



## 1. Introduction

Avalon Bookings On-Line (ABOL) is a significant new development of the well-proven Avalon Bookings Manager (ABM) System.

### **ABOL is an alternative to ABM and not a replacement.**

It is specifically designed for those who wish to move away from the restrictions of ABM, which is an office or desk based system, only capable of being run on Windows PC/Lap Top Devices.

It also enables you, optionally, to offer a fully on on-line bookings system to your customers.

All the key features of ABM are retained including:

- ✓ Customer Database
- ✓ Bookings Dairy
- ✓ Web Diary Publishing
- ✓ Bookings Documentation
- ✓ Customer Invoicing
- ✓ Payment input and tracking
- ✓ Operational and Management Reporting

Home Account Bookings Invoicing Customers Beach Huts Configuration Site Eventlog About Logout Logged in as: support

**Diary:**  
Date: 06/05/2018 Change date Back 7 days Forwards 7 days  
Show: 50 entries Search: SPA

Resource	Sun 06 May	Mon 07 May	Tue 08 May	Wed 09 May	Thu 10 May	Fri 11 May	Sat 12 May
Spa 01							
Spa 02							
Spa 03							
Spa 04							
Spa 05	S: Maureen Lewis-Rodgers	S: Maureen Lewis-Rodgers	S: Maureen Lewis-Rodgers	S: Maureen Lewis-Rodgers	S: Maureen Lewis-Rodgers	S: Maureen Lewis-Rodgers	S: Maureen Lewis-Rodgers
Spa 06	S: K Senior	S: K Senior	S: K Senior	S: K Senior	S: K Senior	S: K Senior	S: K Senior

Home Account Bookings Invoicing Customers Beach Huts Configuration Site Eventlog About Logout Logged in as: support

**View/Edit booking**

Booking Id: 21 Booking type: Standard Booking Customer: Maureen Lewis-Rodgers Next action date: 10/01/2018  
Expires: 14/02/2018 00:00 Published:  Status: Confirmed Value: 504.00  
Lottery: 2018 Beach Hut Lottery

Book a resource:  
Start: 15/01/2018 00:00 End: 15/01/2018 23:59 Match: Full Find resources

Booked resources: Double click to amend value

Show: 50 entries Search:

Beach Hut	Facilities	Start	End	Days	Value
Spa 05		24/03/2018 00:00	27/07/2018 23:59	126	504.00

Showing 1 to 1 of 1 entries Previous 1 Next

Save Cancel

## 2. Key Features of ABOL

ABOL is cloud hosted application. This means it will be hosted on servers in a secure London Data centre and the ABOL program is access via Internet connection.

It can be accessed via **any** web enabled computer, tablet or “smart” device

It can be accessed from any location with an Internet connection.

ABOL will retain the key features of the ABM program that we know our customers value. In addition, it provides us with the opportunity to incorporate many new features which are simply not possible to design into ABM and which customers have requested over the years.

Key amongst these new features is that you will be able to offer your customers the facility to make bookings with you on-line and even pay for those bookings, if you wish to offer that facility.

We have taken the opportunity to re-design the look, the feel and how the whole process flows from start to finish, incorporating current trends such as:

- SMS text alerts to remind your customers of their booking dates and payment due dates
- Automated e-mail alerts to remind customers of their booking or to promote your business.
- Postcode lookup – to speed up customer record creation.
- Links with PayPal payment services including Payment Cards

We have designed the system so that these and other features can be “switched” on and off as required and therefore you pay only for the options that you require.

### *3. Set up and Basic Use of ABOL*

ABOL can be run at three different levels according to your business requirements – for example:

#### **1. Back office system**

In this example ABOL is only accessed by designated users: - much as you can do now with ABM, plus the added flexibility of being accessed via the Internet from any convenient location, on any Internet Enabled equipment and with the new features that ABOL offers.

#### **2. Open system**

Here your customers will register on the system and can then carry out certain pre-set functions such as :

- Submit a booking request
- View bookings linked to them and also past bookings and invoices
- Pay on line

In simple terms a booking is requested and then accepted.

