



Roombasket™

**ROOMBASKET USER GUIDE
VERSION 4.4.0**

How to bring your website alive and automate your bookings with...



IMPORTANT: PLEASE READ THIS MANUAL IN FULL BEFORE USING ROOMCAST

Disclaimer

No liability for consequential damages. In no event shall Resident Pro Ltd. be liable for any damages, including any loss of profits, or other incidental or consequential damages, arising out of your use or inability to use the SOFTWARE or written materials, even if Resident Pro Ltd. has been advised of the possibility of such damages. You are advised to periodically check all bookings carefully, to ensure the accuracy of your published availability, rates, other restrictions, and forward bookings. In any case, Resident Pro Ltd. accepts no responsibility for any under or over selling of your rooms.

Section 1. Availability

You can upload your available rooms up to 1 year ahead, in batches of anything between 1 day, and 92 days at a time (the area you select on the Reservation Chart will be uploaded). Each time a booking is made, or modified, the availability will be "automatically" uploaded for those days.



To begin, highlight a number of days on the Reservation Chart, right click for the Popup menu, and select "Sell online..." and "Availability / rates". This shows the number of rooms you have left to sell (which you can sync at any time).

Other options on this popup menu include "Sync avail" (to sync the availability without viewing the rooms left to sell), "Pause" and "Intray". The Intray is explained in a later section. "Pause" will stop the chart from automatically updating your availability, each time a booking is made, or changed. This may be useful if you want to start swapping a lot of bookings around, and don't want the sync process to slow you down. Whilst paused, any days that change will be highlighted in PINK on the date of the Reservations Chart, to remind you to "Sync" those days, to bring your online availability up-to-date. As soon as you "Sync" those days, the PINK shading will be removed from the dates. **Note:** "Pause" will not stop bookings from coming in from the internet.

Tip: When selecting many days on the chart, it may be easier to use the keyboard – SHIFT and RIGHT ARROW key. Also, to reposition the chart to start on a certain date, go to that day and click on the REFRESH icon.

When you select the "Sync" button, you are only updating the "Availability" for the dates shown. You are not updating any rates or restrictions. Close the window and the sync will take place in the background, allowing you to continue to work (see progress bar on your taskbar). If there is an error during sync (for example, if your internet connection is down), the unsuccessful jobs in the Queue will be restored, and synchronised later.

Tips to limit your availability

The main concept behind Roomcast is to "automatically" sell all your Available rooms, to maximise your sales potential, right down to the last room – without having to change your availability "manually". However, there are several ways to change the way your availability is calculated:-

(i) Do not let

If you use the "Shadeout" (do not let) feature on the Reservation Chart of Resident Pro, then these rooms or areas of the chart will be classed as unavailable.

(ii) Symbols

Any Symbols you place on the chart, i.e. HOLD, LET LAST etc., will be classed as unavailable. If you change the pattern of a symbol (i.e. move it from one room type to another) then you must Sync your availability for that period.

(iii) Close rate
Any rates you close will be classed as unavailable (see Rates section).

If you use more than 1 "Room rate" with Roombasket then you will notice that each "Room type" has multiple Room rate names below it. Notice that the number of available rooms is duplicated for each rate, so you may have 7 doubles to sell, and all 7 will be sold at every rate.

Click on the "Roombasket" tab...

	22/03/2013	23/03/2013	24/03/2013
Type	Friday today	Saturday	Sunday
Standard Double Room Ensuite	90.00 3	90.00 2	70.00 9
Dinner, Bed and Breakfast 2+ nights	110.90 3	110.90 2	99.90 9
2 nights Internet Discount	81.00 3	81.00 2	63.00 9
Dinner, Bed and Breakfast	99.90 3	99.90 2	99.90 9
3 nights or longer discount	90.00 3	90.00 2	35.00 9
Executive Chandelier	99.00 1	99.00 0	90.00 3
Dinner, Bed and Breakfast 2+ nights	128.90 1	128.90 0	99.90 3
2 nights Internet Discount	99.00 1	99.00 0	81.00 3
Dinner, Bed and Breakfast	119.90 1	119.90 0	119.90 3
3 nights or longer discount	99.00 1	99.00 0	45.00 3
Small Family Room	90.00 1	90.00 0	70.00 0

