

**You will learn:**

- How to create fixed and one-time services,
- How to assign a service to reservation,
- How to use the Services calendar,

**This manual includes:**

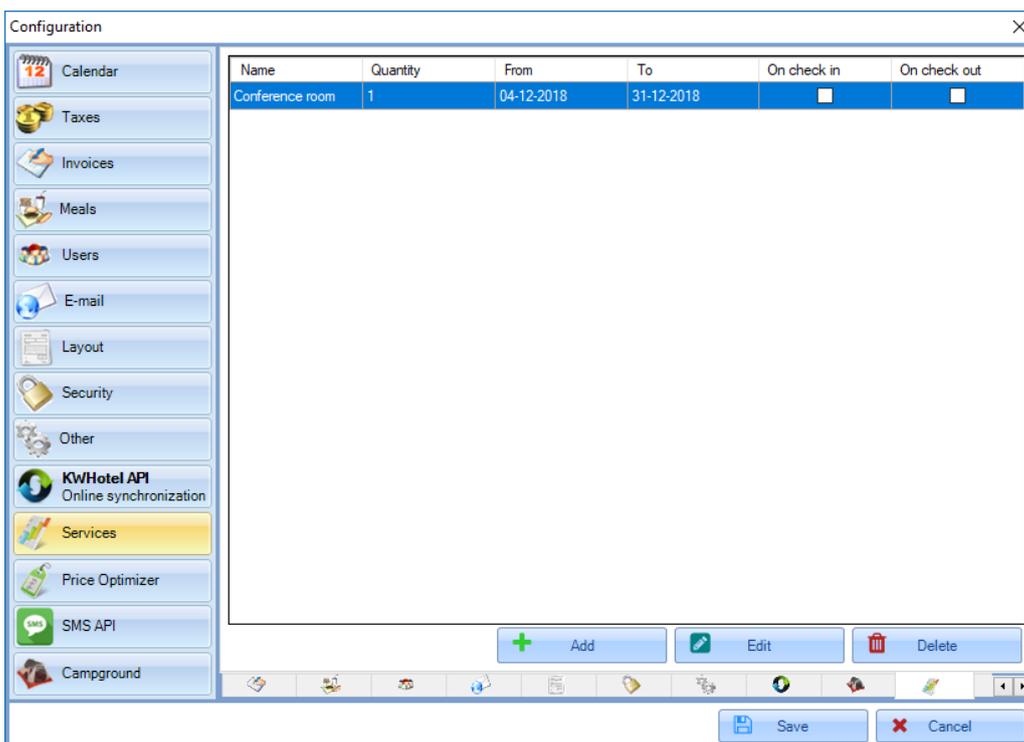
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## 1. Location of the services database

To view the list of services, proceed to **Tools > Configuration > Services**.

The list includes all active services, used in this property.

Here you may find the most basic information, such as a service name and its` availability.



## 2. Adding new services - fixed services

The manual below describes adding a new fixed service. We will use a parking spot rental as an example.

