

KWHOTEL BOOKING ENGINE

You will learn:

1. How to configure KWHotel Booking Engine display settings
2. How to manage client and hotel email notifications
3. How to insert payment options
4. How to set up email client
5. How to configure discount codes

Attention! Before you proceed with our manual, please perform the following configuration in the KWHotel Pro desktop version:

- Create room groups and assign rooms to them (for a detailed manual, [click here](#)). Please include room descriptions as they will be used by the Booking Engine.

KWHotel Booking Engine operates on room groups, not rooms.

*If you are running the apartment rental business and wish to **sell each apartment individually**, please create a room group and assign a single apartment to it.*

- Create rate plans (for a video manual, [click here](#))

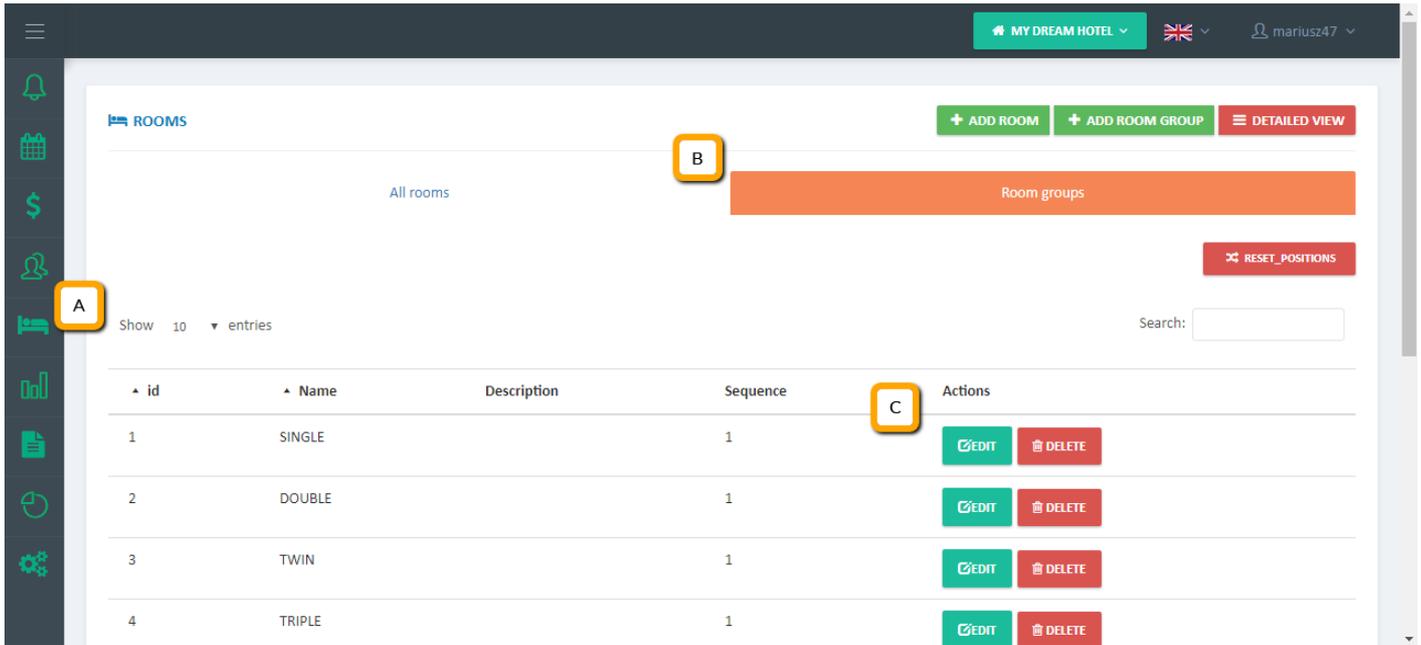
1. How to configure display settings

Having made the configuration in KWHotel Pro, the remaining setup is done solely in the dev.kwhotel.com panel. Please log to the Administrator panel, using credentials obtained from Support Team.

Our setup will start with adding rooms` translations, order and images.

Rooms configuration in KWHotel Booking Engine step by step:

- a. Enter the „Rooms” tab → Rooms
- b. Switch to “Room groups” tab
- c. Select the first room on the list and click “Edit”



ROOMS

+ ADD ROOM + ADD ROOM GROUP DETAILED VIEW

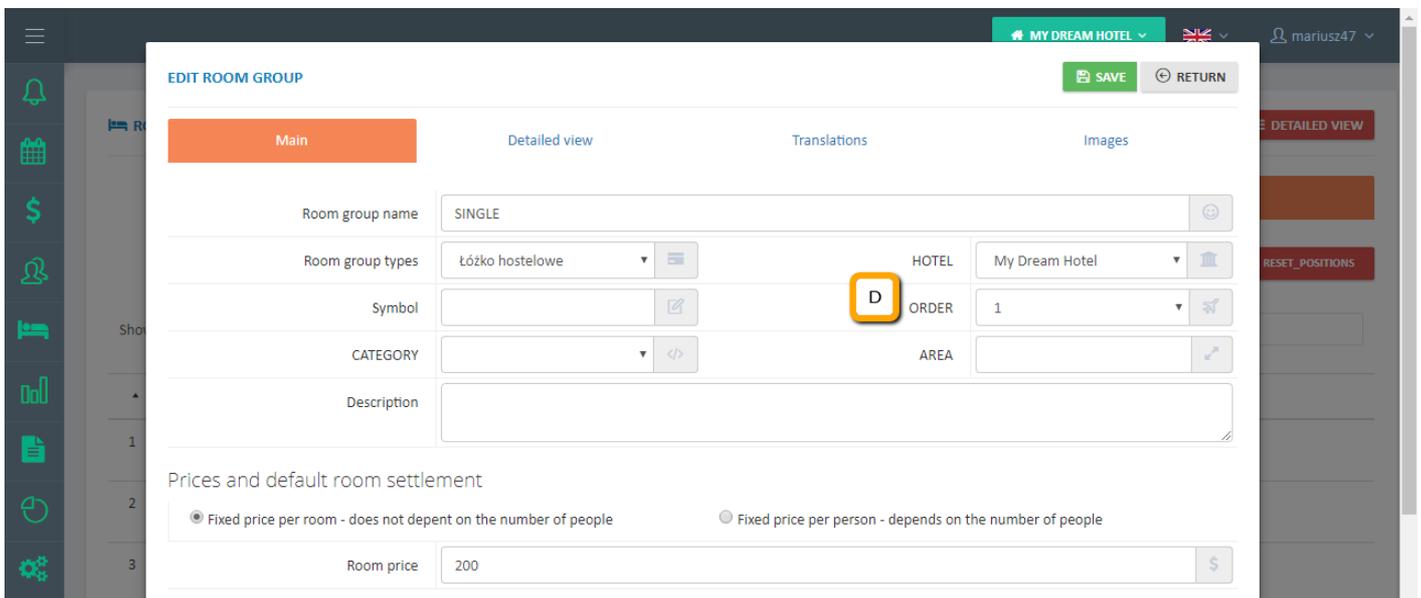
All rooms Room groups

RESET POSITIONS

Show 10 entries Search:

id	Name	Description	Sequence	Actions
1	SINGLE		1	EDIT DELETE
2	DOUBLE		1	EDIT DELETE
3	TWIN		1	EDIT DELETE
4	TRIPLE		1	EDIT DELETE

- d. In the “Main” tab fill in the “Order” field. It determines the order of this room in the KWHotel Booking Engine listing.



