

HOSPITALITY  
WITH  
A SYSTEM



protel's online reservation system

# PROTEL WBE 3.0 (WEB BOOKING ENGINE)

Product Information

## PROTEL WBE 3.0: THE ONLINE BOOKING SOFTWARE BY PROTEL

### Online booking – exempt from charges

The latest version of protel's Web Booking Engine is an inexpensive and yet easy to operate software solution. Let your guests view – and book! – your offer via the internet. An attractive presentation and a quick and user-friendly interface bring your guests to your rooms at a stretch

WBE 3.0 – more than a  
booking engine

The screenshot shows the Protel WBE 3.0 interface. At the top, there's a banner with the text 'HOSPITALITY WITH A SYSTEM' and the Protel logo. Below this is a navigation bar with 'Reservation', 'Cancellation', and 'Request brochure'. The main content area is divided into two columns. The left column has a sidebar with 'Start' and 'Select by Feature' (indoor pool, outdoor pool, whirlpool, fitnessraum). Below that are 'Locations' (Dortmund, Norwegen), 'Sports' (Wellness, Spa, Massage, Fitness), and 'Service' (Reservation). The right column shows two hotel listings. The first is 'Cityhotel Demo' with a photo of a modern building and text describing its amenities: 'Garten, Blüten und Palmen und langer Sandstrand machen jeden Urlaub unvergesslich. 300 Sonnentage im Jahr versprechen ungetrübte Urlaubstimmung in familienfreundlicher Clubatmosphäre. Ob im oder auf dem Wasser, auf dem Tennis court gibt Sport und Spaß für jeden Geschmack! Bei und beim Aktivitätenprogramm für die Erwachsenen. Und für alle, die übers Wasser gleiten wollen, liegt ein herausforderndes Surf- und Segelrevier mit offenem Meer direkt vor der Clubtür.' Below the text is a 'book' button and a note 'Only few Rooms left'. The second listing is 'Carlton Hotel Demo' with a photo of a hotel building and text: 'Wo Spaniens Blumen blühen – und das an 320 Sonnentagen im Jahr. Herrlich gelegen an der Südküste Spaniens liegt unser jüngster Club am kilometerlangen Natur-Kiesstrand mit dem hellen Blau des Mittelmeers. Großzügig und geprägt vom Charakter der landestypischen andalusischen Architektur grenzt die Clubanlage direkt an eine 18-Loch-Golfanlage. Viel Zeit zum Austoben bleibt für alle Tennis- und alle, die traumhafte Stunden Katamaran-Segeln genießen. Entdecken Sie blühende Natur, faszinierende Tradition und Kultur und exotische Gegensätze bei der ab 300 EUR\*'. Below the text is a 'book' button and a note 'Rooms left'. On the far right, there is a 'Login' section with fields for 'user:' and 'password:' and a 'Login' button. Below that is an 'Upcoming events' section listing '01.05.2008 - 09.05.2008 Schlemmer Woche' and '09.05.2008 - 12.05.2008 Berlinale'.

A demo version of the WBE 3.0 in the corporate design of protel hotelsoftware GmbH



### **Individual market presence**

You can either seamlessly integrate the new WBE 3.0 into your current internet presence, or expand it into a low-cost standalone solution that operates as a separate, full-featured website. It is thus an ideal tool for showcasing your individual services, even if you don't have a website yet or are an individual chain hotel.

The intuitive user interface can be integrated wholesale into your hotel's existing internet presence, and its appearance adapted to your corporate design.

### **Seamless integration with protel Front Office**

An optional add-on for the protel Front Office software, the protel Web Booking Engine integrates seamlessly with the protel product suite. It doesn't matter whether you use protel smart or protel SPE, our solution for large individual hotels, or manage hotel chains and groups with protel MPE or HQ – the protel Web Booking Engine accesses the same SQL database and interacts flawlessly with all Front Office features.

With protel WBE, protel's online reservation system, you can put the power and convenience of online booking at your guests' fingertips. The WBE retrieves pricing and availability information directly from the live protel system installed at your hotel. From no-obligation inquiries to firm reservations, your guests will always see the latest information.