**Step 1.** Press the "Add" button.

**Step 2.** Insert a service name- "Parking spot rental".

**Step 3.** Now you need to select a stock for this service. Press the "Manage stocks" button.

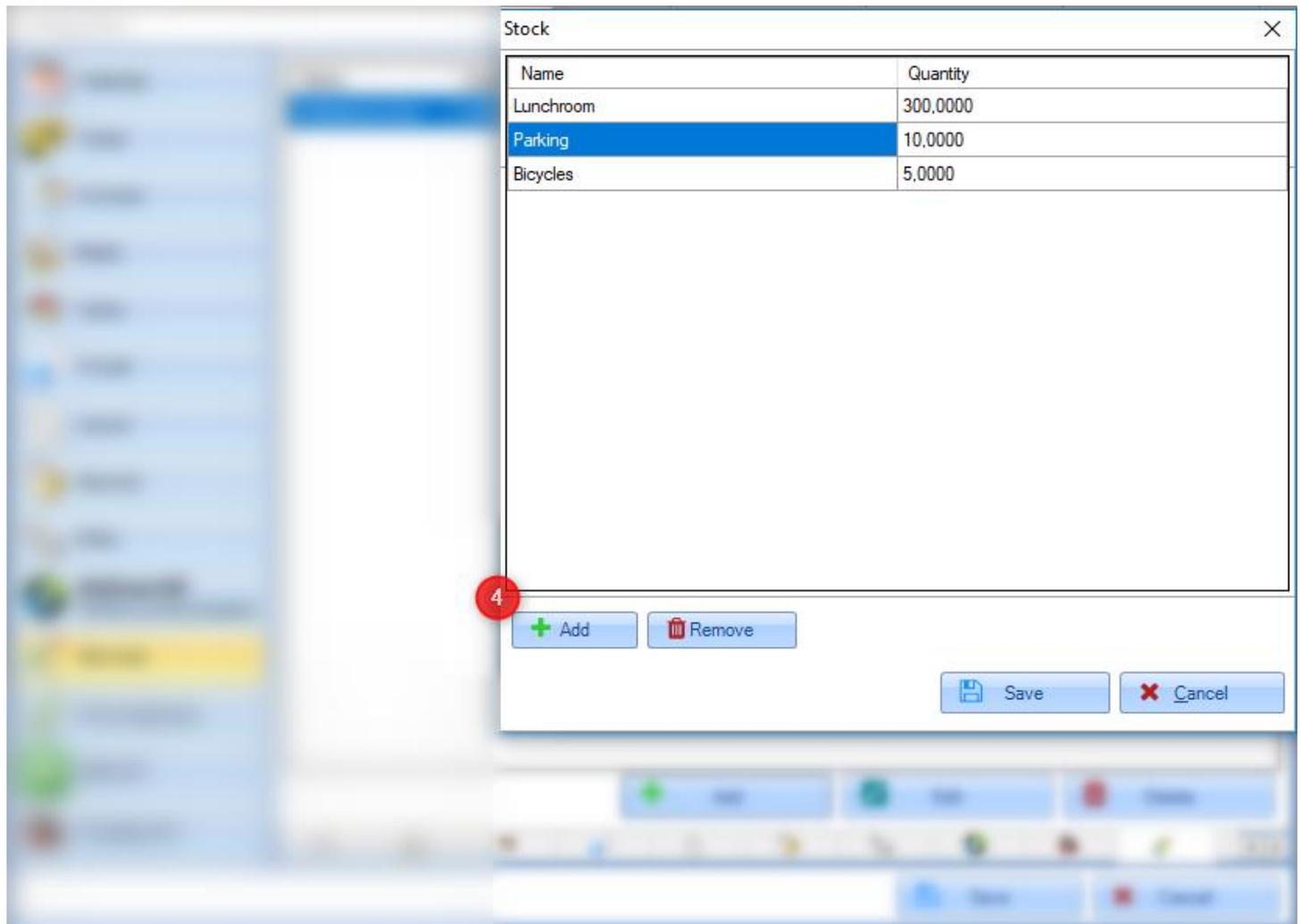
The stock allows to define, how many units of the given stock will be available for rent in your property. In our case we will include the "Parking" stock and assign 10 parking sports to it.

The screenshot shows the 'Configuration' window with the 'Services' menu item selected. An 'Edit service type' dialog box is open, allowing for the creation of a new service. The dialog contains the following fields and options:

- Name:** Parking spot rental (marked with a red circle '2')
- Type:** One-time service (dropdown menu)
- Select stock:** (empty dropdown menu, with a red circle '3' and a 'Manage stocks' link next to it)
- Options:**
  - During check in
  - During check out
  - Only this hotel
  - Only between
- From:** środa, 5 grudnia (date picker)
- To:** środa, 5 grudnia (date picker)
- Quantity:** 1.00 (spin box)
- Tax:** 0 (spin box)

At the bottom of the dialog, there are links for 'Add rate plan', 'Edit rate plan', and 'Delete rate plan', along with 'Save' and 'Cancel' buttons. The 'Add' button at the bottom left of the dialog is marked with a red circle '1'. The 'Save' and 'Cancel' buttons are also visible at the bottom right of the dialog.

**Step 4.** Create the "Parking" stock and insert a number of parking spots. You may save the changes after that.



**Step 5.** From the list, choose the newly created "Parking" stock.

**Step 6.** Select a service type. There are two options to choose from:

**One-time service** - it's an hour-based service (i.e. Conference room rental).

**Fixed service** - it's a daily service. Its` value will increase and decrease with the length of reservation. The only place where you can rent fixed services, is in a reservation window > Meals tab.

In case of parking spot rental, these are usually rented for a duration of the whole stay, not a specific hour. Because of that, we will select the "fixed service" option.

**Step 7.** Select time when this service can be rented. In our case we will select the "During check-in" option. In total, the following options are available:

**During check-in** - service will be available on the day of arrival

**During check-out** - service will be available on the day of departure

**Only between** - service will be available only during the specified time range.

Additionally, you can limit the availability of this service to the currently selected hotel. Such feature is useful when you are running multiple properties on the same KWHotel database.

