
WebReserv Quickstart Guides

How to setup your Campground booking system

Introduction

WebReserv is a highly configurable booking system. It can be used for virtually any type of bookings that you need for your business.

This manual describes how to set up your campground booking system using WebReserv. The set up process is fairly straightforward and the system is designed to seamlessly get you through the process with an end result being a fully functional booking system for your business. It is recommended that you take the following steps when setting up your campground bookings:

- Create one type of campground site
- Enter rates for the site
- Create a couple of test reservations to become familiar with the reservation process and email notifications
- Adjust settings
- Create remaining sites

Following these steps will help you learn the system and give you the opportunity to make adjustments to the first product, so moving forward with additional products will be easier.

So, let's begin!

Creating an account

Your first step is to create your WebReserv account. Go to www.webreserv.com/start, locate the Get Started box, and click on "Create free account".

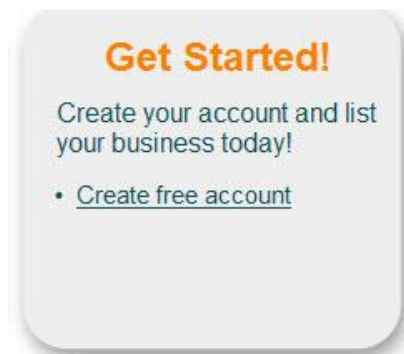


Figure 1 – Create account

The system will take you through an initial set up process to enter your business information. Step 1 is basic information about your business including name, address, web site address, and email address. Step 2 allows you to choose the category and subcategory for your business. To set up your campground bookings, the Category is **Lodging** and the Subcategory is **Campgrounds**. In addition, you will choose if you want to list your sites as sitetypes or products. The default is sitetypes.

Category

Please select a category for this business location.

Category:

Subcategory:

Label inventory as:

Can't find a category for your business? Please [email](#) us to get it added.

WebReserv Listing

Include my business on WebReserv.com

Figure 2 – Category Set up

In Step 3, you will choose the type of booking for your camp sites, i.e. nightly. Choose the type that fits your business needs and click **Save and continue**. You will have the opportunity to set up the reservation rules and rates after this initial set up.

Step 4 allows you to set up your camp site (sitetypes) and rates for each site. Here you will name each site and include Weekday, Weekend, Holiday, Weekly, and Monthly Rates for each site. If a rate category doesn't apply to your business, simply leave it blank. You will also have an opportunity to provide more information about your site including descriptions and pictures later on. Once you have included all the information, click **Continue**.

WebReserv Setup - Step 4 of 5

Please enter the rates for your sitetype(s) in the columns below.

If you have more units, rate categories or rates than specified below, don't worry. You will have the ability to add more products and rates later. You will also have the ability to add seasonal rates later.

When you have entered your rates click **continue** to continue.

Rates						
		Weekdays (Change)	Weekends (Change)	Holidays (Change)	Weekly (Change)	Monthly (Change)
Sitetype(s):	# Units:	Rate per day	Rate per day	Rate per day	Rate per week	Rate per month
Lake View - Tent	4	\$ 15	\$ 22	\$ 27	\$ 150	\$ 425
Lake View - Pull Through	2	\$ 22	\$ 27	\$ 32	\$ 165	\$ 450
Pool View - Back In	5	\$ 22	\$ 27	\$ 32	\$ 165	\$ 450
Pool View - Tent	6	\$ 15	\$ 22	\$ 27	\$ 150	\$ 425
	0	\$	\$	\$	\$	\$

Rates listed above are:

Currency:

Figure 3 – Site and Rate Set Up

The initial set up is now complete, great job! Next, you will provide business information about your campground.

Set up Business Information

So far, you have completed a portion of this information, such as name of campground, address, and contact information. In addition, the system knows the category of your business – Lodging – Campgrounds, and your products. Log into your account, go to **Setup – Business Information** to add more important information about your business including pictures, terms & conditions, and payments.

Click on **Pictures** in the left navigation bars so you can upload photos of your campground. It is highly recommended that you upload several shots of the land. This will give your customers the opportunity to see the area, its amenities, and natural setting. Customers are more likely to book from you if they can see a picture of your site.