EDIT ROOM GROUP

SAVE RETURN

Main Detailed view Translations Images

Room group name SINGLE

Room group types Łóżko hostelowe HOTEL My Dream Hotel

Symbol ORDER 1

CATEGORY AREA

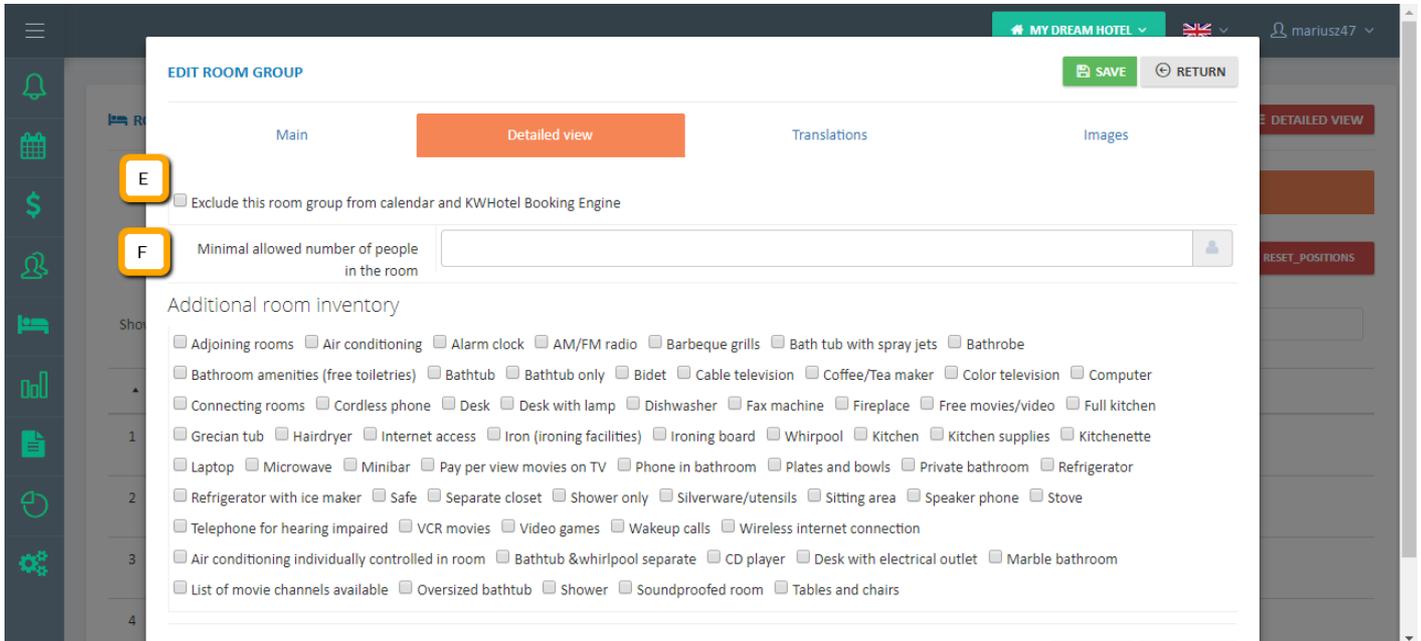
Description

Prices and default room settlement

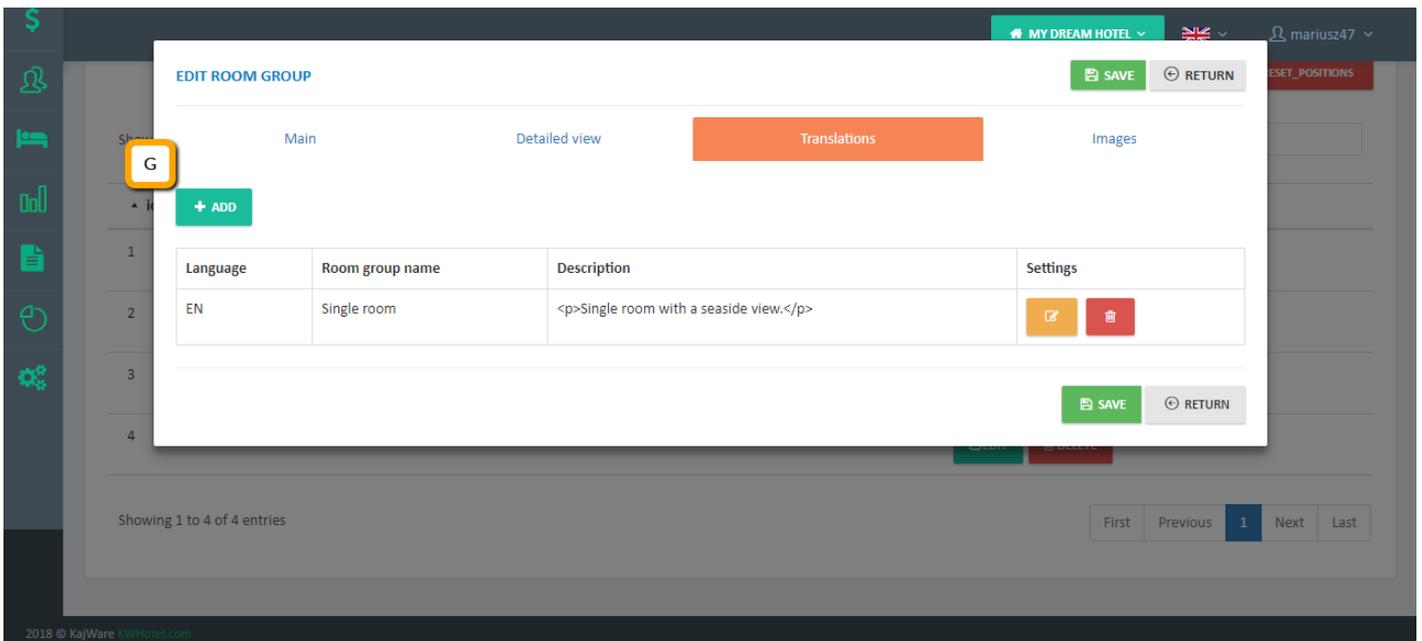
Fixed price per room - does not depend on the number of people
 Fixed price per person - depends on the number of people

Room price 200

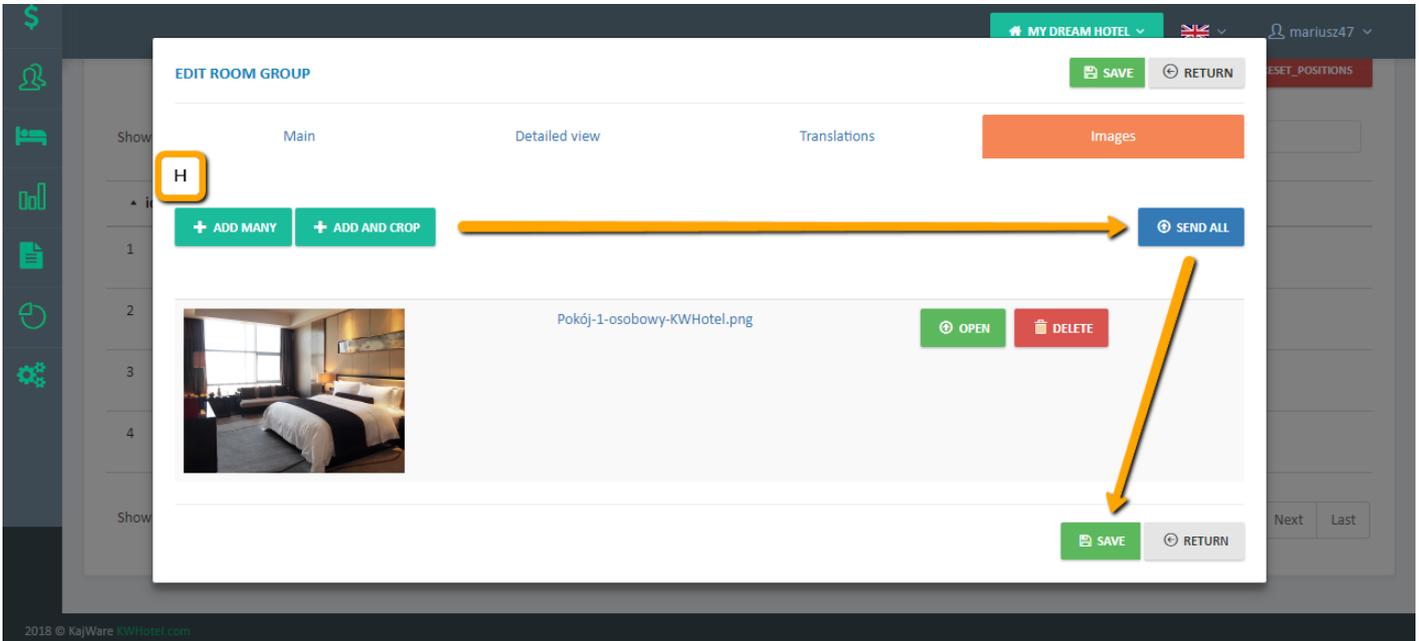
- e. In the “Detailed view” tab, make sure your room group has the following option disabled: “Exclude this room group from calendar and KWHotel Booking Engine”. Leave this option marked only in case you do not want this room to be displayed.
- f. In the “Detailed view” tab determine the minimal number of people allowed in this room group, if required by your policy.



- g. In the “Translations” tab use the “Add” button to include a translation of your room group’s description. Translation will be applied depending on the language flag your customer chooses in the KWHotel Booking Engine.



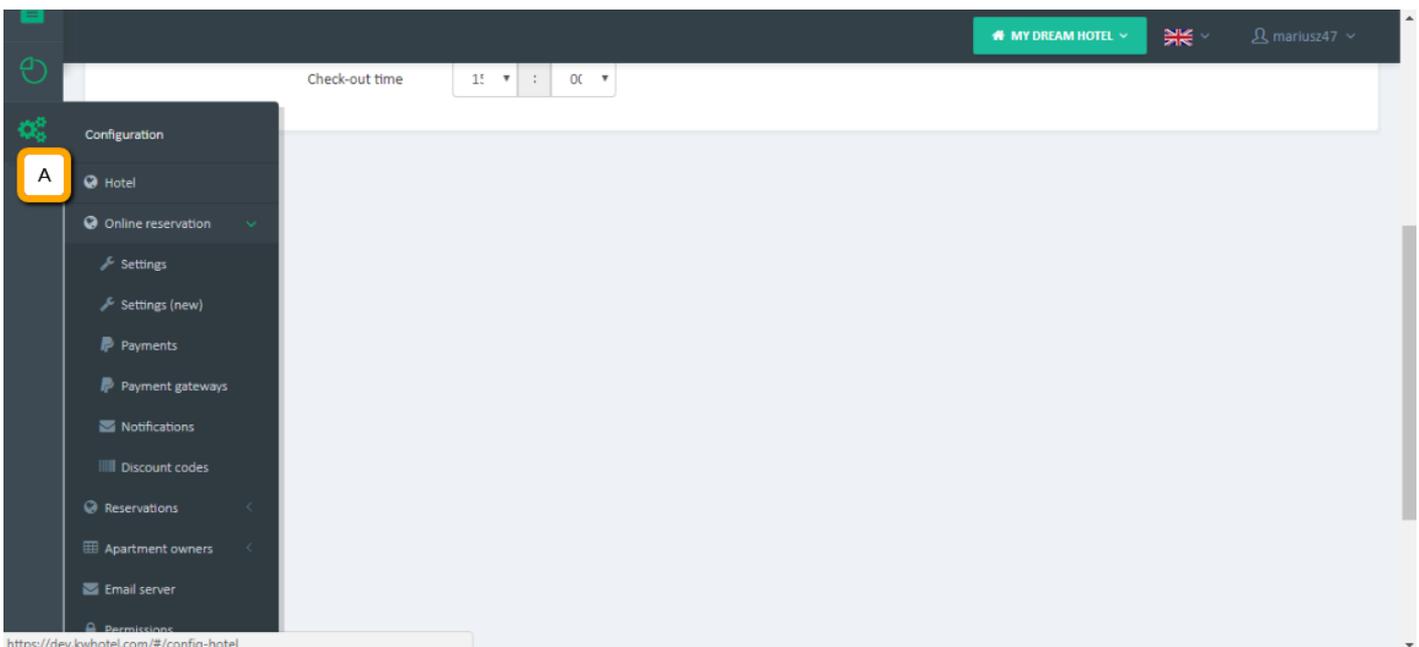
- h. In the “Images” tab use the “Add many” button to insert images of your room group. You can drag and move uploaded images with your mouse to achieve desired order. Having done that, click “Send all” for images to upload. Now click “Save”.