**Step 8.** Insert an amount that will be deducted from stock when you rent the given service. In our case this means the number of parking sports which will be "taken" from the stock when someone rents such service in a reservation screen.

For the sake of our example, the value of "1" will be optimal.

However, there might be situations when your customers visit you by trucks. In this scenario, you can create a separate service- "Parking- truck", assign it to the same "Parking spot" stock and assign the larger number of units to be taken (i.e. 2). This will ensure that the limit of 10 parking spots is still valid but cars will take only one spot while trucks- two spots.

**Step 9.** Insert a tax value.

**Step 10.** It is time to insert a price for our service (rate plan). Press the "Add rate plan" button. A new window will be opened.

**Step 11.** Insert a rate plan`s name- for example "Standard".

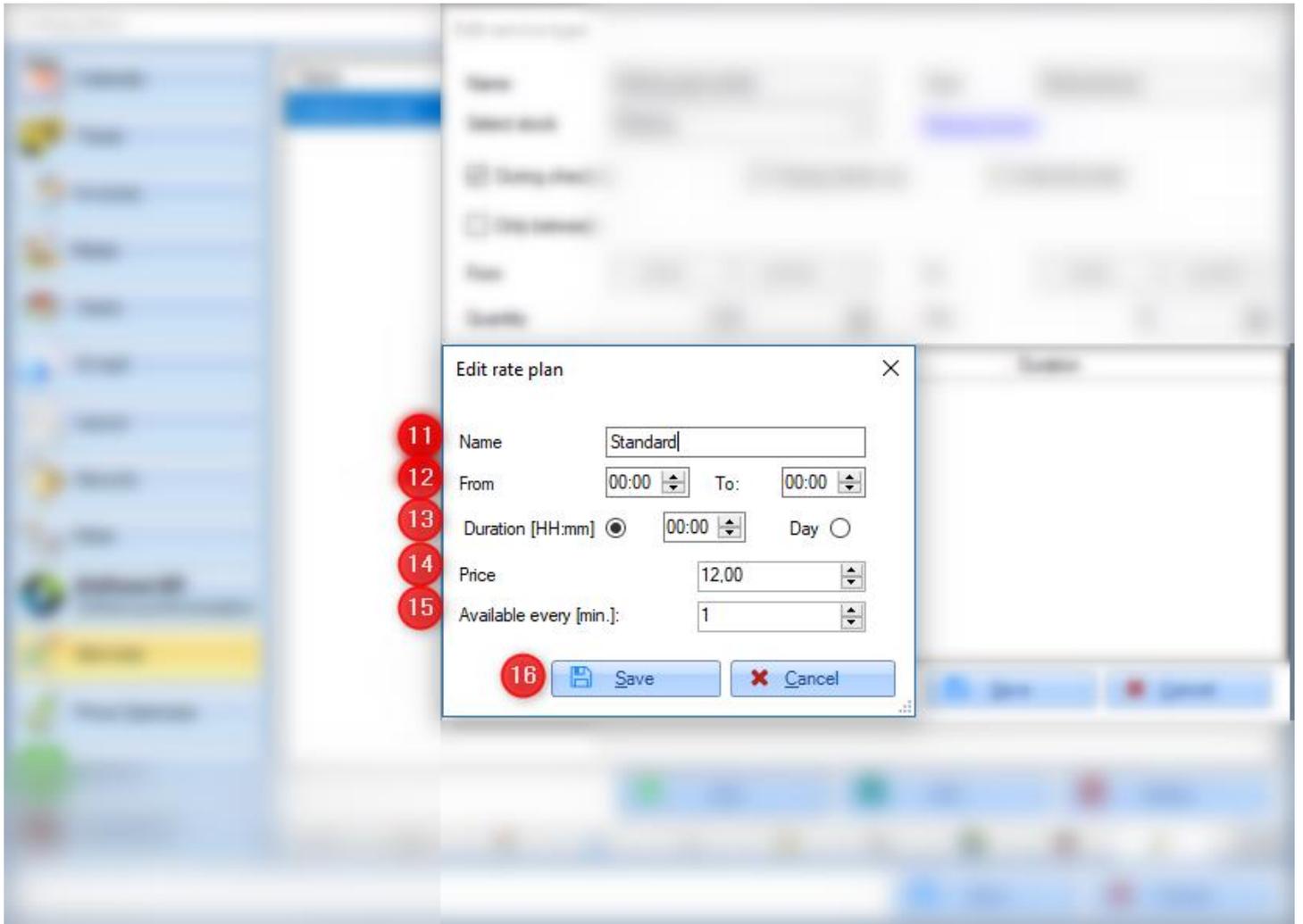
**Step 12.** Select a rate plan`s validity date. If you would like it to be available at all times, do not change the default "From" and "To" values.

