

# BookMySunbed

## iPad User Guide

### Version 2.0



# Change log:

Date	Changes	Requestor	Version Number
30/01/2019	Updated System	Nathan Jain - Digital Marketing	2.0

# Introduction

Welcome,

Thank you for choosing BookMySunbed to handle your resort reservation logistics. We're excited to bring you onboard, and we're here to help improve your customers experience.

BookMySunbed has been designed to remove the use of paper and to provide you with a state of the art booking and resort layout system, helping you become more efficient with your customers.

We're always looking at improving the service, and we need your valued feedback to do so, so please do get in touch.

This guide has been designed to help you navigate and understand how BookMySunbed works with our new iPad application. This guide will become your quick-fire guide to learn tips and tricks with the system on iPad.

Enjoy!

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- View Existing Bookings
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- Adding payment to an existing booking
- How to book a bed
- Booking Statuses
- Check-in Bookings

## Useful supporting links

BookMySunbed iPad application has been designed to work on Apple iPad devices only.

Dashboard URL: [plazabeach.bookmysunbed.com](http://plazabeach.bookmysunbed.com)

BookMySunbed Website: [www.bookmysunbed.com](http://www.bookmysunbed.com)

BookMySunbed Telephone: +44 (0) 1489 668181

BookMySunbed Email: [support@bookmysunbed.com](mailto:support@bookmysunbed.com)

BookMySunbed iPad Application :



# How to make a booking

Booking your beds on BookMySunbed has never been easier. To book a bed, please follow the steps below:

1. Login to your iPad application
2. From the front screen, press the green + book button on the top right hand side.

You will be presented with the booking screen.

Close Submit Booking

**SELECT DATE**

FRI	SAT	SUN	MON	TUE	WED	THU
29 MAR	30 MAR	31 MAR	1 APR	2 APR	3 APR	4 APR
5 APR	6 APR	7 APR	8 APR	9 APR	10 APR	

**SELECT BEDS** 4 BEDS IN BASKET

BED NAME & DESCRIPTION	PRICE	MIN.	LEFT	QUANTITY
<b>Twin Beds - DEPOSIT</b> Two single beds with a parasol suitable for two people. Com...	€22.50	€0.00	24	2
<b>Twin Beds First Row - D...</b> Two single beds with a parasol suitable for two people. Com...	€27.50	€0.00	9	0
<b>Large Square Bed - DE...</b> Large Square Bed. Maximum 4 person. This is a 50% deposit...	€47.00	€0.00	2	1
<b>Single Bed - DEPOSIT</b> A standard single bed suitable for one person. This is a 50%...	€0.00	€0.00	34	1

**PAYMENT** ☒ STRIPE PAYMENT **TOTAL DUE: €92.00**

**CUSTOMER DETAILS**

**FIRST NAME:** Nathan **LAST NAME:** Jain

**PHONE:** 07976977038 **EMAIL:** nathan.jain@bookmy...

**SEARCH RESULTS:** **RECORDS FOUND: 4**

Nathan Jain nathan.jain@magenta... 08337 338229 Visits: 5, Avg.Spend: €171.00

Nathan Jain nathan.jain@bookmys... 07976977038 Visits: 1, Avg.Spend: €1.00

Nathan Jain nathan.jain@mediabas... 07976977038 Visits: 1, Avg.Spend: €65.00

Nathan Jain nathanjain@hotmail.com 7976977038 Visits: 1, Avg.Spend: €17.00

Nathan Jain nathan.jain@magenta... 08337 338229

**SOURCE:** Email **TAKEN BY:** JK

**BOOKING NOTES:** Bed by the pool please. **INTERNAL CUSTOMER NOTES:**

☐ OPT-IN PHONE ☒ OPT-IN EMAIL **+ SUBMIT BOOKING**

This is your booking screen. All bookings are created on this screen.

Please follow the steps below to create a booking.

