Photos/Images/Media link.
2. From the Account Administration > Images link, click the Add New Photo button.
3. The Photo Details form is displayed. Enter a description for the image and click the Browse button to locate the image on your local drive or network. Use the "This Photo Applies Only to This Category" drop-down field to specify a photo category (NoCategory, PropertyOnly, UnitOnly, or PointofSaleOnly) from the list.

4. Click the Upload Photo button.

AMENITIES (OPTIONAL)

Amenities are **NOT** uploaded from RezStream Professional to the RezStream Booking Engine. In the RezStream Booking Engine, amenities can be used by Internet guests when searching for rooms or for describing the property as a whole. Amenities that help guests search for rooms are called searchable amenities.

For example, an Internet guest at a beachfront property may be looking for a room with an “Ocean View.” In this example, the term “Ocean View” is a searchable unit level amenity that will allow a guest to find accommodations with an “Ocean View.”

Amenities that describe the property as a whole are known as standard amenities. An example of a standard amenity is a hotel’s pool as all guests have access to this amenity.

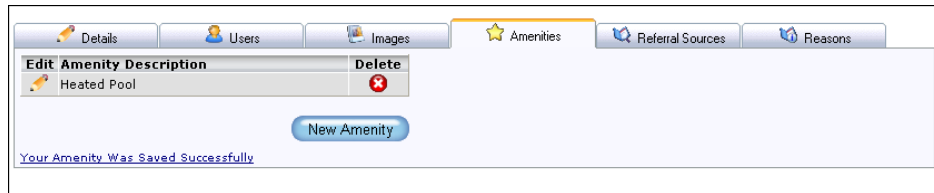


Amenities that describe the property as a whole or an individual unit will be created in this step.

Use the following steps for adding a new amenity that will be assigned to either the property as a whole or a specific unit.

1. In the RezStream Booking Engine Online Administrative Interface, click the Account > Account Information > Amenities link.
2. The Account Administration > Amenities form is displayed. Click the New Amenity button.
3. The Amenity Details form is displayed. Enter a description for the amenity and click the Save Amenity button.

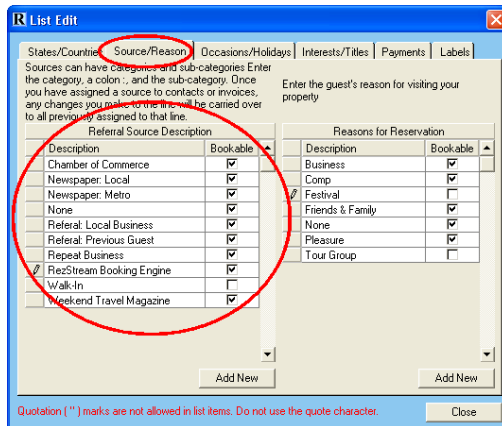
4. The new amenity is displayed in the amenity grid.



5. To add the next amenity, click the New Amenity button and repeat step 3.

SOURCES

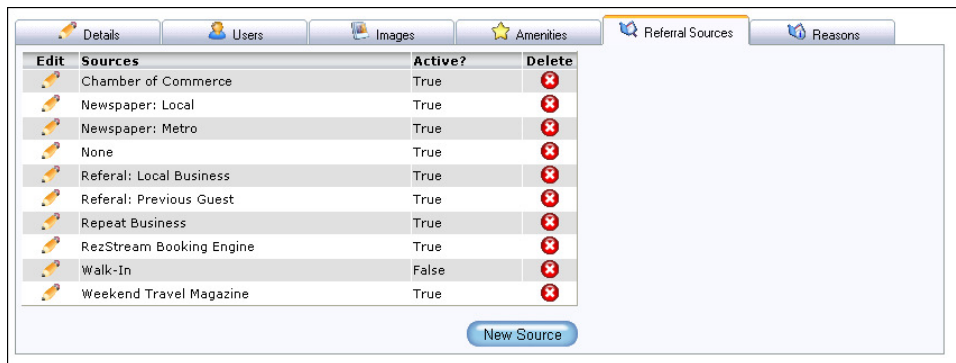
Referral sources are defined in RezStream Professional by clicking Tools > List Edit and selecting the Source/Reason tab.



Entering a checkmark in the Bookable column makes the referral source available when guests book accommodations through the RezStream Booking Engine.

Referral sources defined in RezStream Professional and marked as Bookable are uploaded to the RezStream Booking Engine via the configuration upload.

From the RezStream Booking Engine Online Administrative Interface, click the Account > Account Information > Sources link to view referral sources uploaded from RezStream Professional.



Any changes to Referral Sources MUST be made through RezStream Professional. After making changes to referral sources, upload the changes to the RezStream Booking Engine by clicking File > Online Availability Update > RezStream Booking Engine 3.0 > Verify Configuration Data.

REASONS

The reasons for reservation list is defined in RezStream Professional by clicking Tools > List Edit and selecting the Source/Reason tab.

List Edit

States/Countries **Source/Reason** Occasions/Holidays Interests/Titles Payments Labels

Sources can have categories and sub-categories. Enter the category, a colon :, and the sub-category. Once you have assigned a source to contacts or invoices, any changes you make to the line will be carried over to all previously assigned to that line.

Enter the guest's reason for visiting your property

Referral Source Description		Reasons for Reservation	
Description	Bookable	Description	Bookable
Chamber of Commerce	<input checked="" type="checkbox"/>	Business	<input checked="" type="checkbox"/>
Newspaper: Local	<input checked="" type="checkbox"/>	Comp	<input checked="" type="checkbox"/>
Newspaper: Metro	<input checked="" type="checkbox"/>	Festival	<input type="checkbox"/>
None	<input checked="" type="checkbox"/>	Friends & Family	<input checked="" type="checkbox"/>
Referral: Local Business	<input checked="" type="checkbox"/>	None	<input checked="" type="checkbox"/>
Referral: Previous Guest	<input checked="" type="checkbox"/>	Pleasure	<input checked="" type="checkbox"/>
Repeat Business	<input checked="" type="checkbox"/>	Tour Group	<input type="checkbox"/>
RezStream Booking Engine	<input checked="" type="checkbox"/>		
Walk-In	<input type="checkbox"/>		
Weekend Travel Magazine	<input checked="" type="checkbox"/>		

Quotation (") marks are not allowed in list items. Do not use the quote character.

Close

Entering a checkmark in the Bookable column makes the reason for reservation available when guests book accommodations through the RezStream Booking Engine.

The reasons for reservation list defined in RezStream Professional is uploaded to the RezStream Booking Engine via the configuration upload.

From the RezStream Booking Engine Online Administrative Interface, click the Account > Account Information > Reasons link for viewing reasons for reservation.

Edit	Reasons	Active?	Delete
	Business	True	
	Comp	True	
	Festival	False	
	Friends & Family	True	
	None	True	
	Pleasure	True	
	Tour Group	False	

New Reason

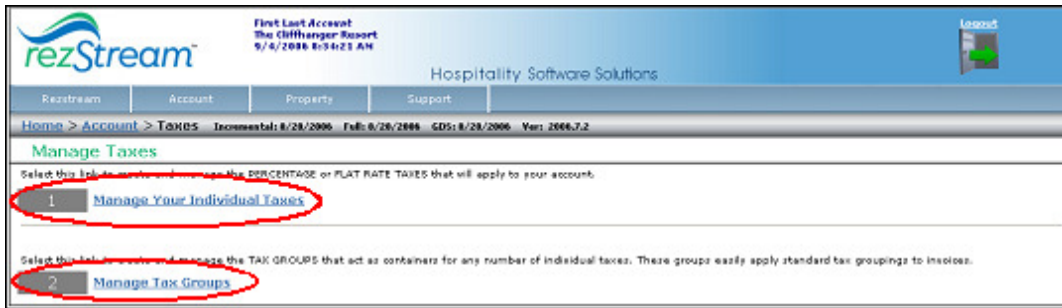


Any changes to the Reasons for Reservation list MUST be made through RezStream Professional. After making changes to the reasons for reservation list, upload the changes to the RezStream Booking Engine by clicking File > Online Availability Update > RezStream Booking Engine 3.0 > Verify Configuration Data.

TAXES

Taxes are configured in RezStream Professional by clicking Tools > Unit and Rate Setup and selecting the Taxes, Discounts tab. Individual taxes defined in RezStream Professional are also called individual taxes when they are transferred to the RezStream Booking Engine. Tax class groupings defined in RezStream Professional are renamed tax groups when they are transferred to the RezStream Booking Engine.

From the RezStream Booking Engine Online Administrative Interface, view individual taxes and tax groups by clicking the Account > Taxes > Manage Taxes link and selecting either option 1 (Manage Your Individual Taxes) or option 2 (Manage Tax Groups).



Any changes to individual taxes or tax class groupings (tax groups) MUST be made through RezStream Professional. After making changes to individual taxes or tax class groupings in RezStream Professional, upload the changes to the RezStream Booking Engine using the Verify Configuration Data utility. To reduce processing time, upload changes in a batch.



There is not an action item to complete in this step. Individual taxes and tax groups are automatically uploaded from RezStream Professional to the RezStream Booking Engine during the configuration upload.

POINT OF SALE (OPTIONAL)

Point of Sale (POS) items and POS categories are uploaded from RezStream Professional to the RezStream Booking Engine via the configuration upload. POS items and categories are then accessed in the RezStream Booking Engine Online Administrative Interface by clicking Account > Point of Sale.



Any changes to POS items or categories MUST be made through RezStream Professional. After making changes to POS items or categories in RezStream Professional, upload the changes to the RezStream Booking Engine using the Verify Configuration Data utility. To reduce processing time, upload changes in a batch.

PACKAGES (OPTIONAL)

Packages that are flagged as “Bookable” in RezStream Professional (Tools > Unit and Rate Setup > Packages) are uploaded to the RezStream Booking Engine.

Packages		
Description	Length	Bookable
None		<input checked="" type="checkbox"/>
Yachats Music Festival	2	<input checked="" type="checkbox"/>
Golf Getaway	2	<input checked="" type="checkbox"/>
Wine Tasting Festival	2	<input checked="" type="checkbox"/>
Getaway Ski Weekend	2	<input checked="" type="checkbox"/>
Fly Fishing Getaway	3	<input checked="" type="checkbox"/>
Lunch and Coffee Service	0	<input type="checkbox"/>
Property Day Pass	1	<input checked="" type="checkbox"/>

Packages are accessed in the RezStream Booking Engine Online Administrative Interface through the Account > Packages link.

Account
Account Information
Taxes
Point of Sale
<u>Packages</u>
Rate Plans / Unit Types
Rates Names / Rate Seasons
Reports
Statistics / Tracking
User Defined Fields

After clicking the Packages link, the Package Configuration form is displayed. Here, a list of all packages uploaded from RezStream Professional is displayed. All packages are listed along with a “+” sign. Clicking the “+” sign displays individual POS items assigned to a package.

Package Configuration	
<input type="checkbox"/>	<p>Fly Fishing Getaway</p> <ul style="list-style-type: none"> ▶ Meals -\$9.00 ▶ Fly Fishing Lessons -\$75.00 ▶ Fly Fishing License -\$25.00 ▶ Box Lunch -\$12.50
<input checked="" type="checkbox"/>	Getaway Ski Weekend
<input checked="" type="checkbox"/>	Golf Getaway
<input checked="" type="checkbox"/>	Lunch and Coffee Service
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	Property Day Pass
<input checked="" type="checkbox"/>	Wine Tasting Festival
<input checked="" type="checkbox"/>	Yachats Music Festival

Clicking an individual POS item displays details about the item on the Package Item Detail form.

The screenshot shows the 'Package Configuration' interface. On the left, a list of items is shown with expand/collapse icons: Fly Fishing Getaway (expanded), Getaway Ski Weekend, Golf Getaway, Lunch and Coffee Service, None, Property Day Pass, Wine Tasting Festival, and Yachats Music Festival. The 'Fly Fishing Getaway' is expanded to show sub-items: Meals -\$9.00, Fly Fishing Lessons -\$75.00, Fly Fishing License -\$25.00 (highlighted), and Box Lunch -\$12.50. On the right, the 'Package Item Detail' form is shown for the 'Fly Fishing License' item. It includes a 'Select POS Item' dropdown, a 'Price' field showing '\$25.00', a 'Click For Details' button, and checkboxes for 'First Day', 'Last Day', 'Adult' (checked), 'Child', 'Day +', and 'One Time' (checked). 'Save Item to Package' and 'Cancel' buttons are at the bottom.

i *There is not an action item to complete in this step. Simply confirm that the packages uploaded from RezStream Professional to the RezStream Booking Engine are displayed correctly.*

i *Any changes to packages MUST be made through RezStream Professional. After making changes to packages in RezStream Professional, upload the changes to the RezStream Booking Engine by clicking File > Online Availability Update > RezStream Booking Engine 3.0 > Verify Configuration Data.*


RATE PLANS/UNIT TYPES

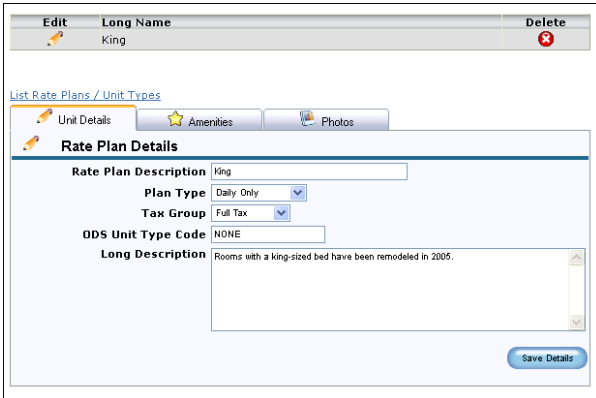
In RezStream Professional, unit types/rate plans are configured by clicking Tools > Unit and Rate Setup and selecting the Unit Rate Plans tab. All unit types/rate plans defined in RezStream Professional were previously uploaded to the RezStream Booking Engine via the configuration upload. Once uploaded, unit types/rate plans can be viewed in the RezStream Booking Engine Online Administrative Interface by clicking the Account > Rate Plans/Unit Types link.

The Rate Plan/Unit Types form is displayed. Here, each rate plan is listed.

The screenshot shows the 'Rate Plan/Unit Types' form. It features a table with columns for 'Edit' (with a pencil icon), 'Long Name', and 'Delete' (with a red 'X' icon). The table lists the following items: Bicycle Rentals, Boat Rentals, Hot Air Balloon, King, Meeting Rooms, Queen Queen, and Suite. Below the table, there is a 'New Rate Plan / Unit Type' button and a link for 'List Rate Plans / Unit Types'.

Edit	Long Name	Delete
	Bicycle Rentals	
	Boat Rentals	
	Hot Air Balloon	
	King	
	Meeting Rooms	
	Queen Queen	
	Suite	

Click the edit icon () associated with a specific rate plan/unit type to view its unit details, amenities, or photos.