Pictures

On this page you can add pictures of your business.

Pictures			
Picture:	Display order	Description:	
	1		Delete

Add Picture

You can have up to 10 pictures.

To upload another picture enter the filename or click the *browse* button. When you have selected the file, click the *upload* button.

Filename:

Figure 4 - Campground pictures

The next section is **Terms & Conditions**. Here is where you can relay all the policies and rules of your campground as well as reservation and cancellation policies. It is important that customers know the “small print”, so they know how to plan for their stay at your campground, and know what to expect when they arrive at the site.

Terms & Conditions

Use the Terms & Conditions field to describe reservation, cancellation and refund policies. The customer is required to accept your Terms & Conditions when making a reservation.

Terms & Conditions

Reservation Policies
*Check in time is 1:00PM, Check out time is 11:00AM
*Cancellations can be made up to 48 hours in advance with no penalty
*Cancellations made less than 48 hours will be charged a \$25 cancellation fee
*We will do our best to accomodate all site requests, but reserve the right to make site changes at our discretion

Camping Policies
*Pets are welcome, and must be on a leash at all times.
*Please no glass bottles
*Please dispose of all your own trash
*Quiet time on the campground is from 10:00PM to 7:00AM
*Firewood is available for purchase

Previous

Save and continue

Back to setup menu

Figure 5 – Terms & Conditions

The next page allows you to set up what form of payments your campground will accept. You will choose how you will process payments for the bookings. For more information on your options for online payments and how to configure your merchant account to work with WebReserv, please see:

<http://www.webreserv.com/resources/na/help/admin/epay.htm>

Payments

On this page you can specify payment options for this business.

Currency

Select the currency being used for this business.

USD - U.S. Dollar

Payment Processing

Select how you want payments to be processed when a booking is made.

- Cash/Check** Select this option if you process payments on your own, for example, by receiving a check from the customer. You will need to send instructions to the customer describing how to transfer the payment.
- PayPal** Select this option if you want to use PayPal for payments. To use this option, enter your PayPal email address below.
PayPal email address:
Cancel unpaid reservations:
- Bank Transfer** Select this option if you accept bank transfers. You will need to send instructions to the customer describing how to transfer the payment.

Figure 6 - Payments

Creditcard Select this option if you want to accept creditcards and select processing type below.

Capture only Select this option if you want to receive creditcard information with the reservation, but process the transaction using your own terminal.

Auto process Select this option if you want customer creditcards to be processed automatically when a reservation is made. Note: This function requires gateway setup as specified below.

Do not ask for credit card details if payment balance is zero.

Accepted Creditcards (for Creditcard Capture and Processing)

Select the creditcard types that you accept.



Security Code (CVV)

Security Code:

Figure 7 – Credit Card Processing

Great job! You have successfully set up all your business information. Now let's discuss setting up your campground bookings.

Creating your campground bookings

In WebReserv, creating your campground bookings consists of the following information:

- The products offered – name and description of the camp sites, pictures, reservation rules.
- Reservation type – describes how the camp sites can be booked.
- Rates or prices – describes what a site will cost.

To create a booking, log on to your WebReserv account and select **Setup – Products & Reservation Rules**. Since you have already set up your sites during initial set up, choose the first site you want to work with and click **Edit**.

Products & Reservation Rules

Select a product to edit from the list below or click **Add product** to add a new product.

Sitetypes:					
Name:	Type:	No units:	Description:		
Lake View - Pull Through	Nightly	2		Edit	Delete
Lake View - Tent	Nightly	4		Edit	Delete
Pool View - Back In	Nightly	5		Edit	Delete
Pool View - Tent	Nightly	6		Edit	Delete

Figure 8 – Products (Sitetypes)

On the description page, enter a name and a description of the camp site and click **save and continue**.

Description (Lake View - Tent)

Enter name and description for this product.

Name*:

Description:

Show in booking calendar:

Figure 9 – Name and Description

On the reservation type page, you will have to option to choose how you book your camp sites. Most likely you book each site nightly. Select the choice that works best for your business and then click **save and continue**.