In the above screenshot, the default Roombasket rate for "Standard Double Room" is "Bed & Breakfast", and we can see that there are 3 Double Rooms available at a rate of £90.00 on Friday. In this example, there are 4 other rates: "Dinner, bed and breakfast 2+ nights", "2 nights Internet Discount", "Dinner, Bed and Breakfast" and "3 nights or longer discount", for each room type. Click "Sync" to upload the availability to Roombasket, otherwise the cells will be YELLOW to indicate that the availability has not been uploaded.

Although this screen shows how many rooms you have, you must also "Sync" your rates and restriction (see next section). Rooms with no prices setup will be highlighted in RED. Rooms with limitations such as minimum stay will be AMBER. Those whose rate and availability have been previously uploaded will appear GREEN.

Close All Rates

This button will close ALL the rates for the selected period. If you simply want to stop selling rates online this is quicker than going in and out of each and every room rate to "close rate". If you change your mind, click the button again to "Open all rates".

Price Shift

If you wish to change ALL of the selected prices at once, then use this button to increase or reduce the existing prices by an amount or percentage of your choice. You can also set "minimum stay" and "maximum stay" to all the existing prices.

Tip: If you wish to check any of your published availability and rates, to see if you have successfully synchronised them, you can login to your Roombasket Calendar Extranet (see later section).

Section 2. Rates

Highlight a number of days on the Reservation Chart, right click for the Popup menu, and select "Sell online..." and "Availability / rates". To set or change prices for any room, click on the "Room type" name or one of its "Room rate" names below. You can view a full year ahead, or just the dates you have already selected. Enter your room rates, together with any other restrictions, explained below. Use the COPY buttons to duplicate the cells to other days, and finally click the SYNC button to upload. Back on the Availability screen, you will notice the Rates you have added have turned the room from RED (no price setup) to GREEN (available). YELLOW means you must sync the availability.

Tip: To change a price, simply use the BACKSPACE button on the keyboard, and retype the new amount. **Note:** With Roombasket, the SYNC button on the Rates screen DOES NOT UPLOAD Availability, and the SYNC button on the Availability screen only updates the Availability, and not the prices.

Tip: There is a short-cut on the main Reservation chart which allows you to see all the rates over the days you have highlighted on the chart – simple press R.

(i) Room price

Set to an amount, to start selling the available rooms. This is a "room" price, when a minimum of 2 guests stay (default is 2 guests). The minimum occupancy (e.g. 2 guests, 3 guests, 5 guests etc.) on which this room price is based can be preconfigured for each room type. Note: If it is your policy to charge for extra beds, or to charge extra for children, then you should preset "Additional Guest Charges" (see below). You can also make any extraordinary terms clear in the 'Booking notes' or 'Supplement notes'.

Optional Preset: Please ask if you would like to "Show prices only in Advance of x days" (i.e. if we set a rate to "Advance" 28, this will only ever show your rate 28+ days ahead of today).

Optional Preset: Please ask if you would like to use a "Secret rate" for users such as Travel Agencies and Contractors who would have to enter a secret HASH coupon code (see Section 4: Coupons).

(ii) Single price (Optional)

Set to an amount if the room can be sold to a Single occupant. **Note:** If you do not set this price on Roombasket, the Room price will not be offered to people searching for rates for 1 person.