**Step 13.** Select a service`s duration. In case of a fixed service, it is not required to change anything here.

**Step 14.** Insert a gross price for this service.

**Step 15.** Set intervals, between which a service will be available. In case of a parking spot rental, we want them to be available at all times. Insert a value "1" (available every 1 minute).

**Step 16.** Save your rate plan



You may now save your changes. Service will be added to the list of active services.

### 3. Adding a fixed service in a reservation window

**Step 1.** Open a reservation which you wish to assign a service to.

**Step 2.** Proceed to the "Meals" tab.

**Step 3.** Your service will appear as one of the options to choose from. More on the "Meals" tab can be found [here](#).

**Step 4.** Assign a parking rental service to this reservation. In this scenario we will assign one parking spot for each day of a reservation.

Justin Kratyk -2ppl-

Editing reservation n. 29 - (2018-12-10 10:34) - (Administrator)

Settlement Documents **Meals** Credit card Other Custom Services Housekeeping calendar SPA

Number of people eating  
 People  Child2  Amount total   
 Child1  Child3   
 Comments

Meals Meal time Details

Date	Breakfast	Lunch	Dinner	Parking spot rental
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13.12.2018	0	0	0	2
14.12.2018	0	0	0	2
15.12.2018	0	0	0	2
16.12.2018	0	0	0	2
Price	15,00	20,00	15,00	12,00
Total price	0,00	0,00	0,00	96,00

Show old booking confirmation  API

Products Issue document Prices by days Delete reservation Save Close

**ATTENTION!** If you exceed the number of vacant parking spots in the given time range, KWHotel will show you a message.

Editing reservation no. 439 - (2018-12-10 10:34) - (Administrator)

Settlement Documents **Meals** Credit card Other Custom Services Housekeeping calendar SPA

Number of people eating  
 People  Child2  Amount total 0,00  
 Child1  Child3   
 Comments

Meals Meal time Details

Date	Breakfast	Lunch	Dinner	Parking spot rental
13.12.2018	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	0	0	0	11
	0	0	0	0
	0	0	0	0
	0	0	0	0
Price	15,00	20,00	15,00	12,00
Total price	0,00	0,00	0,00	0,00

Setting this value would exceed the value set for this stock - 10,0000\nThe maximum possible value is -1

Show old booking confirmation  API

Products Issue document Prices by days Delete reservation Save Close

#### 4. Adding new services - one-time services

The manual below describes adding a new one-time service. We will use a bicycle rental as an example.

**Step 1.** Press the "Add" button.

**Step 2.** Insert a service name - "Bicycle rental".

**Step 3.** Now you need to select a stock for this service. Press the "Manage stocks" button.

The stock allows to define how many units of the given stock will be available for rent in your property. In our case we will include the "Bicycle" stock and assign 5 bicycles to it.

Configuration

- Calendar
- Taxes
- Invoices
- Meals
- Users
- E-mail
- Layout
- Security
- Other
- KWHotel API**  
Online synchronization
- Services**
- Price Optimizer
- SMS API
- Campground

Conference room

**Parking spot rental**

**Edit service type** ✕

Name:  Type:

Select stock:  [Manage stocks](#)

