

What is Book-Online?

Book-Online offers a fully configurable website combined with an online room booking system. Each booking system has its own internet address (book-online.co.uk/centre-name), editable webpages and allows administrators to set up their rooms and resources, upload pictures and manage pricing, payment and terms of use. It also features a facilities calendar which shows potential users which rooms are available to hire.



Book-Online website home page

The fully functioned administration mode enables multiple volunteers to manage the booking process from their own PC or laptop; the system calculates the room charge based on the rooms and times selected and can either automatically generate a single invoice or allows the administrator to create a custom invoice for the booking. The bookings tracking feature allows treasurers to reconcile payments against bookings and helps to keep track of invoices and payments.

How can it help us manage our bookings?

Volunteer time is precious but often they cannot commit to being "in the office" all the time to take bookings and reply to booking queries. Book-Online allows multiple admins to work remotely and collaborate to ensure that bookings are managed efficiently from initial contact to final payment. No more conflicting bookings and everyone has the information they need to make each booking a success.

Prospective customers can check the online calendar to find out when rooms are free. They can view the facilities on offer and make provisional bookings without having to contact the centre. The system automatically generates an estimate of cost based on the times and resources selected in real time so that a customer can decide if they wish to proceed to make a booking or not.



Invoice

INVOICE DATE & REFERENCE:
Invoice issued: 14 May 2015
Booking Reference: Booking 15, Invoice 15

INVOICE FROM: **INVOICE TO:**
Community Centre, 11a Brown Main Lane, Kewley, Derbyshire, Derby, DE3 1BB
Paul Greenway, 11a Brown Main Lane, Derby, DE3 1BB

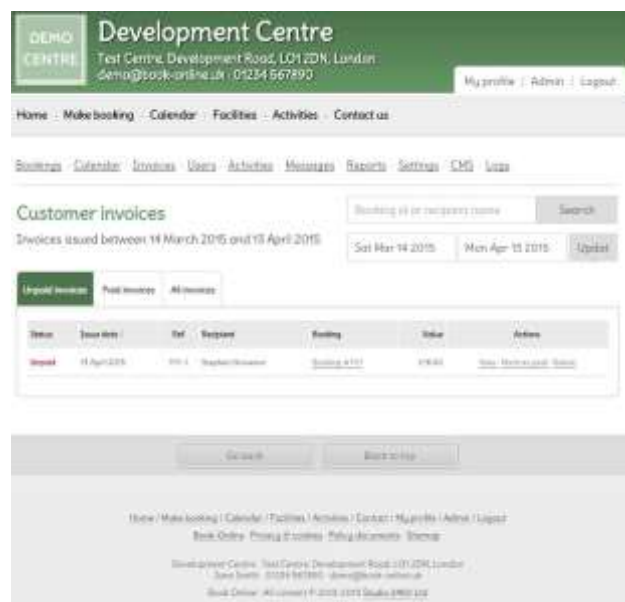
DESCRIPTION OF PURCHASE: (1) UNIT
Booking #1276, a 30 min slot (18 May 2015) 800.00

TOTAL: 800.00

PAYMENT DETAILS:
Sole trader
Sort Code: 110011
Account Number: 12345678
Address: 11a Brown Lane, Derby, DE3 1BB
Please quote 'Booking 15, Invoice 15' on all payments

Payment must be received in full at least 14 days in advance of the booking.
Please note your booking is not guaranteed until payment has been received.
If you have any questions about this invoice, please contact us:
Jane Smith | 01234 567890 | demo@book-online.co.uk

Thank You



DEMO CENTRE Development Centre
Test Centre, Development Road, L01 2DN, London
demo@book-online.co.uk | 01234 567890

My profile | Admin | Logout

Home | Make booking | Calendar | Facilities | Activities | Contact us

Bookings | Calendar | Invoices | Users | Activities | Messages | Reports | Settings | CMS | Logs

Customer invoices
Invoices issued between 14 March 2015 and 13 April 2015

Booking #1 of 20 pages (1 page) Search

Sat Mar 14 2015 Mon Apr 13 2015 Update

Unpaid Invoices Paid Invoices All Invoices

Status	Issue Date	Ref	Request	Booking	Value	Action
Unpaid	11 April 2015	15-1	Request for room	Booking #151	800.00	View Download PDF Email

Cancel | Book to top

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Book Online | Privacy | Cookies | Help | Accounts | Settings

Development Centre, Test Centre, Development Road, L01 2DN, London
Jane Smith | 01234 567890 | demo@book-online.co.uk
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Book-Online invoicing tool

When a booking is made, the system alerts both the customer and the administrator to the booking request via email. Invoicing can be time consuming, our system helps you generate, send and track invoices and payments at the click of a button.

Built in reports provide the duty volunteer with the day or week's bookings, room configurations, equipment requirements - all in real time avoiding out of date paper copies. Other reports track income per room, space usage, to give a complete picture of how the centre is being utilised and to assist in future resource planning.