1. Tap on a date that you are looking to create the booking for.
2. Select the beds that you want to book by using the **+** and **-** buttons next to each bed package. You will notice that the Total Due amount changes depending on the quantity of beds that you select.
3. Tap on the Payment button on the bottom left. Select the payment method and enter in the payment amount in the boxes provided. This is where you adjust the STRIPE fee if needed.

4. Enter in the customer's details. If the customer has visited your resort before, you can prefill the details automatically to streamline your booking process. Enter in the first and last name and you will be presented with the search results to choose the already visited customer.
5. When you have finished entering the customer details, please press the green + submit booking button to create the booking.

**Please note that the booking notes is designed for you to make notes on that specific booking. Internal customer notes is an option for you to add any notes about the customer in general.**

16:30 Tue 26 Mar

Close

Submit Booking

SELECT DATE

FRI	SAT	SUN	MON	TUE	WED	THU
29 MAR	30 MAR	31 MAR	1 APR	2 APR	3 APR	4 APR
5 APR	6 APR	7 APR	8 APR	9 APR	10 APR	

SELECT BEDS

4 BEDS IN BASKET

BED NAME & DESCRIPTION	PRICE	MIN.	LEFT	QUANTITY
<b>Twin Beds - DEPOSIT</b> Two single beds with a parasol suitable for two people. Com...	€22.50	€0.00	24	<div>2</div>
<b>Twin Beds First Row - D...</b> Two single beds with a parasol suitable for two people. Com...	€27.50	€0.00	9	<div>0</div>
<b>Large Square Bed - DE...</b> Large Square Bed. Maximum 4 person. This is a 50% deposit...	€47.00	€0.00	2	<div>1</div>
<b>Single Bed - DEPOSIT</b> A standard single bed suitable for one person. This is a 50%...	€0.00	€0.00	34	<div>1</div>

PAYMENT

☒ STRIPE PAYMENT

TOTAL DUE: €92.00

CUSTOMER DETAILS

FIRST NAME:

Nathan

LAST NAME:

Jain

PHONE:

07976977038

EMAIL:

nathan.jain@bookmy...

SEARCH RESULTS:

RECORDS FOUND: 4

Nathan jain

nathan.jain@magenta... 08337 338229

Visits: 5, Avg.Spend: €171.00

Nathan Jain

nathan.jain@bookmys... 07976977038

Visits: 1, Avg.Spend: €1.00

Nathan Jain

nathan.jain@mediabas... 07976977038

Visits: 1, Avg.Spend: €65.00

Nathan Jain

nathanjain@hotmail.com 7976977038

Visits: 1, Avg.Spend: €17.00

Nathan jain

nathan.jain@magenta... 08337 338229

SOURCE:

Email

TAKEN BY:

JK

BOOKING NOTES:

Bed by the pool please.

INTERNAL CUSTOMER NOTES:

☐ OPT-IN PHONE

☒ OPT-IN EMAIL

+ SUBMIT BOOKING

# View Existing Bookings

On the iPad application, to view your existing bookings. Please tap the right hand side and your bookings list will appear.

**Search View** - The search view allows you to type in a name, the bookings list will update with the search results.

**Filter** - The filter page allows you to filter the existing bookings by the following headings:

- Filter by ALL bookings (All)
- Filter by bookings that are left to be checked in (Check-in)
- Filter by bookings that has extras attached to the booking (Has Extras)
- Filter by Status which allows you to filter by individual statuses. (Status)

**Sort** - The Sort page allows you to display the existing bookings by :

- Name (A-Z)
- Date Created
- Booking Reference #

The screenshot displays the ACES Spray Bank iPad application interface. At the top, the status bar shows the time as 16:32 on Tuesday, 26 Mar, with a battery level of 55%. The app header includes a menu icon, a refresh icon, and the text "ACES Spray Bank Holiday Saturday". Below the header, there are statistics for "BOOKED 57/57", "COVERS 396/373", and "CHECKED IN 0/45", along with a "MORE" link. A calendar view shows the current date as Saturday, 25th, with days from Wednesday to Tuesday visible. A green "+ BOOK" button is located on the right.