From the booking stage it is “moved” through a series of configurable status (set by you) e.g.

- ✓ awaiting confirmation
- ✓ awaiting deposit payment
- ✓ awaiting full payment
- ✓ query with booking
- ✓ booking completed and Invoiced

The invoice is “managed” by a series of configurable status fields: e.g.

- ✓ awaiting payment
- ✓ payment chased
- ✓ partial payment received
- ✓ fully paid
- ✓ credit generated

#### **3. On-line Customer Booking System**

See Section 5 of this document for more details

#### 4. Differences Between ABOL and ABM

The fundamental differences in process between ABOL and your current ABM system are:

The user is not obliged to work from a main calendar grid. This is still available and from there you can access and progress the booking in a similar manner to the ABM process if you prefer.

The alternative new starting point is go into the “bookings list” and then search for all or selected bookings with a certain “user defined status.”

From there you can work with those bookings and then change their status.

ABOL can be run as a “To Do” list, with the user just looking at and working with selected bookings e.g.

- ✓ “Awaiting Booking form return”
- ✓ “Awaiting Deposit”.

As with ABM, you can set the user privileges to the status fields so certain users can work with a booking up to the point of invoicing, but not actually generate the invoice.

Alternatively you can go via the Customer list to:

- view and work on existing booking requests
- view and work on “live” bookings
- view and work on invoices to receipt payments or generate credit notes
- view cancelled bookings

View/Edit booking

Booking Id: 21 Booking type: Standard Booking Customer: Maureen Lewis-Rodgers Next action date: 10/01/2018

Expires: 14/02/2018 00:00 Published:  Status: Confirmed Value: 504.00

Lottery: 2018 Beach Hut Lottery

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Showing 1 to 1 of 1 entries Previous 1 Next

## *5. Full Customer-On-Line Booking System*

The new system provides the optional possibility of enabling bookings to be made in a similar manner as you would use to book and pay for a hotel room or cinema ticket.

For example, we have a customer who is running the ABOL system to book, manage and receipt payments for the hire of beach huts at a well known seaside resort.

In their case, they have only one price point which is varied according to the season regardless of who hires the beach hut.

The only variation is the number of days of hire and date range of hire.

Where you have a range of price differentials dependent on customer type and other such variables, some thought may be required before offering a full on-line booking service. In this case we recommend that you use ABOL to allow the customer to build and send you their booking request using the Partial On-Line Booking facility described below.

### **Partial On-line Booking**

If you require the power of veto before accepting a booking you may prefer to offer a partial on-line booking service.

In this case the system will simply permit your customers to:

- ✓ view your availability
- ✓ send you a booking request
- ✓ you then action the booking in whatever way you want

## 6. ABOL Price Guide

ABOL is sold on the basis of a one off set-up / conversion fee of £100 plus a set monthly fee. The monthly fee is dependent upon the level of functionality required and not the number of users: Available as a minimum contract of six (6) months.

<b>ABOL Service Level</b>	<b>Monthly Fee</b>
<b>Entry Level 1</b>  Run as a back office system but includes the option for online availability view on your web site.	<b>£20.00</b>
<b>Open Entry Level 2</b>  As above and now your customers can have access to view their bookings and invoices	<b>£30.00</b>
<b>Open Entry Level 3</b>  As above and now the customers can search for availability and submit a booking request.	<b>£40.00</b>
<b>Optional Modules</b> <ul style="list-style-type: none"><li>• Postcode lookup</li><li>• SMS automated reminders</li><li>• Automated E-mail reminders</li><li>• PayPal payments by the customers</li></ul>	<b>£7.50 per module</b>