Edit **Long Name** **Delete**
 King

[List Rate Plans / Unit Types](#)

Unit Details **Amenities** **Photos**

Rate Plan Details

Rate Plan Description King

Plan Type Daily Only

Tax Group Full Tax

ODS Unit Type Code NONE

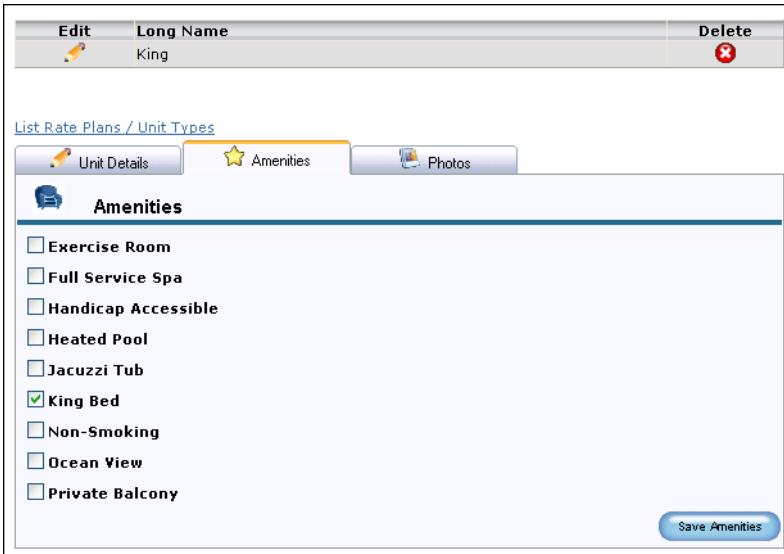
Long Description Rooms with a king-sized bed have been remodeled in 2005.

Save Details



The information displayed in the Unit Details tab (above) is uploaded from RezStream Professional.

Click the Amenities tab to assign unit type amenities. Enter a checkmark next to the amenities that describe the selected unit.



Edit **Long Name** **Delete**
 King

[List Rate Plans / Unit Types](#)

Unit Details **Amenities** **Photos**

Amenities

Exercise Room

Full Service Spa

Handicap Accessible

Heated Pool

Jacuzzi Tub

King Bed

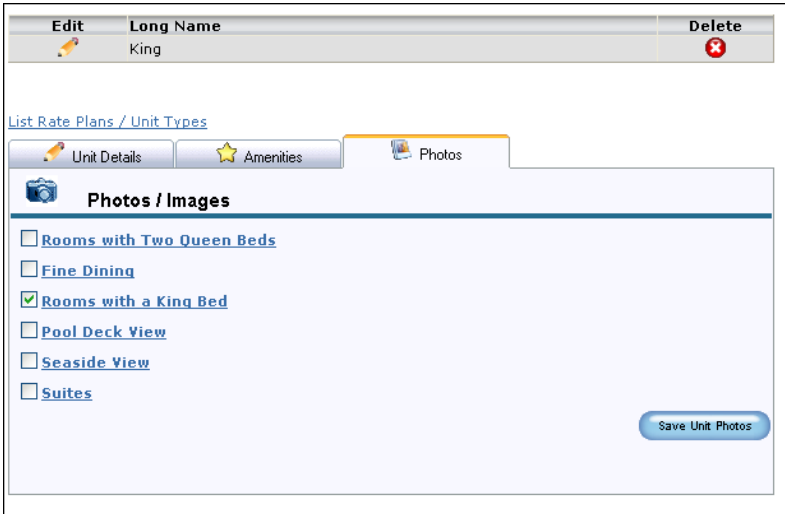
Non-Smoking

Ocean View

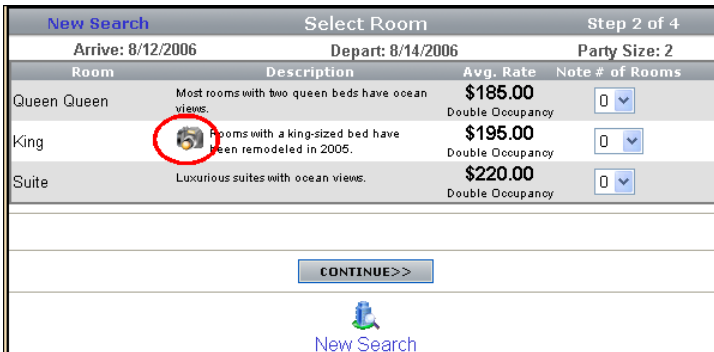
Private Balcony

Save Amenities

In order for Internet guests to become familiar with a property's unit types (King, Queen Queen, Suite), the Photos tab can be used to assign an image to a unit type. Only those images uploaded using the Account > Account Information > Photos/Images/Media link can be assigned to a unit type. By putting a checkmark in the box next to "Rooms with a King Bed," this photo will be assigned to the selected unit type (King).



With photos assigned to unit types, and the RezStream Booking Engine configured to make reservations for unit types (as opposed to individual rooms), a camera icon is displayed on the Select Room page. This Select Room page is displayed to Internet guests after they enter desired arrival and departure dates.




When an Internet guest clicks the camera icon, the unit type photo is displayed.

Room Type Photos / Details

Current Unit:

Description:
Rooms with a king-sized bed have been remodeled in 2005.



Amenities

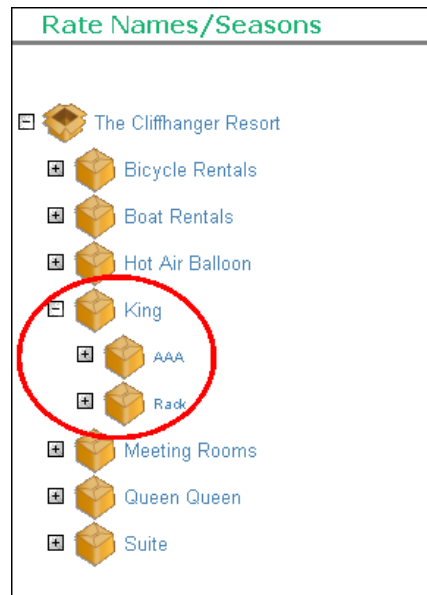


If your property is planning on guests booking individual units via the RezStream Booking Engine (as opposed to unit types), no action is required in the Photos tab.

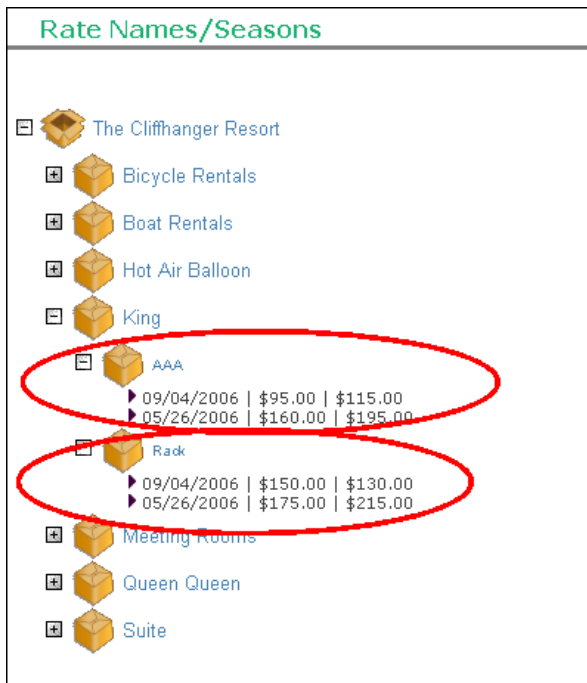
RATE NAMES/RATE SEASONS

In RezStream Professional, rate names and seasonal rates are configured by clicking Tools > Unit and Rate Setup and selecting the Unit Rate Plans tab. All rate names and seasonal rates defined in RezStream Professional were previously uploaded to the RezStream Booking Engine via the configuration upload. Once uploaded, rate names and seasonal rates can be viewed in the RezStream Booking Engine Online Administrative Interface by clicking the Account > Rate Names/Rate Seasons link.

To view rate names, click the “+” associated with a specific unit type/rate plan.



To view rate seasons, click the “+” associated with a rate name.



Clicking a specific rate season lists its corresponding Rate Season Details form.

i **There is not an action item to complete in this step. Simply confirm that rate plans, rate names, and seasonal rates uploaded from RezStream Professional to the RezStream Booking Engine are displayed correctly.**

i **Rates for dates in the past are NOT uploaded from RezStream Professional to the RezStream Booking Engine.**

i **Any changes to rate plans, rates names, or rate seasons MUST be made through RezStream Professional. After making changes to rate information in RezStream Professional, upload the changes to the RezStream Booking Engine by clicking File > Online Availability Update > RezStream Booking Engine 3.0 > Verify Configuration Data.**

REPORTS

There are three reservation reports included with the RezStream Booking Engine.

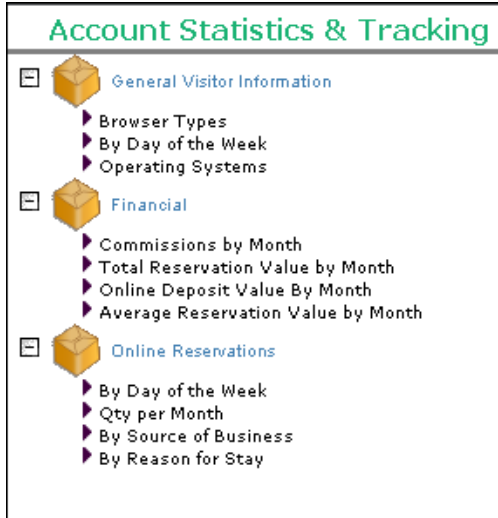
1. Reservation Detail by Account (Confirmed Reservations)
2. Account Summary (Confirmed Reservations)
3. Reservation Requests (Non-Confirmed)

To run a report, use the RezStream Booking Engine Online Administrative Interface Account > Reports link and select the appropriate report radio button (A). Enter start and end reservation dates from drop-down calendars (B), and click the Display Report button (C).

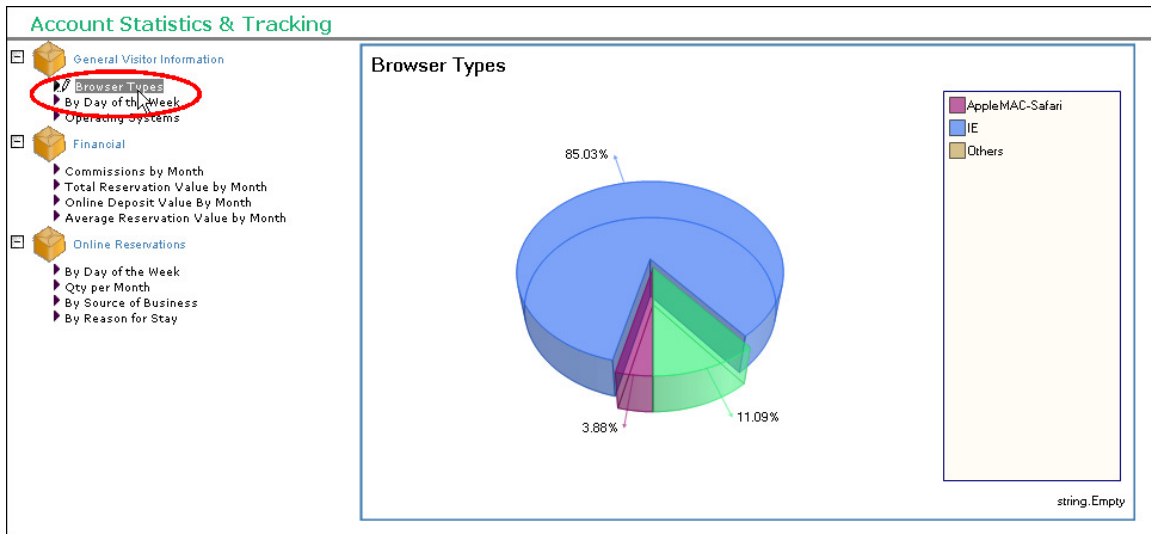
i **Adobe Acrobat Reader is required for viewing Account Reports. The Adobe Acrobat Reader can be downloaded free of charge from the Adobe website – www.adobe.com.**

STATISTICS/TRACKING

Use the RezStream Booking Engine Online Administrative Interface Account > Statistics/Tracking link to run booking engine reports. These reports are broken down into three categories, General Visitor Information, Financial, and Online Reservations.



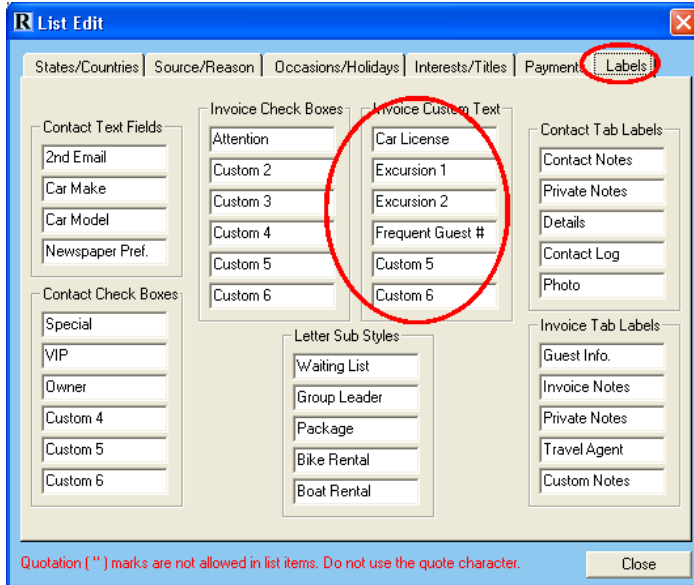
To print a report, simply click the appropriate link. In the example below, the General Visitor Information > Browser Types report has been selected.