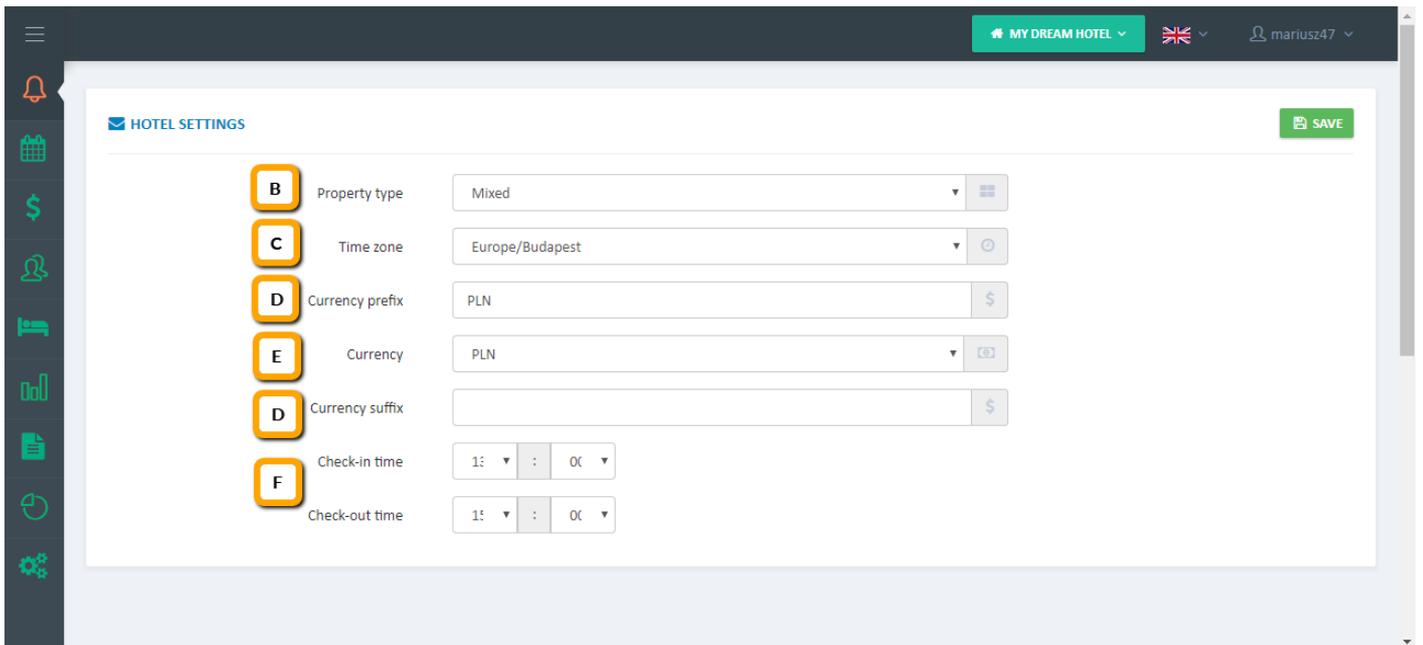
Repeat the above steps for the remaining room groups.

Hotel configuration in KWHotel Booking Engine step by step:

- a. Enter the „Configuration” tab → “Online reservation” → “Hotel”



- b. Select the property type (mixed, rooms, apartments, cottages, beds)
- c. Pick the time zone
- d. Choose your currency prefix or suffix (i.e. typing "EUR" suffix will render the price as 300 EUR. Typing the "EUR" prefix instead will render the price as EUR 300; insert value in only one of those fields)
- e. Select your currency. Please note that prefix or suffix is still required for the currency to be displayed in the KWHotel Booking Engine.
- f. Choose your check-in and check-out time. Currently this option is obligatory for the settings to be saved but it is not used anywhere. This will be a subject to change in the future updates of the system.



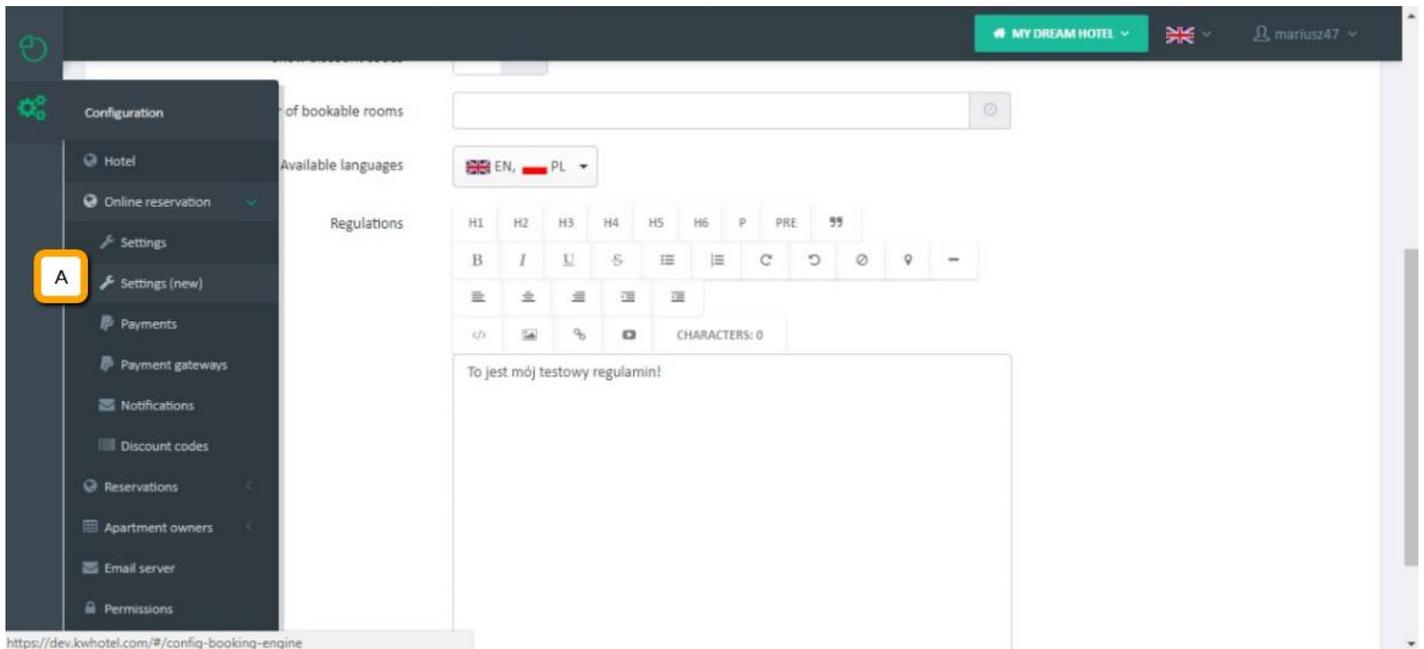
The screenshot displays the 'HOTEL SETTINGS' configuration page in the KWHotel system. The page features a dark sidebar on the left with various navigation icons. The main content area is titled 'HOTEL SETTINGS' and includes a 'SAVE' button in the top right corner. The settings are organized into several rows, each with a lettered label in a yellow box:

- B** Property type: Mixed
- C** Time zone: Europe/Budapest
- D** Currency prefix: PLN
- E** Currency: PLN
- D** Currency suffix: (empty)
- F** Check-in time: 1: : 00
- Check-out time: 1: : 00

Having done the above configuration, please save your changes.

Offer display configuration in KWHotel Booking Engine step by step:

- a. Enter the „Configuration” tab → “Online reservation” → “Settings (new)”

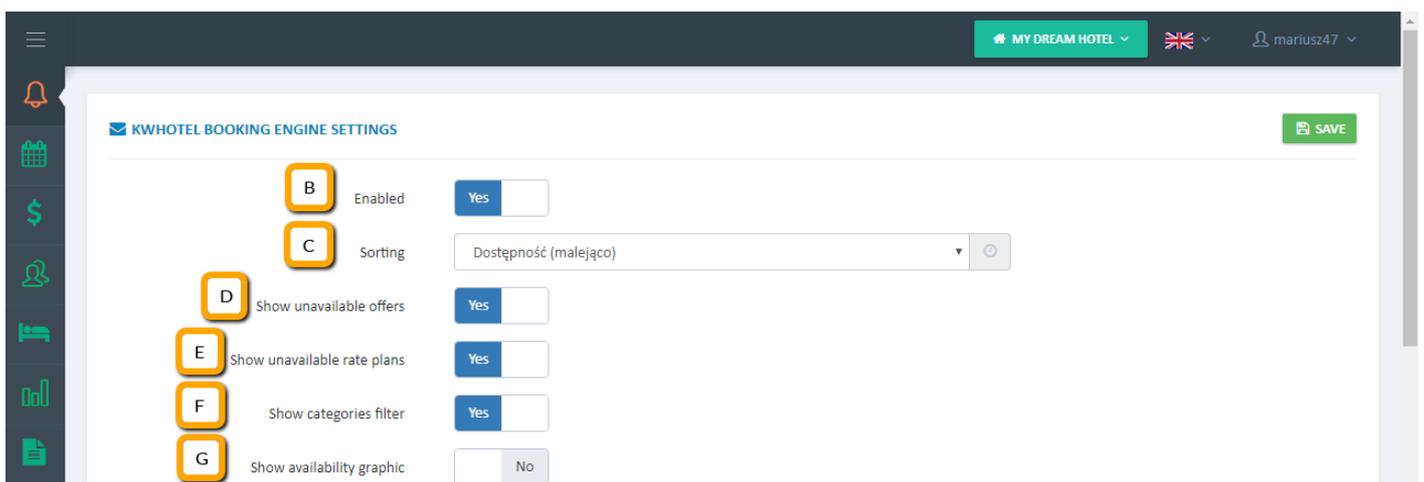


- b. Toggle whether the KWHotel Booking Engine is enabled or disabled
- c. Select the sorting order of your room groups / apartments / hostel beds
- d. Toggle whether to display the offers that are not available in the given time (they cannot be booked but will be visible)
- e. Toggle whether to display rate plans that are not available in the given time
- f. Toggle whether to display the categories filter

Categories act as an additional filter for your guests. For instance, if your apartments are scattered across multiple locations, you may create a “City” category and include each apartment in the corresponding city.

