

# **QRes Messenger**

## **User Manual**

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# 1 Overview

QRes Messenger is a program which runs on your computer. It instantly receives bookings made through a [Web Booking Wizard](#) on your Web Site and other Web Sites which display your Web Booking Wizard.

The Messenger allows you to record your tariff for each type of accommodation, set minimum stay requirements and apply tariff rules such as extra rates for additional guests, discounts for various lengths of stay etc. You are able to specify rules for optional services such as Bed and Breakfast, Dinner Bed and Breakfast packages etc.

It also allows you to enter minimum stay requirements.

The data entered through QRes Messenger on your computer is synchronised with the data held the [QResConnectServer](#) to produce instant quotes and bookings

# 2 Availabilities Editor

Click the "Edit Availabilities" icon to display the Availabilities Editor.

The Availabilities Editor is the function through which availabilities are recorded. These availability values control whether a particular Accommodation Type is shown as available or not in the availability display in Web Booking Wizards.

## Hint

The availability you enter can act as an allocation for on-line bookings which requires virtually no maintenance.

When you confirm a booking received through QRes Messenger you are given the choice of either "putting availabilities back" or leaving them as they are.

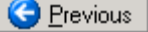
If for example you set availabilities to 1 for each accommodation type, when a booking request is made for that type through a Web Booking Wizard, the system will not allow another booking for that type until you have confirmed the booking. By selecting the option of "Putting availabilities back" when you confirm the booking, the system will show the type as available.


If you set availabilities to 3 for each accommodation type, when a booking request is made for that type through a Web Booking Wizard, the system will allow two more booking for that type until you have confirmed the bookings. By selecting the option of "Putting availabilities back" when you confirm the booking, the system will revert availabilities to the original value.

By selecting "Leave availabilities as they are" , the value you entered in the availabilities display has been decremented by one, and will stay decremented by one.


To access the Availabilities Editor, select Edit/Edit Availabilities on the main menu:

Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Jan 2005	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1bra																															
2bra																															
Feb 2005	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28			
1bra																						4	3	3	3	3	4	4			
2bra																						4	4	4	4	4	4	4			
Mar 2005	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1bra	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	0	0	0	0	0	
2bra	4	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	0	0	0	0	0	
Apr 2005	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
1bra	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4	4	4	4	4	
2bra	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4	4	4	4	4	
May 2005	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1bra	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
2bra	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
Jun 2005	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
1bra	4	4	4	4	4	4	4	4	0	0	0	0	0	0	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
2bra	4	4	4	4	4	4	4	4	0	0	0	0	0	0	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
Jul 2005	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

Click the Previous Button  to display the calendar for dates prior in time to the current display

Click the Next Button  to display the calendar for dates next in time to the current display

The number inserted for a particular date is the maximum online bookings that can be made for that accommodation type. The number zero indicates no availability for that date.

The Availabilities wizard  allows you to "mass" insert availability values by date range, day of week and accommodation type.

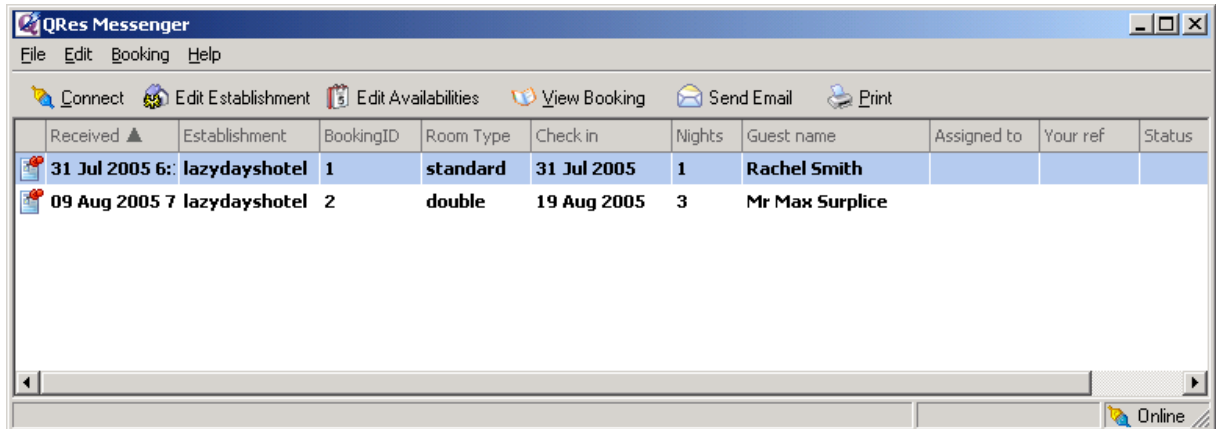
To reset the values in the calendar, click the Wizard button, insert ' ' in the wizard's minimum stay assignment page, leave all days of the week checked, check all accommodation types and click Finish.

Availabilities values can also be inserted directly onto the calendar grid without using the Wizard.

## 3 Bookings

### 3.1 Display Bookings

Bookings received from a [Web Booking Wizard](#) are displayed in the Messenger Window.