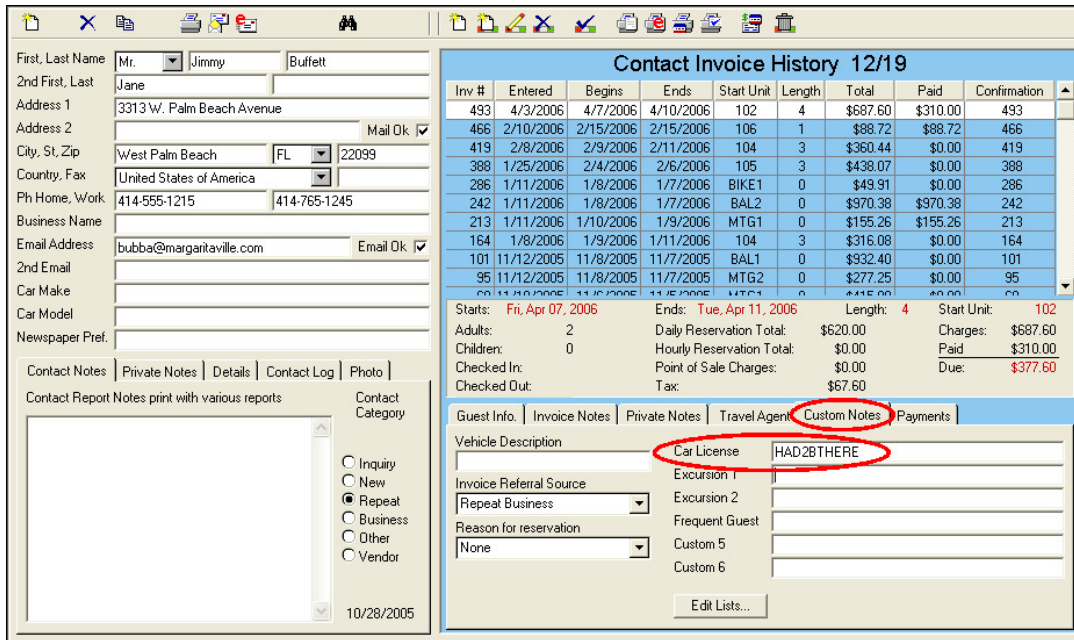
For additional information on how RezStream can create marketing plans that will generate a guaranteed increase in online revenue, please visit <http://www.rezstream.com/marketing.htm> to view more information on RezStream's new product line: RezStream Website Design, Hosting, and Promotion.

USER DEFINED FIELDS

If your property has customized RezStream Professional to track user defined fields in the Contact Data screen, this same information can be collected from online guests while they are making reservations. For example, assume your property has configured RezStream Professional to track Car License numbers. This information is collected during the reservation process and then a "Parking Report" is generated for in-house guests. The customization of the user defined field is made in RezStream Professional by clicking Tools > List Edit > Labels.

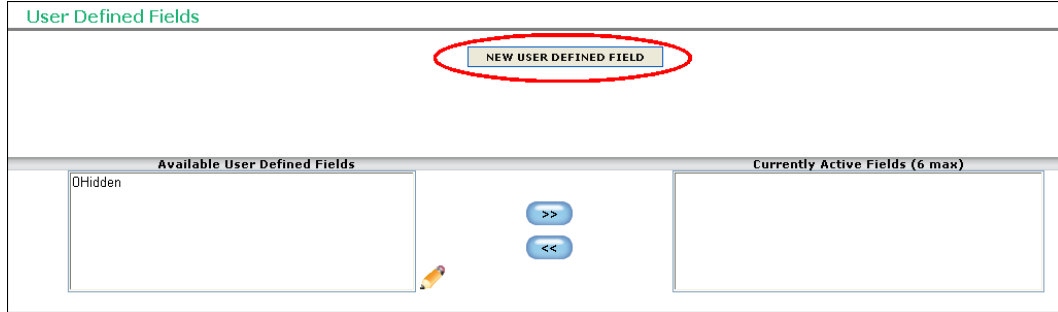


In our example, if we wanted to keep track of a guest's license plate number in the Contact Data screen, one option is for the reservationist to enter the car license under the Custom Notes field.

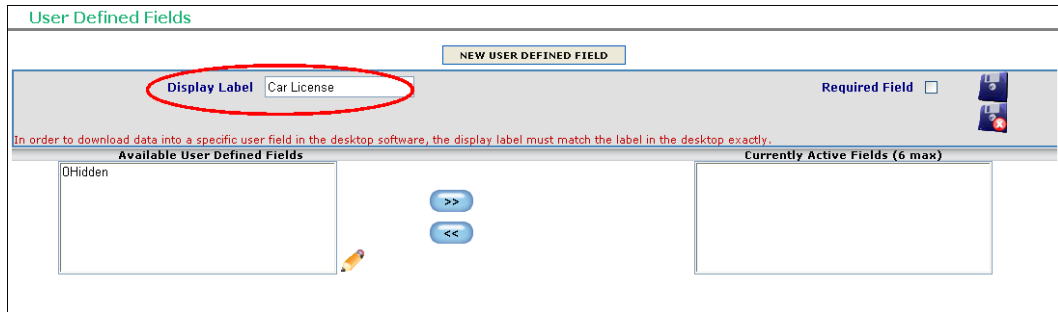


Another option would be to prompt the online guest for the same information. Use the following steps to create the user defined field in the RezStream Booking Engine.

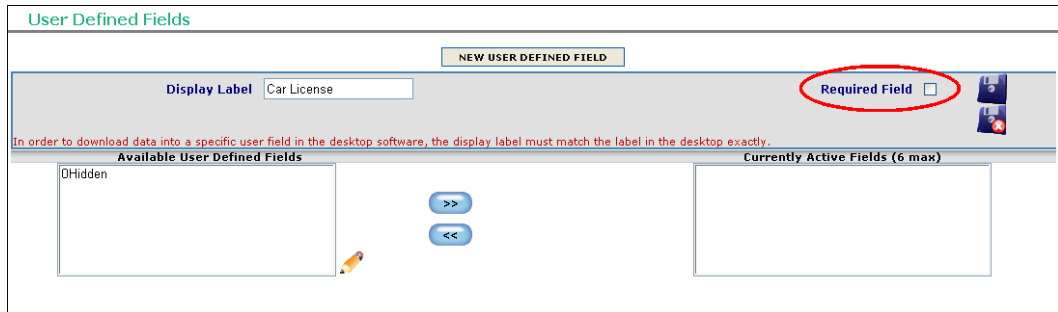
1. From the RezStream Booking Engine Online Administrative Interface, click Account > User Defined Fields.
2. Click the New User Defined Field button.



3. Enter a display label description. Note that this label **must exactly match** the text entered in RezStream Professional's Tools > List Edit > Labels field.



4. If this user defined field will be required for the online guest to complete when making a reservation, enter a checkmark next to Required Field.



- To make the new user defined field active, highlight the "0Hidden" text (A) in the Available User Defined Fields box and click the right arrow button (B).

User Defined Fields

NEW USER DEFINED FIELD

Display Label: Car License Required Field:

In order to download data into a specific user field in the desktop software, the display label must match the label in the desktop exactly.

Available User Defined Fields: 0Hidden (A)

Currently Active Fields (6 max): Car License (B)

During the online reservation process, the user defined field, Car License, now displays on the Guest Information page.

New Search Guest Information Step 4 of 4

First & Last Name:

Address:

Address 2:

City, State, Zip:

Country: United States of America

Phone / Alternate:

Email:

Notes / Requests:

Car License:



The information entered in the user defined field (Car License) is then transferred to RezStream Professional along with the online reservation.

Upon completing the Account setup menu, you are now ready to proceed to Property setup.

4. PROPERTY SETUP

The Property setup menu can be used for configuring the RezStream Booking Engine for multiple properties. For example, a group of three related properties owned by the same company would be configured under one account. However, information that is unique to each individual property would be defined in the Property setup menu. For example, while cancellation policies and deposit rules are the same for all three properties, guest confirmation letters will be unique to each property due to different property addresses, directions, and amenity listings. These changes are handled in the Property setup section of the RezStream Booking Engine.



For companies configuring a single property in the RezStream Booking Engine, the Account and Property setup menus have a one-to-one correlation.

This section takes you through the Property setup menu for a single property. The variance for multiple property situations is that a unique property level configuration is created for each specific entity.

This section will take you through the Property setup menu for our sample property. The Property menu is organized in the order in which forms should be completed, beginning with Property Information and ending with Website Availability Calendars.

Property	Support
Property Information	▶
Letters	
Booking Engine Settings	
Units / Rooms	▶
Amenity Searchability	▶
Website Link Options	
Website Availability Calendars	▶
Community Membership	



As of February 2007, the Community Membership feature is not fully implemented and there is no action item to complete under this heading.

PROPERTY INFORMATION

The RezStream Booking Engine Online Administrative Interface Property > Property Information link is organized into six tabs, Details, Finance Settings, Terms & Conditions, Policies, Photos, and Amenities.

Property Administration

Details
Finance Settings
Terms & Conditions
Policies
Photos
Amenities

Property Details

<p>Business Name The Cliffhanger Resort</p> <p>Description The Cliffhanger Resort</p> <p>Address 700 Highway 1</p> <p>Address 2</p> <p>City Yachats</p> <p>State OR Zip 97499</p> <p>Country United States of America</p> <p>Property PHOTO -NONE-</p> <p>Property LOGO -NONE-</p>	<p>Primary Contact</p> <p>Secondary Contact</p> <p>Primary Phone 541-888-2525</p> <p>Fax Number 541-322-2777</p> <p>Toll-Free Number 877-669-1210</p> <p>Email reservations@chr.com</p> <p>BCC Email</p> <p>Web Address www.chr.com</p> <p>Property Type Hotel</p> <p>Date Format mm/dd/yyyy</p> <p>DesktopSoftware RezStream</p> <p>ODS Property Code</p> <p><input checked="" type="checkbox"/> Active? <input type="checkbox"/> DemoMode?</p> <p><input checked="" type="checkbox"/> Bookable? <input type="checkbox"/> Community</p>
--	--

Detailed Property Description

[Save Property Details](#)

For companies with multiple properties, this property-specific information form will be completed for each individual property.

PROPERTY DETAILS

The Details tab is used to define specific property information, including:

- Business Name
- Description
- Address and Phone Numbers
- Property Photo
- Property Logo
- Contact Information
- Email and Web Address
- Property Type (Bed and Breakfast, Hotel, Motel, Lodge, Cabins, etc.)
- Desktop Software
- ODS Property Code
- Detailed Property Description

Use the following steps to complete the Property Details form.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Property Information > Property Details link. Alternatively, click the Property > Property Information link and select the Details tab.
2. Complete the Property Details form. A completed form is displayed above. All fields on the Property Details form were previously defined in the Account > Account Information > Details form and automatically transferred to the Property > Property Details form, except:
 - a. Description
 - b. Property Photo
 - c. Property Logo
 - d. Primary Contact
 - e. Secondary Contact
 - f. BCC Email
 - g. Property Type
 - h. Date Format
 - i. Desktop Software
 - j. ODS Property Code
 - k. Detailed Property Description
3. After completing these fields, click the Save Property Details button.

FINANCE SETTINGS

The Property > Property Information > Finance Settings link is used to specify billing contact information and the credit card used for deducting RezStream commissions for online reservations.

Add/Edit Finance Settings


Use the following steps for completing the Billing Information form.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Property Information > Finance Settings link. Alternatively, click the Property > Property Information link and select the Finance Settings tab.
2. The Billing Information form is displayed. Complete the following fields and then click the "Save Finance Details" button.


FIELD	DESCRIPTION
Billing Name	Enter the property's billing contact.
Billing Address	Enter the billing contact's street address.
Address 2	PO Box or additional address information.
City	Billing city
State	Billing state
Zip	Billing zip
Billing Phone Number	Billing phone number
Credit Card Number	Enter the credit card number that will be used to pay commissions for RezStream Booking Engine reservations.
Expiration Month	Credit card expiration month
Expiration Year	Credit card expiration year
ECX Login ID	Enter the FNP merchant account login ID required to process transactions against the property's merchant account.
ECX Transaction Key	Enter the transaction key required to process transactions against the property's merchant account.

TERMS/CONDITIONS

A detailed terms & conditions statement can be displayed during the online booking process. After an Internet guest enters his personal and billing information, a hyperlink to the property's terms & conditions is displayed.

Name on Card:	Jimmy Buffett		
Address:	1977 You Had to be There Ln.		
Address 2:			
City, State, Zip:	West Palm Beach	FL	222A1A
Country:	United States of America <input type="button" value="v"/>		
Card Number:	1111222233334444		
Expiration Date:	Jan. <input type="button" value="v"/>	2007 <input type="button" value="v"/>	
<input checked="" type="checkbox"/> I accept the Terms & Conditions of this property			
<input type="button" value="BOOK NOW !!!"/>			
			

If the Internet guest clicks the hyperlink, the property's terms & conditions are displayed.

	<h3>Terms & Conditions</h3> <p>By booking this reservation, the guest agrees to the policies and procedures of The Cliffhanger Resort. Any changes or cancellations may be subject to a \$25 booking fee and possibly the forfeiture of any applicable deposit.</p> <p style="text-align: center;"><input type="button" value="CLOSE WINDOW"/></p>
---	--

These terms & conditions are entered using the following steps.




1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Property Information > Terms/Conditions link. Alternatively, click the Property > Property Information link and select the Terms & Conditions tab.
2. Enter a detailed text message in the HTML editor screen describing your property's terms & conditions and click the Save HTML button.



Use the buttons in the HTML editor to apply special formatting (bold, underline, italics, font color, font type, etc.) to customize the look of your property's terms & conditions statement.

RESTRICTIONS

Property restrictions are displayed to guests making reservations online under the Policies section of the Reservation Details form.

Purpose of your Visit?	Friends & Family
How Did you Find Us?	Referral: Previous Guest
 Policies:	
Cats are not allowed at The Cliffhanger Resort. Dogs are allowed in specified rooms with an additional \$125 security deposit. Smoking is NOT allowed in common areas or guest rooms.	
<input type="button" value="CONTINUE >>"/>	
 New Search	
Powered by 	

Restrictions are added using the following steps.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Property Information > Restrictions link. Alternatively, click the Property > Property Information link and select the Policies tab.
2. Enter a detailed text message in the HTML editor screen describing your property's restrictions and click the Save HTML button.

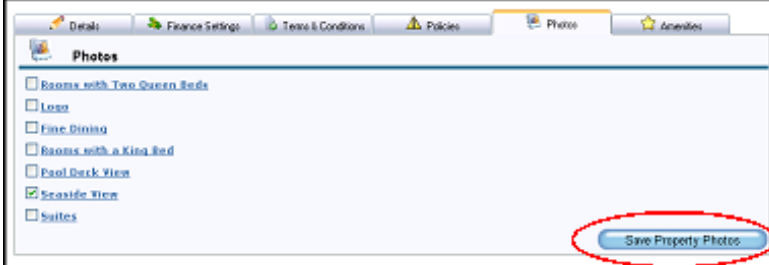


Use the buttons in the HTML editor to apply special formatting (bold, underline, italics, font color, font type, etc.) to customize the look of your property's restrictions statement.

PHOTOS/IMAGES/MEDIA

For companies that accept Internet bookings for multiple properties through the RezStream Booking Engine, a property photo can be assigned using the Property > Property Information > Photos/Images/Media link. Alternatively, click the Property > Property Information link and select the Photos tab.

The photo assigned in this step can help Internet guests become acquainted with the property prior to making the reservation. After clicking the Photos/Images/Media link, enter a checkmark next to the previously uploaded image that represents the current property.




Remember to click the Save Property Photos button when finished.

AMENITIES

For companies that are configuring multiple properties for use with the RezStream Booking Engine, amenities can be used to describe property features and differentiate properties. All amenities, regardless of property, are defined using the RezStream Booking Engine Online Administrative Interface Account > Account Information > Amenities link. The Property > Property Information > Amenities link is then used to assign specific amenities to their respective property.