- g. Toggle whether to display availability calendars for your rate plans

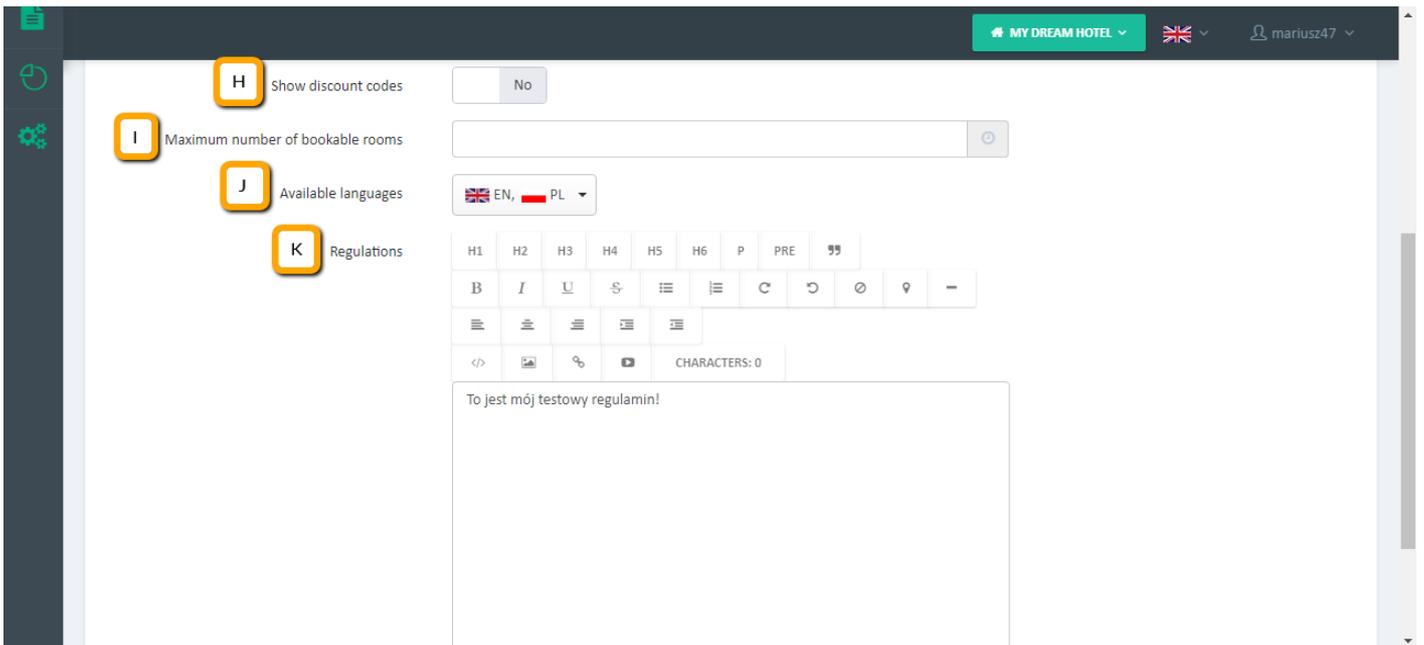
Availability calendar can be accessed by your guest when booking the reservation. It uses colors to highlight vacancies of this rate plan.



- h. Toggle whether to display the discount codes

Discount codes allow you to offer the discount opportunities to your customers. Such discount code can be inserted during the first step of the reservation process.

- i. If you wish to limit the number of rooms that will be available for sale, you may type this value in the “Maximum number of bookable rooms” field.
 j. Pick the available languages of your KWHotel Booking Engine.
 k. Insert the hotel regulations. They will be accessible during the second phase of the reservation process.



The screenshot shows a configuration interface for 'MY DREAM HOTEL'. The interface includes a sidebar with navigation icons and a main content area with the following settings:

- H** Show discount codes: A toggle switch set to 'No'.
- I** Maximum number of bookable rooms: An empty text input field.
- J** Available languages: A dropdown menu showing 'EN' (English) and 'PL' (Polish).
- K** Regulations: A rich text editor with a toolbar and a text area containing the text 'To jest mój testowy regulamin!'.

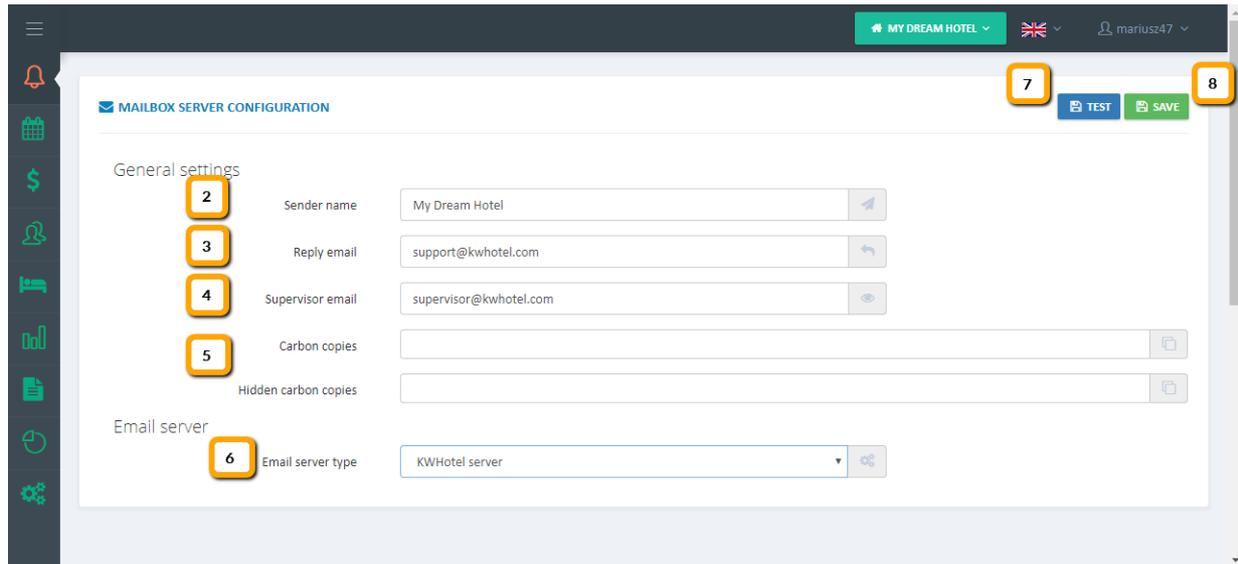
Having configured the above settings, please save your changes.

2. How to set up the email client

Before you prepare your client and hotel notifications, the email client must be set.

Setting up email client step by step:

1. Enter the „Configuration” tab → “Email server”
2. Insert the sender name
3. Type the reply`s mail (which can be used by the client to get back to you)
4. Type the supervisor`s email (which can be used by a staff member who supervises the whole process)
5. If you wish to receive carbon copies or hidden carbon copies, you can insert them here.
6. Pick the email server type. By default, the “KWHotel server” option is selected, which uses our protocol to send data. You may switch it to “SMTP server” and configure your mailbox instead.
7. Having finished the configuration, press the “Test” button and see if the test message is sent correctly to your email.
8. If test message was received properly, click the “Save” button.



3. How to manage client and hotel email notifications

Notification settings allow you to send automated emails to your customers and hotel staff.

There are 8 types of email notifications:

Reservation scheduled: This message will be sent to client once he schedules a reservation via KWHotel Booking Engine.

Hotel – reservation scheduled: This message will be sent to hotel once client`s advance payment is confirmed by a payment gateway.

Reservation confirmed: This message will be sent to client once his advance payment is confirmed by a payment gateway.

Hotel – reservation confirmed: This message will be sent to hotel once client`s advance payment is confirmed by a payment gateway.

Reservation cancelled: This message will be sent to client once his reservation is cancelled due to lack of payment.