The screenshot shows the QRes Messenger application window. The title bar reads "QRes Messenger". The menu bar includes "File", "Edit", "Booking", and "Help". The toolbar contains icons for "Connect", "Edit Establishment", "Edit Availabilities", "View Booking", "Send Email", and "Print". The main area displays a table of bookings with the following data:

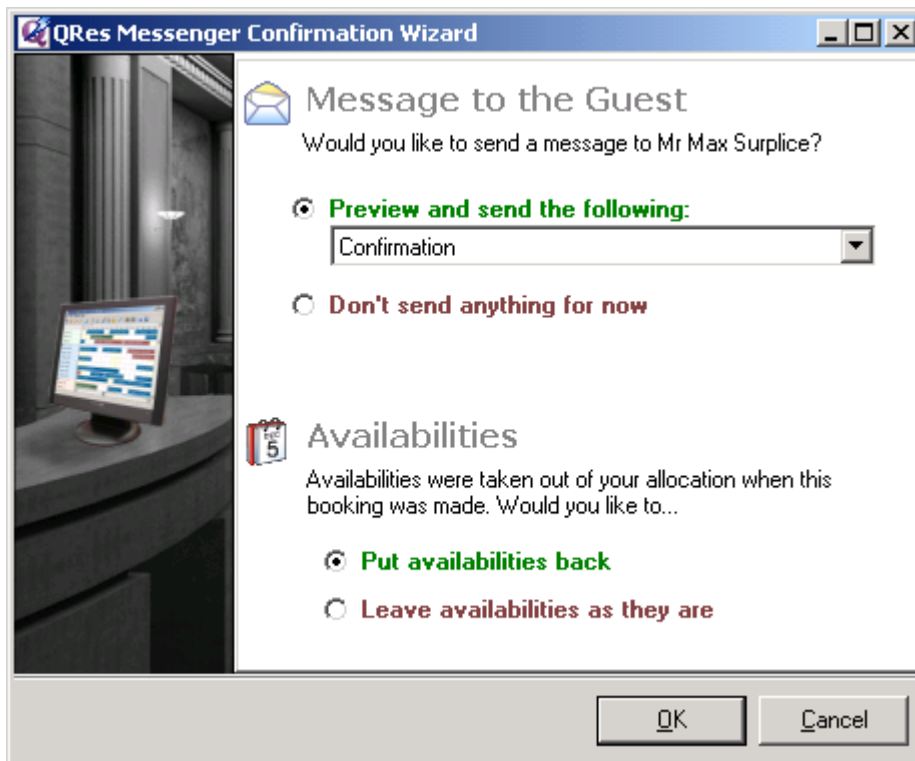
Received ▲	Establishment	BookingID	Room Type	Check in	Nights	Guest name	Assigned to	Your ref	Status
31 Jul 2005 6:	lazydayshotel	1	standard	31 Jul 2005	1	Rachel Smith			
09 Aug 2005 7	lazydayshotel	2	double	19 Aug 2005	3	Mr Max Surplice			

The first row is highlighted. The status bar at the bottom right shows "Online".

Right click the highlighted booking to display the Booking Menu.

The "View booking" menu item displays the Booking dialog. The "Cancel Booking" menu item prefills the Booking dialog with the status of "Cancelled".





To Confirm a booking, allocate the booking to the appropriate Room type, insert your booking reference and click OK.

The Confirmation Wizard:

- Gives you the option of send a customised confirmation email with a PDF attachment to the guest when you confirm the booking.
- Gives you the option of either "putting availabilities back" to their preset value or accepting the decremented availability value.

Click OK to accept the options selected and to display the email message and PDF attachment. Preview the messages and click **Send now**



### 3.3 Web Booking Wizard

**QRes Messenger** receives internet bookings through an unlimited number of website.

A **Web Booking Wizard** can be individually configured with the graphics, fonts and colours of any website and be fully integrated into that website.

Tariff, minimum stay requirements and rules are synchronised each time you connect to the internet, thereby ensuring that quotes produced through each **Web Booking Wizard** are precisely the same quotes that are calculated by your local **QRes** installation.

The system also updates your availability continually via the [QResConnectServer](#) while you are connected to the internet, thereby ensuring that your availability displayed through each **Web Booking Wizard** is accurate.

Examples of Web Booking Wizards can be viewed at:

<http://qrconnect.net/lazydaysresort/index.html>

<http://qrconnect.net/lazydaysresort/index.html>

<http://qrconnect.net/lazydayshotel>

## 4 Establishment Editor

Click the "Edit Establishment" icon to display the Establishment Editor.

The Establishment Editor is the program through which all aspects of your accommodations, tariff and condition rules are set up and edited.

To access the Establishment Editor, click the Global Settings icon on the QRes Tool Bar. The QRes Establishment Server dialog will be displayed. Click the Global Settings tab and if necessary scroll until "Establishments" is displayed. If more than one establishment is managed through this installation or if a demonstration Establishment has been installed, select the establishment to be edited from the drop down list, and click "Edit.." to display the Establishment Editor. You can if you wish edit the data for the demonstration establishment.

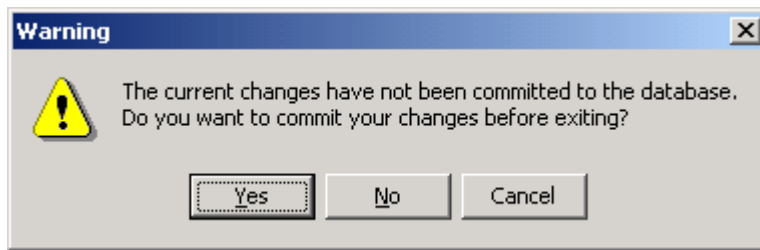
The Establishment Editor has seven tabs:

- General
- Deposits
- Room Types
- [Dates](#)
- [Standard Tariff](#)
- Minimum stay periods
- Rules

### **IMPORTANT NOTE**

The Establishment Editor does not have a "save" button. When you wish to commit your changes to the database, select the **File** Menu, then select and click the menu item "**Commit Changes**". This will then reload the entire database back into memory, including your most recent changes.