COPY ALL PASTE **Twin - Bed and breakfast**

	03/05/2017	04/05/2017	05/05/2017
Type	Wed today	Thu	Fri
Quantity	1	1	0
Rate ID	20000	20000	20000
Room price	100	100	90
Single price	95	95	80
Minimum stay	1	2	
Maximum stay			
Discount %	10	10	
Close rate			

Copy cell to all forward days Copy day to all forward days Copy day to 1 week ahead Copy day to all alike days Reselect all

RATE -1 -10 +1 +10 Change all forward days Copy up

KEY To sync No price or closed Don't sync

(iii) Minimum stay (Optional)

Guests must stay for at least this number of nights, if this room is part of their stay.

Optional Preset: Please ask if you would like to set a "Default Minimum Stay" to any of your rates. The default will then always apply unless overridden by the manual Minimum Stay pictured above.

(iv) Maximum stay (Optional)

The rate will not be offered to stays longer than the Maximum stay.

(v) Discount (Optional)

The Room Price "for the stay" will be reduced by this percentage. Set 0 to disallow discount, or 1 to 99 to apply a discount, e.g. 10 = 10% Off. This "10% Off" will be displayed on Roombasket along with the original price "~~£100.00~~" (in strikethrough). Setting Discount to zero will ensure the day is never discounted when part of a longer stay that includes a percentage discount.

Important Note: The lowest of any preset Discount will be applied (e.g. Mon 10%, Tue, 10%, Wed 5%, then only 5% will apply to the 3 night search). If a discount applies to only some of the days, then the lowest discount will still be applied (e.g. Mon not set, Tue 10%, Wed not set, then 10% will still apply to a 2 or 3 night search). To prevent Discounts from be applied to stays either side of the discounted night, set Discount to zero on either

side of the Discounted dates (e.g. Mon 0%, Tue 10%, Wed 0%, otherwise in this example, Monday and Wednesday will be discounted by 10% when Tuesday is included).

(vi) Close rate (Optional)

Set to 1 or 0. 1 stops selling this rate for this date.

Tip: Once you have setup prices for 1 room type, you can use the COPY ALL button, and PASTE button, to easily populate other room types.

Optional Preset: Please ask if you would like the rate to link to an "External URL" (i.e. to a Tariff Page on your website).

Automatic Additional Guest Charges (Families, Triples, Quads, Apartments)

Surcharges to the "Room price" can be automatically applied when the "minimum occupancy" of guests in the room is exceeded. After selecting a room online, the guest is presented with a screen similar to this example screenshot. For this to be setup we need some additional information about each of your room types:

- What is the Maximum number of "Adults" allowed in the room?

- Additional adult cost or percentage?

- Adult Mode:

Mode 0: No charge, Mode 1: per adult per night, Mode 2: fixed nightly surcharge, Mode 3: Percentage

- Child cost or percentage?

- Child mode:

Mode 0: No charge, Mode 1: per child per night, Mode 2: fixed nightly surcharge, Mode 3: Percentage

- Minimum Occupancy – i.e. the number of guests that the normal room rate is based on (before any of the additional guest charges are applied). If you select 1, then the normal room rate will be divided by 2 before adding additional charges (i.e. single parent half price rate)

- Bed notes (describe the bed configuration within the room)

If you use the "Percentage" mode, as an example 100% represents a pro rata charge (half again of the Room Price), and 50% is half an adult (quarter of the Room Price).

The screenshot shows the 'Room Basket' interface with a total of £ 0.00. The main heading is 'Select Quantity'. A tip states: 'Tip: Select how many you require. After adding to Room Basket you can checkout or continue shopping'. The current selection is '1 x Small Family Room Bed and Breakfast @ 120.00 for Saturday, 20 May 2017 (Nights: 1)'. There are minus and plus buttons to adjust the quantity. Below this, it says 'Number of people: 3' with minus and plus buttons. A note states: 'Room has 1 double and 1 single bed. Children's rates include bed and breakfast only. Bedroom is situated on 1st floor (no lift) in main building.' There is a dropdown menu for 'Children (2 adults, 1 child)' with a sub-total of 20.00, leading to a 'Sub total: 140.00' and a 'Total: £ 140.00'. At the bottom, there are 'Back' and 'Add to basket' buttons. A room description and a photo of the room are also visible.