By entering a checkmark next to an amenity in the Property > Property Information > Amenities link, property-wide amenities are marked as searchable. With searchable property-wide amenities, Internet guests are able to find a property with specific amenities (i.e. – a Heated Pool).

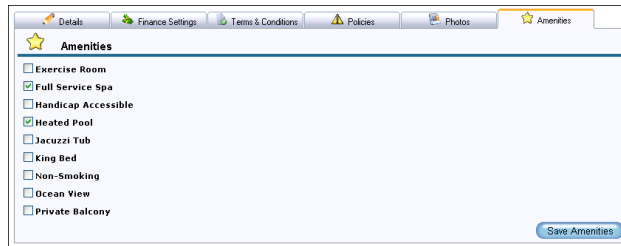


For companies configuring a single property for use with the RezStream Booking Engine, there is no action required in the Property > Property Information > Amenities link.

Assign a Property Level Amenity

Use the following steps for assigning property level amenities in the RezStream Booking Engine.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Property Information > Amenities link. Alternatively, click the Property > Property Information link and select the Amenities tab.
2. All amenities previously defined in the RezStream Booking Engine Account setup are displayed. To assign an amenity to the active property (the one you are currently configuring), enter a checkmark next to its description. By entering a checkmark, the amenity is automatically flagged as “searchable.”



See the Property > Amenity Searchability section for information about making amenities non-searchable.

If a company listed several properties through the RezStream Booking Engine with different property level amenities, it would help to flag certain amenities as searchable.

LETTERS

Two guest confirmation letters are automatically uploaded from RezStream Professional to the RezStream Booking Engine during the initial configuration process.

1. No Payment
2. Deposit Paid

After configuring the RezStream Booking Engine, letters can be viewed and edited if desired by clicking the Property > Letters link and selecting a letter.



The RezStream Professional “No Payment” letter is uploaded to the RezStream Booking Engine and named “Reservation Request.” The RezStream Professional “Deposit Paid” letter is uploaded to the RezStream Booking Engine and named “Reservation Confirmation.”



The two confirmation letters are ONLY uploaded when the RezStream Booking Engine is initially configured. They are NOT uploaded as part of the Verify Configuration Data utility (see page 18). Changes to letters that should be reflected in both RezStream Professional and the RezStream Booking Engine must be made twice, once in the RezStream Professional software and again in the RezStream Booking Engine Online Administrative Interface.

BOOKING ENGINE SETTINGS

The Booking Engine Settings link on the Property menu is the gateway for defining how the RezStream Booking Engine reacts when an Internet guest makes an online booking. The categories for configuring the RezStream Booking Engine Settings are listed below.

- Guest Payment Settings
- Design Header
- Design Footer
- Reservation Defaults
- Guest Tracking
- Style Reservation Pages
- Reservation Behavior
- Property Management/Owner Options



When configuring the RezStream Booking Engine for the first time, it is important to work through the specific default settings in each main category of Booking Engine Settings, completing each one so that the RezStream Booking Engine is configured to meet your property’s needs.

GUEST PAYMENT SETTINGS

From the RezStream Booking Engine Online Administrative Interface, click Property > Booking Engine Settings > Guest Payment Settings to define:

1. How the RezStream Booking Engine reacts when a customer payment is rejected.
2. Accepted forms of payment at the property.
3. Online deposit requirements.

When Customer Payment is Rejected

When an Internet guest makes an online reservation, the RezStream Booking Engine can be configured to require a payment. If the Internet guest's credit card is rejected, the RezStream Booking Engine can react in one of four ways.

1. The reservation is displayed on the Daily screen in RezStream Professional as a "Reservation No Payment" reservation. The Internet guest receives a Reservation Request email confirmation.
2. The reservation is processed as a confirmed booking but marked as a reservation with a balance due. It is the property's responsibility to contact the guest and process a valid deposit. In this scenario, availability is updated for the requested dates and a room IS deducted from inventory. The guest receives a Reservation Confirmation email.
3. The reservation is NOT processed. However, the property's primary contact is notified via email that the Internet guest attempted a booking.
4. The reservation is NOT processed. The Internet guest is prompted to submit a valid form of payment.

Accepted Forms of Payment

Use the Accepted Forms of Payment form for defining the types of online payment accepted at the property.

Accepted Forms of Payment		
<input checked="" type="checkbox"/> Mastercard	<input type="checkbox"/> Carte Blanche	<input type="checkbox"/> Cash
<input checked="" type="checkbox"/> Visa	<input type="checkbox"/> Electronic Check	<input type="checkbox"/> Bed & Breakfast.com Gift Certificate
<input type="checkbox"/> Discover	<input type="checkbox"/> Pay Pal	<input type="checkbox"/> Diners Club
<input type="checkbox"/> American Express	<input type="checkbox"/> Check	

Online Booking Deposits Setup

The Internet guest can be required to submit a deposit while booking a reservation. There are several online deposit options available. These options are stored in the "Online Booking Deposits Setup" section. Select the desired online deposit radio button and enter the appropriate percentage or dollar amount in the field circled below.

Online Booking Deposits Setup

% of Total % of Last Day
 % of Avg. Day FIXED AMOUNT
 % of 1st Day

 Include Tax? Calculate Single Day at 100% ?

Percentage/Dollar Amount Field

In our example, 100% of the first day's rate is required as a deposit.

DESIGN HEADER/FOOTER

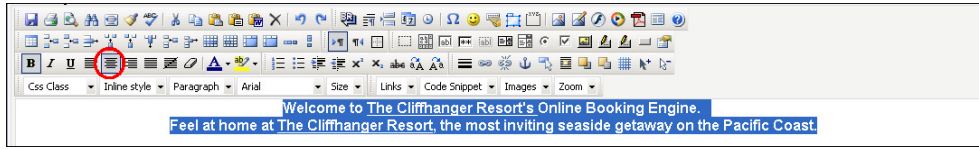
From the RezStream Booking Engine Online Administrative Interface, click Property > Booking Engine Settings > Design Header or Design Footer to customize the RezStream Booking Engine header or footer for your property. Formatted text, hyperlinks, and graphics can be added to the RezStream Booking Engine's header and/or footer sections.

Welcome to [The Cliffhanger Resort's Online Booking Engine](#).
Feel at home at [The Cliffhanger Resort](#), the most inviting seaside getaway on the Pacific Coast.

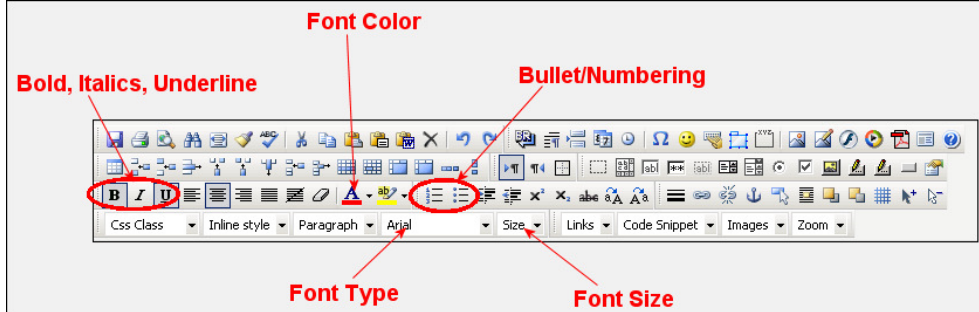
Header

Footer

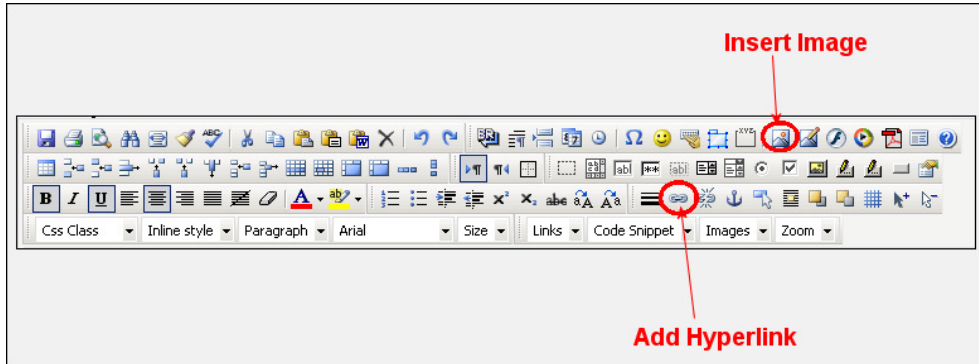
The header and footer sections are customized using the HTML editor.



The HTML editor can be used like any word processing program. Text is entered and then formatted using the font type and font size drop-downs, in addition to the bold, italics, underline, alignment, bullet/numbering, and font color tools.



In addition to these tools, graphics and hyperlinks can be added to the RezStream Booking Engine's header and footer sections using the Insert Image and Add Hyperlink buttons on the toolbar.



RESERVATION DEFAULTS

The following settings are stored in the Property > Booking Engine Settings > Reservation Defaults tab.

1. The setting that determines how the RezStream Booking Engine reacts when an Internet guest searches for a room and there are no rooms available.
2. Settings for the default number of adults, children, and length of stay.
3. The setting that defines the maximum number of days, weeks, months, or years in the future in which online bookings will be accepted.
4. The minimum number of days (from the current date) in which online reservations are accepted.
5. The setting that determines how reservation sources & reasons will be selected or assigned to online bookings.
6. The setting that determines the amount of detail displayed to guests when viewing reservation charges online.

When No Availability is Returned

The following options are available when an Internet guest searches for a room during sold out dates. From the RezStream Booking Engine Online Administrative Interface, choose one of these four options that are listed under Property > Booking Engine Settings > Reservation Defaults > When No Availability is Returned.

OPTION	DESCRIPTION
Do Nothing	The Internet guest only sees that there are no rooms available. The guest must then search for a room using different arrival and departure dates.
Display the Following Message	A message can be entered that will display when an Internet guest searches for a room during a sold out period. When this option is selected, a text box is displayed in the "When No Availability is Returned" form. Use the text box prompt for entering a "sold out" message.
Display the Following Message & Send Me an Email with the Guest's Contact Info.	With this option selected, a "sold out" message can be entered in the text box. This message is displayed when a guest searches for a room during sold out dates. In addition to displaying the sold out message, the guest's contact information is emailed to the property contact.
Display the Following Message and Add to Wait List (RezStream Users Only)	As with the previous setting, a "sold out" message can be entered in the text box. This message is displayed when a guest searches for a room during sold out dates. In addition to displaying the sold out message, the guest is added to the wait list for the requested arrival and departure dates.



If any of the “Display the Following Message” options are selected, a field appears where a detailed text message can be entered.

When No Availability is Returned

Do Nothing
 Display the Following Message
 Display the Following Message & Send Me an Email With The Guests Contact Info.
 Display the Following Message & **Add to Wait List (RezStream Users Only)**

There are no rooms available for the selected dates. Please try another search or contact our reservations department at 877-669-1201.

Online Booking Defaults

The Internet guest’s first step in booking an online reservation is to enter arrival and departure dates along with the number of adults and children in the party. This information is entered in the Check Availability form.

Check Availability Step 1 of 4

Arrive:
 Depart:
 Nights:

Adults:
 Children:

Powered by

From the RezStream Booking Engine Online Administrative Interface, select Property > Booking Engine Settings > Reservation Defaults > Online Booking Defaults to set the default number of adults, the default number of children, and the default length of stay (nights). The maximum stay length (nights) is also specified on the Online Booking Defaults form.

Max. Time in the Future to Accept Reservations

From the RezStream Booking Engine Online Administrative Interface, select Property > Booking Engine Settings > Reservation Defaults > Max. Time in the Future to Accept Reservations to define the amount of time in the future in which online bookings will be accepted. The number of days, weeks, months, or years is specified by selecting the corresponding radio button.

Min. Time from Current Date to Accept Reservations

In order to reduce confusion at the front desk, a property can elect to restrict online reservations for guests arriving on the current date, or guests arriving one or two days from the current date. This setting is defined in the RezStream Booking Engine Online Administrative Interface by clicking the Property > Booking Engine Settings > Reservation Defaults > Min. Time from current date to Accept Reservations heading.

Sources/Reasons

Sources are used for determining how Internet guests found out about your property. Reasons describe why an Internet guest is visiting your property. When used effectively, sources and reasons can identify successful advertising campaigns and profitable market segments.

There are three options available for determining how the RezStream Booking Engine handles sources/reasons for online bookings. This setting is accessed by clicking Property > Booking Engine Settings > Reservation Defaults > Sources/Reasons.

1. Allow My Guests to Choose a REASON (or SOURCE). Using this option, the Internet guest is prompted for how they found out about the property and why they are visiting. However, with this option, the Internet guest is not required to select a SOURCE or REASON.
2. Force My Guests to Choose a REASON (or SOURCE). Force the Internet guest to select a source and reason. With this option, the Internet guest cannot bypass these fields.
3. Use this REASON (or SOURCE) for all online bookings. With this radio button selected, the drop-down list becomes active and a SOURCE/REASON can now be selected. This SOURCE/REASON will be assigned to every RezStream Booking Engine reservation without prompting the guest for information.



Sources & reasons are uploaded from RezStream Professional to the RezStream Booking Engine.

Guest-View Invoice Format

The RezStream Booking Engine's invoice can be customized based on the amount of detail that is displayed. Guest invoices, based on estimated charges, are displayed during the online booking process.

There are three guest invoice options, described below.

1. Line Item Summary - each charge is displayed on the guest invoice.
2. Daily Summary - the guest views an invoice that sub-totals charges by day.
3. Reservation Summary - the guest invoice displays one total for the entire reservation.

From the RezStream Booking Engine Online Administrative Interface, select an invoice format by clicking Property > Booking Engine Settings > Reservation Defaults > Guest-View Invoice Format.

GUEST TRACKING

There are several options for tracking guest activity on your website and the RezStream Booking Engine. RezStream offers tracking through the RezStream Tracker™.

RezStream Tracker Settings

The RezStream Tracker™ can be used to accumulate a host of statistics about visitor traffic on your website. This feature tracks the amount of time visitors spend on each web page as well as how much time they spend in the RezStream Booking Engine. In addition, statistics can be generated that can help determine when guests are abandoning the online reservation process. This information can help you make changes to the RezStream Booking Engine in order to generate more online revenue.

For additional information on the RezStream Tracker™, please contact RezStream sales at 866-360-8210.

STYLE RESERVATION PAGES

The RezStream Booking Engine's background and default font colors, font style, and font size can be customized in the Style Reservation Pages link. Use the following steps for setting these defaults.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.
2. Click the Style Reservation Pages tab.
3. In the Page Settings form, set the following options.
 - A. Select a default page background color from the drop-down menu. After selecting a color, a preview (A) is displayed next to the drop-down list. Use the same procedure for selecting the default font color.
 - B. Select a font from the drop-down menu (B).
 - C. Set a font size from the drop-down menu (C).