If you attempt to exit the program without saving the changes to the database, a Warning Dialog will appear with the words: "The current changes have not been committed to the database. Do you want to commit your changes before exiting".



### General Tab

All general details, contact information, and accommodation policies are edited on this tab

**Editing The Lazy Days Hotel**

File View Help

General Deposits Room types Dates Standard Tariff Minimum Stays Rules

**Details**

Establishment name: The Lazy Days Hotel  
Country: Australia  
State: Queensland

Address: 2345 Packfic Highway  
Town / suburb: Surfers Paradise  
Postcode / zip: 4216  
Company / Business Number: 123 456 345

**Contact information**

Include national dial codes only for telephone and fax numbers.

Telephone: (07) 5501 5679  
Fax: (07) 5501 546  
Mobile phone: 0404 053 000  
Email address: joeblow@nowhere.net

Website address: http://www.thelazydayshotel.net

**Accommodation policies**

Normal checkin time: 6:00 pm  
Earliest checkin time: 2:00 pm  
Latest checkin time: 11:00 pm  
Normal checkout time: 10:00 am

Max child age (years): 12  
Max infant age (years): 1  
Currency: AUD \$ Australian Dollar

Booking Statuses...

## Deposits Tab

**Editing The Lazy Days Hotel**

File View Help

General Deposits Room types Dates Standard Tariff Minimum Stays Rules

**Credit cards**

Select credit cards which may be used to secure online bookings:

- Visa
- Mastercard
- American Express
- Diners / Carte Blanche
- Discover
- Enroute

**Direct Bank Transfer**

Allow direct bank transfers for online booking deposits

Bank details and instructions:

Bank:  
BSB:  
Account number:  
Account name:

Minimum lead time: 2 days

**Mailed Cheques**

Allow mailed cheques for online booking deposits

Instructions for cheques:

Make cheque out to:  
The Lazy Days Hotel

Send cheque to address:  
2345 Pacific Highway  
Surfers Paradise 4216  
Queensland

Minimum lead time: 5 days

**Online bookings**

Allow QRes to allocate online bookings automatically.

Maximum booking lead-time: 500 days

**Cancellation policy**

Bookings cancelled within 48 hours will incur charge of first night

### NOTE:

The default Deposit requirement is for credit card details to be provided to secure a deposit. If your deposit requirements are different to the default requirement, a Deposit Rule must be entered to give effect to the amount of deposit required to secure a booking. See Tariff and Condition Rules

## Room Type Tab

Please view Accommodation Type for help on this topics.

The Standard Tariff you enter for this room under the **Standard Tariff** tab will be the standard tariff for a particular number of guests occupying this **Accommodation Type**. Loadings for extra adults and or children occupying this room are entered as Tariff Rules under the **Rules** tab.

Editing The Lazy Days Hotel

File View Help

General Deposits Room types Dates Standard Tariff Minimum Stays Rules

Room types:  
standard [New...] [Delete]

Edit  
Name: Standard room Online availability buffer: 0 Standard tariff includes: 2 guests  
Description: Add a text description of the room and it's inclusions.  
Our Standard Room with Queen bed, Cable TV, Tea/Coffee making facilities, Private Ensuite, Hairdryer, Iron/Ironing Board, Writing Desk and Reverse Cycle Air Conditioning. Includes parking for 1 car.

Beds:  
Add 1 line for each bed in this type of room:

Display Name	Standard Type	Permanent or optional
Queen	Double	Permanent

Rooms:  
Add 1 line for of each room of this type:

Room ID	Display name
1	Room 1
2	Room 2
3	Room 3

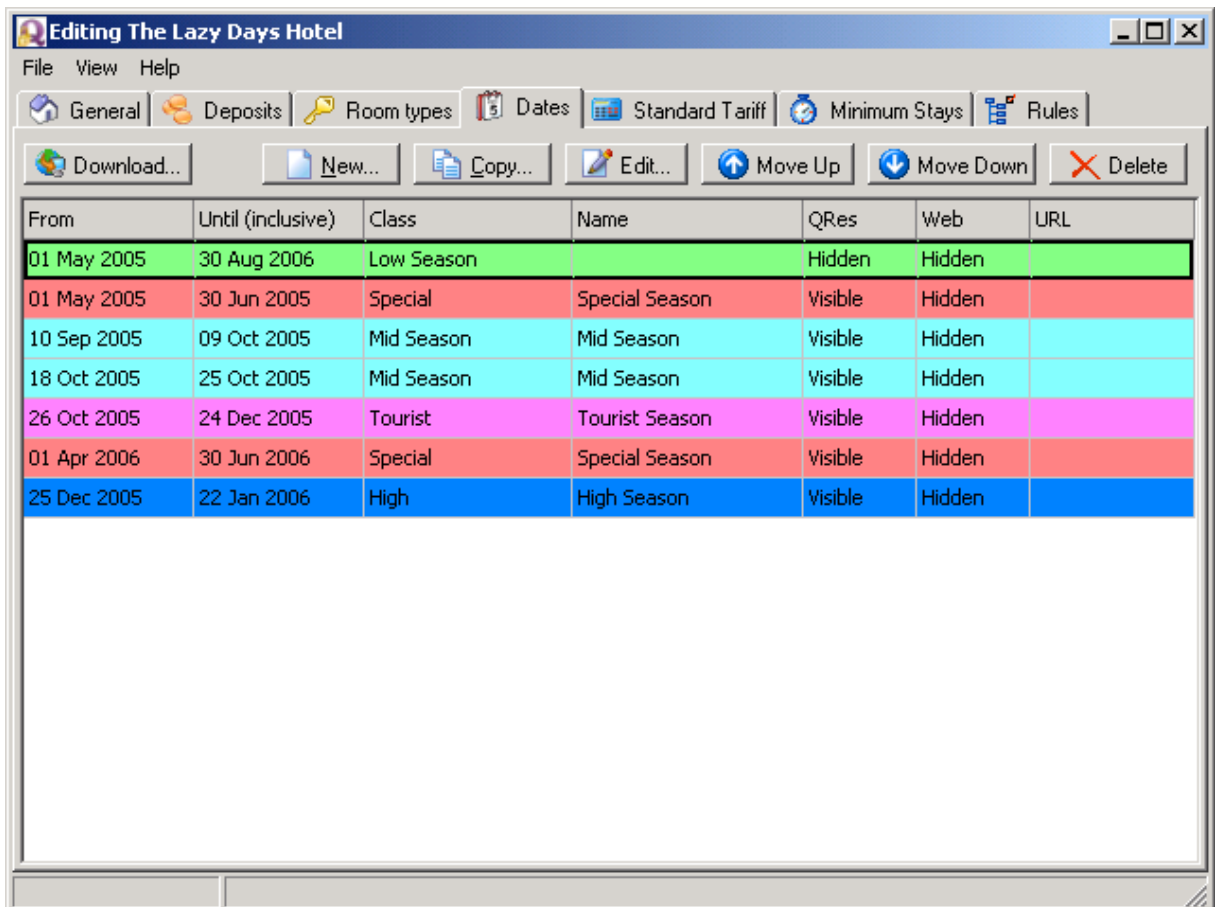
[Add Bed] [Delete] [Add Room] [Delete]

## Dates Tab

Date Ranges are set to define [Standard Tariff](#) and [Tariff and Condition Rules](#) .

**Date Ranges** can be set which include periods encompassed by other Date Ranges. The order in which Date Ranges are listed in the editor determines the order in which the date bands appear in QRes and in the Web Booking Wizard.

Click "**Download**" to download Public Holiday and School Holiday dates which QRes Support believe to be correct. You can edit these dates if you wish to add days before or after these dates to which you wish to have the holiday tariff applied.



From	Until (inclusive)	Class	Name	QRes	Web	URL
01 May 2005	30 Aug 2006	Low Season		Hidden	Hidden	
01 May 2005	30 Jun 2005	Special	Special Season	Visible	Hidden	
10 Sep 2005	09 Oct 2005	Mid Season	Mid Season	Visible	Hidden	
18 Oct 2005	25 Oct 2005	Mid Season	Mid Season	Visible	Hidden	
26 Oct 2005	24 Dec 2005	Tourist	Tourist Season	Visible	Hidden	
01 Apr 2006	30 Jun 2006	Special	Special Season	Visible	Hidden	
25 Dec 2005	22 Jan 2006	High	High Season	Visible	Hidden	

### Minimum stay periods

Click Minimum stay periods tab to insert Minimum Stay requirements.

Minimum stays can be assigned to any Date Range Class or Date Range Name that has been recorded under the **Dates** tab.

Different Minimum Stays requirements for particular days of the week and/or particular accommodations types within a Date Range Class or Date Range Name can be assigned.



## Standard tariff tab

Click **Standard tariff** tab to insert Standard Tariff

Date range	Applies to	Days of the week	Nights	Tariff	Extra nights
Public Holidays	red	All	1	180.00	
School Holidays	africa	All	1	145.00	
School Holidays	camelia	All	1	155.00	
School Holidays	dutchess	All	1	160.00	
School Holidays	east	All	1	165.00	
School Holidays	fern	All	1	170.00	
School Holidays	red	All	1	175.00	
Low Season	africa	All	1	130.00	
Low Season	camelia	All	1	140.00	
Low Season	dutchess	All	1	145.00	
Low Season	east	All	1	150.00	
Low Season	fern	All	1	155.00	
Low Season	red	All	1	160.00	
Low Season	africa	All	2	110.00	90.00
Low Season	camelia	All	2	130.00	110.00
Low Season	dutchess	All	2	125.00	105.00
Low Season	east	All	2	130.00	110.00
Low Season	fern	All	2	135.00	115.00
Low Season	red	All	2	140.00	120.00

Standard Tariffs are entered on the **Standard Tariff** tab of the Establishment Editor.

Standard tariffs can be assigned to any Date Range Class or Date Range Name that has been recorded under the **Dates** tab.

Different Standard tariffs for particular days of the week for particular accommodations types within a Date Range Class or Date Range Name can be assigned.