During check in     During check out     Only this hotel

Only between

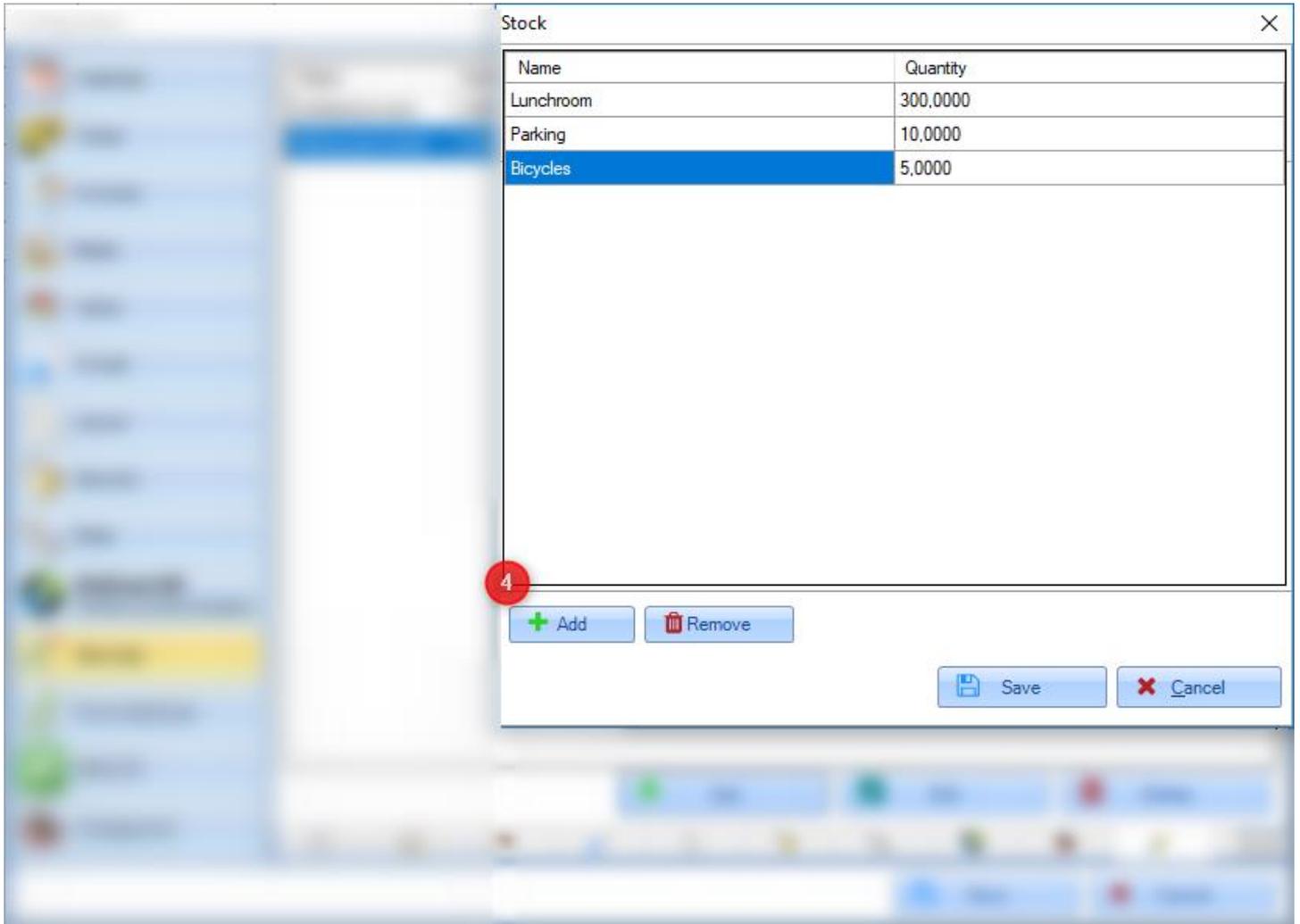
From:  To:

Quantity:  Tax:

Name	Price	Duration

[Add rate plan](#)    [Edit rate plan](#)    [Delete rate plan](#)

**Step 4.** Create the "Bicycles" stock and insert a number of bicycles.



**Step 5.** From the list, choose the newly created "Bicycles" stock.

**Step 6.** Select a service type. There are two options to choose from:

**One-time service** - it's an hour-based service (i.e. Conference room rental).

**Fixed service** - it's a daily service. Its` value will increase and decrease with the length of reservation. The only place where you can rent fixed services, is in a reservation window > Meals tab.

In case of a bicycle rental, we want to rent them on hourly basis. Because of that, we will select the "one-time service" option.

**Step 7.** Select time when this service can be rented. In case of one-time services, the following options are available:

**Only between** - service will be available only during the specified time range.

Additionally, you can limit the availability of this service to the currently selected hotel. Such feature is useful when you are running multiple properties on the same KWHotel database.

In our case, we do not want to limit our rental to a particular season. Thus we do not select any option.

**Step 8.** Insert an amount that will be deducted from stock when you rent the given service. In our case this means the number of bicycles which will be "taken" from the stock when someone rents such service in a reservation screen.

For the sake of our example, the value of "1" will be optimal.

**Step 9.** Insert a tax value.

**Step 10.** It is time to insert a price for our service (rate plan). Press the "Add rate plan" button. A new window will be opened.