The screenshot shows a 'Page Settings' form with the following fields:

- Page Background Color: Wheat (with a preview box labeled 'A')
- Font Color: Black
- Font: Arial (labeled 'B')
- Font Size: MEDIUM (labeled 'C')
- A SAVE button is located at the bottom left.

4. Click the Save button.

RESERVATION BEHAVIOR

The reservation behavior settings control several RezStream Booking Engine settings including how availability will be returned, which room rates will be displayed to online guests, whether or not packages and point of sale items will be sold online, and defaults for date and currency displays.

Availability Options

From the RezStream Booking Engine Online Administrative Interface, select Property > Booking Engine Settings and click the Reservation Behavior tab. Under the Availability Options heading, there are three options that define how the RezStream Booking Engine displays availability.

Availability Options

By Individual Unit

By Unit Type (Rate Plan)

Allow my Guests to Choose

The RezStream Booking Engine default setting is to display availability by individual unit. With this option selected, the Internet guest enters arrival and departure dates. Next, a list of specific available individual rooms is displayed.

New Search		Select Room	Step 2 of 4	
Arrive: 8/18/2006		Depart: 8/20/2006	Party Size: 2	
Room	Description	Avg. Rate	Note	Reserve
101 - King	<u>King non-smoking room with a balcony. Recently renovated in spring, 2005.</u>	\$215.00 Double Occupancy		BOOK
102 - Queen Queen	<u>This magnificent room, with two queen beds, has an unrivaled view of the... more></u>	\$205.00 Double Occupancy		BOOK
103 - King	<u>This room with a King-sized bed has been recently remodeled and has an u... more></u>	\$215.00 Double Occupancy		BOOK
104 - Queen Queen	<u>Two Queen beds. Overlooks the pool area.</u>	\$205.00 Double Occupancy		BOOK
105 - Suite	<u>The signature suite at the hotel. Overlooks the Pacific Ocean with a pr... more></u>	\$240.00 Double Occupancy		BOOK
106 - Queen Queen	<u>Two Queen beds. Overlooks the pool area.</u>	\$205.00 Double Occupancy		BOOK
107 - King	<u>This room with a King-sized bed also has a queen sized sleeper sofa.</u>	\$215.00 Double Occupancy		BOOK
108 - Queen Queen	<u>Two Queen beds, garden view.</u>	\$205.00 Double Occupancy		BOOK

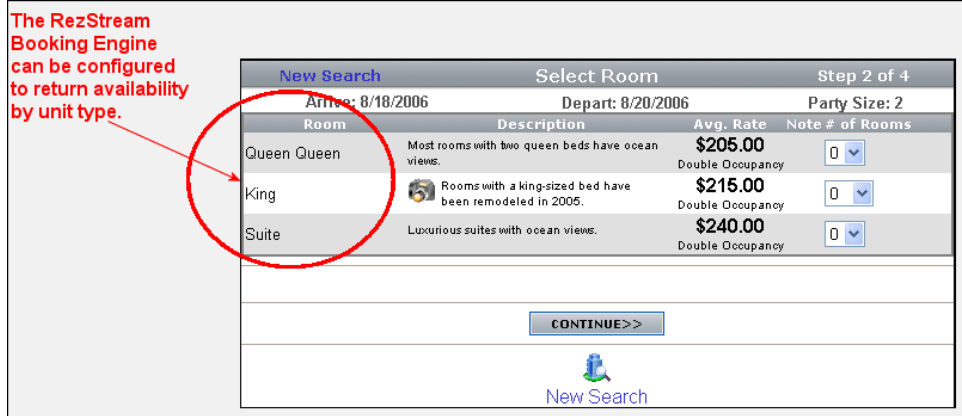
With the second option selected, By Unit Type (Rate Plan), a form displaying a list of available unit types (rate plans), not a specific room number or room name, is displayed after the guest enters arrival and departure dates.

Availability Options

By Individual Unit

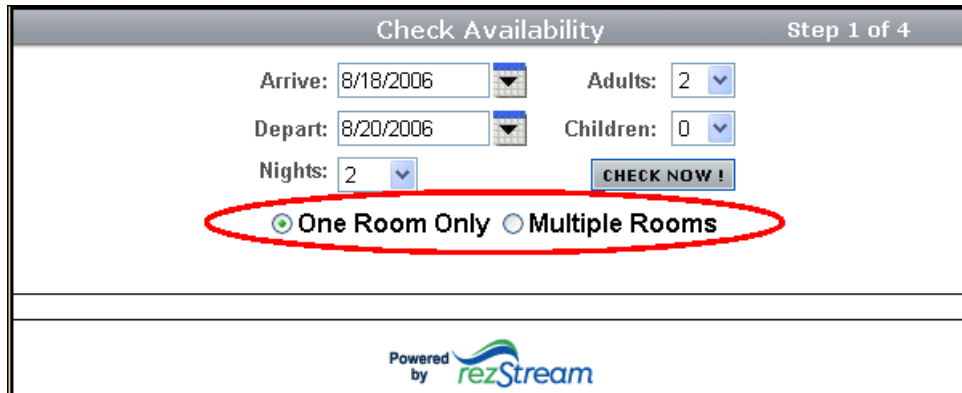
By Unit Type (Rate Plan)

Allow my Guests to Choose



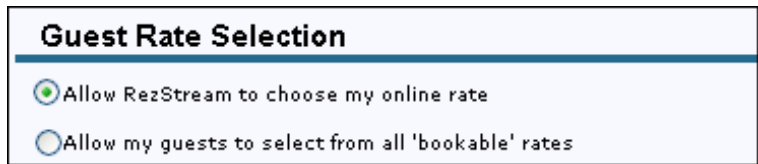
If your property intends to use this second option, rate plans should describe room types. With descriptive rate plans, an Internet guest making a reservation via the RezStream Booking Engine will be able to easily identify the types of accommodations available at your property.

The third option, Allow my Guests to Choose, displays two additional radio buttons on the Check Availability form allowing guests to specify if they are booking “One Room Only” or “Multiple Rooms.”



Guest Rate Selection

From the RezStream Booking Engine Online Administrative Interface, select Property > Booking Engine Settings and click the Reservation Behavior tab. Under the Guest Rate Selection heading, there are two options for displaying rates to Internet guests using the RezStream Booking Engine.



With the first option selected, Allow RezStream to choose my online rate, the first rate defined in the RezStream Professional Unit Rate Plans window (Tools > Unit and Rate Setup) is displayed to Internet guests during the reservation process.

In the example below, the Rack rate name and corresponding seasonal rates would be displayed to Internet guests.

Rate Names					
	Rate Name	Rate Period	Default Package	Sort	Bookable
	Rack	Daily	None	1	<input checked="" type="checkbox"/>
	AAA	Daily	None	2	<input type="checkbox"/>

The second option, Allow my guests to select from all 'bookable' rates, gives Internet guests a choice of online rates.

Guest Rate Selection

Allow RezStream to choose my online rate

Allow my guests to select from all 'bookable' rates

With this option selected, guests are able to select from all Bookable rates. In our example, Internet guests would see both the Rack and AAA rate names and their corresponding seasonal rates.

Rate Names					
	Rate Name	Rate Period	Default Package	Sort	Bookable
	Rack	Daily	None	1	<input checked="" type="checkbox"/>
	AAA	Daily	None	2	<input checked="" type="checkbox"/>

All "Bookable" rates would be displayed to guests in the RezStream Booking Engine.

A sample Reservation Information page is displayed below. The Optional Rates drop-down field is now active and can be utilized by online guests in the Available Rate Options screen.

New Search Reservation Information Step 3 of 4

Available Rate Options

This Property offers alternate rate options for your reservation(s). If this is a group reservation, then you must select each individual reservation within the group from the list above and apply the alternate rate to each reservation.

Optional Rates

Rack

You may be asked for proof of eligibility for this rate at CHECK-IN

AAA

- OR -

APPLY RATE

Promotional Code

Date	Description	Quantity	Sub Total	Total
8/18/2006	101 - King	1	\$215.00	\$238.42
8/19/2006	101 - King	1	\$215.00	\$238.42

Reservation Details:

Unit Name: **101 - King**

Check In: **8/18/2006**

Check Out: **8/20/2006**

Length: **2**

Max. Capacity: **3**

Total Adults: **2**

Total Children: **0**

Rate Details:

Avg. Rate: **\$215.00** per night

Room Total: **\$430.00**

Package Fee: **\$0.00**

Miscellaneous: **\$0.00**

Taxes: **\$46.84**

Total Cost: \$476.84

Due Now: \$0.00

Make the Following Types of 'Bookable' Items Available Online

From the RezStream Booking Engine Online Administrative Interface, select Property > Booking Engine Settings and click the Reservation Behavior tab to determine whether or not packages and point of sale items are available for Internet guests to book/purchase via the RezStream Booking Engine.

To make a bookable item available online, enter a checkmark next to the appropriate item.

Make the Following Types of 'Bookable' Items Available Online	
<input type="checkbox"/>	Packages
<input checked="" type="checkbox"/>	Point of Sale Items

With point of sale items checked on, the "Miscellaneous Merchandise" section is included when an online guest is booking a reservation.

The screenshot shows the 'Reservation Information' page, Step 3 of 4. It displays 'Available Rate Options' with a table of rates for 2/12/2007 and 2/13/2007. Below this, 'Reservation Details' and 'Rate Details' are shown. The 'Miscellaneous Merchandise (Optional)' section is highlighted with a red circle and contains several tabs: Packages, Event Tickets, Gift Shop, Golf - Greens Fees, Lessons, Licenses, Lift Tickets, Restaurant, Room Rates, and Spa. Below the tabs is a table of merchandise items:

Description	Details	Price	Qty (EA)	
Yachats Music Festival	/Details	\$50.00	0	ADD TO CART
Wine Festival Tickets	/Details	\$32.00	0	ADD TO CART
Weekend Music Festival	/Details	\$185.00	0	ADD TO CART

The tabs in the Miscellaneous Merchandise section represent the different RezStream Professional point of sale categories. Each point of sale item flagged as Bookable in RezStream Professional displays in the RezStream Booking Engine Miscellaneous Merchandise section.

Our example includes a point of sale category for "Event Tickets." Clicking this tab displays all event ticket point of sale items that have been uploaded to the RezStream Booking Engine.

Description	Details	Price	Qty (EA)	
Yachats Music Festival	Details	\$50.00	0	<input type="button" value="ADD TO CART"/>
Wine Festival Tickets	Details	\$32.00	0	<input type="button" value="ADD TO CART"/>
Weekend Music Festival	Details	\$185.00	0	<input type="button" value="ADD TO CART"/>



For additional information about online packages, please see the point of sale section under the Account setup menu.

Date Format

From the RezStream Booking Engine Online Administrative Interface, select Property > Booking Engine Settings and click the Reservation Behavior tab. Under the Date Format heading, specify the RezStream Booking Engine's default date format.

Date Format:

MM/DD/YYYY

DD/MM/YYYY

Long Date

View Currency In

From the RezStream Booking Engine Online Administrative Interface, select Property > Booking Engine Settings and click the Reservation Behavior tab. Under the View Currency In heading, specify the RezStream Booking Engine's default currency display.

View Currency In:

US Dollars

Native Currency

US Dollar

153.26 USD

The default currency display is US Dollars. To select a different currency display, select the Native Currency radio button and use the drop-down list to select the appropriate currency option.

PROPERTY MANAGEMENT/OWNER OPTIONS

RezStream Property Management customers can create logins for individual property owners to access the RezStream Booking Engine Online Administrative Interface. Owners then have the ability to do one or all of the following:

- View Availability
- View Invoices
- Make Reservations
- View Guest Information
- Select Rates for Reservations




Hotel properties that do not have individual unit owners can skip this step.

Use the following steps to give individual unit owners access to the RezStream Booking Engine Online Administrative Interface.

1. Click Account > Account Information > Users.

Account	Property	Support
Account Information		Details
Taxes		Users
Point of Sale		Photos/Images/Media
Packages		Amenities
Rate Plans / Unit Types		Sources
Rates Names / Rate Seasons		Reasons
Reports		
Statistics / Tracking		
User Defined Fields		

2. Click the Create New User button.
3. Complete the User Details form for each individual unit owner by entering the owner's first name, last name, username, password, and email.

 **User Details**

First Name

Last Name


Username

Password

Confirm

Email

4. In the user role drop-down list, select unit owner.

 **User Details**

First Name

Last Name

Username

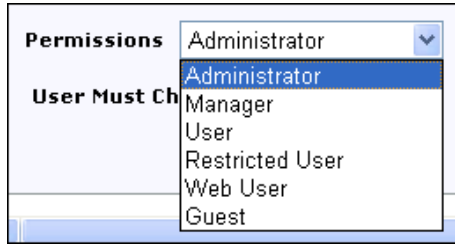
Password

Confirm

Email

User Role

5. Use the permissions drop-down list to assign access rights to the owner.



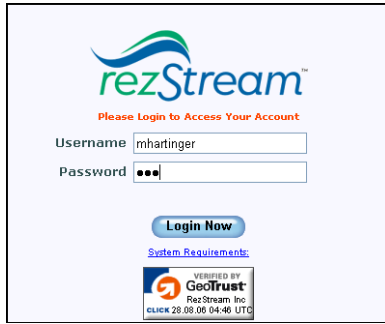
A table that explains the Permission level settings can be viewed by clicking Property > Booking Engine Settings > Property Management/Owner Options.

	View Availability	View Invoices	Make Reservation	View Guest Information	Select Rate for Reservation
Administrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manager	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Restricted User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Web User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Guest	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

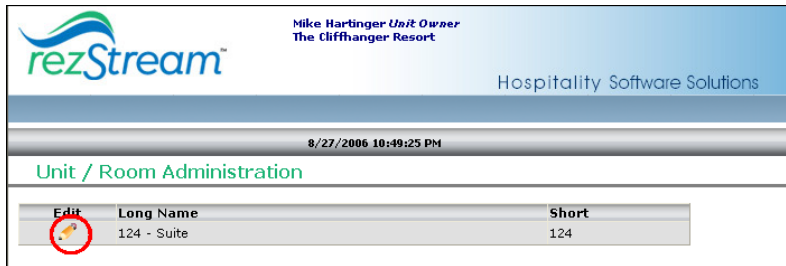
6. Click the “User Must Change Password” check box if the owner should change their password the first time they log into the RezStream Booking Engine Online Administrative Interface.


