



RezEasy FAQ

All prices quoted in this document are correct at the time of publication. Hallisoft reserve the right to change prices and terms etc. at any time in the future.

General Questions

Q If I buy RezEasy, will I have to pay monthly charges?

A No, all our products involve a one off payment. There is no commission or monthly fee.

Q Can I download the RezEasy to get an idea of how it works?

A Yes, at: <http://www.hallisoft.com/RezEasy/RezEval.html>

Q Can you indicate any sites which use Rezeasy so that I can get an idea of how it looks?

A You will find a number of some our customers at:
<http://www.hallisoft.com/Sites.html>
<http://www.hallisoft.com/Sites2.html>
<http://www.hallisoft.com/Sites3.html>

Q What is the difference between the agency version of RezEasy and the portal version?

A Agency Version

All information for each hotel is input by the purchaser of the program. Once the system is online each property owner can login and change seasons/prices/availability and also view reports for their property.

Price US \$599

A Portal Version

Each property owner completes a sign up form online and then receives a user name and password. They login and enter all details of their property online. This includes description, category, meals and options, seasons, prices, room types, availability etc. The property owner can also upload up to 6 pictures plus a thumbnail picture that is shown in search results.

When a property owner completes the setup the portal administrator receives an email message to say that the setup is complete. The portal administrator can then import property details into a PC application (review them if he wishes) and then publish and upload the pages. This process takes a few minutes. Several properties can be imported at the same time.

The portal version also includes a custom set of templates to match the customer web site or preferred design. All setup, installation and testing is also included so that the purchaser receives a fully functioning system.

Price US \$1350

There is also a multi-language version of the portal that allows the site to be published in up to 5 different languages. Administration is in English. The system can be delivered preconfigured in English, French, German, Italian and Spanish. But the templates are in English and the purchaser must provide the translations. If the purchaser requires different languages to the default one, the translations must be provided. The system supports any languages up to a maximum of 5.

Price US \$2250



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We include setup and installation in the price of the portal. You can see all the parameters that are possible at

<http://www.rezervia.com/demo/setup/signup.html> (Portal sign up)
<http://www.rezervia.com/demo/setup/setup.html> (Entering property data)
<http://www.rezervia.com/demo/remupdate/reports.html> (Reports)
http://www.rezervia.com/demo/remupdate/demo_edit.html (Seasons, prices etc.)
<http://www.rezervia.com/demo/Demo.html> (Booking Demo)

There is only one payment for the portal. You can add up to 9999 hotels to the system. We do not charge any commission or monthly fees.

Q I want to purchase the portal version. What happens now?

A The first step is for you to complete the questionnaire that allows us to begin the setup. Normally the setup process takes 5 working days. RezEasy Portal can use its own built in database or MySQL if your web hosting supports MySQL. Please let us know which option you prefer.

If you choose MySQL we will need the user name and password to access MySQL databases. Also the MySQL version requires the Perl DBI module to be installed on your web server (plus MySQL of course).

After we have completed the setup process we will ask you to make the final payment direct to our bank account.

Q Do you also have a solution for car rental?

A Yes we have recently completed an agency version of RezEasy that is suitable for car rental. You can see it working at

<http://www.hallisoft.com/RezAuto/Features.html>

Q What are the technical requirements for hosting a RezEasy installation?

A Technical requirements for hosting are Linux/Unix or Windows NT/2000+/XP server running Perl 5 or later. Perl is standard on all Linux/Unix hosting and also 95% of Windows hosting. RezEasy uses its own built in database which needs no other programs installed. There is also a version of RezEasy that can use MySQL database. To use the MySQL version you will need hosting that includes MySQL and the Perl DBI module must be available.

Q Do the Agency and Portal systems allow an owner who has put their property onto the system to log into their property independently (via their username and password) and update availability dates, so that double bookings do not occur?

A Yes, the property owner can login and update availability, add a booking, view reports etc. You can see a demo at

http://www.hallisoft.com/RezEasy_5_Agt/remupdate/demo_edit.html

Q Our company offers flights, accommodation and combinations of the two. Do you have any reservation software suitable for our requirements?

Q Does RezEasy have a solution for package holidays and tours?