Standard tariffs can be entered for stays of any duration together with the daily tariff that is to be applied to each extra night. That rate for each extra night will apply until the number of days in the stay equals the next standard tariff.

### Example:

Rate for 1 night: 80.

Rate for 3 nights: 150. Rate for each extra night: 75

Rate for 7 nights: 490. Rate for each extra night: 70

Rate for 14 nights: 910. Rate for each extra night: 65

Autoquote will calculate a stay of 13 nights as follows:  
490 plus 6\*70. Total cost 910

**IMPORTANT**

The order in which Standard Tariffs are listed in the editor is fundamental to producing accurate pricing. Any rate that applies to a particular stay which is higher in the list will be applied in preference to any rate that applies to the same stay but which is lower in the list.

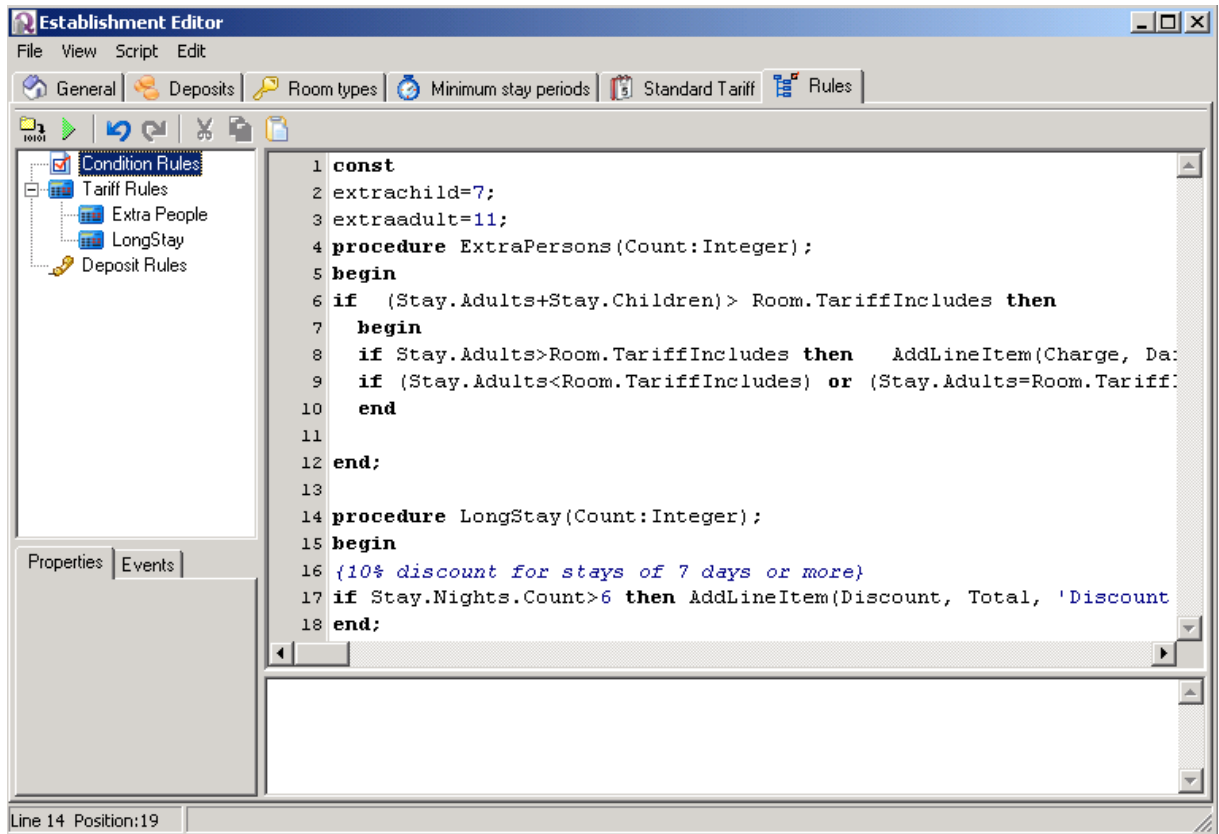
**Example:**

1. You enter a rate for a date range of "low season", and a higher rate for "Public Holiday". For the "Public Holiday" rate to apply to a Public Holiday in a "low season", the "Public Holiday" rate must appear above the "low season" rate in the editor. Use the "Move Up" and "Move Down" buttons to adjust the relative positions of "Standard Tariffs"
2. A Low Season of 2 May 2005 to 31 Aug 2005 is set, and a High Season is set for 2 Jul 2005 to 17 Jul 2005 which is within the Low Season. The Standard Tariff for the Date Range of High Season must appear above the Standard Tariff for the Date Range of Low Season for the higher rate to apply.

## Rules Tab

Click the **Rules tab** to view all tariff, condition and deposit rules and the pascal script that gives effect to these rules.

Scripting of these rules by **QRes Support** is included in the fee for **QRes Connect** customers. The script of new or revised rules is prepared by the **QRes Support**, and is automatically inserted into your local **QRes** installation via the QRes Establishment Server .



## 4.1 Room Types

The Room types tab of the Establishment Editor produces the Accommodations List which is the tabulation of each Unit of Accommodation which physically exists in the establishment and for which QRes maintains reservations control. The Accommodations List is displayed as an hierarchal tree in the left hand column of the Booking Chart.

Individual units of accommodation are grouped into types. All the units within a specific type are essentially the same, and must have the same bedding configuration, the same features and be subject to the same tariff and tariff rules.

