



### **Back Office**

#### ***Languages***

English, French, German, Spanish, Italian, Portuguese, Dutch, Russian, Arabic, Traditional Chinese, Modern Chinese, Polish, Danish

Can load data in each language

Can view back office in any of the listed languages

#### ***Users***

Create as many users as needed

Set user permissions

#### ***Hotel setup***

Credit card information/ CVV selector

Set group booking minimums

Set travel agent commission

Choose sister properties for cross-selling

Set sister property text

Child ages (free/ charge)

Set client alerts in all available languages

General information of property

Services offered at hotel

Landmarks, Location, Transportation

Meeting Rooms

Restaurant/lounge

#### ***Emails***

Customizable confirmation/ cancellation emails

Set hotel email recipients (one or more)

Set language in which hotel receives emails

Set reporting emails frequency

Additional email to hotel with bookings/cancellations of the day, week or month

#### ***Booking confirmation by Fax***

Receive via fax confirmation of bookings

Receive via fax cancellation of bookings



### ***Rooms***

- Create as many rooms as you have
- Set room descriptions in all 12 available languages
- Set bedding types in all 12 available languages
- Link rooms with all rates and extras or only specific rates and extras
- Set occupancy, including extra people/ beds
- Determine usage(s) of the room (single, double, triple, etc)
- Set room taxes, where necessary
- Add as many room images as desired
- Set standard minimum and maximum stays
- Set smoking options (nonsmoking or smoking)
- Put rooms on or offline with a single click

### ***Extras***

- Create as many extras as you have
- Set extra descriptions in all 12 available languages
- Link extras with all rates and rooms or only specific rates and rooms
- Define inventory allocation type
- Set extra availability (determine which rooms are associated and if it's obligatory)
- Set taxes, where necessary
- Set pricing structure
- Set billing rules
- Put extras on or offline with a single click
- Add image

### ***Rates***

- Create as many rates as you have
- Create base rate and offsets
- Set rate descriptions in all 12 available languages
- Set consumer visibility
- Determine type of specials/ promos/ packages
- Add promotional codes
- Put rates online or offline with a single click
- Set currency type - one hotel can have 3 different rates with different currencies, for example
- Associate cancellation policy or policies
- Choose required deposit, multiple deposits periods possible
- Set taxes, where necessary
- Determine booking fees



Set booking release period  
Set selling period  
Associate extras and rooms, as many or as few as required  
Automatic setup for packages and promotions  
Set auto extra night pricing for packages  
Automatic setup for existing rates (example, stay 3 pay 2)  
Load images for packages/ promotions  
Ability to load travel agent rates  
Set minimum and maximum stay  
Choose a rate to strike, if needed

### ***Cancellation Policies***

Create as many cancellation policies as you have  
Link only to chosen rates  
Specify no show rule  
Specify cancellation fee  
Create multiple policies and rules within a master cancellation policy  
Additional text for no show and for cancellation policies

### ***Inventory***

Load/ modify rates by day  
Use locks to open/ close rooms and rates on specific days  
No saving required on day by day changes  
Load/ modify extras by day  
Modify the base rate – modifies all rates  
View by availability, prices, min/ max stay or all information  
View availability calendar  
Choose time period to view  
Manage rooms by themselves or all at one time  
Change cancellation policy  
Close all rooms/ all rate with one click  
Close hotel to arrive or departure with a simple two number code  
View availability for a year at a glance  
Load/ modify rates by period  
Load/ modify extras by period  
Enter as many periods as desired at one time  
Load all rates by period, or only a selected rate



Extras load the same way as rooms inventory  
Print inventory

### ***Reporting***

View all reservations by date made, by check in or by check out  
View reservations for various periods, including 15 days, a month, etc  
Search for a reservation by booking code  
View all reservation details for each reservation made  
Print reservations  
View or resend client confirmations  
Reservations can be amended on report  
Notification of No show can be added on report  
Customers, agents and corporate data bases

### ***Stats***

Create charts of statistics/ data analysis  
Export reports into Excel  
View statistics by reservation date or arrival date or check out date  
Get total bookings, total amounts and one-currency totals for chosen time frame  
Group by date periods  
Hotel groups can view group statistics  
ROI tracking (within EHBOX)  
Includes revenue breakdown for all countries purchasing  
Includes revenue breakdown by rate

### ***Channel Manager***

Update rates on all other channels from one webpage  
Receive copies of all reservations made on other channels in EHBOX back office

### ***Other***

Set up for hotel groups  
Connected to RateTiger  
Connected to EZYield  
Connected to Availpro (2 way)  
Connected to RevParGuru (2 way)  
Connected to Interettare/ Easyram  
Connected to LeoPortal  
Connected to roomshop.it (Vivido)



Connected to Kayak  
Have affiliate programs  
Have marketing programs for participating hotels  
User Guides in English, Spanish, French, Italian, German and Chinese  
Get information through XML

### ***Customizable Booking Page***

Determine the design of the booking page  
Navigation menu  
White labeled booking page  
No availability alert  
ROI tracking from Google

### **Front End**

#### ***Booking Page***

Can be custom designed and white labeled  
Show customer alerts for key events  
Shopping Cart (can book multiple rooms, different dates and multiple hotels with one reservation)  
Convert currency to any other  
Show privacy data  
Allow previous guests to login  
System remembers previous guests' information once logged in  
Shows the guest rate information  
Has hotel information listed  
Has travel agent login  
Guest can also cancel a booking  
Contact Us links directly to hotel  
Room details are listed, as well as availability calendars and rate conditions  
Guests can book multiple room types at one time  
Guests can book alternate properties if no availability at hotel (cross-selling)  
Guests can book in 14 languages  
Guest confirmation email is in same language as language guest booked in  
128 bit SSL license on all pages

#### ***Travel Agents***

Travel agents have direct access to hotels  
Hotels can create special rates for all agents or specific partner agents  
Can create multi-rate, multi-room reservations



Can compare rates for all hotels in a specific city  
Can store client information  
Can write notes about clients in private client database  
Information is searchable by client/ city booked/ hotel/ dates/ more  
System stores all previous reservation data  
Check booking reports  
Check commission reports  
Hotel can create agent login in back office

***Customer Login***

Can view previous stay information  
Can view preferred properties  
Can view current reservations

***Corporate Client Login***

Can view previous stay information  
Can view preferred properties  
Can view current reservations  
Hotel can create corporate login in back office

***Coming Soon***

Bookings on request  
Booking page for Mobile  
Multiple hotels package  
Customized reports