Reservation Type (Lake View - Tent)

Select the reservation type.

Daily Reservation

Use this setting if reservations are made on a daily basis, i.e. one or more days.

Example: From: To:

Nightly Reservation

Use this setting if reservations are for overnight stays, i.e. one or more nights.


Example: From: To:

Figure 10 - Reservation Type

Next, you will upload pictures of the camp site. Again, this is an important aspect of your bookings. Customers will appreciate seeing the camp site that they will book. Be sure to include any photos of the surrounding area including the lake, mountain, or pool – any image that will appeal to the customer and encourage them to book this spot.

Pictures (Lake View - Tent)

You can have up to 10 pictures of this product.

Pictures		
Picture:	Order:	Description:
	1 <input type="button" value="v"/>	<input type="text"/> <input type="button" value="Delete"/>

To upload another picture enter the filename or click the *browse* button and select a picture. After selecting the picture, click the *upload* button.

Filename:

Figure 11 - Pictures

When you have added the pictures, click **Save and continue**.

The next screen includes all the reservation rules. The most important rule is the availability/inventory calculation. For your camp sites, you will enter the number of units (or sites), that you have available for the product (i.e. Lake View – Tent). So, if there are 4 different camp sites that are available for a customer to book, then enter “4” in the Number of units field. Once you set up all the rules, click **Save and continue**.

Reservation Rules (Lake View - Tent)

Availability calculation

Use this setting to specify how WebReserv should calculate and manage your availability. If your capacity is determined by the number of units (example: boats, rooms), select **units** and enter the number of units available. If your capacity is determined by number of people that can be reserved at any given time (i.e. seats in a bus) select **people** and enter the maximum number of people.

Availability is based on*:
Number of units (or people)*:

Figure 12 - Number of units

The next page will give you the opportunity to name camp sites (units) for the product – Lake View - Tent. The description can be whatever you normally label the site for customers to identify. Click **Save and continue** when you have entered all the details about each site location.

Unit Details (Lake View - Tent)

Under reservation rules, you specified that you have 4 products available. On this page you can associate each unit with a name, such as a room number, licenseplate, serial number or similar.

If you dont need to name each unit, simply click save and continue.

To change the display order, simply drag the row to the correct position. Click **save** to save your changes.

Number:	Name:
1	<input type="text" value="Serene Spot"/>
2	<input type="text" value="Happy Hideaway"/>
3	<input type="text" value="Laughing Loon"/>
4	<input type="text" value="River Rest"/>

Figure 13 – Unit Details

On the next page, you can specify what information the booking system needs to get from a customer when a booking is made. Make sure that you select Site selection as an **Optional** field – this will allow the customer to select the specific site (set it to **do not ask** if you don't want to allow customers to pick the site).

Customer Information (Lake View - Tent)

Specify what information is requested and/or required when from the customer when a new reservation is made.

- | | |
|------------------|---|
| Customer name | <input type="radio"/> Dont ask <input type="radio"/> Optional <input checked="" type="radio"/> Required |
| Company name: | <input type="radio"/> Dont ask <input checked="" type="radio"/> Optional <input type="radio"/> Required |
| Address: | <input type="radio"/> Dont ask <input type="radio"/> Optional <input checked="" type="radio"/> Required |
| Phone number: | <input type="radio"/> Dont ask <input checked="" type="radio"/> Optional <input type="radio"/> Required |
| Email address: | <input type="radio"/> Dont ask <input type="radio"/> Optional <input checked="" type="radio"/> Required |
| Number of sites: | <input checked="" type="radio"/> Dont ask <input type="radio"/> Optional <input type="radio"/> Required |
| Site selection: | <input type="radio"/> Dont ask <input checked="" type="radio"/> Optional <input type="radio"/> Required |
| Agent: | <input checked="" type="radio"/> Dont ask <input type="radio"/> Optional |
| Comments: | <input type="radio"/> Dont ask <input checked="" type="radio"/> Optional |
| Office Notes: | <input checked="" type="radio"/> Dont ask <input type="radio"/> Optional |

Figure 14 - Customer information

Entering rates


You are now almost done with the setup. In the top menu, click the **Rates** menu option, and select **Standard rates**. Here you will enter weekday, weekend, and weekly rates for the Lake View - Tent sites. Click **save and continue** to save your rates.