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A We have a solution that will sell packages. It is called RezEasy Tours. You can see a demo at

<http://www.questshield.com/RezTours/RemUpdate/Config1.html> (admin config demo)
<http://www.questshield.com/RezTours/RemUpdate/ToursAdmin.html> (adding tours demo)
<http://www.questshield.com/RezTours/searchtour.html> (booking demo)

The tours program will also book accommodation only packages. But these operate in a different way to the hotels only program. The tours program is based on predefined packages, example 14 days stay in hotel ABC at a fixed price. The hotels program is "free form" in that a customer can select length of stay and the program has more options for pricing etc.

RezEasy Tours costs US \$775 including set up and installation on your web site.

Examples of situations in which RezEasy Tours is suitable include:

- Package Tours
- Flight Only Tours
- Flights and Accommodation
- Wholesale Tours and Accommodation

Q We offer rooms in hotels and guest houses and also villas and holiday apartments. Can the agency version of RezeEasy cope with a wide variety of accommodation? What about seasonal prices, children's discounts and meals? What other services can you provide to ensure the smooth running of the website?

A You can have up to 50 different room types. If you use the per person pricing you can set different prices for up to 5 persons in the room (1 person price, 2 person price etc.) plus an additional price per child.

Meals and optional extras like airport pickup, day trip etc. can be included on the booking form. You enter separate prices for adults and children. These items can be priced per person per night, per room per night, per person per booking or per booking.

You can set up to 24 matrix dates for seasonal and flexi-rate and up to 4 for daily matrix.

We can design the booking system to match your existing site or an idea that you have for US \$150. Other pages not connected to the booking system cost US \$30 per page if text and images are supplied by you. The contact and search page are part of the reservation system.

We would also suggest the installation service which costs US \$35

There is a trial version of the software available for download at
<http://www.hallisoft.com/RezEasy/RezEva.html>
and a brochure at
<http://www.hallisoft.com/RezEasy/rezeasy.zip>

Q I want to demonstrate Rezeasy to my colleagues to see if it is what they are after. Is there any way of saving the data on my PC and importing it into a new RezEasy installation?

A After you have published the pages you can copy the entire booking system onto a CD. Copy folder ...\\Hallisoft\\RezEasy_6\\RezEasy_6_Std\\MyDocs\\ (including all sub folders). If you are testing the agency version the folder name is ...\\Hallisoft\\RezEasy_6\\RezEasy_6_Agt\\MyDocs\\

Q Are there any ongoing costs involved, i.e. yearly support charges etc, or would the standard version just be a one off payment of US \$225?



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A Our products involve a one off payment there is no commission or monthly fee.

Q If I choose to buy the RezEasy system, I won't know how to install it on my site as I am not very clever with computers. Will I have to pay someone to do it?

A The procedure for installing RezEasy on your site is not complicated. We give clear instructions and no special knowledge is required. However, if the customer wishes, we can undertake this job, for which we make a small charge, currently US \$35. This includes testing the system; you receive a guaranteed, fully functioning reservation engine. The fee does not include the input of data, which remains the customer's responsibility.

Q At our hostel we have a large dormitory type room which accommodates up to 13 people. Can RezEasy deal with this?

A No, sorry. RezEasy can deal with rooms accommodating up to 5 adults and a child. As an off the shelf system it is not designed to allow for every possible charging eventuality. The only way around this would be to change 'rooms' to 'beds'. In this case you would not be able to sell rooms, only beds. This could work for hostel type accommodation where there are no small rooms.

Q Our company lets holiday villas and apartments. Is RezEasy suitable for us as we do not deal in hotel rooms?

A The system is suitable for villas and apartments etc. and you can categorize the properties into area, type, price range and number of bedrooms. RezEasy has 4 default categories which are area, place, price range and class but you can change use these categories for other information. The program will search by category (in your case area, type, price, number of bedrooms) and arrival/departure date and return all properties that meet the criteria. You can also include facilities in the search if you wish (the guest checks which facilities are required).

Q My hosting company does not support Perl scripts. Can I still use RezEasy on my site?

A The answer is no. The program is written in Perl, so would not work on your website. The alternative would be to change hosting companies.