7. Enter a checkmark next to this owner’s unit.
8. Click the Save User button.

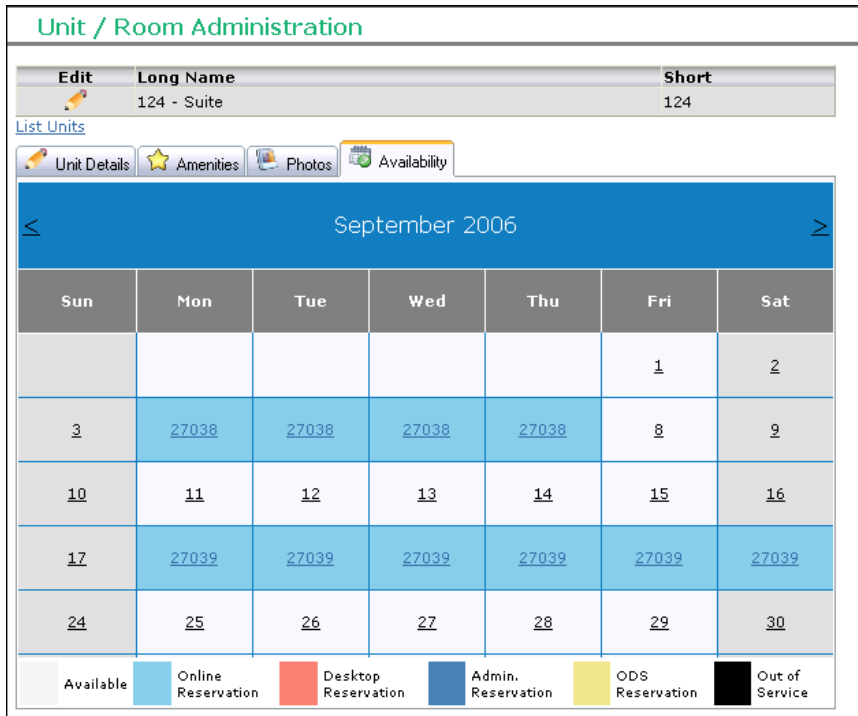
The owner can now login to the RezStream Booking Engine Online Administrative Interface.



The Unit/Room Administration page specific to this owner is displayed.



Here, the owner can click the edit icon () to view their unit's availability.



The functions available to an owner once logged into the RezStream Booking Engine Online Administrative Interface will vary based on the permissions level assigned in step #5 above.

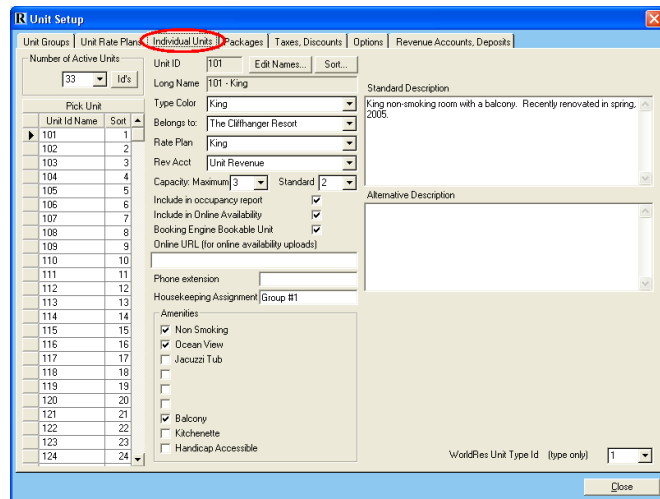
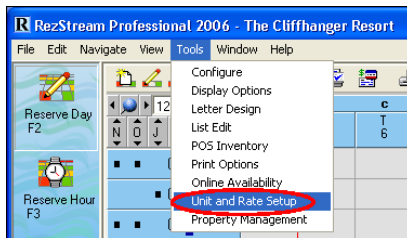
UNITS/ROOMS

The Property > Units/Rooms > Administration and Property > Units/Rooms > Black-Out Wizard links are used to view room details, assign unit amenities, assign unit photos, and specify black-out units so that those rooms cannot be booked online via the RezStream Booking Engine during out of service dates.

Property	Support
Property Information	
Letters	
Booking Engine Settings	
Units / Rooms	Administration
Amenity Searchability	Black-Out Wizard
Website Link Options	
Website Availability Calendars	
Community Membership	

ADMINISTRATION


Units are added, edited, and deleted in RezStream Professional by clicking Tools > Unit and Rate Setup and selecting the Individual Units tab.



The information entered in the Individual Units window in RezStream Professional is transferred to the RezStream Booking Engine via the initial configuration upload.

After the initial configuration upload, login to the RezStream Booking Engine Online Administrative Interface and click the Property > Units/Rooms > Administration link to view unit details, assign unit level amenities, assign unit photos, and view unit availability. This information will be accessed via four tab headings: Unit Details, Amenities, Photos, and Availability.

Unit Details

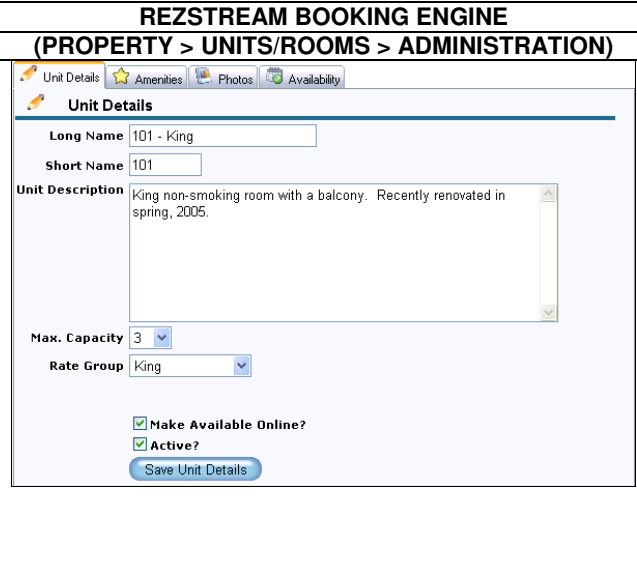
After clicking Property > Units/Rooms > Administration, a table containing basic information about each unit is displayed. View specific unit details by clicking the appropriate edit icon ().

Edit	Long Name	Short	Delete
	101 - King	101	
	102 - Queen Queen	102	
	103 - King	103	
	104 - Queen Queen	104	
	105 - Suite	105	
	106 - Queen Queen	106	
	107 - King	107	
	108 - Queen Queen	108	
	109 - King	109	
	110 - Suite	110	
	111 - King	111	
	112 - Queen Queen	112	
	113 - King	113	
	114 - Queen Queen	114	
	115 - King	115	
	116 - Suite	116	
	117 - King	117	
	118 - Queen Queen	118	

After clicking the edit icon, the Unit Details form is displayed. This form contains the information previously entered in RezStream Professional.

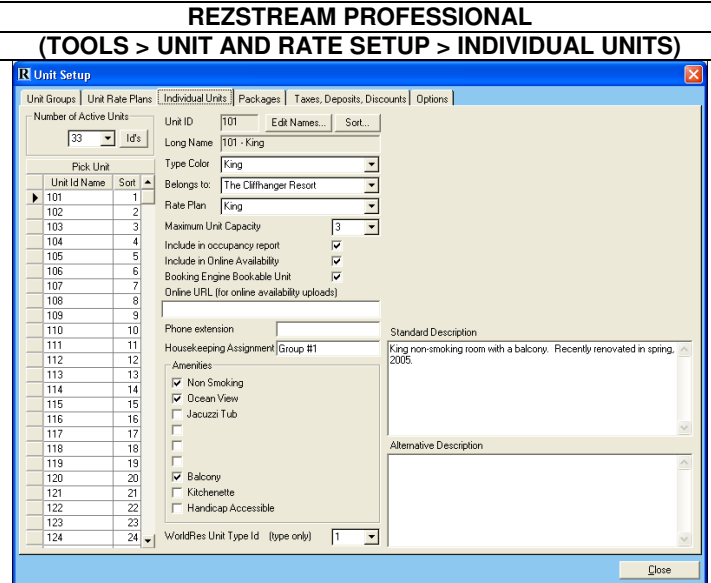
REZSTREAM BOOKING ENGINE

(PROPERTY > UNITS/ROOMS > ADMINISTRATION)



REZSTREAM PROFESSIONAL

(TOOLS > UNIT AND RATE SETUP > INDIVIDUAL UNITS)






Any changes to units MUST be made through RezStream Professional. After making changes to units in RezStream Professional, upload the changes to the RezStream Booking Engine by clicking File > Online Availability Update > RezStream Booking Engine 3.0 > Verify Configuration Data.





































Amenities

Amenities help describe units and were previously added to the RezStream Booking Engine using the Account > Account Information > Amenities link. Now it's time to assign amenities to units for the following reasons.

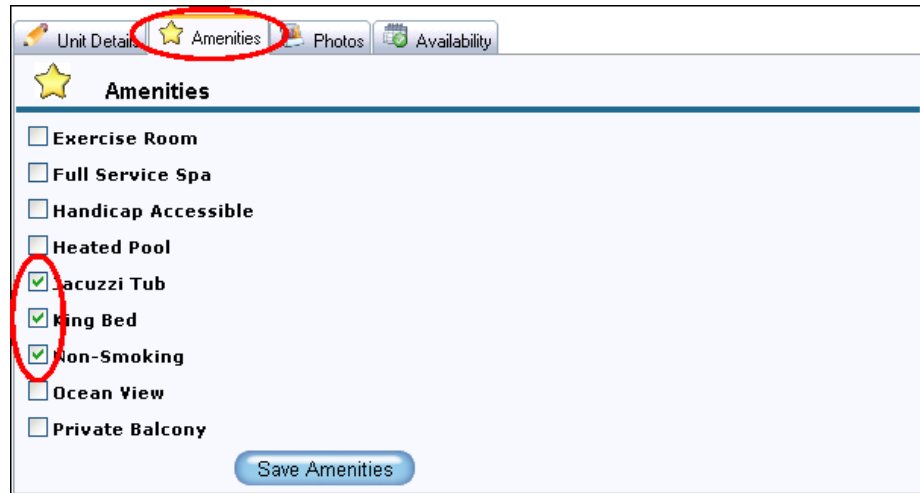
1. Amenities help describe the unit to assist Internet guests in determining which available room meets their needs.
2. Amenities assigned to a unit are initially flagged as "searchable" helping Internet guests find rooms that meet their specific needs. Later on, amenities that you do NOT want flagged as searchable can be switched off using the steps described in the section titled, **Amenity Searchability**.

Use the following steps for assigning amenities to a unit and flagging them as searchable.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Units/Rooms > Administration link.
2. A list of units is displayed. Click the Edit icon () associated with a specific unit. In this example, we will specify amenities for room 101 - King.

Edit	Long Name	Short	Delete
	101 - King	101	
	102 - Queen Queen	102	
	103 - King	103	
	104 - Queen Queen	104	
	105 - Suite	105	
	106 - Queen Queen	106	
	107 - King	107	
	108 - Queen Queen	108	
	109 - King	109	
	110 - Suite	110	
	111 - King	111	
	112 - Queen Queen	112	
	113 - King	113	
	114 - Queen Queen	114	
	115 - King	115	
	116 - Suite	116	
	117 - King	117	
	118 - Queen Queen	118	

- Click the Amenities tab.



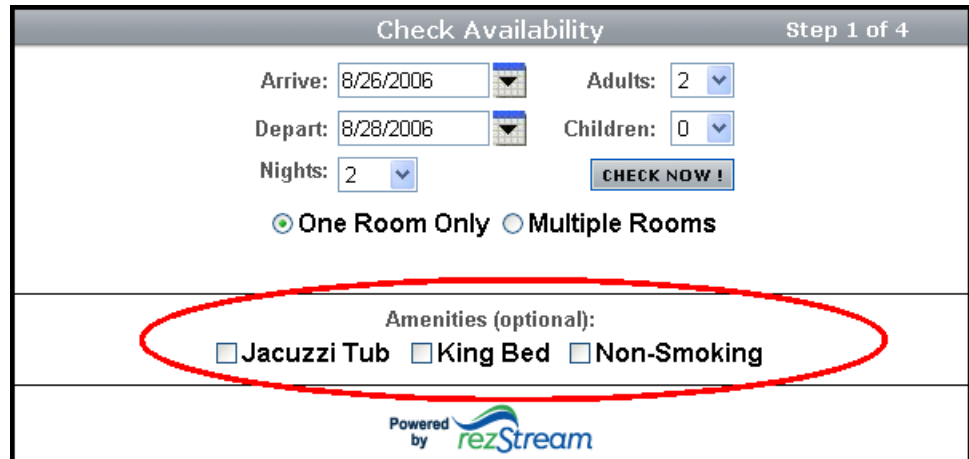
Unit Details **Amenities** Photos Availability

Amenities

- Exercise Room
- Full Service Spa
- Handicap Accessible
- Heated Pool
- Jacuzzi Tub
- King Bed
- Non-Smoking
- Ocean View
- Private Balcony

Save Amenities

- Enter a checkmark next to the amenities that describe the selected room 101 - King. Entering a checkmark next to the amenity also flags it initially as searchable. In our example above, Jacuzzi Tub, King Bed, and Non-Smoking are now searchable amenities. The Check Availability screen will allow a potential guest to search for rooms with these amenities.



Check Availability Step 1 of 4

Arrive: 8/26/2006 Adults: 2

Depart: 8/28/2006 Children: 0

Nights: 2 CHECK NOW!

One Room Only Multiple Rooms

Amenities (optional):

Jacuzzi Tub King Bed Non-Smoking

Powered by rezStream

5. Next, in our example, we will continue to room 102 – Queen Queen and assign the amenities Non-Smoking and Ocean View.

Unit Details Amenities Photos Availability

Amenities

Exercise Room

Full Service Spa

Handicap Accessible

Heated Pool

Jacuzzi Tub

King Bed

Non-Smoking

Ocean View

Private Balcony

Save Amenities

6. The Check Availability form is automatically updated to include the amenity Ocean View as searchable.

Check Availability Step 1 of 4

Arrive: 8/30/2006 Adults: 2

Depart: 9/1/2006 Children: 0

Nights: 2 CHECK NOW!

One Room Only Multiple Rooms

Amenities (optional):

King Bed Non-Smoking Ocean View Private Balcony

Powered by rezStream




See the [Property > Amenity Searchability](#) section for information about making amenities non-searchable.





































Photos

Photos help familiarize Internet guests with specific units. Photos/images were previously added to the RezStream Booking Engine using Account > Account Information > Photos/Images/Media > Images link. When images were uploaded, they were assigned to one of four categories:

1. NoCategory
2. PropertyOnly
3. UnitOnly
4. PointofSaleOnly

When an image is uploaded to the UnitOnly category, use the following steps to assign it to a specific unit.

1. From the RezStream Booking Engine Online Administrative Interface, click Property > Units/Rooms > Administration.
2. A list of units is displayed. Click the edit icon () associated with a specific room, in our example, 101 – King.