**Edit service type**

Name:  **6** Type:

**5** Select stock:  [Manage stocks](#)

During check in  During check out  Only this hotel

**7**  Only between

From:  To:

**8** Quantity:  **9** Tax:

Name	Price	Duration

**10** [Add rate plan](#) [Edit rate plan](#) [Delete rate plan](#)

**Step 11.** Insert a rate plan's name - for example "Hourly".

**Step 12.** Select a rate plan's validity date. If you would like it to be available at all times, do not change the default "From" and "To" values. In our scenario, we want to rent bicycles from 08:00 to 20:00.

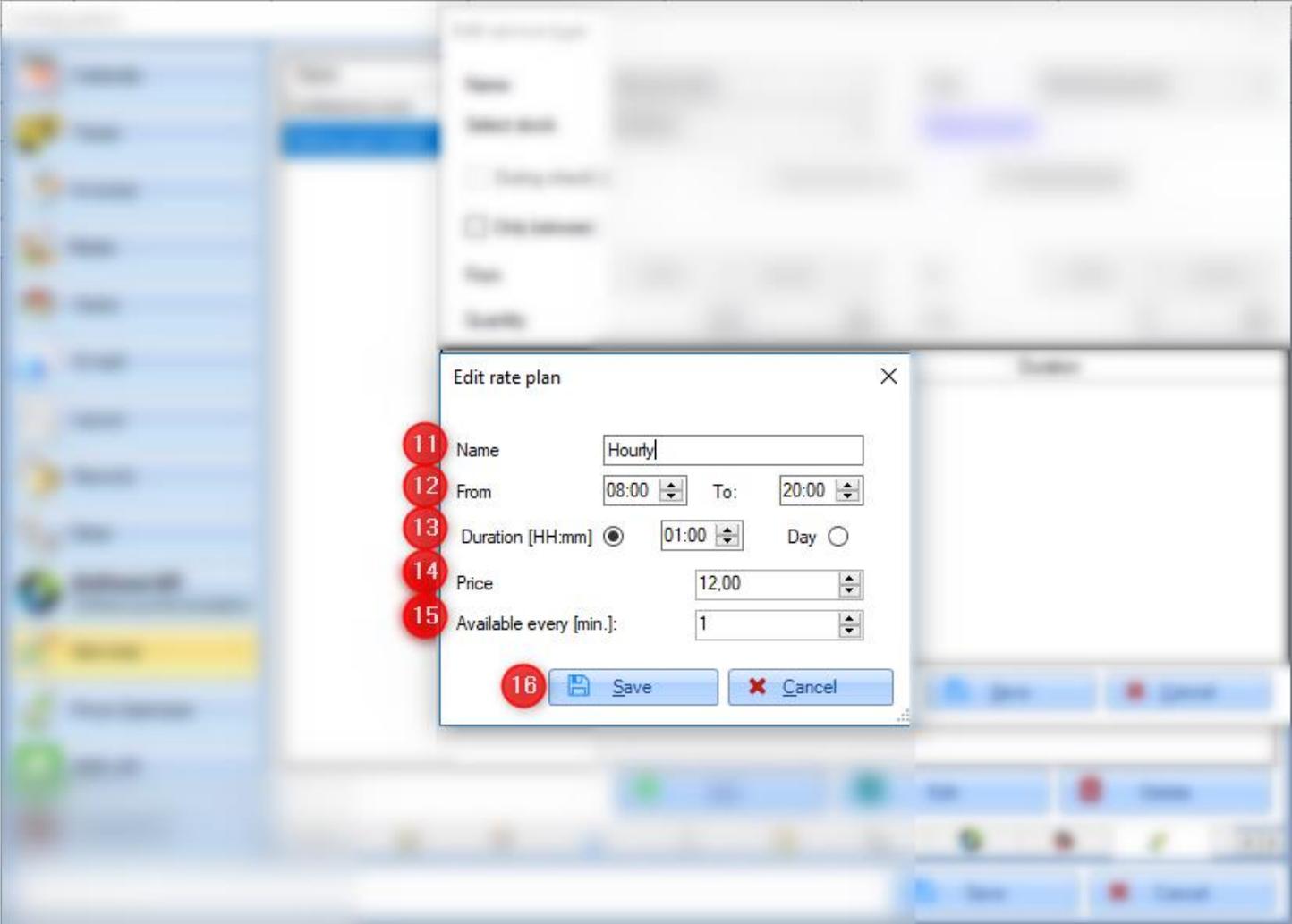
**Step 13.** Select a service's duration. In case of renting bicycle for one hour, insert a value of 01:00 (one hour).

