

UPDATING AVAILABILITY – Hotels and Guest Houses

Once a VisitCornwall member has been set up to use the **Availability Extranet** they will be able to update contact details and availability relating to their establishment.

To access the Extranet, a Member should:

1. Go to the following web page: <http://extranet.swt.nmspace.net>
2. Enter their user ID and password

Any Member who wishes to use the Extranet who does not currently have either a user ID or password should use the contact details at the end of this Quick Guide to request this information.

Once logged in, details for your establishment/s will be displayed.

To the left-hand side of the screen there will be up to 5 main buttons as follows;

Select Product	Users who manage multiple establishments can select the establishment that they wish to update.
Product Details	Displays the details of the establishment.
Edit Details	Allows the updating of establishment details – if you have been granted access to do so
Availability	Allows the updating of availability and pricing information.
Reports	Viewing of statistics – choose by date period and the VC Main Web channel to view your website page views and click throughs.

To update availability click on the **Availability** button.

A screen will appear that lists all of the establishment's rooms and types.

Amended: 04/04/2007 11:29:14 Amended By: LBELL (Kate Cross)

Set blanks to default Prices
 Set all to bookable
 Set all to unavailable
 Set all to default prices
 Set all to indicative
 Set all to available

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Single en-suite Room (1 units, Per Person Per Night (Breakfas))


Date	Minimum Nights	Breakfast	Unit		
			Units	Price	Indicative
30 Mar 2007 Fri	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="1"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>
31 Mar 2007 Sat	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="1"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>
1 Apr 2007 Sun	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="0"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>
2 Apr 2007 Mon	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="0"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>
3 Apr 2007 Tue	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="1"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>
4 Apr 2007 Wed	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="1"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>
5 Apr 2007 Thu	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="1"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>


For each **Room Type** the number of rooms that are available should be entered into the **Units** field along with a **Price** for each date. It is also necessary to specify whether **Breakfast** is included and whether the availability is **Indicative** or **Confirmed**. The confirmed availability box is used when a website or tic that you are listed on is doing live online bookings. As VisitCornwall is not doing this at the moment, please **ALWAYS LEAVE THE INDICATIVE BOX TICKED**.


If on any given date you are planning to only take guests who are going to stay for a minimum number of nights, you can click on the dropdown at the end of the **Minimum Nights** entry box and select the required number of nights. It is also possible to specify that any given date cannot be the first night's stay in a particular room.




These details can be entered manually, one date at a time. As well as this, to save time, the following shortcut options are available at the top of the screen:


 **Set blanks to default Prices** This button can be used to enter standard pricing into any fields that have not already been updated with a **Unit Price**.

 **Set all to default prices** Clicking on this button will populate all of the **Unit Price** fields with the standard prices.

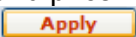
 **Set all to indicative** This button puts ticks in the **Indicative** field for each night. These ticks indicate that Tourist Information Centre staff and web visitors will need to call and check with an establishment that they still have availability prior to placing a booking.


 **Set all to bookable** Clicking on this button will remove the ticks from the **Indicative** fields. This will mean that Tourist Information Centre staff and visitors to the website can make bookings with the establishment without contacting the owner. **FOR THE VISITCORNWALL WEBSITE, PLEASE LEAVE ALL SET TO INDICATIVE.**

 **Set all to available** This automatically populates the **Units** field with the maximum number of that room type. This indicates to visitors that all rooms are available for the whole week.

 **Set all to unavailable** This button will put a 0 in all of the room fields for the whole week which indicates that an establishment is full and has no rooms available.

Clicking on the small triangles ▼ next to the entries in the top row of each week will copy the information from the top row into the rows below.

Once availability and price information has been entered for any given week it is essential to click .

To update a different week's availability, select the desired **Week Starting Date** by clicking on the dropdown at the end of the  box.



Copying Availability into Subsequent Weeks

It is possible to copy the information into subsequent weeks. First save the changes to the current week by clicking on Apply, then use the dropdown to select the week to copy the information into and then click on Apply.

Copying Availability into Multiple Weeks

It is also possible to copy availability into multiple weeks by clicking on next to the copy into box. Select the weeks that the availability needs to be copied into (multiple weeks can be selected by holding the Control key down and clicking on all of the weeks that the availability should be copied into) and then click on OK.

Golden Rules

- Remember to click to save changes for a particular week.
- Having clicked on it is then possible to update availability and prices for other weeks.
- Only click on when all updating is finished. This will save any changes made and return to the Product Details page from where it is possible to log out of the Extranet.
- If you have entered a room as available you must list a price. If you do not do this it will show on the live site as unavailable.
- ALWAYS check your page on the live website to make sure everything you have entered is displaying correctly.

Contact Details

For further assistance, contact the Membership Team at VisitCornwall on 01872 322905.