Using Rezeasy – administration issues

Q Is there a way to change a reservation from the admin area? I have tried through the changeform.html page and it says there is not enough time until reservation. That is fine for users but there should be an admin facility to change reservations at any time.

A In the change form page (changeform.html) there is a hidden form field called "Notice" which has a value of 5 meaning 5 days a reservation can be changed up to 5 days before arrival. changeform.html can be copied to the remupdate folder (or the name can just be changed) and field "Notice" changed so it has a value of "0" which means reservations can be changed up to and including the day of arrival.

Upgrading

Q If I want to upgrade to a newer version, do I have to pay?



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A Not for the first 12 months. After that time there is a cost for upgrading if the customer wishes to do so (with a discount of around 40%)

Q I would like to upgrade from RezEasy Standard to RezEasy Agency. Since I have already purchased RezEasy Standard, may I purchase RezEasy Agency at a reduced price?

A Customers may upgrade on payment of the price difference between the two versions.

Payment System

Q How does RezEasy process online credit card payments?

A To accept "realtime" credit card payments RezEasy sends data to a payment gateway of the customer's choice. Another option is our Transaction Manager module for offline process of cards via an existing merchant account. Details at

<http://www.hallisoft.com/RezEasy/Modules.html>

Q I have a problem with Transaction Manager. I have linked RezEasy to Transaction Manager, but if I make a reservation, and want to see the credit card info, I get a "no datafile" or "no record" message.

A Check to make sure that you have configured RezEasy correctly. Start RezEasy then go to Configure and click the Payment Gateway tab. Make sure that you have not left the data for field "user", "currency" and "message" on the default settings. If you have, the transactions will be in a user account called "Your User ID". You have to set user to the account you created in Transaction Manager.

Q Can you help me to configure my PayPal account so that it works smoothly with my RezEasy installation?

A Detailed instructions are available at

<http://www.hallisoft.com/RezEasy/RezEasy-PayPal.html>

Customising Rezeasy

Q I have my own designs for my website and would like the various pages used by RezEasy to reflect these. How can this be done?

A We can use your designs to create RezEasy templates for a fee of US \$150. This fee does not include inputting any data.

Q I want to get rid of menu items in the side bar picture gallery, our hotel and checkout, for example. Do I edit one template or is it several?

A You should check all the templates. These are in ..\MyDocs\ and have _TEMPLATE.html as part of the name. Also edit accepted.html and declined.html plus all templates in folder ..\MyDocs\TEMPLATES\



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Q Can I change the Arrival Times on the Booking Form?

A To change the arrival time you would have to edit page ..\MyDocs\0001\bf0001.html Do this after you have finished all the other changes because each time you publish property pages the arrival time will revert back to the default.

Q If I want to add a property once the site is live, what pages do I have to update?

A

1. Publish property pages for the property you have just added.
2. Publish standard pages.
3. Upload folder MyDocs\XXXX to your site where XXXX is the ID for the property you have just added.
4. Upload MyDocs\data\XXXX.js to the data folder on your site where XXXX is the ID property you have just added.
5. Upload MyDocs\data\rezlist.dat to the data folder on your site.
6. Upload MyDocs\list_1.html to your site (also list_2.html etc. if these exist).

Q Is it possible to have a link on the "bed and breakfast" website that goes straight to the "Room Availability Calendar"?

A You can do this with the calendar you have now. The link is
<http://YOUR WEBSITE/0001/cl0001.html>

Where YOUR WEBSITE is your website name

Q How do I change the URL that 'Home' goes to?

A Change the URL by editing the link in all the templates. These are in ..\MyDocs\ and have _TEMPLATE.html as part of the name. Also edit accepted.html and declined.html plus all templates in folder ..\MyDocs\TEMPLATES\

Q Can I have the room availability form on the home page by moving av0001.html and bf0001.html to the same directory as the index page, which worked in test mode.? I am getting a javascript error though now when it is on the server.

A You have to move av0001.html and bf0001.html to the same folder as index.html and you have to make changes to av0001.html and bf0001.html because all the links will be wrong. In the head section of the page remove ../ from the Javascript tags that load the calendar. Remove 0001/ from after rez60load.pl? and remove ../ from the links and image tags.