**Step 14.** Insert a gross price for this service.

**Step 15.** Set intervals, between which a service will be available. In case of a bicycle rental, we want them to be available at all times. Insert a value "1" (available every 1 minute).

What does it mean? If we rent bicycles from 08:00 - 20:00, each subsequent bicycle can be rented at 08:00, 08:01, 08:02, etc.

**Step 16.** Save your service. It will be added to the list of active services.



**ADDITIONAL EXAMPLE - renting bicycles for a whole day.**

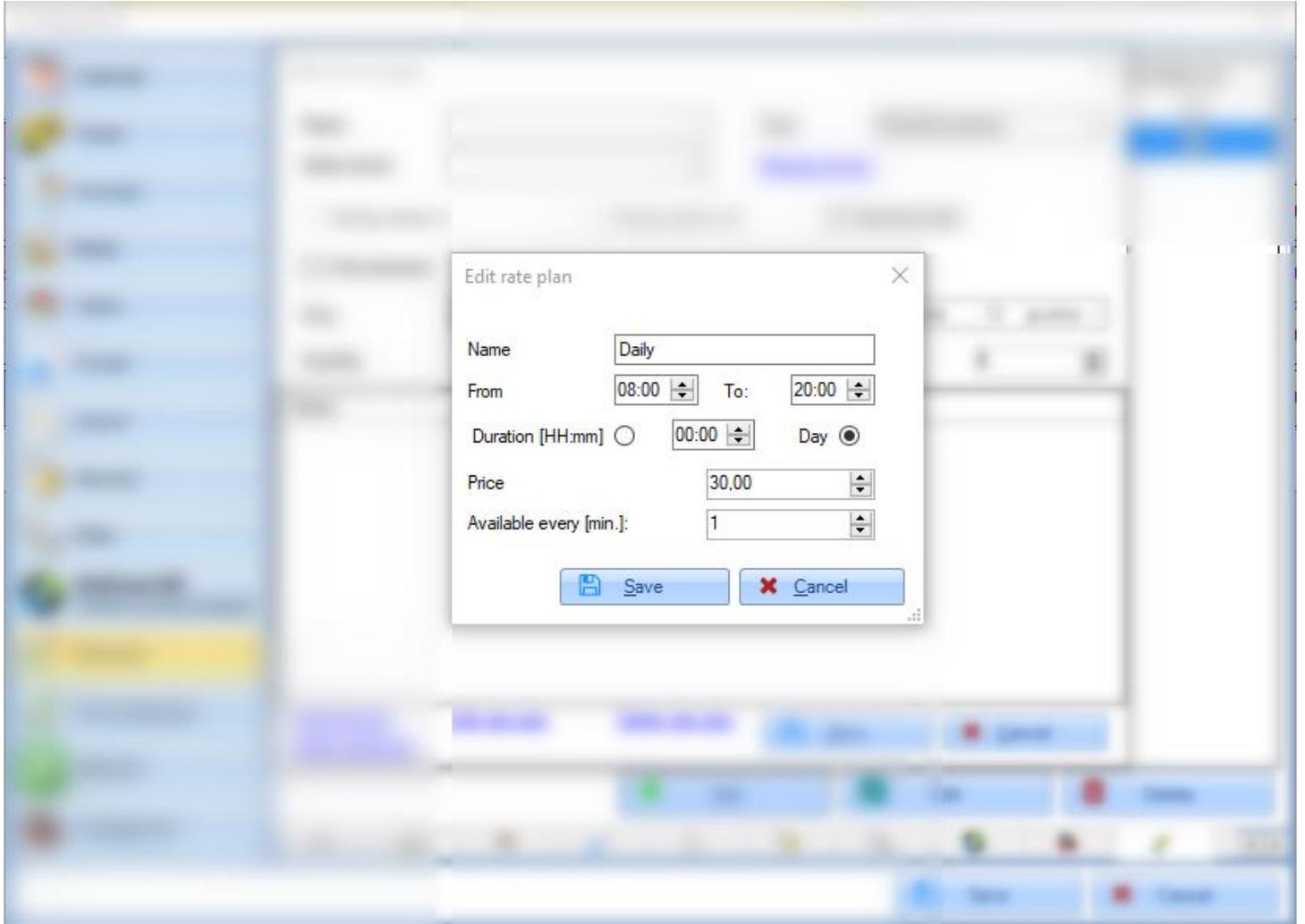
In such case we name our rate plan "Daily".