For individual  
and chain hotels

Add-on for all  
protel editions

One database for all  
reservations

# PROTEL WBE 3.0

## Auswahl Features

- Hallenbad
- Außenschwimmbad
- Whirlpool
- Fitnessraum
- 12-Loch Golfplatz
- Kinderspielplatz
- Streichelzoo

## Auswahl Standorte

- Dortmund
- Norwegen

## Sportarten

- Wellness
- Spa
- Massage
- Fitness

März 2008						
Mo	Di	Mi	Do	Fr	Sa	So
25	26	27	28	29	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	1	2	3	4	5	6

April 2008						
Mo	Di	Mi	Do	Fr	Sa	So
31	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	1	2	3	4
5	6	7	8	9	10	11

## protel WBE für chain hotels and cooperating hotels

The protel WBE fully supports multi-property organizations. The WBE can cover one or several properties – ideal for regionally presenting selected locations in a chain. You decide which hotels are checked for availability and tailor the options given to your customers. As a result, your customers can select hotels by location, furnishings or sports facilities.

Then, if a customer sends a request to a hotel that doesn't have any rooms available in the requested period, the WBE will automatically search all other (approved) properties and recommend these rooms instead as an alternative.

## Automatic expansion of search parameters

If you prefer, you can even display each hotel's general availability in a calendar before the customers even send a request!

If a hotel doesn't have any available rooms for the requested period, the WBE adds several days before and after the period and recommends the new period instead as an alternative. Customers decide for themselves how many days should be added to the period.

## Fast track to bookings: step by step from start to confirmation

The new user interface is clean and intuitive, allowing customers to complete the entire reservation process quickly and confidently.

The easy-to-use request form adapts dynamically as needed: Users only see those fields that are absolutely necessary for the current process. Credit card information is now verified and confirmed at runtime so your customers can go right to the booking without any further ado.

Start
1. Hotel Selection
2. Room Selection
3. Details
4. Summary
Confirmation

**Hotel Information**

Hotel selection:

Location:

Type of Hotel:

Classification:

Hotel code 1:

Hotel code 2:

Hotel code 3:

Hotel code 4:

Upcoming events:

**Basic Information**

Roomtype:

travel period:  ++ Days

Arrival - (dd.mm.yyyy):

Departure - (dd.mm.yyyy):

How many rooms do you wish to book?:

**Room 1**

How many adults per room?:

How many children?:

How many addbeds per room?:

How many baby cots per room?:

April 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	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	1	2	3
4	5	6	7	8	9	10

April 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	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	1	2	3
4	5	6	7	8	9	10

Starting a request

### First step: Selecting a hotel

Start > 1. Hotel Selection > 2. Room Selection > 3. Details > 4. Summary > Confirmation

**Cityhotel, Dortmund**

Internet Special Rate EUR 45.00   
Rate details

---


**Carlton, Dortmund**

Internet Special Rate EUR 45.00   
Rate details

### Second step: Selecting a room

Start > 1. Hotel Selection > 2. Room Selection > 3. Details > 4. Summary > Confirmation

**Cityhotel Demo**

 **Single Room**  
Room details

**Rate**

Internet Special Rate EUR 75.00   
Rate details

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Internet Special Rate EUR 45.00   
Rate details

**Dünen Beauty** EUR 145,00  
Anzahl   
Packet Informationen  
Massege  
Maniküre  
Gesichtspeeling  
Ganzkörperbehandlung

**Beauty Arrangement** EUR 87,00  
Anzahl   
Packet Informationen

Selecting a room

### Third step: Details

Start 1. Hotel Selection 2. Room Selection 3. Details 4. Summary Confirmation

**Personal Information:**

Salutation: Mrs.

First name: Louisa

Last Name: Ciccone

Street: \_\_\_\_\_

Zip / City: \_\_\_\_\_ / \_\_\_\_\_

Country: ----- Please select -----

State/Province: \_\_\_\_\_

Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: m@donna.com

**payment information**

CreditCard: Amex

Creditcard Holder: L. Ciccone

CreditCard Number: 371339803428575

check digit code: 123

Expiry date: 12 2014

**Pickup Service**

Do you need our Pickup Service?: airport

Time of arrival (hh:mm): 12:34

Flight-/Train No.: BA398

**additional Information**

Any more preferences? \_\_\_\_\_

Optionally the data of the requesting person or those of all travellers are required.