Edit	Long Name	Short	Delete
	101 - King	101	
	102 - Queen Queen	102	
	103 - King	103	
	104 - Queen Queen	104	
	105 - Suite	105	
	106 - Queen Queen	106	
	107 - King	107	
	108 - Queen Queen	108	
	109 - King	109	
	110 - Suite	110	
	111 - King	111	
	112 - Queen Queen	112	
	113 - King	113	
	114 - Queen Queen	114	
	115 - King	115	
	116 - Suite	116	
	117 - King	117	
	118 - Queen Queen	118	

3. Click the Photos tab.

Unit Details Amenities **Photos** Availability

Photos

Rooms with Two Queen Beds

Logo2

Logo

Fine Dining

Rooms with a King Bed

Pool Deck View

Seaside View

Suites

[Save Unit Photos](#)


4. Enter a checkmark next to the photo(s) that apply to the selected room (101 – King) and click the Save Unit Photos button.







































To disassociate a photo with a unit, remove the checkmark next to the photo description.

Availability

Availability for a specific room is also located on the RezStream Booking Engine Online Administrative Interface. Use the following steps to view single unit availability.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Units/Rooms > Administration link.
2. A list of units is displayed. Click the edit icon () associated with a specific unit.

Edit	Long Name	Short	Delete
	101 - King	101	
	102 - Queen Queen	102	
	103 - King	103	
	104 - Queen Queen	104	
	105 - Suite	105	
	106 - Queen Queen	106	
	107 - King	107	
	108 - Queen Queen	108	
	109 - King	109	
	110 - Suite	110	
	111 - King	111	
	112 - Queen Queen	112	
	113 - King	113	
	114 - Queen Queen	114	
	115 - King	115	
	116 - Suite	116	
	117 - King	117	
	118 - Queen Queen	118	

3. Click the Availability tab. An availability calendar for the selected unit is displayed.
 - A. Use the arrow keys at the top of the calendar to scroll months.
 - B. The legend at the bottom of the availability calendar defines colors that are used to differentiate between reservation types.


BLACK-OUT WIZARD

Blackout dates make a unit unavailable to Internet guests searching for availability through the RezStream Booking Engine. Use the following steps for adding a blackout date.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Units/Rooms > Black-Out Wizard link.
2. A table with a list of all units is displayed. Enter a checkmark in the "Select" checkbox that corresponds to units that will be affected by the blackout period.

Long Name	Short	Select
101 - King	101	<input type="checkbox"/>
102 - Queen Queen	102	<input type="checkbox"/>
103 - King	103	<input type="checkbox"/>
104 - Queen Queen	104	<input type="checkbox"/>
105 - Suite	105	<input checked="" type="checkbox"/>
106 - Queen Queen	106	<input type="checkbox"/>
107 - King	107	<input type="checkbox"/>
108 - Queen Queen	108	<input type="checkbox"/>
109 - King	109	<input type="checkbox"/>
110 - Suite	110	<input type="checkbox"/>
111 - King	111	<input type="checkbox"/>
112 - Queen Queen	112	<input type="checkbox"/>
113 - King	113	<input type="checkbox"/>
114 - Queen Queen	114	<input type="checkbox"/>
115 - King	115	<input type="checkbox"/>
116 - Suite	116	<input type="checkbox"/>
117 - King	117	<input type="checkbox"/>
118 - Queen Queen	118	<input type="checkbox"/>
119 - King	119	<input type="checkbox"/>
120 - Suite	120	<input checked="" type="checkbox"/>

3. Complete details in the Blackout Dates form located below the unit list. Enter the blackout starting date, ending date, and description that will be displayed to the online guest.

 **Blackout Dates**

From Date: ▼

To Date: ▼

Holidiay Season.

Reservations for all
suites taken via
telephone only.

4. Click the Take Units Out of Service button.

AMENITY SEARCHABILITY

Amenities are assigned to Properties using the Property > Property Information > Amenities link and assigned to Units using the Property > Units/Rooms > Administration link. As soon as an amenity is assigned to either a property or a unit, it automatically becomes searchable. Searchable amenities allow online guests to perform complex searches like searching for a property with a heated pool or a room with an ocean view.

The Property > Amenity Searchability link displays all searchable amenities, by type, property, or unit. These links can also be used remove the searchable flag for both property and unit level amenities.

PROPERTY

Click the Property > Amenity Searchability > Property link to view property level amenities that have been flagged as searchable.

Property Amenity Searchability

Check the property amenities below to use them as a 'searchable' criteria (or filter). This will allow your guests to perform more complex searches.

Be aware that this may also significantly limit the availability that is returned to your guests.

The Cliffhanger Resort

▲
 ↓

Full Service Spa
 Heated Pool

To remove the searchable flag, simply click the checkbox to the left of the amenity description. For example, if “Full Service Spa” should not be a searchable property amenity, remove the checkmark.

Property Amenity Searchability

Check the property amenities below to use them as a 'searchable' criteria (or filter). This will allow your guests to perform more complex searches.

Be aware that this may also significantly limit the availability that is returned to your guests.

The Cliffhanger Resort

▲
 ↓

Full Service Spa
 Heated Pool

UNIT/ROOM

Click the Property > Amenity Searchability > Unit/Room link to view unit level amenities that have been flagged as searchable. Any amenity that has been assigned to a room is listed in the Assign Unit Amenity Searchability form.

Assign Unit Amenity Searchability

Check the unit amenities below to use them as a 'searchable' criteria (or filter). This will allow your guests to perform more complex searches.
Be aware that this may also significantly limit the availability that is returned to your guests.

<input type="checkbox"/>	101 - King	
	<input checked="" type="checkbox"/> King Bed	
<input type="checkbox"/>	102 - Queen Queen	
	<input checked="" type="checkbox"/> Non-Smoking	
	<input type="checkbox"/> Ocean View	
<input type="checkbox"/>	103 - King	
	<input type="checkbox"/> Jacuzzi Tub	All amenities listed were previously assigned to specific units in the Property > Units/Rooms > Administration link.
	<input checked="" type="checkbox"/> King Bed	
<input type="checkbox"/>	104 - Queen Queen	Removing the checkmark makes the amenity "non-searchable."
	<input checked="" type="checkbox"/> Jacuzzi Tub	
	<input type="checkbox"/> Ocean View	
	<input type="checkbox"/> Private Balcony	If the amenity is searchable in one room and non-searchable in another, it still shows up as a searchable amenity in the Check Availability form.
<input type="checkbox"/>	105 - Suite	
	<input checked="" type="checkbox"/> Jacuzzi Tub	
	<input checked="" type="checkbox"/> King Bed	
	<input checked="" type="checkbox"/> Non-Smoking	
	<input type="checkbox"/> Ocean View	
	<input type="checkbox"/> Private Balcony	
<input type="checkbox"/>	106 - Queen Queen	
	<input checked="" type="checkbox"/> Jacuzzi Tub	
	<input type="checkbox"/> Ocean View	

The amenities listed in the above form were assigned to units in the Property > Units/Rooms > Administration link. By default, amenities assigned to rooms are flagged as searchable. If you do NOT want a specific amenity to be searchable, de-select it in the Assign Unit Amenity Searchability form. For example, if you do NOT want the amenity "Jacuzzi Tub" to be searchable, remove the checkmark in the Assign Unit Amenity Searchability form.

Assign Unit Amenity Searchability

Check the unit amenities below to use them as a 'searchable' criteria (or filter). This will allow your guests to perform more complex searches. **Be aware that this may also significantly limit the availability that is returned to your guests.**

Amenity searchability has been updated!

- 101 - King
 - King Bed
- 102 - Queen Queen
 - Non-Smoking
 - Ocean View
- 103 - King
 - Jacuzzi Tub
 - King Bed
- 104 - Queen Queen
 - Jacuzzi Tub
 - Ocean View
 - Private Balcony
- 105 - Suite
 - Jacuzzi Tub
 - King Bed
 - Non-Smoking
 - Ocean View
 - Private Balcony
- 106 - Queen Queen
 - Jacuzzi Tub
 - Ocean View

Jacuzzi Tub will no longer display as a searchable amenity on the Check Availability form.

By de-selecting Jacuzzi tub in the Assign Unit Amenity Searchability form, it no longer displays as a searchable amenity on the Check Availability form.

Check Availability Step 1 of 4

Arrive: 8/26/2006 Adults: 2
Depart: 8/28/2006 Children: 0
Nights: 2 **CHECK NOW !**

One Room Only Multiple Rooms

Amenities (optional):

King Bed Non-Smoking Private Balcony

Powered by **rezStream**

Jacuzzi Tub is no longer a searchable amenity.



In order for an amenity to be removed from the Check Availability form, it must be de-selected under every room on the Assign Unit Amenity Searchability form.

WEBSITE LINK OPTIONS

In order to make the RezStream Booking Engine “live,” you will need to add a link to your property’s marketing website that allows Internet guests to access the RezStream Booking Engine. Normally an Internet guest will visit your property’s website to learn about the property prior to booking a reservation. On the website, the Internet guest reads about the property, looks at property pictures, and becomes interested in making a reservation.

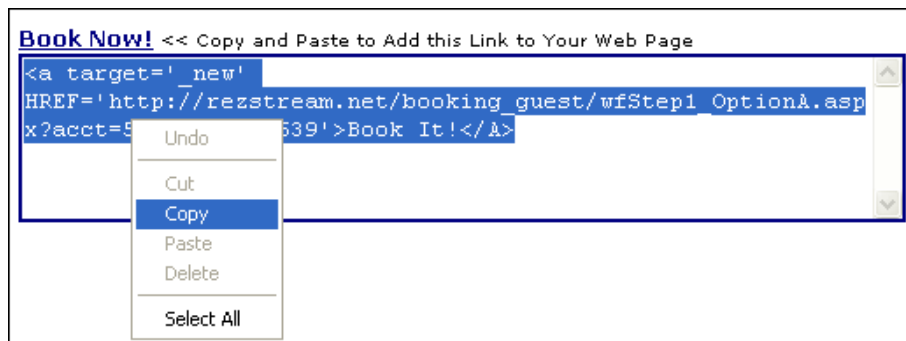
In order for the guest to book a reservation, a hyperlink is added to the marketing website that redirects the Internet guest to the RezStream Booking Engine. This hyperlink can be text or a graphic that reads “Make a Reservation,” “Book a Reservation,” or anything else that lets the guest know that clicking the link will allow them to make a reservation. The link can be customized by the property and its web designer or one of the standard RezStream Booking Engine hyperlinks can be copied and pasted into the property’s website.

The standard options for linking to the RezStream Booking Engine are depicted in the following table.

HYPERLINK OPTION	DESCRIPTION
Note: The hyperlink on your marketing website appears exactly as it does in this table.	
1	Book Now!
2	Reserve Now
3	Reserve

Use the following steps to implement one of the standard “Make a Reservation” hyperlinks.

1. From the RezStream Booking Engine Online Administrative Interface, select Property > Website Link Options.
2. Highlight the HTML code associated with the desired link. After highlighting the desired code, right-click and select “Copy.”



3. Right-click again to paste the HTML code into your property’s marketing website.



Note: If you do not maintain your own marketing website, steps 1-3 can be easily completed by the website design company that maintains your site.

WEBSITE AVAILABILITY CALENDARS

The default starting point for Internet guests to book online reservations via the RezStream Booking Engine is from the Check Availability form.

Check Availability Step 1 of 4

Arrive:	<input type="text" value="12/3/2005"/>		Adults:	<input type="text" value="2"/>
Depart:	<input type="text" value="12/5/2005"/>		Children:	<input type="text" value="0"/>
Nights:	<input type="text" value="2"/>		<input type="button" value="Check Now !"/>	

Reservations by RezStream Booking Engine



If your property wants a guest to begin the online reservation process from the Check Availability form displayed above, there is no action item to complete in this section.

Other calendar options are available under the Property > Website Availability Calendars link. The Property > Website Availability Calendars link is divided into three sections:

Design Customizable Calendar	Use this link to create a customizable two-week grid availability calendar that will be displayed on your marketing website and used as a starting point for Internet guests to book online reservations.
Retrieve Calendar Links	After customizing your availability calendar, use this link to copy and paste the required HTML script to your property's marketing website.
View Sample Calendars	Click this link to view five sample calendars from an actual website. Have the ability to make bookings to see how each calendar works.

DESIGN CUSTOMIZABLE CALENDAR

Use the following steps to access the Availability Calendar Design form.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Website Availability Calendars > Design Customizable Calendar link.

- The Availability Calendar Design form is displayed. There are four radio buttons at the top of the form that can be used as starting points for designing an availability calendar.

A sample and brief description of these four customizable availability calendar styles is displayed below.

Design My Own

The Design My Own option displays an availability calendar with default settings but it also allows you to customize the calendar to match the look and feel of your marketing website. A sample calendar is displayed below along with pointers that highlight settings that have been changed in our example.



The abbreviation BG in the following images and in the General Grid/Grid Header Design table stands for background.

The Availability Design Calendar form is displayed below completed in the manner that produces the sample Availability Calendar displayed above. Circled fields in this table correspond to the pointers in the image above.

General Grid Design		Header Design	
Calendar Align	LEFT	BG Color if Occupied	White
Col. Text Align	CENTER	Grid Lines	BOTH
Grid Width (px)	0.00	Border Style	SOLID
Grid Height (px)	0.00	Border Width	1 px
Grid BG Image	None	Border Color	Black
Unit Label BG Color	Cornsilk	Unit Font Name	Arial
Image if Available	Black	Unit Font Color	Black
BG Color if Available	White	Unit Font Size	MEDIUM
Image if Occupied	Bed	Unit Font Extra	<input checked="" type="checkbox"/> Bold <input type="checkbox"/> Italic <input type="checkbox"/> Underline
		Header BG Color	Cornsilk
		Header BG Image	Logo2
		Header Font Name	Arial
		Header Font Color	Black
		Header Font Size	MEDIUM
		Header Font Align	CENTER
		Header Date Format	MM/DD
		Header Font Extra	<input checked="" type="checkbox"/> Bold <input type="checkbox"/> Italic <input type="checkbox"/> Underline
			<input type="button" value="Preview Calendar"/> <input type="button" value="Save"/>

Notes about the General Grid Design fields listed above.


1. The fields "Image if Available" and "Image if Occupied" refer to images that display in the calendar if the room is available or occupied on a particular date.
2. In addition to standard RezStream Booking Engine images, image fields (Grid BG Image and Header BG Image) can be populated with images that have been uploaded to the RezStream Booking Engine.

Forest Green – Checkmark if Available

The Forest Green – Checkmark if Available calendar can be used as a starting point for designing your property's availability calendar.

Availability Calendar Design
Select one of our pre-designed templates as a starting point for your own design or apply it directly to your own website
<input type="radio"/> -Design My Own
<input checked="" type="radio"/> -Forest Green - Check Mark if Available
<input type="radio"/> -Guest Tracker Default Calendar
<input type="radio"/> -Professional - Red & Green Squares

In this option, a yellow checkmark is displayed if a unit is available on a particular date.

In our example below, the calendar has been customized to display a bed () if the room is occupied. We have also customized the look of this calendar by adding our property's logo.