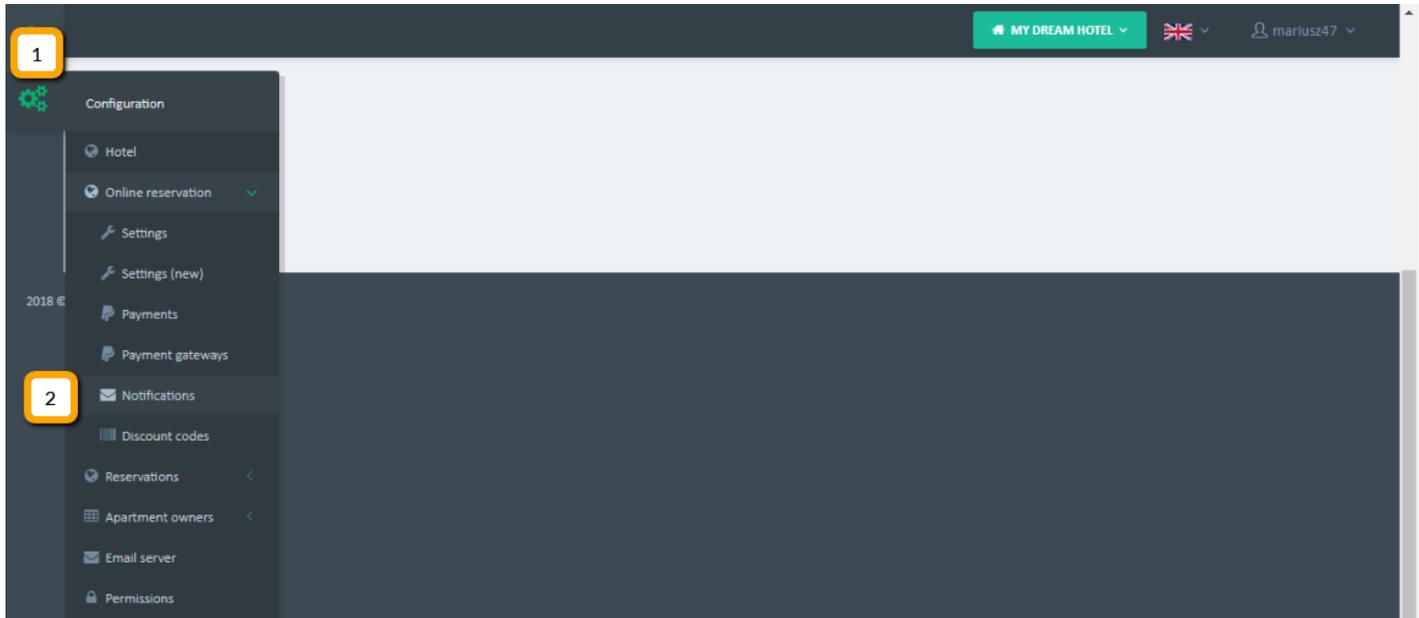
Hotel - reservation cancelled: This message will be sent to hotel once client`s reservation is cancelled due to lack of payment.

Reservation unpaid: This message will be sent to client once he makes a reservation using an “offline” payment option.

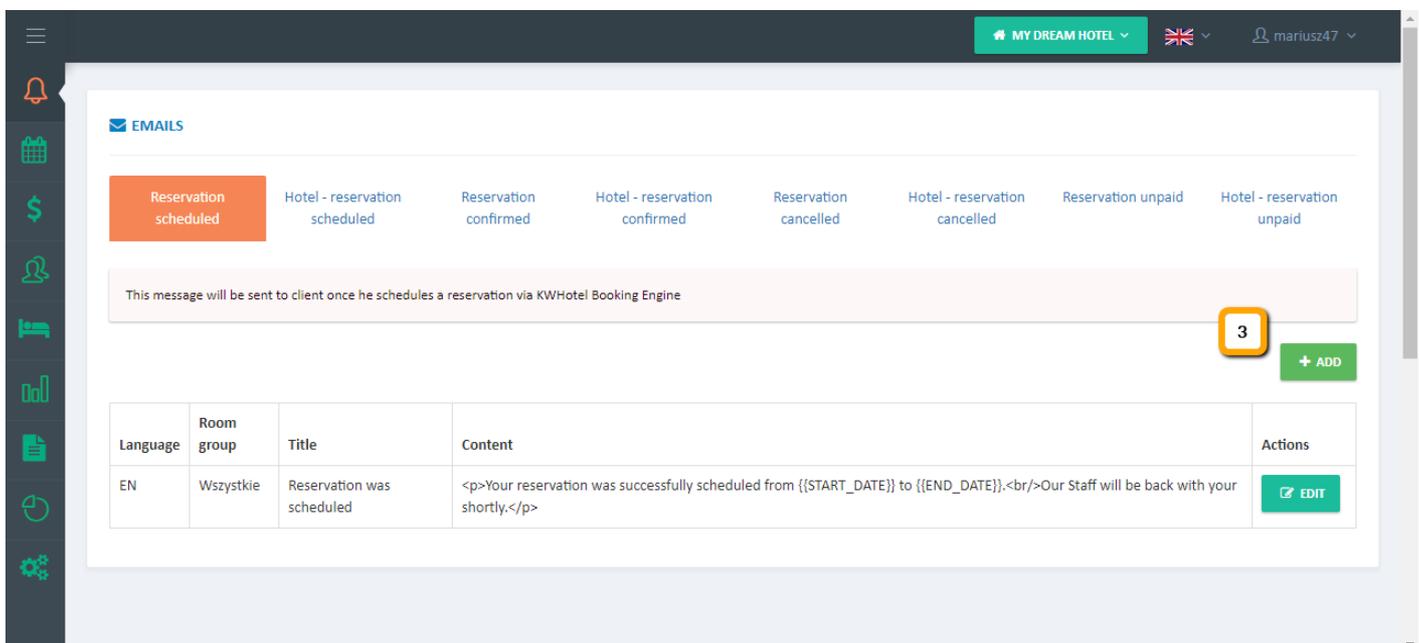
Hotel - reservation unpaid: This message will be sent to hotel once client makes a reservation using an “offline” payment option.

Creating email notifications step by step:

9. Enter the „Configuration” tab → “Online reservation” → “Notifications”
10. Switch to “Reservation scheduled” tab

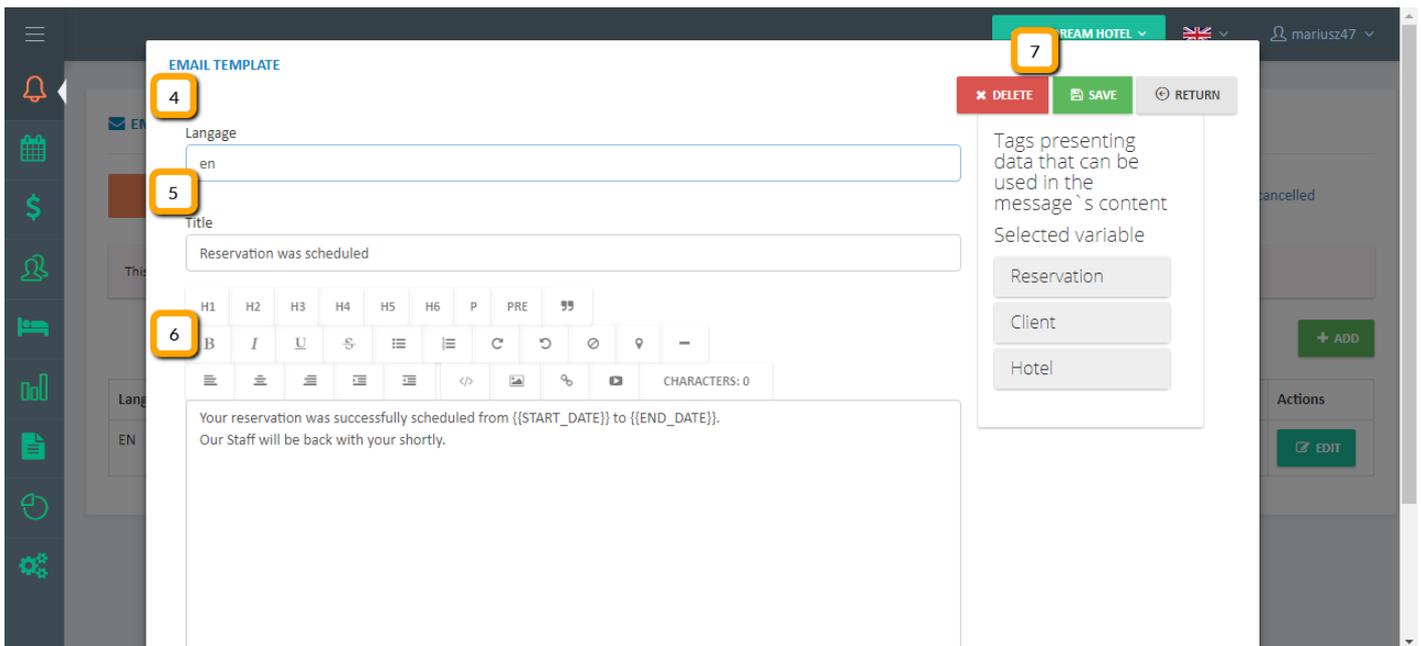


11. Click “Add” to create new notification



12. Insert notification language (i.e. EN, EL, IT)
13. Type notification`s title (i.e. Your reservation was confirmed)
14. Write the content of your notification. You may use variables on the right to automatically pull some data from KWHotel Booking Engine.

15. Click "Save" to finish configuration



4. How to insert payment options

KWHotel Booking Engine does not allow to insert or to store the credit card data of guests who booked through it.