### **Training and Set Up Services**

On site training and configuration: **£275 per day.**

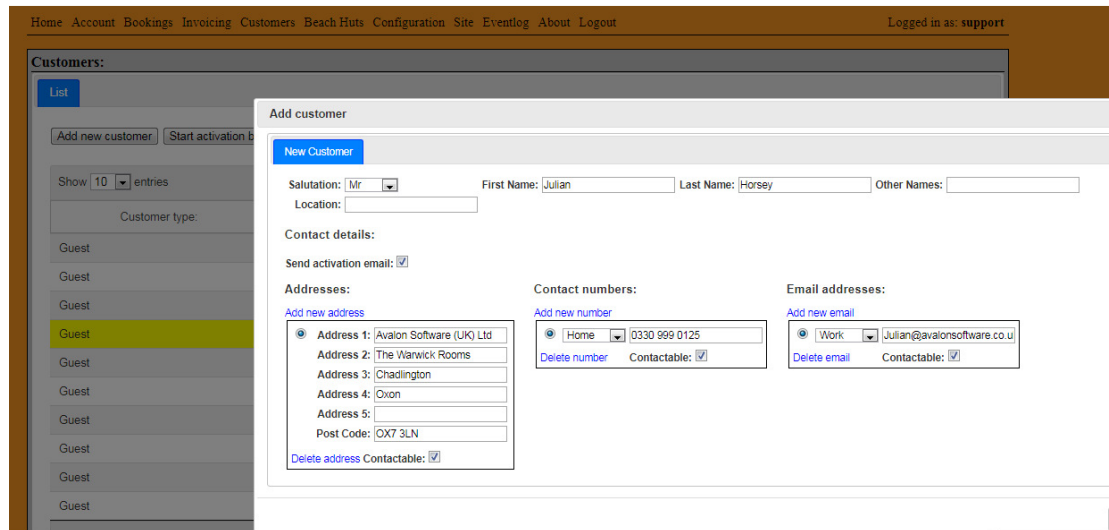
Remote training via the internet and telephone: **£45 per hour.**

***The prices shown above are exclusive of VAT charged at the standard price applicable at the time of invoicing.***

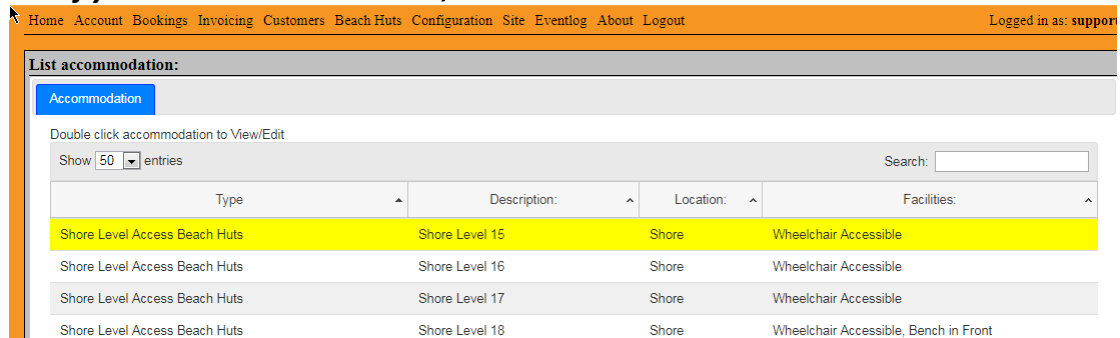
*These are a few screen shots taken from the web site of our pilot user*

*The entire system is accessed via any of the popular web browsers*

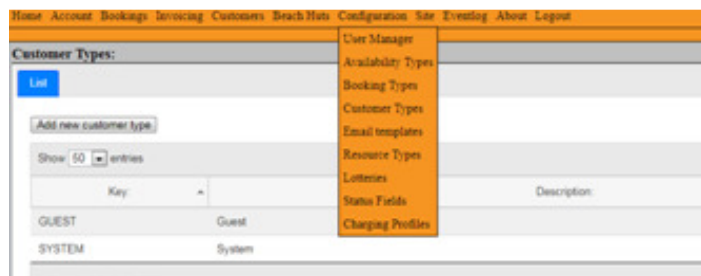
### The Customer Record



### List of your "Resources" Facilities, or Accommodation



### An Example of the Program Settings Under Your Control



## Customise Your Home Screen

You choose your own fonts, colours logos and images to suit your business style



## Setting up Your Price Lists