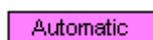
Booking Message

You can add an optional "Booking Message" to the online booking process which appears on the Calendar page and Availability pages on Roombasket. For example, this could be a promotional message (see Promo button in the image below), or a news item, or details of a special offer. To set, change or remove the button message, go to the In tray, and click "Add message".

The screenshot shows the 'Search Availability' interface with a total of £ 0.00. It includes a tip: 'Tip: Select the number of nights and click on an arrival day. The currency is in £ 's'. There is a 'Nights: 1' dropdown menu with a 'night' label, and 'Let's Go!' and 'Promo...' buttons. A 'Coupon' field with a question mark is also present.

Section 3. In tray & Chart

The Reservation Chart actively checks for new bookings, every 10 minutes. On the Reservation Chart, in the "Chart Key", you can click on the "Automatic" symbol to force Resident Pro to check for new online bookings, whenever you like.



Tip: Right click to change the interval between 10, 15, 30 and 45 minutes. Left click to check the mailbox for new bookings. Hold down SHIFT and left click, to connect and check the online server directly for new bookings (bypassing the mailbox).

Warning! – When the Reservation Chart is closed, the system is unable to check for new bookings. Meanwhile, bookings may continue to be made online, but your chart will not be updated until you next open it, and wait for the "Automatic" check (or left click on the "Automatic" icon). You should use the 10 minute interval most of the time, to lessen the window of a chance double booking.

		<Dear
	<Julie Smith	Julie Smi

When a booking arrives in the INTRAY it will be instantly charted PINK, and the original booking will be sent to the "Intray History" for your reference. Bookings will be automatically charted to the correct room, for the correct dates, complete with the name, address, telephone number, email, guestname, and any notes. Credit card details of the new booking will be stored in the "ETA/Credit card" area of the group leader.

Credit card details are encrypted and password protected.

Tip: You can leave online bookings PINK on your Reservation Chart, or confirm the booking to turn it GREEN, so that you know it has been checked (for example, from within the Booking Form, select Billing from the drop down menu, and Confirmed by).

UPG Online Card Processing

If your customers are paying online straight into your bank account, their card details will not be delivered with the booking. Instead, their payment is taken securely online via the Universal Payment Gateway "ecommerce account" and you will receive an email stating whether or not the payment was successful. This is your notification that the payment is authorised and on its way to your bank. From within the Booking Form of the new booking, select Billing from the drop down menu, and enter the Bank Deposit to turn the booking GREEN.

Tip: You can login to your UPG account online, to review transaction details. The account allows you to process refunds or additional charges, and to change the wording of the payment Notification email.

Activity

When a new booking is made, or if there is a problem charting it, the details will be logged in the Activity window. This Activity window pops up each time a booking comes in. **Note:** Bookings cannot be automatically charted if the same room is not available for the entire stay – in which case, you should move bookings around, to make the same room available. Then you can go to the INTRAY to 'Book it now' (or to book it into any available room).

Disable Roomcast

You can use the Chart Options on an individual pc to permanently, or temporarily Disable the Roomcast service on that pc. However, be aware that if you disable Roomcast, your online availability will not be updated with any changes you make to the availability on that pc's chart, and you will then have to remember to select that period to sync, to ensure your online availability is accurate. As an alternative, you can use the Popup menu to "Pause" your availability synchronisation (it will be uploaded later when Paused).

Intray booking details

For your reference, you can double click on any booking in the INTRAY to view the booking details. The bookings are listed in order of the date they came in, followed by the Reservation ID number. If you type the Reservation ID in the Recollect box, you are able to view all the occurrences of the booking in the history, in order to find credit card details, check the terms, etc.