Edit Rates (Standard Rates)

Enter the rate details for this rate list.

Name*:

Description*:

Valid From*: 

Valid To*: 

Sitetype:	Rate is:	Category:	Weekday	Weekend	Weekly
			Rate per day	Rate per day	Rate per week
Lake View - Tent	Per reservation <input type="text" value=""/>		15.00	22.00	150.00


Figure 15 – Rates

Test the Reservation

You are now ready to test the reservation. Click **Frontdesk** in the main menu and then select **New reservation**. You can choose the site you want (sitetype) and the dates you will book the camp site. Click **recalculate** to see the total amount.

Reservation (New)

Reservation Details

Status: New
Reserved: 10/4/11 5:02 PM
Agent: jane@doe.com
Sitetype: Lake View - Tent ▼
Site*: Happy Hideaway ▼ From: 10/10/11  To: 10/13/11 

Rate Details

Description	Linetotal (USD)
Rate	45.00
Subtotal	= 45.00
Total	= 45.00

Figure 16 – New reservation

Congratulations! You have successfully set up your first campground booking. Now that you see the process with one product, you can begin to add additional products using the same steps as outlined above.

Getting the most out of WebReserv

The WebReserv booking system includes numerous features and functions that make setting up all aspects of your business easy. It is highly customizable to meet all the nuances of your unique business. Let's discuss some of these features now.

Custom Fields

In addition to booking the camp site, you might also offer other items that will enhance the camping experience, such as firewood, hot showers, or propane gas for grilling. The system allows you to add these custom features to the system to include rates and descriptions. Go to **Setup – Custom Fields** choose **Add new custom field**. You will be taken to a page that allows you to choose the type of information you want to include in this custom field. For these added features, the **List** option works best.

Edit custom field (New)

To create a new custom field, please select the type of information:

Text

The text field is the most common field type. In this field your customer can enter any type of information.

Example:

Company Name:

Number

Use the number field to enter numbers only.

Example:

Born year:

Yes/No

The yes/no field can be used if you want a yes/no answer from the customer.

Example:

Include child seat: Yes No

List

The list enables the user/your customer to select an option.

Example:

No equipment (free)

Figure 17 – Custom Field

Next, you will enter the information on your added features. You will be able to include a description as well as the price. When listing the items, it is always best to include “None” or “No, thanks” as the first item. Then it will become the default item, so if customers do not want any added products, they do not need to deselect an item.

Another important note when creating the list is if your customers are able to choose more than one of the particular add on, such as, firewood, it is best to include a count of the items in the list. For example, if a customer books a camp site, and you also offer firewood at an additional cost per bag, you would want to include a count of the bags of firewood, so your customers can purchase more than one in order to accommodate multiple nights they will be at the campground. In this case, the list would include 1 Bag of Firewood, 2 Bags of Firewood, 3 Bags of Firewood, etc. See example below. Once you have entered all the information, click **Save and continue**.

Edit custom field (Firewood)

Provide a name for this field. The name should not be longer than 40 characters, and should describe the content of the field. Example: *Company Name*

Name*:	<input type="text" value="Firewood"/>
Selection label:	<input type="text"/> <small>Optional: If provided, this label will be used instead of the name when this option is selected.</small>
Rate label:	<input type="text" value="#name (#value)"/> <small>Optional: If provided, this label will be used instead of the name in rate details</small>
Description	<input type="text" value="Spend your evenings by the fire sharing stories from the day and roasting marshmallows."/> <small>Description if optional. If entered, the customer can view it by clicking a "more" link next to the field</small>

Enter the options for this selection list in the field below. One option per line.

Options*:	<input type="text" value="No, thanks
1 Bag of Firewood [4.00]
2 Bags of Firewood [8.00]
3 Bags of Firewood [12.00]
4 Bags of Firewood [16.00]"/>
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Tip: You can now specify a price for one or more items in the list, the price will be added to the total before tax calculation. To add a price to a line item, include the price in square brackets with no dollar sign. Example: *Scuba Equipment [9.95]*

Figure 18 – Custom Field information

Once you create your custom field, you then have to associate the items to your product, so customers can add the items to their reservation. To do this, go to **Setup – Products & Reservation Rules – Product – Customer Information**. You will choose **Required** as the option for customers.