The order in which Accommodation types are entered determines the order in which they appear in the Accommodations List.

A unit of accommodation is an accommodation offering that can be booked by only one person at a time, and occupied only by the person making the booking and his/her party.

Examples of a unit of accommodation

- Motel room
- Tourist park cabin
- Powered caravan site
- Three bedroom apartment (provided the person making the booking occupies the entire apartment irrespective of party size)
- Self catering cottage (provided the person making the booking occupies the entire cottage irrespective of party size)
- A bedroom in a Bed and Breakfast establishment
- A bed in a Backpacker dormitory room

Examples that are not units of accommodation

- Interconnecting rooms - each individual room should be treated as a separate unit of accommodation. A booking for two interconnecting rooms should be handled as two separate bookings for the respective rooms. The Tariff Rules will handle any discount applicable to bookings for interconnecting rooms.
- Where a room is described as a say a "Twin Room" with one queen bed and one single bed, and is included in the Accommodation List as a "Twin Room", it SHOULD NOT additionally be included in the Accommodation List as say a "Triple Room". The Tariff Rules will handle any additional charges associated with booking the "Twin room" for three people.

Each Accommodation Type is represented by a different colour on the Booking Chart, and the accommodation type name appears at the top of the list of accommodations within that type.

To the left of the Accommodation Type name is a small square black box with either a "plus" or "minus" sign within each box. Expand and Contract the Accommodation Type by clicking the "plus" or "minus" sign.

For more on Room Types click [About Room Types](#)

## 4.2 Date Range Editor

Date Ranges are added on the Dates tab of the Establishment Editor and are a prerequisite to setting standard tariffs and scripting tariff rules and condition rules.

A Date Range should be set for every period that has particular tariff or tariff rules, or that you want to be treated in some particular way such as the availability of options.

Date Ranges can be set which include periods encompassed by other Date Ranges.

For Example, a Public Holiday may occur in the middle of a School Holiday. You can specify the Public Holiday as a "Date" if you wish to apply a particular tariff or other condition to that Public Holiday.

The order in which Date Ranges are listed in the editor determines the order in which date bands appear on the QRes Booking Grid. Use the "Move Up" and "Move Down" buttons to adjust the relative position of the visible date bands. You can hide Date Range bands if you wish.

QRes Support maintains a database of Public and School Holidays. Click "Download" to select and download Public Holiday and School Holiday dates applicable to you. Please check these dates through independent enquiries before relying on them for tariff calculation or other purposes. Please also advise [support@qres.net](mailto:support@qres.net) of any error or omissions. We will amend the database accordingly for the benefit of other QRes users.

Each date range belongs to a particular Class and has a particular Name. You can set as many classes and names as you wish. You are able to set tariffs and or rules to particular classes or to particular named date ranges.

If a character string such as "Low Season" as been used to define a class, DO NOT use the same character string "Low Season" as a date range name.

Both date range class and date range names are case sensitive.

### 4.3 Tariff Editor

Standard Tariffs are entered on the Standard Tariff tab of the Establishment Editor.

Standard tariffs can be assigned to any Date Range Class or Date Range Name that has been recorded under the Dates tab.

Different Standard tariffs for particular days of the week for particular accommodations types within a Date Range Class or Date Range Name can be assigned.

Standard tariffs can be entered for stays of any duration together with the daily tariff that is to be applied to each extra night. That rate for each extra night will apply until the number of days in the stay equals the next standard tariff.

Example:

Rate for 1 night: 80.

Rate for 3 nights: 150. Rate for each extra night: 75

Rate for 7 nights: 490. Rate for each extra night: 70

Rate for 14 nights: 910. Rate for each extra night: 65

Autoquote will calculate a stay of 13 nights as follows:  
490 plus 6\*70. Total cost 910

**IMPORTANT**

The order in which Standard Tariffs are listed in the editor is fundamental to producing accurate pricing.

**Example:**

You enter a rate for a date range of "low season", and a higher rate for "Public Holiday". For the "Public Holiday" rate to apply to a Public Holiday in a "low season", the "Public Holiday" rate must appear above the "low season" rate in the editor. Use the "Move Up" and "Move Down" buttons to adjust the relative positions of "Standard Tariffs"

## 4.4 Minimum Stay Editor

Minimum stay details are entered on the Minimum Stays tab of the Establishment Editor.

Minimum stays can be assigned to any Date Range Class or Date Range Name that has been recorded under the Dates tab.

Different Minimum Stays requirements for particular days of the week and/or particular accommodations types within a Date Range Class or Date Range Name can be assigned.

## 4.5 Rules Scripting

Rules may be added to your establishment profile, which can be used to

1. allow or deny bookings (condition rules),
2. alter pricing & allow optional extra choices (tariff rules), and
3. specify deposit requirements (deposit rules).

Rules are executed when you perform an AutoQuote recalculation in QRes, as well as when an internet user makes a query for specific dates on your website if you're subscribed to QRes Connect.

QRes rules are written in a scripting language which is a subset of the Pascal programming language. You will need some programming knowledge to be able to write rules.

▪ **If you subscribe to QRes Connect, we'll script your custom rules for you ([Click here for more information and pricing](#)).**

To edit rules, go to File | Global Settings and press the edit button for the establishment profile you wish to edit. Then click on the **rules** tab.