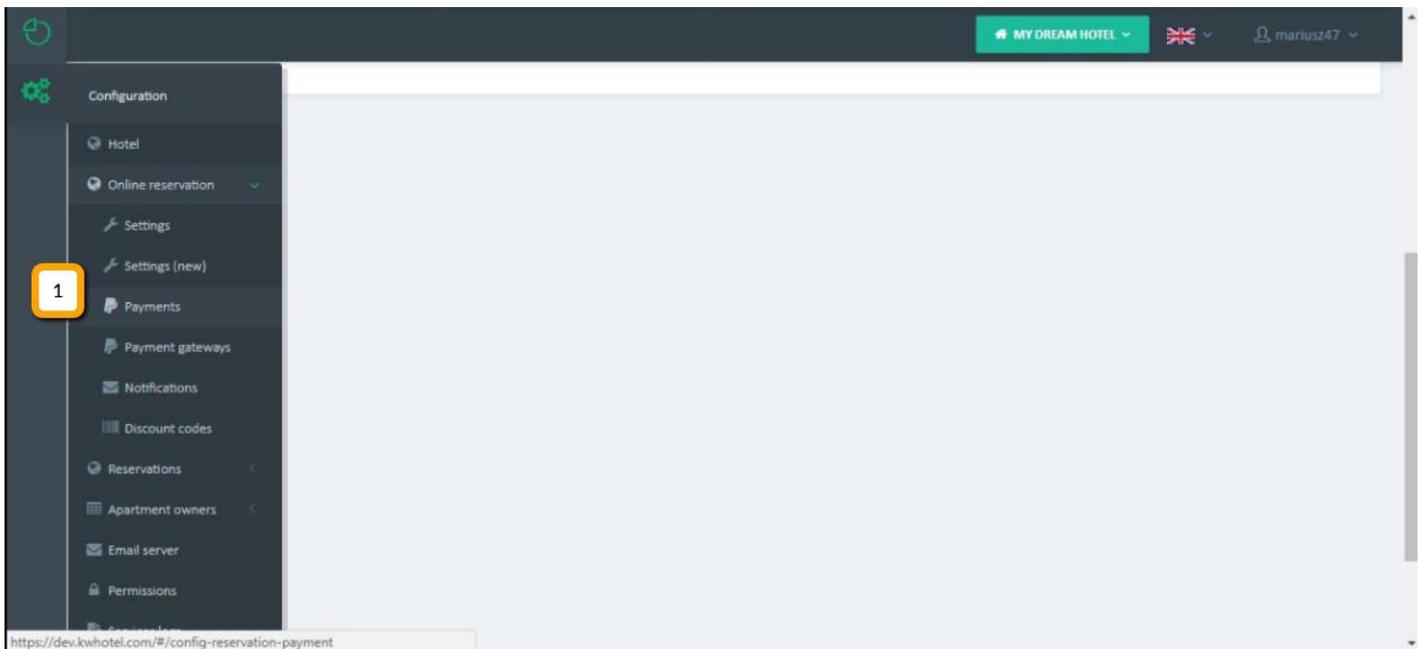
There are two tabs dedicated to payment processing in KWHotel Booking Engine:

- Payments (obligatory)
- Payment gateways (optional)

On the next page you will find the overview of both tabs, including their setup.

Configuring payments step by step:

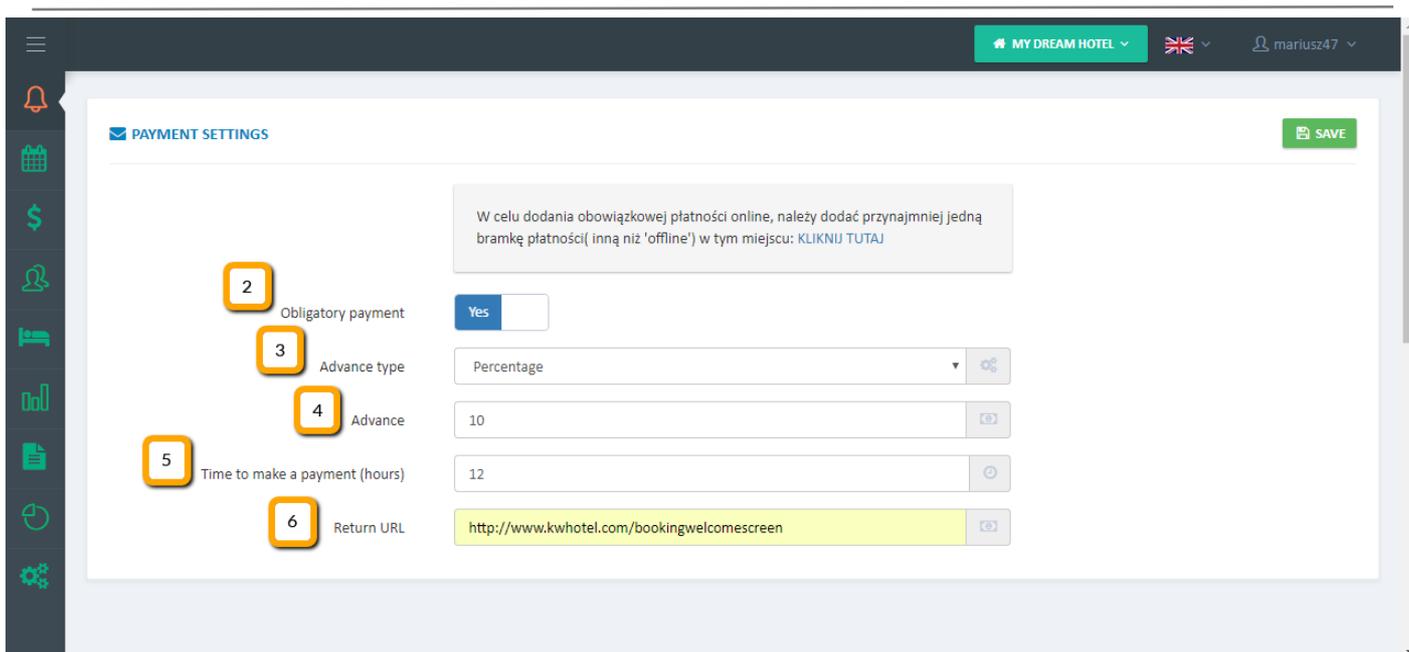
1. Enter the „Configuration” tab → “Online reservation” → “Payments”



2. Choose whether the payment is obligatory or not

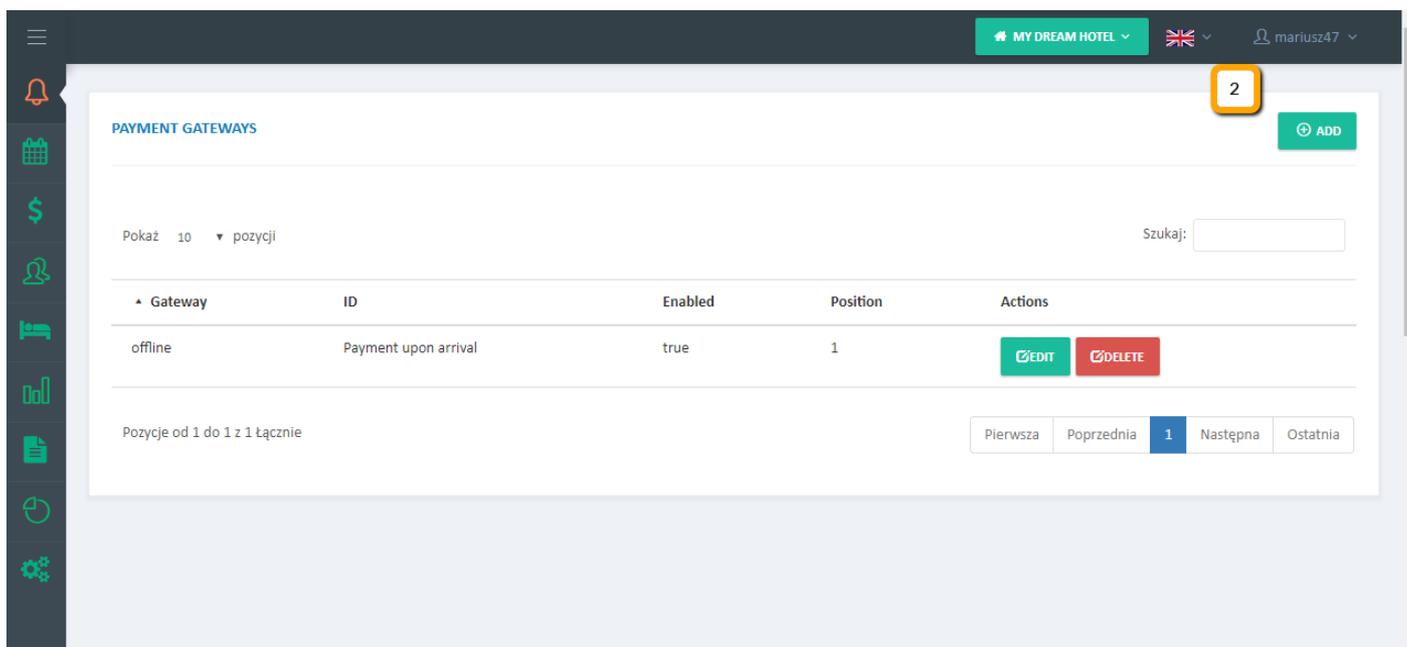
Selecting the obligatory payment requires you to set up at least one payment gateway aside from the “offline” payment option. By “offline” we mean payment upon arrival, bank transfer and other, non-payment gateway related options you may wish to deploy.