The screenshot shows a reservation software interface. At the top, there is a navigation bar with tabs: Calendar, Chart, Guests, Reports, Staff lists, Functions, Reception, and Log-out (Lin). Below this is a calendar view for the week of 09/09/2009 to 13/09/2009. A 'Web Intray' popup window is open, displaying 'Roombasket bookings not charted' and 'Booking history' sections. The 'Roombasket' section shows a booking for 2009-09-02-145639-10004.TXT. The 'Booking history' section shows a list of bookings with their reservation IDs and dates.

Pink means online activity!

The Reservations Chart on Resident Pro will show Roomcast activity in "PINK"

A PINK TITLE BAR = When the title bar of the Reservation Chart turns "PINK" as illustrated above, this means that an online booking in the "Intray" needs your help to chart it. See "Automated web bookings not charted" (below).

PINK DATE = When a date on the chart turns "PINK" this means that this day is out-of-sync with the online availability. You should Sync the availability for that day.

PINK BOOKING = New bookings that are automatically charted appear on the Chart in "PINK"

Automatic web bookings not charted

If there is a problem with the booking, for example, in the unlikely event that the Room type booked online is no longer available, or the hotel is full, then the booking will be held in the INTRAY awaiting your attention. If there is a booking in the INTRAY requiring your attention, the top of the Reservations Chart will turn PINK. So long as you can accommodate the booking (in any room) you can resend the booking from the INTRAY to the Chart. Just tick the box "Book any available room" and click the "Book it now" button – or you may want to move your bookings around to release the proper room before clicking "Book it now".

Note: Your room types are sold irrespective of whether or not a guest has to move rooms. If the same room is not available for the whole stay, then the booking will not be automatically charted, until you visit the "Intray" and "Book it now". It is your responsibility to accommodate this booking by first moving around other bookings, or to book it to any appropriate room.

Deactivate bookings in the Intray

All the information needed to make a booking "manually" can be read onscreen in the Intray when you "double click", so you can jot this information down to manually transcribe to a booking, if needs be. You can also deactivate automatic bookings held up in the Intray, by double clicking on the booking in the list, and selecting "Deactivate". Sensitive data within bookings will be encrypted.

Note: if you are unable to accommodate a booking you must contact the Customer (or the Booking Agency). Simply deactivating bookings from the INTRAY will not do this for you.

Reactivate bookings

You can reactivate bookings from the Booking History list, and click "Book it now" to chart it. Encrypted data will be decrypted. Bookings that checkout, or are older than 365 days will be automatically removed from the Booking History list.

Optional fax failsafe

Each time an online booking is made, Roombasket can be setup to send a secure fax direct to the hotel, containing all of the booking details. If your internet connection goes down, you will continue to receive faxes. This feature is optional.

Review online bookings

If you want to view the online bookings made on Roombasket, go to the "Intray" and click on the "View Online Bookings" button.

Section 4. Coupons

Roombasket allows the user to enter a "Coupon code" on the online Booking Form page, before they submit the booking. Prefixed with a HASH symbol, the code will also show any matching "Secret Rates".

The "Coupon code" has 2 possible uses:-

1. Prefixed with a HASH symbol to display "Secret rates" for users such as Travel Agencies and Contractors. This #CODE is an optional preset for any of your "Rate types", or
2. To allow discounts or freebies to be applied at the end of the booking process, as described below...

About Secret rates

- Always start coupon code with a HASH to reveal Secret Rates
- Another Coupon code (not a Secret Hash code) can also be applied on checkout
- Optionally, you can have alternative T&C's for Secret Rates

- Optionally, you can allow bookers to proceed without entering a Credit/Debit card. For example, you can have a user-defined Tickbox such as "Tick this box if you have a company account with us, whereby we invoice your company". If the user unticks, then the Card details are required.