The main area is divided into two sections. On the left is a floor plan with various tables and seating areas, each represented by a colored icon (green for standard, orange for VIP, red for bar, blue for sofas, and yellow for DJ/tables). On the right is a list of bookings, each with a search icon, a filter icon, and a sort icon. The bookings listed are:

- Maria Fowler** (Booked)  
Paid: €400.00 | Due: €0.00  
#Deck 22 Deck Chambao  
Maximum 4 people. Includes €300 Minimum Spend.
- CHARLIE HALEY** (Booked)  
Paid: €1,000.00 | Due: €0.00  
#Sofa 3 VIP Sofas  
Maximum 10 people. Includes €1000 Minimum Spend.
- Ellie Johnson** (Booked)  
Paid: €1,500.00 | Due: €0.00  
#T 5 Round Table  
Maximum 5 people. Includes €500 Minimum Spend.  
#T 4 Round Table  
Maximum 5 people. Includes €500 Minimum Spend.  
#T 3 Round Table  
Maximum 5 people. Includes €500 Minimum Spend.

# Edit Existing Bookings

On the iPad application, to edit your existing bookings. Please tap the right hand side from the front screen and your bookings list will appear.

1. Either double tap on the booking on the map view or double tap the booking on the existing bookings list.
2. The booking details will come up for you to edit as shown below.

16:34 Tue 26 Mar

ACES Spray Bank Holiday Saturday

BOOKED 57/57 COVERS 396/373

Close BOOKING 9314 Save Booking

BOOKING 9314 FOR 25 MAY 2019 12 JAN 2019 AT 17:25:21

[Harry Fletcher](#) Source: Aces  
07447562627 Employee:  
fletcherharry@yahoo.co.uk Covers: 8

AUDIT LOG

Provisional Deposit Taken Booked

BOOKING DETAILS

BED NAME & DESCRIPTION	BED PRICE	MIN SPEND	COVERS
#VIP 07 VIP Chambao Maximum 8 people. Includes €850 Minimum Spend.	€150.00	€1,000.00	8

ADD BEDS EDIT BEDS TOTAL DUE: PAID

VISIT DETAILS

BOOKING NOTES:

This is a more detailed view of an existing bookings.

To edit the booking details, please tap the bed name (e.g Large Square) and the booking details will come up for you to edit. You can edit the following :

- Covers
- Bed Price
- Minimum Spend

16:35 Tue 26 Mar

ACES Spray Bank Holiday Saturday

BOOKED 57/57 COVERS 396/373

Close < Back EDIT SUNBEDS Save Booking

BOOKING DETAILS

BED NAME & DESCRIPTION	COVERS	BED PRICE	MIN SPEND	TOTAL
#VIP 07 VIP Chambao Maximum 8 people. Includes €850 Minimum Spend.	8	€150.00	€1,000.00	€1,150.00

ADD BEDS TOTAL DUE: PAID

PAYMENT DETAILS

BANK TRANSFER	CASH	CARD	ONLINE
€0.00	€0.00	€0.00	€1,150.00

PAYMENT ☒ STRIPE PAYMENT TOTAL DUE: PAID

This is where you can edit the booking details.

# Add Payment to an Existing Booking

On the iPad application, to add payment.

1. Please view an existing booking and then press the bed name.
2. Press the blue payment button.

The screenshot shows the 'EDIT SUNBEDS' screen in the iPad application. The top bar indicates the time is 16:35 on Tuesday, 26 Mar, and the location is ACES Spray Bank Holiday Saturday. The screen is divided into two main sections: 'BOOKING DETAILS' and 'PAYMENT DETAILS'.