## Fourth step: Summary

Start 1. Hotel Selection 2. Room Selection 3. Details 4. Summary Confirmation

Cityhotel Demo, D-44137 Dortmund (GERMANY)

<b>travel period: 22.04.2008 - 23.04.2008</b>	
Nights:	1
persons:	1
Rooms:	1
<b>Total: 75.00 EUR</b>	

<b>Room 1</b>	
Single Room: Internet Special Rate, Adults: 1, childr: 0, cots: 0, addbeds: 0	75.00 EUR
	75.00 EUR

**Roomfeatures:**

sea view

garden view

non-smoking

courtyard view

**Special wishes:**

second pillow

bathrobe

fruit basket

non smoking

I like to get the newsletter.

I have read the general terms and conditions and accept them.

Continue

## Last step: Confirmation

Start 1. Hotel Selection 2. Room Selection 3. Details 4. Summary Confirmation

**Reservierungsbestätigung**

Vielen Dank, dass Sie sich für unser Haus entschieden haben. Folgende reservierung haben wir empfangen:

Rechnungsempfänger:  
Louisa Ciccone

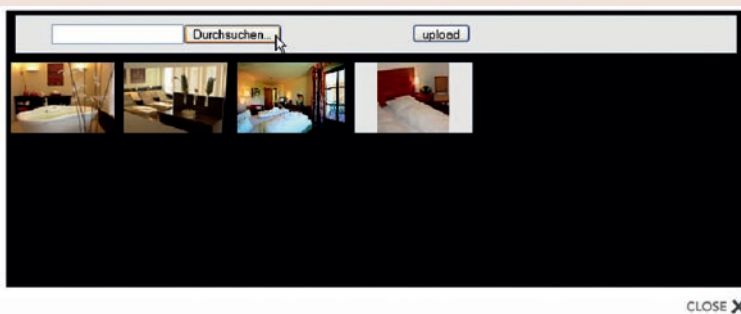
Reisezeitraum: 22.04.2008 - 23.04.2008

**Ihre Reservierung**

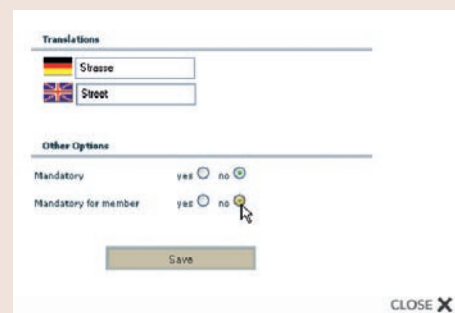
<b>Room 1 -&gt; Your confirmation number: PL228284922P1</b>	
Single Room: Internet Special Rate, Adults: 1, childr: 0, cots: 0, addbeds: 0	75.00 EUR
	75.00 EUR

## Online editing and configuration

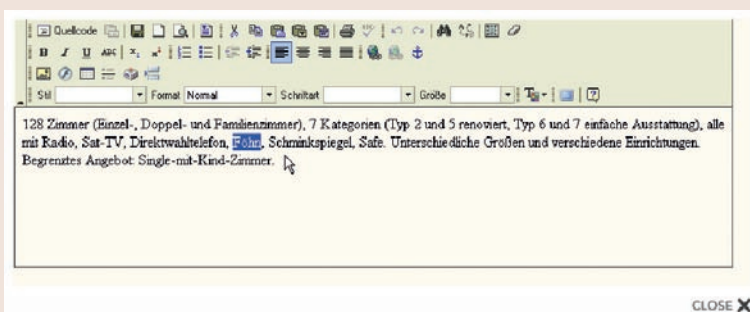
Configure the WBE's functions and design in configuration dialogs within your browser. You can also modify the interface and many WBE features online. Simply switch to edit mode with a special login, and then get right to work:



Upload pictures of your rooms



Change which fields are mandatory



Describe your rooms with your own texts



Show or hide sections in your web forms

# PROTEL WBE 3.0

## Login

Benutzername:

Alt

Passwort:

\*\*\*\*\*

Login

## Login

Herzlich willkommen in  
unserem Hause, Frau Dr.  
Alt!

Logout

If the information changes, registered guests can update it right in the protel WBE. The changes are written into the protel guest profile.

## Log in as a member

Corporate clients, travel agencies or private individuals can log into the system quickly and effortlessly:

protel automatically uses the personal address details from the guest profile, so customers don't have to re-enter all this data for each new booking or inquiry.

Any special rates set up with the client are automatically applied during the reservation.