### Pascal Script

A basic Pascal reference is located at

<http://www.taoyue.com/tutorials/pascal/contents.html>

QRes rule scripting only uses a subset of the Pascal language, so some features such as Input/Output are not available.

Also, "readln" and "writeln" don't work, but you can use "log" in place of "writeln", which will output text to the QRes debug window.

## 5 Messages

### 5.1 Messages and Reports

### 5.2 Printing and Emailing

QRes is distributed with a wide range of printable Standard Documents and Reports, which are divided into categories:

- Bookings
- Operations
- Accounting

#### **Bookings**

Relate to a particular booking, and include confirmation notification, invoices, statements etc.

#### **Operations**

Provide Management Reporting and routine operational and performance, such as checkin and ccheckout reports, occupancy rates etc. (not QRes Messenger)

#### **Accounting**

Provide revenue and billing reports for charges raised and revenue recorded through QRes

Operations and Accounting Reports can be prepared by any date range. (not QRes Messenger)

QRes has an integrated report writer which allow you to edit the Standard Documents that are distributed with the software.

These documents can readily be customised with different layouts, fonts, company logo's etc

Note:

We recommended you back up the report template of the document you intend to edit before starting this procedure. The file containing the report template will be found in:

C:\Program Files\QRes\templates of the standard QRes installation.

C:\Program Files\QResMessenger\templates of the standard QResMessenger installation.

To edit any message:

1. Click Edit| Edit Message Templates
2. If necessary, click the **Bookings Tab** and highlight the report to be customised from the select list and click Edit....
3. The Reports dialog will be displayed. Right click the report you wish to edit to display the edit menu. Select "Edit Report Template..." to display the FastReport 3 editor. The User manual can be downloaded from <http://www.fast-report.com/en/documentation/>

## 5.3 Email Templates

Text may be added or amended here which will automatically pre-fill your emailer when you go to send an email.

Email templates contain normal text and data fields which are brought into the email by specifying the particular field you wish to display within **[\* \*]** tags. At the time the email is prepared, these tags will be converted to text which is specific to the email you're sending.

For example, the following tag will be converted to the email address of the guest for the selected booking:

**[\*Bookings field=email\*]**

### Formatting Dates

See Date-Time Format Strings for a list of all available format elements.

In the following example, the check out date is formatted as something like **18 Jun 2005**:

**[\*Bookings field=CheckOutDate format="dd mmm yyyy"\*]**

### Formatting Numbers

See [Numeric Format Strings](#) for a list of all available format elements.

In the following example, the booking's balance amount would be formatted as something like **\$99.00**:

**[\*Establishment field=CurrencySign\*][\*Bookings field=Balance format="%0.2f"\*]**

Following is a list of all available tags:

### Establishment fields:

Use these in the format **[\*Establishment field=xxxx\*]**

Possible values for xxxx are:

EstablishmentName

StreetAddress  
Suburb  
Postcode  
State  
Country  
Phone  
Fax  
Email  
Mobile  
WebsiteAddress  
CompanyNumber  
CurrencyID  
CurrencySign  
QCEstablishmentID  
CancellationPolicy  
DefaultCheckinTime  
EarliestCheckinTime  
LatestCheckinTime  
DefaultCheckOutTime

**Customer fields:**

Use these in the format [\*Customers field=xxxx\*]

Possible values for xxxx are:

CustomerID  
Title  
Firstnames  
Surname  
Address  
TownSuburb  
State  
Country  
StateStr  
CountryStr  
EmailAddress  
Postcode  
Phone  
Mobile  
Fax

**Booking fields:**

Use these in the format [\*Bookings field=xxxx\*]

Possible values for xxxx are:

BookingID  
CustomerID  
QRBookingID  
QCBookingID  
RoomID  
BookingDate  
FirstNight  
LastNight  
CheckOutDate  
Nights

Status  
 Adults  
 Children  
 ChildrenAges  
 CheckinTime  
 CheckOutTime  
 Cancelled  
 BookingSourceID  
 DepositPaymentType  
 Deposit  
 ImmediateCCDeposit  
 CreditCardType  
 CreditCardName  
 CreditCardNumber  
 CreditCardExpiry  
 CreditSecurityNumber  
 RoomTypeID  
 TotalCharges  
 TotalDiscounts  
 TotalPayments  
 TotalDeposits  
 TotalRefunds  
 Balance  
 RoomName  
 RoomTypeName

## 5.4 Date-Time Strings

Date/Time format strings control the formatting of dates and times.

Date-Time Format Strings specify the formatting of date-time values (such as `TDateTime`) when they are converted to strings. Date-Time Format Strings are passed to formatting routines (such as `FormatDateTime`), and are also used to set certain global variables (such as `ShortDateFormat`).

Date Time Format Strings are composed from specifiers that represent values to be inserted into the formatted string. Some specifiers (such as "d"), simply format numbers or strings. Other specifiers (such as "/") refer to locale-specific strings from global variables.

In the following table, specifiers are given in lower case. Case is ignored in formats, except for the "am/pm" and "a/p" specifiers.