The auto-loading script is rez60load.pl and the code is already in the page. You just need to correct the page name after rez60load.pl? so if you place this in index.html the code will be rez60load.pl?index.html.

Q How do I change the details on the contact page (i.e. change state to county and zip code to post code)?

A State, Zip code etc. are part of the text which is held in the database. Start RezEasy then click "Text for Form and Headings". You will see a lot of text that can be edited to suit your requirements. Publish pages after making changes. For the contact and checkout pages you edit this in the template.



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Troubleshooting

Q The Room Availability Calendar does not seem to show the true situation. I have too many red crosses, when these rooms are available.

A The reason you are getting red number is because the style sheet is either not on the site or is missing some entries. You can see how the calendar is supposed to look by going to our test page at

<http://www.rezervia.net/0000/cl0000.html>

Q On "Room Rates & Meals" on the table it says "from undefined to undefined" how do I change that?

A If you have "Undefined" in a page it means there is something missing from the database. Check all the entries in the database to make sure nothing is blank.

Q When I display the calendar, it only shows three months the current month plus the next two. Is this right or can I set it to show 12 months?

A The current version of RezEasy 6 shows 12 months. The calendar also allows the squares in the calendar to be clicked so that the customer can select the dates for the stay.

Q Whenever a change or calculation to the price takes place, the £ sign is replaced by a question mark. How can I get over this problem?

A The problem is that your web browser does not recognise the "£" sign. There are two things that you can try.

1. Add this to the <head> section of each page:

```
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
```

This will load the correct character set to display the Pound sign.

2. Change £ to the HTML encoding for the Pound sign which is £

Q I don't receive a true update of availability. What could be wrong?

A You need to be careful that the availability table ../data/rezdata.js is not overwritten when you upload pages. Once the site is live, this file should not be replaced, otherwise availability is reset.

Q After a guest made a reservation with RezEasy he arrived but we had no idea who he was! We received no email! He had a reference ID, this means that the system got his reservation and didn't send us an email. What went wrong?

A The Internet is very reliable so everyone thinks it works 100% all of the time. Unfortunately this is not the case. We sometimes get email messages from customers saying "I completed your help desk form but haven't received a reply". When we check, the message was not received. Sometimes email messages just don't get there.

You need to check that the email messages are not being filtered out by some anti-spam software. Sometimes anti-spam software will let through 99% of messages from a particular source then just



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junk one for no reason.

In RezEasy you have a report that will show all people arriving on a particular date, month, date range etc. It is wise to check these each day. You should be checking today for arrivals tomorrow to make sure that nothing has slipped through unnoticed.

Q We use "Paypal" as payment gateway. But we don't receive the email with the booking and can't trace the booking after the payment is completed.

A The problem is that your PayPal account is not set correctly and PayPal did not notify RezEasy that the transaction was accepted. If you go to the online administration and run the clean up option you may see the transaction. The system is perhaps still waiting for PayPal to respond.

You need to set your PayPal account as described in

<http://www.hallisoft.com/RezEasy/RezEasy-PayPal.html>

Q I have purchased and installed the full version. I have published my page and then copied all the files within MyDocs onto the server. However, when I try to access some files, I get the following error:

Internal Server Error

A This sounds like a permissions error. You need to set .pl files to chmod 755 on a Unix/Linux system.

Click the Windows start button then go to Hallisoft->RezEasy Standard and then Uploading files. This will tell you how to set the permissions using an ftp program.

Payment System

Q How does Rezeasy deal with credit card deposits and payments?

A To accept 'realtime' credit card payments, RezEasy sends data to a payment gateway of the customer's choice. Another option is our Transaction Manager module for offline processing of cards via an existing merchant account. Details at

<http://www.hallisoft.com/RezEasy/Modules.html>

Q There are a lot of different Payment Gateways which process credit card payments. Which do you recommend?

A You should study the conditions and charges of the Gateway companies in order to come to a decision that is best for your situation. Our own Transaction Manager, which operates in conjunction with an existing merchant account, uses up to date technology and costs \$79. Whichever system you choose, it is important to use a password that cannot be guessed and the password must be kept safe. The database is encrypted but it is wise to print the transaction details then delete the record from the database. No system can be 100% secure.