3. Pick the type of advance that will be required from your guest to be paid. You may choose between the fixed amount and percentage.
4. Type the value of your advance. Depending on the choice made in point 3, it will either mean fixed amount or percentage.
5. If you are using payment gateways, include the deadline until which guest must make a payment. Failing to make a payment by that time will result in automated cancellation of the reservation (it will be deleted from KWHotel Pro calendar).
6. If left blank, KWHotel Booking Engine offers you a dedicated payment status screen. Should you prefer your guests to be redirected to your own URL, you may type it in the “Return URL” field. **THIS STEP IS OPTIONAL.**



Configuring payments gateways step by step:

1. Enter this link: <https://dev.kwhotel.com/#/payment-methods>
2. Click “Add”



3. Pick the payment gateway from the list.

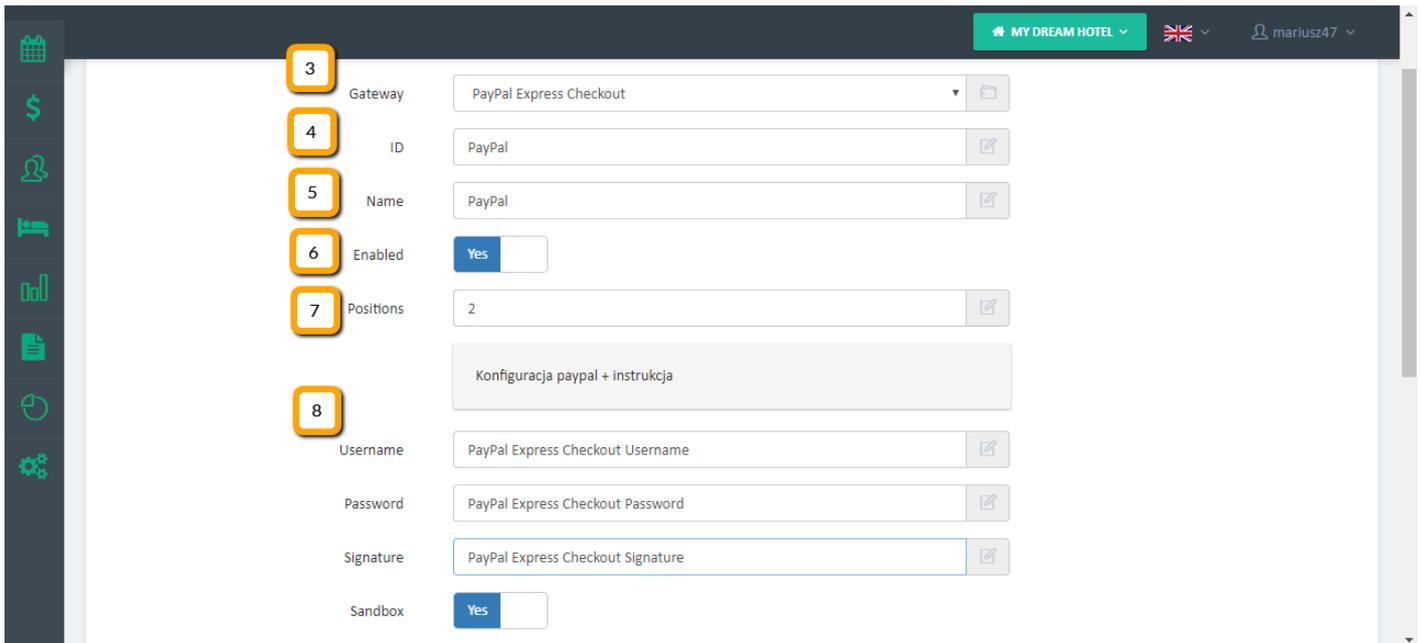
The “offline” option allows you to add custom payment options such as payment upon arrival, bank transfer etc.

4. Insert the ID – this is a short name of your payment gateway. Example: **PayPal**
5. Type the name of you payment gateway – it will be displayed to your guest.
6. Select whether this payment gateway should be enabled or disabled for the time being
7. In the “Positions” field type a value that will represents this payment gateways order in the KWHotel Booking Engine. “1” means the first option on the left.

- Type the credentials of your payment gateway. If you are uncertain what data should be inserted here, please contact your payment gateway provider.

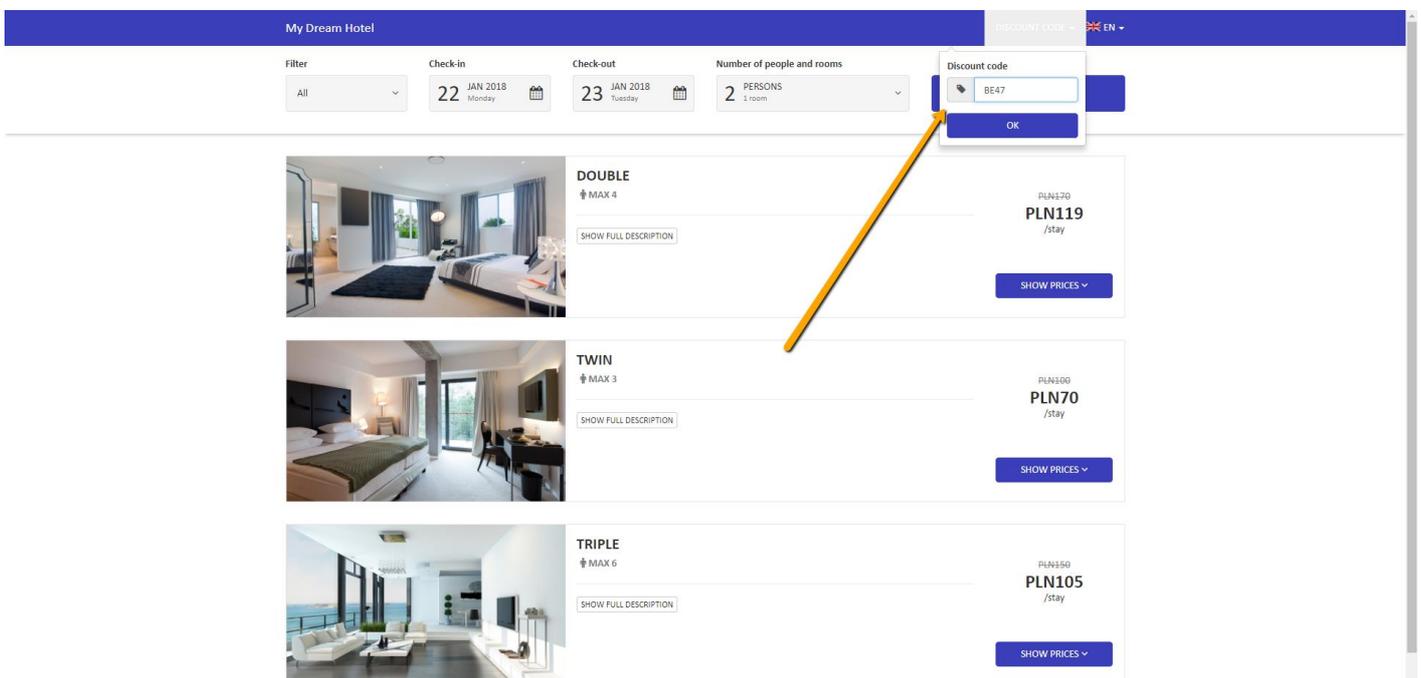
The "Sandbox" field allows you to choose between the test (sandbox) account of your payment gateway and the live (production) one. Please make sure you have inserted credentials that apply to your production account, unless you wish to test the connection first.

Now save your changes and repeat the whole process for the remaining payment gateways, if applicable.



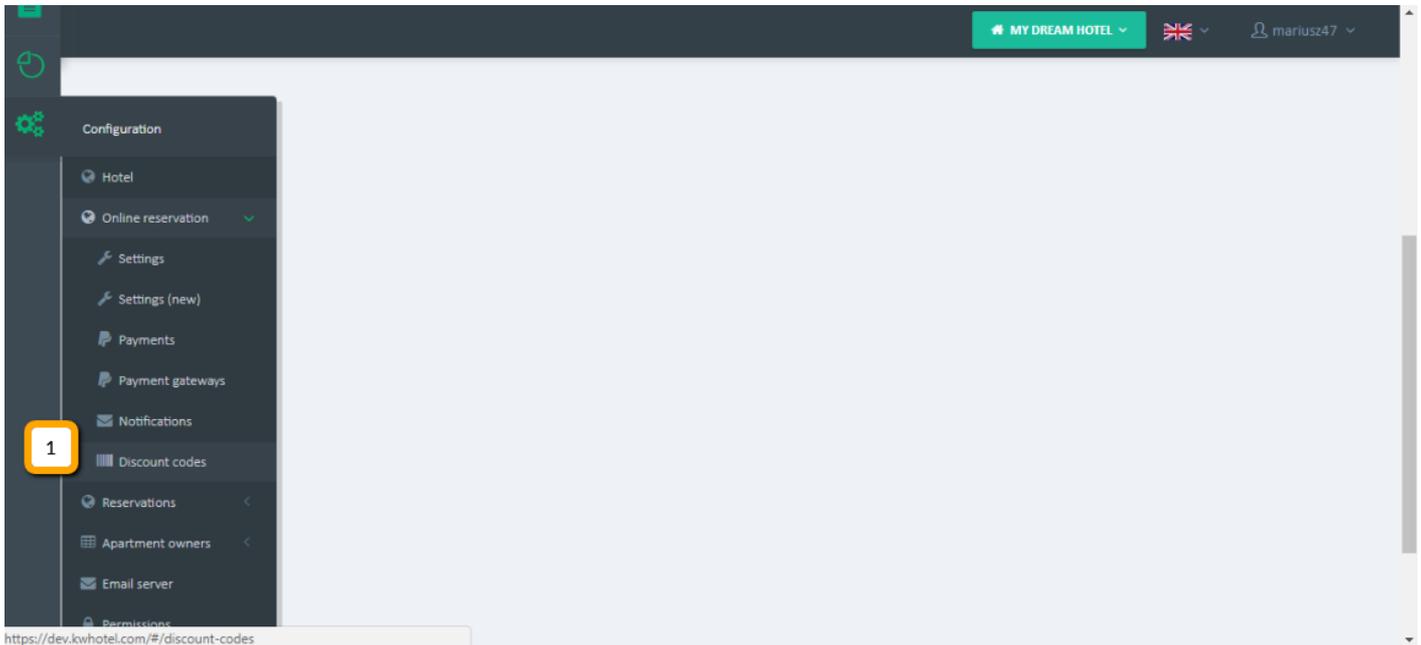
5. How to configure discount codes

Discount codes allow you to offer the discount opportunities to your customers. Such discount code can be inserted during the first step of the reservation process (upper right corner).