Specifier	Displays
c	Displays the date using the format given by the <code>ShortDateFormat</code> global variable, followed by the time using the format given by the <code>LongTimeFormat</code> global variable. The time is not displayed if the date-time value indicates midnight precisely.
d	Displays the day as a number without a leading zero (1-31).
dd	Displays the day as a number with a leading zero (01-31).
ddd	Displays the day as an abbreviation (Sun-Sat) using the strings given by the <code>ShortDayNames</code> global variable.
dddd	Displays the day as a full name (Sunday-Saturday) using the strings given by the <code>LongDayNames</code> global variable.
dddddd	Displays the date using the format given by the <code>ShortDateFormat</code> global variable.
dddddd	Displays the date using the format given by the <code>LongDateFormat</code> global variable.
m	Displays the month as a number without a leading zero (1-12). If the m specifier immediately follows

an h or hh specifier, the minute rather than the month is displayed.

mm Displays the month as a number with a leading zero (01-12). If the mm specifier immediately follows an h or hh specifier, the minute rather than the month is displayed.

mmm Displays the month as an abbreviation (Jan-Dec) using the strings given by the ShortMonthNames global variable.

mmmm Displays the month as a full name (January-December) using the strings given by the LongMonthNames global variable.

yy Displays the year as a two-digit number (00-99).

yyyy Displays the year as a four-digit number (0000-9999).

h Displays the hour without a leading zero (0-23).

hh Displays the hour with a leading zero (00-23).

n Displays the minute without a leading zero (0-59).

nn Displays the minute with a leading zero (00-59).

s Displays the second without a leading zero (0-59).

ss Displays the second with a leading zero (00-59).

z Displays the millisecond without a leading zero (0-999).

zzz Displays the millisecond with a leading zero (000-999).

am/pm Uses the 12-hour clock for the preceding h or hh specifier, and displays 'am' for any hour before noon, and 'pm' for any hour after noon. The am/pm specifier can use lower, upper, or mixed case, and the result is displayed accordingly.

a/p Uses the 12-hour clock for the preceding h or hh specifier, and displays 'a' for any hour before noon, and 'p' for any hour after noon. The a/p specifier can use lower, upper, or mixed case, and the result is displayed accordingly.

ampm Uses the 12-hour clock for the preceding h or hh specifier, and displays the contents of the TimeAMString global variable for any hour before noon, and the contents of the TimePMString global variable for any hour after noon.

/ Displays the date separator character given by the DateSeparator global variable.

: Displays the time separator character given by the TimeSeparator global variable.

'xx'/'xx" Characters enclosed in single or double quotes are displayed as-is, and do not affect formatting.

## 5.5 Numeric Format strings

Format strings specify required formats to general-purpose formatting routines.

Format specifiers have the following form:

```
"%" [index ":" ] ["-"] [width] ["." prec] type
```

A format specifier begins with a % character. After the % come the following, in this order:

An optional argument zero-offset index specifier (that is, the first item has index 0), [index ":" ]

An optional left justification indicator, ["-"]

An optional width specifier, [width]

An optional precision specifier, ["." prec]

The conversion type character, type

The following table summarizes the possible values for type:

d Decimal. The argument must be an integer value. The value is converted to a string of decimal digits. If the format string contains a precision specifier, it indicates that the resulting string must contain at least the specified number of digits; if the value has less digits, the resulting string is left-padded with zeros.

u Unsigned decimal. Similar to 'd' but no sign is output.

e Scientific. The argument must be a floating-point value. The value is converted to a string of the form "-d.ddd...E+ddd". The resulting string starts with a minus sign if the number is negative. One digit always precedes the decimal point. The total number of digits in the resulting string (including the one before the decimal point) is given by the precision specifier in the format string—a default precision of 15 is assumed if no precision specifier is present. The "E" exponent character in the resulting string is always followed by a plus or minus sign and at least three digits.

f Fixed. The argument must be a floating-point value. The value is converted to a string of the form "-

ddd.ddd...". The resulting string starts with a minus sign if the number is negative. The number of digits after the decimal point is given by the precision specifier in the format string—a default of 2 decimal digits is assumed if no precision specifier is present.

g General. The argument must be a floating-point value. The value is converted to the shortest possible decimal string using fixed or scientific format. The number of significant digits in the resulting string is given by the precision specifier in the format string—a default precision of 15 is assumed if no precision specifier is present. Trailing zeros are removed from the resulting string, and a decimal point appears only if necessary. The resulting string uses fixed point format if the number of digits to the left of the decimal point in the value is less than or equal to the specified precision, and if the value is greater than or equal to 0.00001. Otherwise the resulting string uses scientific format.

n Number. The argument must be a floating-point value. The value is converted to a string of the form "-d,ddd,ddd.ddd...". The "n" format corresponds to the "f" format, except that the resulting string contains thousand separators.

## 6 QResConnectServer

The QRes Connect Server provides the connectivity between QRes Messenger on your computer, and the [Web Booking Wizard](#) on your Web Site and other Web Site that carry your Web Booking Wizard

The QRes Connect Server

- produces the availability display and calculates tariff for your [Web Booking Wizard](#). It also processes quotes and bookings through each [Web Booking Wizard](#)
- 
- uploads bookings received through Web Booking Wizards to your QRes installation.
- 
- uploads any changes to details maintained in the [Establishment Editor](#) which have been undertaken by QRes Support on your behalf.

synchronises data held on your installation of QRes to ensure pricing and availability are being accurately presented through each [Web Booking Wizard](#).

### 6.1 Connect

Click the Connect icon on the Task Bar to display the QRes Connect login dialog. The Dialog displays the current status of the connection.