The Cliffhanger Resort		08/21	08/22	08/23	08/24	08/25	08/26	08/27	08/28	08/29	08/30	08/31	09/01	09/02	09/03
Unit #1		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Unit #2		✓	✓	🛏	🛏	🛏	✓	✓	✓	✓	🛏	🛏	🛏	✓	✓
Unit #3		✓	✓	✓	✓	✓	🛏	🛏	🛏	✓	✓	✓	✓	✓	✓
Unit #4		✓	✓	✓	🛏	🛏	✓	✓	✓	🛏	🛏	🛏	✓	✓	✓
Unit #5		🛏	🛏	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	🛏

General Grid Design		Header Design	
Calendar Align	CENTER	BG Color if Occupied	Black
Col. Text Align	CENTER	Grid Lines	BOTH
Grid Width (px)	0.00	Border Style	SOLID
Grid Height (px)	0.00	Border Width	4 px
Grid BG Image	yellowsq	Border Color	Black
Unit Label BG Color	DarkSeaGreen	Unit Font Name	Arial
Image if Available	yellowcheck	Unit Font Color	Black
BG Color if Available	Black	Unit Font Size	SMALL
Image if Occupied	bed	Unit Font Extra	<input checked="" type="checkbox"/> Bold <input type="checkbox"/> Italic <input type="checkbox"/> Underline
		Header BG Color	CadetBlue
		Header BG Image	Logo
		Header Font Name	Arial
		Header Font Color	White
		Header Font Size	X-SMALL
		Header Font Align	CENTER
		Header Date Format	MM/DD
		Header Font Extra	<input checked="" type="checkbox"/> Bold <input type="checkbox"/> Italic <input type="checkbox"/> Underline
		<input type="button" value="Preview Calendar"/> <input type="button" value="Save"/>	

Guest Tracker Default Calendar

The Guest Tracker Default Calendar is similar to the one used in the Guest Tracker Desktop software.

Availability Calendar Design	
Select one of our pre-designed templates as a starting point for your own design or apply it directly to your own website	
<input type="radio"/>	-Design My Own
<input type="radio"/>	-Forest Green - Check Mark if Available
<input checked="" type="radio"/>	-Guest Tracker Default Calendar
<input type="radio"/>	-Professional - Red & Green Squares

The word "book" is displayed in the grid when a unit is available while an 'X' denotes an occupied room.

Unit Name	05/06	05/07	05/08	05/09	05/10	05/11	05/12	05/13	05/14	05/15	05/16	05/17	05/18	05/19
Unit #1	book	X	X	X	X	X	X	X	X	X	X	X	X	X
Unit #2	X	X	book	book	book	X	X	X	X	book	book	book	X	X
Unit #3	X	X	X	X	X	X	book	book	book	X	X	X	X	X
Unit #4	X	X	X	book	book	X	X	X	book	book	book	X	X	X
Unit #5	book	book	X	X	X	X	X	X	X	X	X	X	X	book

Professional – Red & Green Squares

The Professional – Red & Green Squares calendar can also be used as a starting point for designing your availability calendar.

Availability Calendar Design

[Select one of our pre-designed templates as a starting point for your own design or apply it directly to your own website](#)

- Design My Own
- Forest Green - Check Mark if Available
- Guest Tracker Default Calendar
- Professional - Red & Green Squares

The red and green squares in the grid signify whether rooms are booked (red) or available (green).

Unit Name	05/06	05/07	05/08	05/09	05/10	05/11	05/12	05/13	05/14	05/15	05/16	05/17	05/18	05/19
Unit #1	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Unit #2	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Unit #3	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Unit #4	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Unit #5	■	■	■	■	■	■	■	■	■	■	■	■	■	■

RETRIEVE CALENDAR LINKS

Once you have decided which calendar type to use, there are five options for display. An example of each is displayed below.

PROPERTY AVAILABILITY CALENDAR OPTIONS

Single Month Scrollable

1. Select Arrival Date **2. Select Request Details:**

August 2006 ▾	Details												
Sun Mon Tue Wed Thu Fri Sat	Arrive: 8/23/2006												
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>21</td><td>22</td><td style="background-color: #e0e0e0;">23</td><td>24</td><td>25</td><td>26</td></tr> <tr><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td></td></tr> </table>	21	22	23	24	25	26	27	28	29	30	31		Depart: 8/26/2006
21	22	23	24	25	26								
27	28	29	30	31									
<input type="checkbox"/> Available <input checked="" type="checkbox"/> Occupied	Length: 3 ▾												
	# Adults: 2 ▾												
	# Children: 0 ▾												
	<input type="button" value="Make Request >>"/>												

Powered by rezStream

Three Month Scrollable

1. Select Arrival Date **2. Select Request Details:**

August 2006	September 2006	October 2006	Details of Request																																																																																			
Sun Mon Tue Wed Thu Fri Sat	Sun Mon Tue Wed Thu Fri Sat	Sun Mon Tue Wed Thu Fri Sat	Arrive: 8/23/2006																																																																																			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>21</td><td>22</td><td style="background-color: #e0e0e0;">23</td><td>24</td><td>25</td><td>26</td></tr> <tr><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td></td></tr> </table>	21	22	23	24	25	26	27	28	29	30	31		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td></td><td></td><td></td><td></td><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr> <tr><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td></tr> <tr><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td></tr> <tr><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td></td></tr> </table>					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td></tr> <tr><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td></tr> <tr><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td></tr> <tr><td>29</td><td>30</td><td>31</td><td></td><td></td><td></td><td></td></tr> </table>	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31					Depart: 8/26/2006
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			<input type="button" value="Make Request >>"/>																																																																																			

RezStream
3800 Gilpin Street, Suite 2-1
Denver, Colorado 80205

www.rezstream.com
support@rezstream.com

Page #80
303-872-0220
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PROPERTY AVAILABILITY CALENDAR OPTIONS

Customizable Unit Grid

Unit Name		08/21	08/22	08/23	08/24	08/25	08/26	08/27	08/28	08/29	08/30	08/31	09/01	09/02	09/03
Aspen Glen		✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓
Blue Spruce		✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓
Dogwood Blossom		✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Gambel Oak Room		✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓
Mountain Maple		✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓
Ohio Buckeye		✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓
Olive Garden		✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓
Red Cedar		✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓
Weeping Willow		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Available
 Occupied
 Click on available date and unit to begin reservation

UNIT AVAILABILITY CALENDAR OPTIONS

Single Month Scrollable

Garden Suite:

1. Select Arrival Date

August 2006 ▶

Sun Mon Tue Wed Thu Fri Sat

21	✗	23	24	25	26
27	28	29	30	31	

Available
 Occupied

2. Select Request Details:

Details

Arrive:

Depart:

Length:

Adults:

Children:

Make Request >>

Powered by rezStream

UNIT AVAILABILITY CALENDAR OPTIONS

Three Month Scrollable

1. Select Arrival Date

August 2006							September 2006							October 2006							
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
												1	2	X	X	3	4	5	6	X	
							X	X	X	X	14	15	16	X	X	X	X	12	13	14	
							17	18	19	20	21	22	23	15	16	17	18	19	20	21	
							24	25	26	27	28	29	30	22	23	24	25	26	27	28	
							X	X					X	X	X	X	X				X

Available Occupied

2. Select Request Details:

Details of Request


Arrive:

Depart:

Length:

Adults:

Children:



Powered by

Use the following steps to add an Availability Calendar format to your marketing website.

1. Decide whether you want to display a “Property” calendar or a “Unit” calendar. Property calendars display availability for the property as a whole. If one room is available, the calendar displays the date as available. Unit calendars display availability for specific individual units.
2. From the RezStream Booking Engine Online Administrative Interface, select the Property > Website Availability Calendars > Retrieve Calendar Links.
3. The five HTML options displayed in the Availability Calendar Links form correspond directly to the five calendar examples displayed above. Choose from the three property availability options or the two unit availability options.

Unit Availability Options

Single Month Scrollable Link to display a single month scrollable availability calendar. This calendar link will display availability of a particular room or unit. **YOU MUST REPLACE 'XXX' IN THE LINK WITH THE INFORMATION FOR EACH UNIT FOR WHICH YOU ARE DISPLAYING AVAILABILITY.**

```
<IFRAME SRC="http://rezstream.net/booking_availability/wf$singleMonth.asp?acct=#acct#&prop=#prop#&unit=XXX" target= blank Width=400 Height=300 border=0 FrameBorder=no allowTransparency Scrolling=no"></IFRAME>
```

4. Copy and paste the HTML for the availability calendar link that you have selected to the appropriate location on your property’s marketing website.



Note: If you do not maintain your own marketing website, the process of copying the above HTML to your property’s website can be easily completed by the website design company that maintains your site.

AVAILABILITY EXAMPLES

Click the Property > Website Availability Calendars > Availability Examples link to visit the RezStream website where you can view examples of each calendar type.

The screenshot shows the RezStream website interface. At the top, the logo reads "rezStream INTEGRATED HOSPITALITY SOLUTIONS". Below the logo is a navigation menu with tabs for "Products", "Support", "Downloads", "Resources", and "Home". A phone number "866.360.8210" is displayed in the top right corner. The main content area is titled "Online Reservation Booking Demonstration Views." and includes a "Reserve" button. Below this, there is a list of links for different availability views, which are circled in red in the image:

- [One month property availability](#)
- [Three month Property availability](#)
- [Two week custom calendar view](#)
- [One month single unit view \(pick by individual unit\)](#)
- [Three month individual unit view](#)

On the right side of the page, there are three promotional boxes: "Reservation Software" (Visual Property Management Software for hotels & resorts), "Online Booking Engine" (Increase website reservations and connect to the Global Distribution System (GDS)), and "Website Design/Marketing" (Custom website designs & targeted website marketing plans). Each box has a "Learn More >>" button. At the bottom of the page, the footer text reads: "RezStream | 3800 Gilpin St. Suite 2-1 Denver, CO 80205 | 303.872.0220".

ADMINISTRATIVE RESERVATIONS

Administrative reservations are another method for making reservations and can be made by users with access to the RezStream Booking Engine Online Administrative Interface.

For example, assume a property's front office manager is making configuration changes to the RezStream Booking Engine from the Online Administrative Interface and simultaneously takes a reservation phone call. Instead of logging out of the RezStream Booking Engine Online Administrative Interface and logging into RezStream Professional, the front office manager could simply make the reservation online. This administrative reservation would then be transferred back into RezStream Professional as part of the online availability update.

Use the following steps for making an administrative reservation from the RezStream Booking Engine Online Administrative Interface.

1. From the RezStream Booking Engine Daily Reservations availability calendar, click on the desired arrival date.

rezStream
First Last Account
The Cliffhanger Resort
8/28/2006 10:38:51 PM
Hospitality Software Solutions

Rezstream Account Property Support

Home > Rezstream > Daily Availability Grid Incremental: 8/18/2006 Full: 8/18/2006 GDS: 8/18/2006 Ver: 2006.5.3

Daily Reservations

8/28/2006 Go To Date Scroll Backward Today Scroll Forward Set Availability Only Refresh

Long Name	08/28	08/29	08/30	08/31	09/01	09/02	09/03	09/04	09/05	09/06	09/07	09/08	09/09	09/10	09/11
101 - King	Book	528	528	Book	View	View	Book	Book	Book	Book	Book	Book	Book	Book	Book
102 - Queen Queen	Book	Book	View	View	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
103 - King	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
104 - Queen Queen	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
105 - Suite	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
106 - Queen Queen	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
107 - King	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
108 - Queen Queen	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
109 - King	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
110 - Suite	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
111 - King	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
112 - Queen Queen	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
113 - King	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
114 - Queen Queen	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
115 - King	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
116 - Suite	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
117 - King	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
118 - Queen Queen	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
119 - King	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
121 - King	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
123 - King	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
124 - Suite	Book	Book	Book	Book	Book	Book	Book	View	View	View	View	Book	Book	Book	Book
125 - King	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book

Available Online Reservation Desktop Reservation Admin. Reservation ODS Reservation Out of Service Refresh

2. Complete the New Administrative Reservation form details and click the Next button.
3. Complete the Add Contact Details form and click the Save Contact Information button.
4. Complete the Process Payment form and click the Next button.
5. The reservation is now displayed on the Daily Reservations calendar in the RezStream Booking Engine Online Administrative Interface.

rezStream
First Last Account
The Cliffhanger Resort
8/28/2006 10:47:32 PM
Hospitality Software Solutions

Rezstream Account Property Support

Home > Rezstream > Daily Availability Grid Incremental: 8/18/2006 Full: 8/18/2006 GDS: 8/18/2006 Ver: 2006.5.3

Daily Reservations

8/28/2006 Go To Date Scroll Backward Today Scroll Forward Set Availability Only Refresh

Short Name	08/28	08/29	08/30	08/31	09/01	09/02	09/03	09/04	09/05	09/06	09/07
101	Book	528	528	Book	View	View	Book	Book	Book	Book	Book
102	Book	Book	View	View	Book	Book	Book	Book	Book	Book	Book
103	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
104	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
105	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
106	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
107	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
108	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
109	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
110	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
111	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
112	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
113	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
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116	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book
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124	Book	Book	Book	Book	Book	Book	Book	View	View	View	View
125	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book	Book

Available Online Reservation Desktop Reservation Admin. Reservation ODS Reservation Out of Service Refresh

The reservation is also transferred to RezStream Professional and displayed on the Daily screen.

		August 27, 2006					September									
		S 27	M 28	T 29	W 30	T 31	F 1	S 2	S 3	M 4	T 5	W 6	T 7	F 8	S 9	S 10
(3)	101			Carroll, Joe 303/681-2413 (2) \$3			Kleinsmith, Mark 303/681-2341 (2) \$4									
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REZSTREAM CONTACT INFORMATION

For additional information on any of the topics contained in this RezStream Booking Engine Quick Start Guide, please contact:

RezStream Help Desk
303-872-0220

Please contact RezStream sales at 866-360-8210 for information on RezStream add-on modules, including:

- Credit Card Processing
- Property Management
- Global Distribution System

Normal business hours are 8AM to 5PM, Monday through Friday, MST.

After hours support is available for an additional fee.

Please note RezStream's contact information:

RezStream, Inc.
3800 Gilpin Street, Suite 2-1
Denver, CO 80205
Sales: 866-360-8210
Support: 303-872-0220
Fax: 303-297-3233
www.rezstream.com
sales@rezstream.com
support@rezstream.com

REZSTREAM ADDITIONAL REFERENCES

Documents available for download on the documentation download page.

RezStream Professional:

http://www.rezstream.com/documentation_rezstream_professional.htm

- RezStream Professional Front Desk Guide
- RezStream Professional User's Manual
- RezStream Property Management Module User's Guide
- RezStream Professional Credit Card Processing Manual

RezStream Booking Engine:

http://www.rezstream.com/documentation_rezstream_booking_engine.htm

- RezStream Booking Engine User's Guide (for Standalone Users)
- RezStream Professional Booking Engine User's Manual
- RezStream Booking Engine Payment Gateway Configuration

RezStream also offers training demos on a variety of topics accessed from the following web page.

http://rezstream.com/software_demos.htm