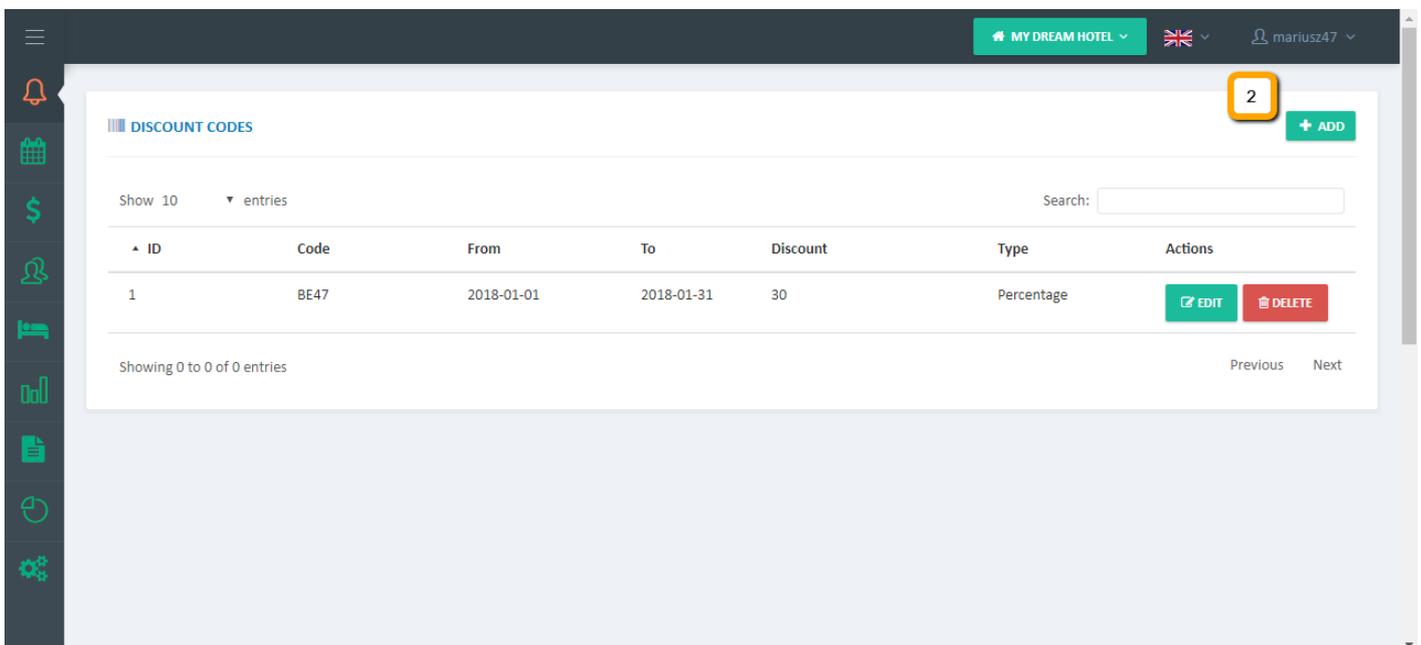


Configuring discount codes step by step:

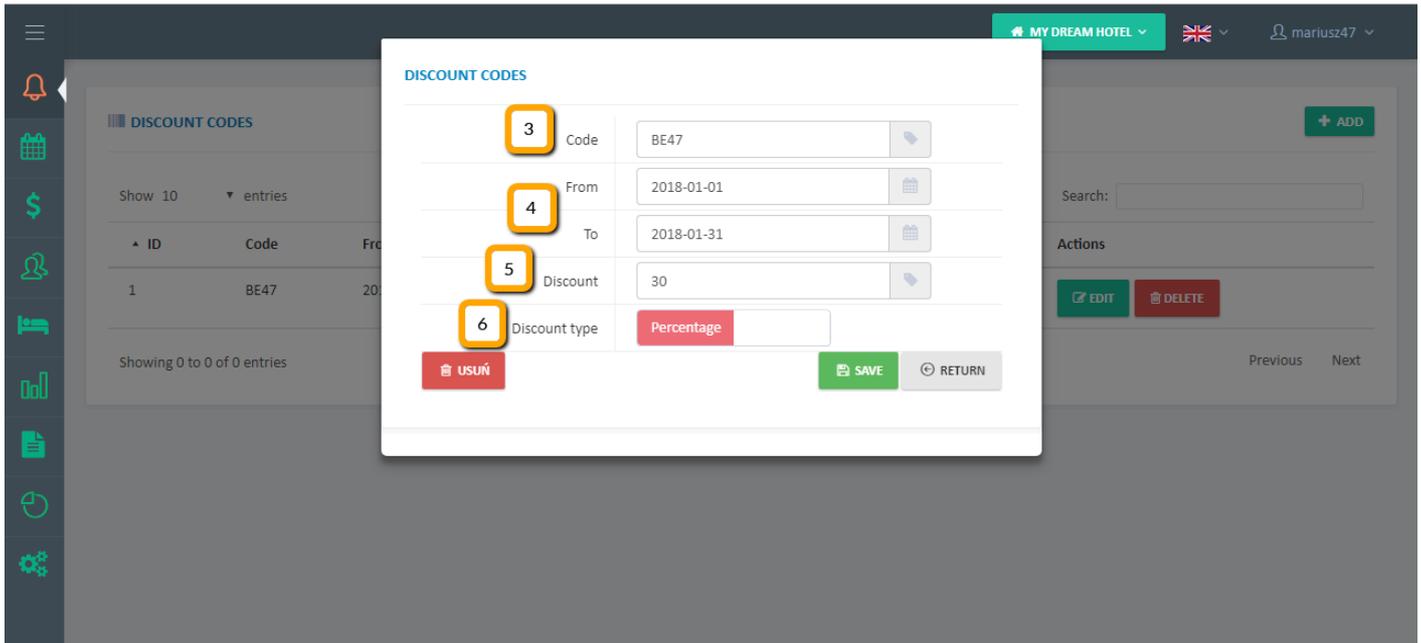
1. Enter the „Configuration” tab → “Online reservation” → “Discount codes”



2. Click “Add”



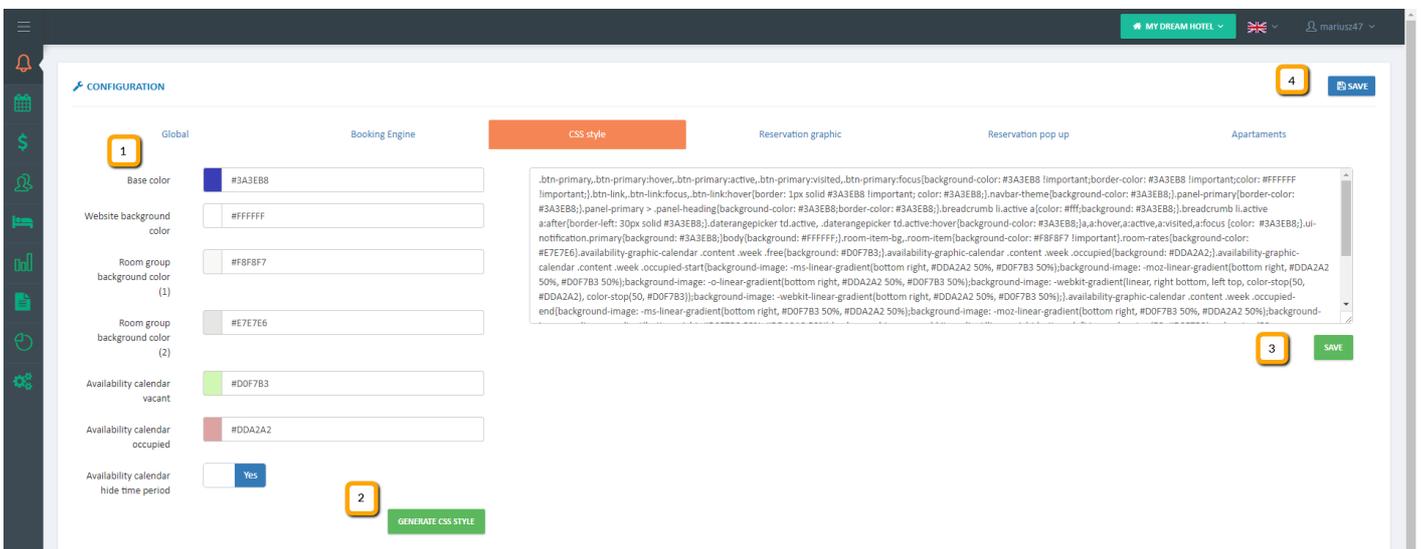
3. Insert the discount code. This is the value that must be inserted by the customer for the discount to be applied.
4. Pick the validity date of the given discount code
5. Type the amount of discount. Depending on the choice in point 6, this will be either percentage or fixed amount.
6. Pick the type of your discount – percentage or fixed amount.



5. Final touches

The last step will require you to pick the display colors of your KWHotel Booking Engine. This can be done in the Configuration → Online reservation → Settings → CSS style.

Just configure the colors, click “Generate CSS” style button and save your settings.



Congratulations! You have successfully configured your KWHotel Booking Engine!

You may check the preview of your results in the Configuration → Online reservation → Settings. Click the blue icon next to the “New Booking Engine” URL.

If everything is correct, you may proceed to our implementation manual or contact our Team to purchase the implementation service.