Tips to get your coupons noticed:

- Offer a coupon on your site
- Submit to coupon sites
- Offer coupons in direct marketing, to your corporate clients, or on check-out
- Use in social networking sites and affiliate sites
- Use in PPC (pay per click) and banner

When your customers enter a "Coupon code" the coupon may allow them to receive a freebie such as a bottle of wine, a discount, or a percentage discount – it can also override the rate with a promotional rate. This can be setup in "Resident Pro" using the Coupon Discounts button in the "Sell online INTRAY". You can also apply additional "Coupon Rules" to your coupon, so that the Coupon is only valid to bookings staying a minimum no. of nights, or to "last minute" bookings staying over a certain period, or to "group bookings"...

The screenshot shows a web form titled "Online Coupon". It has the following fields and controls:

- Coupon code:** Text input containing "SAVEPOUNDS".
- Delete coupon:** A checkbox that is currently unchecked.
- Description:** Text area containing "10% discount from your bill".
- Amount:** Text input containing "10".
- Mode:** A dropdown menu showing "1. Percentage" and a small input field containing "1".
- Coupon Rules (Optional):** A section with several input fields:
 - Arrivals between: []
 - and: []
 - Coupon expires: []
 - Lastminute (0 = today): []
 - Minimum stay: []
 - Minimum rooms: []
 - Advance (1 = tomrwl): []
- Buttons:** "New" and "Upload" buttons are located on the right side of the form.

How to upload your coupons

On the Reservation Chart, right click to "Sell Online" and select "Intray". In the Roombasket tab click on the "Online coupon discounts" button, and then click on the grid to amend or create a new coupon. If you want to apply a basic Coupon discount you only need to complete the Coupon Code, Description, Amount, and Mode (as shown above). Then hit "Upload". If you need to delete a coupon, then tick the box entitled "Delete coupon" followed by "Upload". You may create and reuse up to a maximum of 20 coupons at one time.

(i) Coupon Code

This is the code that the Customer will enter on the Online Booking page. Example: SAVEPOUNDS (Max 10 characters, note this is case sensitive)

Tip: Use memorable codes. Coupon codes like XC87977VLP are really hard for people to remember, which cuts down on their viral potential; i.e. being handed around via word of mouth. Use terms like MAYSPECIAL or SAVEPOUNDS. There's also a psychological element in doing this - it's a reminder to people of the offer, e.g. how much you can save or how long the offer is for.

(ii) Description

This description is confirmed to the Customer in the confirmation email.

(iii) Amount

This is the percentage amount, or value of the discount. For example 10 (10%) or 10 (£10 discount). Any discount will be applied to the booking total.

(iv) Mode

The Mode qualifies the Amount above. You can choose from 1. percentage discount (i.e. 10%), 2. booking discount (i.e. £10 deducted off the total bill), 3. room discount (i.e. £10 per room off the bill), 4. per room per night (i.e. £10 per room per night off the bill), or 5. No discount value (i.e. a free bottle of wine as per the Description)...

Examples of Modes:

The following calculations are based on the scenario of a guest booking 5 rooms for 3 nights to the total of £750.00. This is the level of discount calculated when entering the Amount as 10...

Example Amount: 10

Mode 1: Percentage discount

$£750 \times 10\% = £75$ discount

Note: When using Mode 1 the percentage is calculated on the total which may include extras (like champagne)

Mode 2: Booking discount

$£750 - £10$ discount

Mode 3: Room discount

$£750 - (5 \text{ rooms} @ £10 = £50)$ £50 discount

Mode 4: Nightly discount

$£750 - (5 \text{ rooms} \times 3 \text{ nights} @ £10 = £150)$ £150 discount

Mode 5: Coupon with no discount

$£750$ (no discount)

Mode 6: Promotional fixed price

$£750 -$ assuming set room price is £100 per room $\times 5$ rooms the total overrides to £500. The price is fixed no matter how many nights!