**BOOKING DETAILS**

BED NAME & DESCRIPTION	COVERS	BED PRICE	MIN SPEND	TOTAL
#VIP 07 VIP Chambao Maximum 8 people. Includes €850 Minimum Spend.	8	€150.00	€1,000.00	€1,150.00

Buttons: ADD BEDS, TOTAL DUE: PAID

**PAYMENT DETAILS**

BANK TRANSFER	CASH	CARD	ONLINE
€0.00	€0.00	€0.00	€1,150.00

Buttons: PAYMENT, STRIPE PAYMENT (checked), TOTAL DUE: PAID

You will be presented with the payment screen for that booking, From here, you can add payment to the booking. The 3 payment methods are :

- Bank Transfer
- Cash
- Card

Also you can amend the STRIPE payment fee on this page. Once you are finished, please press the save payment button and this will update the booking.

# Booking & Checked in Statuses

When assigning and booking a bed through BookMySunbed, we have enabled different status levels (colours) of each bed to allow you more freedom to handle different booking and customers.

**Provisional** - This is the default status for all beds booked on the system. Is is highlighted with a Red Towel or colour.



**Deposit Taken** - This status can be set manually or is automatically set when a value is entered into the Deposit box. It is highlighted by a yellow towel or colour.



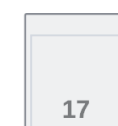
**Booked** - This status is set when 'Total Balance' is set to 0 or manually in the booking details page. It is highlighted with a Green Towel or colour



**Walk-In** - This is a manual status, and can be applied to any beds that might have 'Walk In' customers rather than pre-reserved ones. It is highlighted with a blue towel or colour.



**Available** - This is the default look for all beds that are available or have not bookings assigned to them. They can be either VIP, VIP+ or Regular.



## Check-In Colours

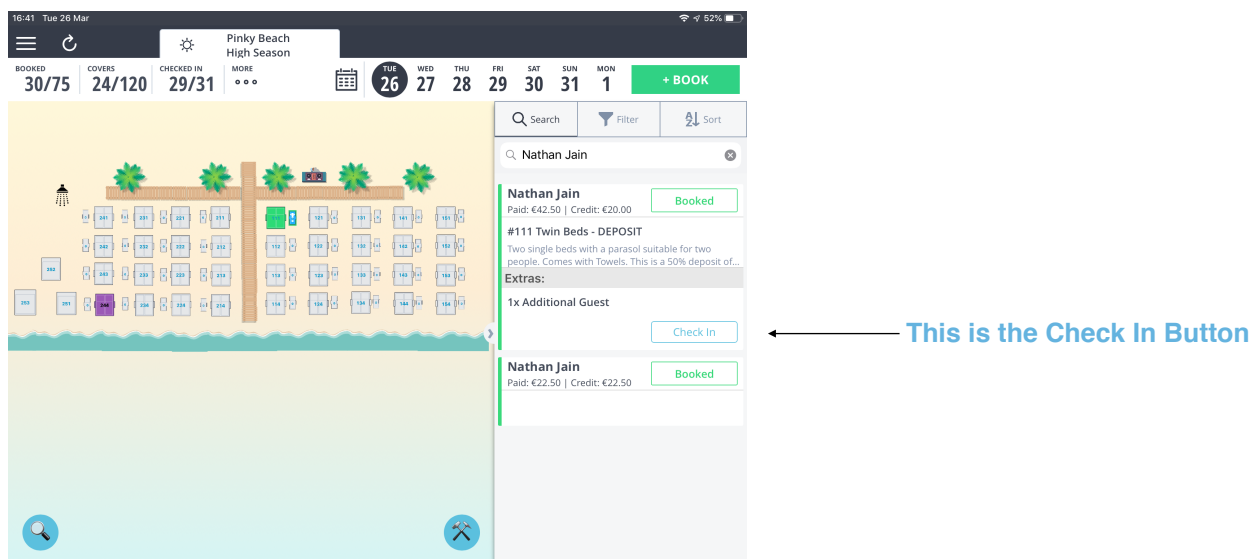
When you have 'checked in' a customer on the BMS system, a highlight will be drawn around the customer. This colour reflects the previous status the customer was at before check-in. This allows you to easily see which customers who have arrived and still owe you money.