Booking calendar

Below you can see the booking calendar for the Development Centre. You can view the availability of the different facilities by clicking the tabs above the calendar and switch dates using the date picker under "Select more dates". A red box is a slot that has been booked by someone else, a blue slot is one of your other bookings (when logged in) and a grey box is a time slot that is currently available and can be reserved today.

Centre opening times

The Development Centre is open daily between 08:00 and 20:00

The Book-Online bookings calendar

The Activities page helps your customers promote their classes or events and Facebook and Twitter integration allow more far reaching social media engagement with a click. Use the News pages to keep customers up to date with what is going on in your centre and local community.

What do I get when I buy Book-Online?

- A fully featured, online, booking system
 - Public calendar
 - Activities promotion page
 - News pages
- A tablet friendly, customisable, web site with built in content management.
- Full administration mode.
 - Booking management.
 - Resource management.
 - Automated email confirmations.
 - PayPal integration for on-line payment.
 - Multiple pricing levels.
 - Definable peak/off peak pricing discounts
 - Automatic invoice generation
 - Usage Reports
- Customisable links to Facebook and Twitter pages
- Flexible room configuration and easy to set up features
- Full booking data backup and export capability
- Online user manual
- Web hosting and support
- Free program updates
- The latest SSL backed data security

Contact us

Sales: Stephen Grosvenor / sales@book-online.co.uk / **07885 217077**

Support: Chris Smith / support@book-online.co.uk / **01793 617237**

System pricing

An unlimited multi-user licence for the Book-Online system costs as little as £30 per month for small community/sports centres:

Centre income	Monthly cost	Annual cost	Annual discount
£0 - £20,000 p.a.	£30	£330	10%
£20,001 - £30,000 p.a.	£40	£440	10%
£30,001 - £40,000 p.a.	£50	£550	10%
£40,001 - £50,000 p.a.	£60	£660	10%
£50,000 + p.a.	Please ask for a quote		

Payment is made six monthly in advance and covers site hosting, free program updates and technical support. Pay for a 12 month licence and receive a discount. A minimum of 30 days' notice is required to end the contract and a refund will be made for outstanding pre-paid months.

Training and configuration support

To assist you in setting up your website booking system, we provide one day training and set up support for £300 for up to three users. This includes three months telephone support to ensure you get off to a smooth start. After this initial period, if required, you can choose our annual support contract which gives unlimited telephone support for £30 per quarter.

Demo system

You can try out our demo booking system here: <https://book-online.uk/demo/> Make bookings as a customer and/or contact us at sales@book-online.co.uk to get a demo admin account and password to experience the full functionality of the system.

Frequently asked questions

We don't have a website at the moment

- Can we use Book-Online as our main site?

The system is designed to act as a fully featured website and booking system. As such, it represents great value, enabling volunteers to create a professional web presence. Built-in content management complements the on-line booking functionality enabling news, activities and events to be promoted keeping the site live and up to date which, in turn, keeps it up the search engine rankings. You can also easily link out to Facebook or Twitter accounts if you have them.

Can Book-Online take payments for the bookings?

We currently support PayPal on-line payment system at the moment. The system can also be configured to feature your bank details or other payment methods and these settings are reflected on the invoices produced. The system enables treasurers or cashiers to reconcile payments made against bookings and can produce income and debtor reports to help you keep track of your finances.

I already have a domain name and website

- Can I still use Book-Online?

Whilst Book-Online is a powerful customer facing tool, it can also be used as a back office only system using the ADMIN mode. All bookings are still managed on-line and therefore can still be accessed by authorised administrators but bookings can only be made by telephone or in person. Alternatively, you can choose to disable individual pages on the Book-Online site and simply link to it from your existing site. There are many ways to integrate with an existing site - ask us for details.

None of our volunteers are very PC literate

- Will we manage to make it all work?

The system is already in use in a number of Community Centres and has managed over 20,000 hours of bookings this year. We have found that good training and help with understanding and setting up the system is the best way to get a new system up and running quickly and efficiently; ensuring that the volunteers understand how to get the best out of it. That's why we offer our comprehensive training and configuration package.

We have a complicated pricing structure

- Can Book-Online handle it?

Book-Online can handle multiple pricing regimes as well as user definable peak/off-peak period pricing. This generates an initial, system estimate of cost as a provisional booking request is being made. Bookings are always fair - they are made on a first come first served basis. Automated pricing can be overridden if required but pricing rules help to ensure consistency for room pricing.

What if we decide to stop using the system?

We think you will be delighted with the help that Book-Online can provide to your volunteers to enable smooth, time efficient and effective booking and centre management. We do ask for a minimum of six months advance payment but should you decide the system is not for you, just give us 30 days' notice - we will extract a copy of your booking data and let you have it in either TXT or CSV format and refund any complete months back to you.

Contact us

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