Customer Information (Lake View - Tent)

Specify what information is requested and/or required when from the customer when a new reservation is made.

Customer name	<input type="radio"/> Dont ask <input type="radio"/> Optional <input checked="" type="radio"/> Required
Company name:	<input type="radio"/> Dont ask <input checked="" type="radio"/> Optional <input type="radio"/> Required
Address:	<input type="radio"/> Dont ask <input type="radio"/> Optional <input checked="" type="radio"/> Required
Phone number:	<input type="radio"/> Dont ask <input checked="" type="radio"/> Optional <input type="radio"/> Required
Email address:	<input type="radio"/> Dont ask <input type="radio"/> Optional <input checked="" type="radio"/> Required
Number of sites:	<input checked="" type="radio"/> Dont ask <input type="radio"/> Optional <input type="radio"/> Required
Site selection:	<input type="radio"/> Dont ask <input type="radio"/> Optional <input checked="" type="radio"/> Required
Agent:	<input checked="" type="radio"/> Dont ask <input type="radio"/> Optional
Comments:	<input type="radio"/> Dont ask <input checked="" type="radio"/> Optional
Office Notes:	<input checked="" type="radio"/> Dont ask <input type="radio"/> Optional

Custom Fields

Additional customer information fields. [Click here](#) to create or modify custom fields.

Firewood:	<input type="radio"/> Dont ask <input type="radio"/> Optional <input checked="" type="radio"/> Required
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Figure 19 – Add Custom Fields to Products

When a customer is booking their camp site using this system, they will see the option to add these features on the page under **Additional reservation requests** section. They will be able to choose from the list of items, and then recalculate the cost in the **Rate Details** section of their reservation. *[See – Test the Reservation]*

Additional reservation requests

Firewood* 2 Bags of Firewood (8.00) ▼

Figure 20 – Additional reservation requests

Automatic Email Notification

Another function of the system is the ability to set up email notifications using Automatic Email Notification feature. These notifications can be customized to send to your customers. For help on setting up templates you can click here, <http://www.webreserv.com/setuptemplatelist.do> or you can access it by logging in to your account and go to **Setup – Templates** on the WebReserv site.

Automatic Email Notifications (Lake View - Tent)

Here you can select and preview the emails that will be sent to the customer when a reservation is made or changed.

[Click here](#) to view and modify email templates.

Pending email:	<input type="text" value="Pending Reservation"/>
Confirmed email:	<input type="text" value="Confirmed Reservation"/>
Declined email:	<input type="text" value="None (no message/email)"/>
Cancelled email:	<input type="text" value="None (no message/email)"/>

The previsit and postvisit emails are optional emails that can be sent to your customers automatically before and/or after the visit/rental period.

The *previsit* email can be used as a friendly reminder of driving directions, clothes or equipment to bring, weather etc. The *postvisit* email can be used as a friendly reminder for your customers to write a review of your business and come back again later.

Pre-visit email:	<input type="text" value="None (no message/email)"/>
Post-visit email:	<input type="text" value="None (no message/email)"/>

Figure 21 – Automatic Email Notifications

FAQ: Products vs. Units

The system uses the words ‘product’ and ‘unit’ in the set up process, can you please explain how each relates to camp sites?

A **product** in WebReserv is one or more item that has the same characteristics and price. For example, when you book a hotel room, you choose a room with a King, Queen, or 2 Double beds, those room options would be the product. Furthermore, the actual rooms, such as Room 207, are the **units**. In most cases, customers want to select the product, but are not as concerned with the unit they get. For this reason, the booking system will, by default, not allow the customer select the actual unit. A campground booking is similar to a hotel booking. In this case, however, the **product** is also called a **sitetype**.

For additional information and support, please visit:

Online help: <http://www.webreserv.com/help>

Blog: <http://webreserv.wordpress.com>