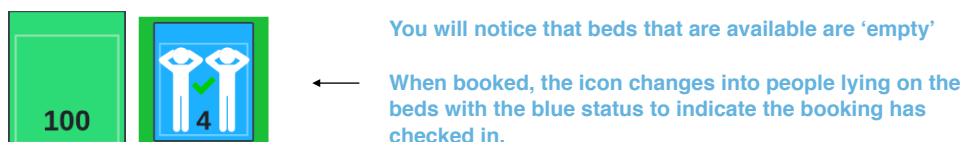
# Check-In Bookings

When you are looking at your existing bookings on the day of the customers arrival, you will notice a new button next to the booking, once the booking has been assigned. This status is 'Check-In', and this is what you will select to a booking once the person has arrived.

It provides a good way for your team to keep track of who's arrived, and who is still to be expected.



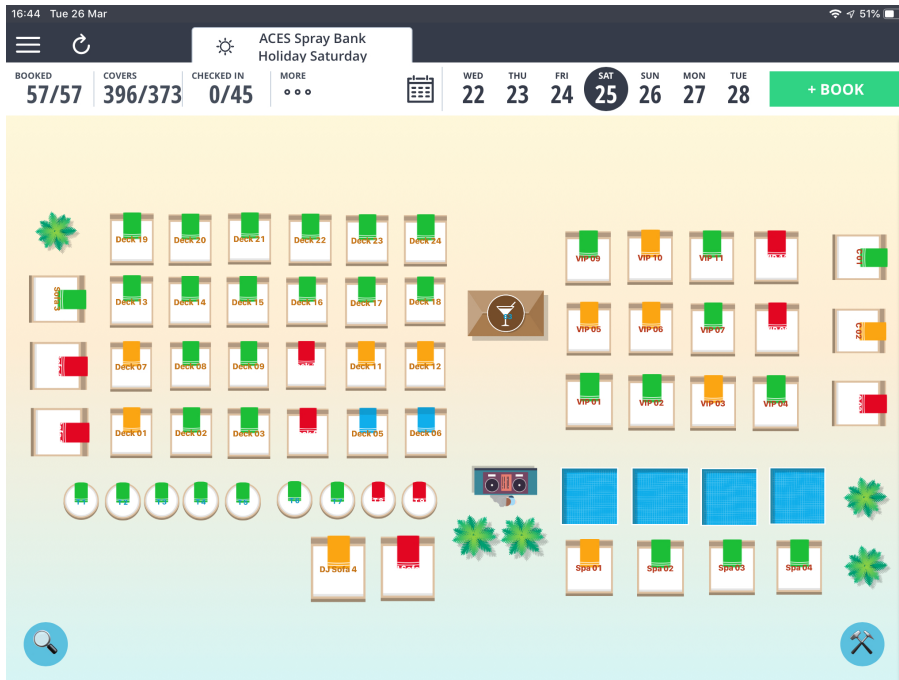
Once you have checked in a bed, you will notice the icon changes from an empty bed, to a full one.



When you check a customer out, their bed will then become available to be booked again.

# Front Screen

Once you login to the iPad application, you will be displayed with your resort layout which you have created on the desktop system.



**Availability Status-** This is where you can see the live availability of your resort in real time.

MORE



**Calendar View** - The calendar icon allows you to pick a future date to update the front screen with bookings for that date in real time.