We set its` validity from 08:00 to 20:00.

We set its` duration for "Day".

We insert a price for the whole day rental.

We set the availability every 1 minute.



**What does such configuration give us?**

For example, our guest can rent a bike at 10:00, for a price of 30 EUR, and use it the whole day.

## 5. Adding a one-time service in a reservation window

**Step 1.** Open any reservation.

**Step 2.** Go to the "Services" tab.

**Step 3.** Press the "Add" button.

**Alternative** - you may also press the calendar icon (A) to open the Services module and manually select a term to rent bicycles for.

The screenshot shows the KWHotel Pro interface. At the top, there is a menu bar with options like Dashboard, Calendar, Services, Campground, Logbook, Meals, Accounting, Reports, Statistics, and Rooms. Below the menu is a calendar for December 2018. A reservation for 'Jadwiga Adamik -2ppl-' is highlighted for the period from Tuesday, December 25th to Thursday, December 27th. A red circle '1' is placed over the reservation date. Below the calendar is a form for editing reservation no. 417. The form has several sections: 'Room data' (Group: DOUBLE, Number: Double I), 'Reservation dates' (Check-in: 25 grudnia 2018, Check-out: 27 grudnia 2018, Days: 2), 'Customer data' (Name: Jadwiga Adamik), and 'Comments'. A red circle '2' is placed over the 'Services' tab in the top right of the form. Below the form is a table for adding services with columns for Name, Plan, Quantity, From, and To. A red circle '3' is placed over the 'Add' button in the table. At the bottom of the form, there are buttons for 'Products', 'Issue document', 'Prices by days', 'Delete reservation', 'Save', and 'Close'. The reservation status is shown as 'Reservation scheduled' and 'Reservation confirmed'.

**Step 4.** Select a service type - Bicycle rental

**Step 5.** Select a rate plan which you want to use (Hourly or daily). In our example we will select the hourly version.

**Step 6.** In the "Reservation term" section choose a duration of renting a bicycle. Let us select two hours here.

**Step 7.** In the "Customer data" section insert your guest's data.

**Step 8.** Save your service.

The screenshot displays the 'Services' module interface with the following sections and elements:

- Service type:** Type is set to 'Bicycle rental' (marked with a red circle 4).
- Rate plan:** Rate plan is set to 'Hourly' (marked with a red circle 5).
- Reservation term:** Start time is 25.12.2018 at 13:00, and End time is 25.12.2018 at 15:00 (marked with a red circle 6). A checkbox 'Set No. of units to 1' is checked.
- Customer data:** Name and surname is 'Jadwiga Adamik' (marked with a red circle 7). Buttons for 'Add customer' and 'Edit customer' are visible.
- Comments:** A text area for entering comments.
- Summary table:**

Quantity of units		2,00
No. of units	x	0min x 1,00
Price per unit	x	12,00
<b>Total</b>	=	<b>24,00</b>
Amount due		24,00
<b>Amount due</b>		<b>24,00</b>
- Status:** Status is 'From reservation'.
- Buttons:** 'Delete reservation' (marked with a red circle 8), 'Save (Finish)', and 'Cancel'.

## 6. Describing the Services module

The Services module consists of the following parts:

**The "New service" button** - allows you to insert a new service to the calendar.

**Today** - sets calendar for the current day.

**Display filter** - allows to set a time period which will be displayed on the calendar.

**Time filter** - lets you adjust, using a slider, the hour (or minute) range that will be presented on the calendar.

To add a service to the services calendar, just press the "New service" button and select a date when you want to perform the rental.

Alternatively, you can select a time period on the calendar and then press the "New service" button.

## Managing services in KWHotel

KWHotel Pro (0.47.120) - [Services]

File Tools View Help

Style - Blue | www.kwhotel.com

Dashboard Calendar Services Campground Logbook Meals Accounting Reports Statistics Rooms Rate plans Online bookings (1) SPA Change user

New service Today Day Week Month Year Timeline

grudnia 05, 2018

Service	Duration	Day
Conference room	5	środa
Bicycle rental	5	środa

User: admin | My Dream Hotel | Reminders | KWHotel API | Refresh | Confirmation Log | Online backup performed automatically on the server 0,68 0,88 | KWHotel

**Do you have any questions?  
Feel free to contact!**

support@kwhotel.com  
+48 12 333 78 77  
www.kwhotel.com