Mode 7: Promotional set nightly price

$£750 -$ assuming set nightly price is £49 per room per night $(5 \text{ rooms} \times 3 \text{ nights})$ the total overrides to £735

All the following Coupon rules are optional...

(v) Arrivals between x date and y date

Setting these values will make the Coupon valid only to bookings arriving and departing within this range.

(vi) Coupon expires

Setting an expiry date will render the Coupon invalid when we reach that date.

(vii) Lastminute

The Lastminute option allows you to set a number of nights ahead of today's date when the Coupon is valid. For example, if you set 1 (1 day), then the Coupon will always be available tomorrow (but unavailable the day after).

Example: You could market a "last minute" coupon offer that applies to arrivals in the quieter months (arrivals between x date and y date) with a Lastminute value of 2. Therefore, guests would only receive the discount if booking up to 2 days ahead of their arrival.

(viii) Minimum Stay

The coupon only applies to bookings staying this number of nights or longer.

(ix) Minimum Rooms

The coupon is only available for this number of rooms or more.

(x) Advance

The opposite of "lastminute" this option allows you to set a number of nights ahead of today when the Coupon is valid. For example, if you set 1 (1 day), then the Coupon will be available tomorrow, but not today. Setting to 28 will only allow the Coupon 28+ days ahead of today.

Section 5. Extras

You can up-sell your rooms by offering extras such as Champagne, Flowers, Breakfast, Parking charges, Cots and Evening meals. These extras are automatically calculated and added to the total room rate. Extras are shown online in alphabetical order and for this to be setup we need some additional information...

- Extras name (e.g. Champagne)
- Extras description (e.g. House champagne to be placed in your on arrival)
- Unit price (e.g. £50.00)
- Mode (i.e. 1 = per stay, 2 = per person per stay, 3 = per night, 4 = per person per night)
- Picture (optional)
- Valid from date, and Expiry date (optional)

Section 6. The Roombasket Extranet

If you look at your Roombasket Online, at the bottom of the screen it shows the last time that your availability or rates were synchronised from Resident Pro, or (if more recent) the last time a booking was made online. Click on the "Extranet" link, and then you will require your "Hotel code" and "Password".

The Roombasket Extranet allows you to list all the bookings taken on Roombasket for any date period. You can also view the online database of your all your availability, rates and restrictions, for any period, for any room.

Section 7. Skin & Script

Roombasket uses a SkinFile and CSS to allow easy manipulation of background and foreground colours, including colours for hyperlinks, buttons, tables and calendar. Let us know if you wish to change the existing colour scheme of Roombasket to better match your existing website.

JavaScript (e.g. Google Analytics <script>) can be added to the Roombasket pages. When added the foot of Roombasket will display "Analytics: On". Send us the script that you wish to add.

Troubleshooting tips

Scenario: No broadband connection

Remedy: You should contact your IT support, or your internet service provider, or your local telephone exchange. Meantime, Roomcast inside Resident Pro will attempt to use the internet, and will throw you communication errors, so you may have to disable it until you resolve your broadband connection. If you have to restart Resident Pro, answer "No" to "Do you want to check for new online bookings".

You can use the Chart Options in the Chart tab on an individual pc to temporarily disable the Roomcast service on that pc. However, be aware that if you disable Roomcast, your online availability will not be updated with any changes you make to the availability on that pc's chart, and you will then have to remember to select that period to sync, to ensure your online availability is accurate.

Use the Popup menu to "Pause" your availability synchronisation, but Roomcast will still continue to check for new bookings every few minutes if you have a broadband connection.

You can also use the "Roomcast Setup" software to switch off the Roomcast service for all pc's, but you must restart Resident Pro on each pc.

Scenario: Bookings are not appearing on the chart within a few minutes

Remedy: Try holding down the SHIFT button on the keyboard while you press the "Roomcast" tick down timer on the Reservation Chart. Failing this, you may have to restart your Windows operating system. Restart the pc, and if the problem persists you should restart your pc each day.