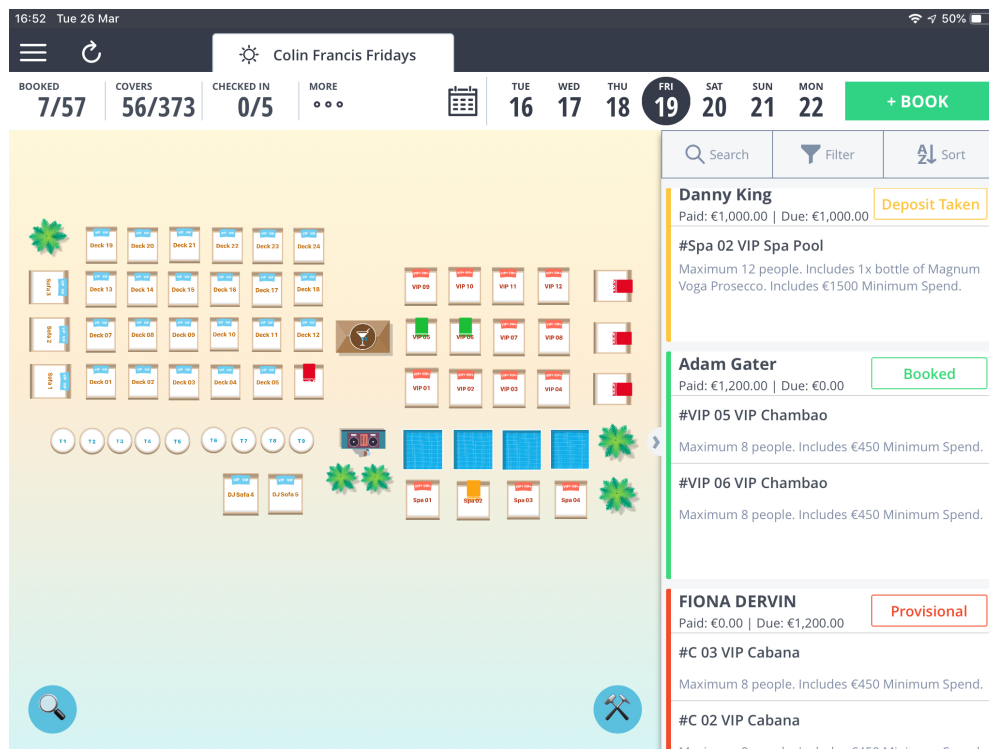
**Book** - This is where you create new bookings on the iPad application.

BOOK



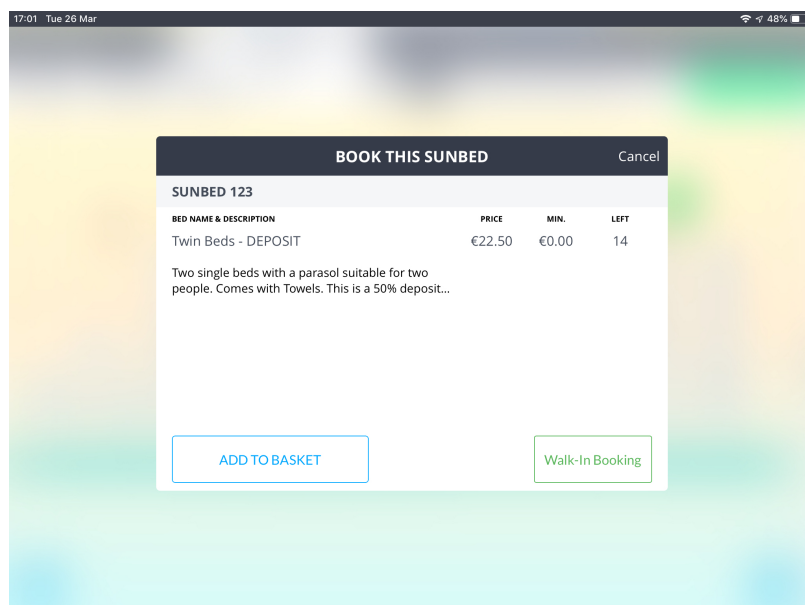
# Adding beds to an existing booking

You now have the ability to add available beds to an existing booking. All you need to do is drag an available bed to an existing booking on the right hand side. You will see that the bed has been added to the booking and the booking status will change.



# Quick Walk-in Booking

You now have the ability to create a fast walk in booking on the iPad version of the system. All you need to do is triple tap on the available bed. Another way is to tap on an available bed and then press the green walk-in button on the right hand side. This will create a fast walk-in booking.



# Move Bookings

The new iPad Application allows you to move a booking from one bed to another. All you need to do is drag the bed that you want to move and drop the bed on the chosen bed which is available.