You can automatically send out login information with reservation confirmations to any guests who have just made their first online booking with the WBE.

persönliche Daten	
Anrede	Frau Dr. <input type="checkbox"/>
Vorname	Magda
Nachname	Alt
Strasse	Wolff-Platz 1
PLZ / Stadt	50922 / Köln
Land	Deutschland <input type="checkbox"/>
Bundesland/Staat	<input type="checkbox"/>
Telefon	
Mobil	
Fax	
E-Mail	
Roomfeatures	
<input type="checkbox"/>	Seeblick
<input checked="" type="checkbox"/>	Gartenblick
<input checked="" type="checkbox"/>	Nichtraucher
<input type="checkbox"/>	Hofblick
<input type="checkbox"/>	Balkon
Guestfeatures	
<input checked="" type="checkbox"/>	2. Kopfkissen
<input type="checkbox"/>	Bademantel
<input type="checkbox"/>	Obstkorb
<input type="checkbox"/>	Nichtraucher
<input type="checkbox"/>	Raucher
Save	
© 1996 - 2007 Seite drucken	

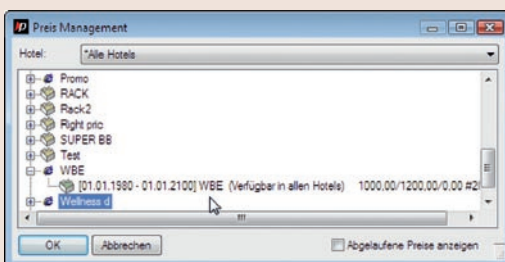
This is a clear advantage for customers:

- Easy and quick online booking having to re-enter all this data for each new booking or inquiry.
- Special rates are automatically applied.
- Viewing and editing the guest profile
- Setting up long-term guest features
- Changing the password online
- Overview of all previous reservations
- Allotment reservations für corporate clients

## Manage prices in protel

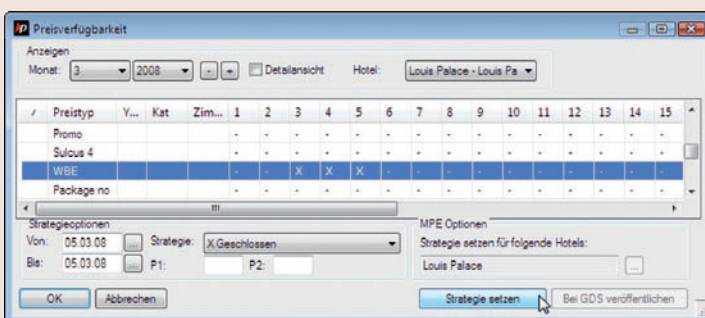
In protel, you can control the prices offered by the WBE as part of your professional yield management system.

- Decide what prices the protel WBE should offer online, and when:



protel master data: create and set up rate codes for the internet

- Block rate availabilities once a certain occupancy level is reached:



protel master data: block rate code

- Set flexible reservation terms such as „Close to Arrival“ or „Minimum Length of Stay“
- Use best available rates

## FURTHER FEATURES:

Sell packages at a fixed rate

Shopping cart for reservations of several rooms

Display availability for a certain period

Tracking data based on Google Analytics

Search engine optimization

Supports an unlimited number of languages

Update your layout centrally with CSS

For more information, ask us about protel Rate Management!

### **Technical information**

The protel WBE uses the function library from the XML interface integrated in protel. With this open library, developers can integrate key protel features right into their internet presence or another application. The function library provides the most important protel functions.

The web server has to be able to access the protel server so data can be sent to and from protel in real time. This can either be done by placing the web server on the same network, or by establishing a VPN tunnel to the protel server. We strongly recommend not transmitting any unencrypted data over the internet. If you wish, we can recommend a partner to host the Web Booking Engine for you.

We recommend using a Microsoft Server operating system. If you want to set up your own server, you can run Microsoft Windows Small Business Server 2003, which represents a low-cost alternative to Microsoft's large server systems.

We also recommend to apply a protel COM Server since this technology uses socket messaging – an advantage to the previous mailslot technique: All stations and the interfaces too communicate directly with the server.



## FURTHER EXPANSION MODULES:

### **protel Banquet**

protel Banquet helps you perfectly plan and host receptions, banquets and events of all kinds and sizes. With protel Banquet, you can keep track of your long-term occupancy levels and generate schedules and room plans quickly and effortlessly. And this also applies to the whole hotel chain

### **protel Sales & Marketing**

You can't market to your customers if you don't know them well. That's why your success depends on targeted sales and marketing activities and comprehensive customer relationship management. protel Sales & Marketing gives you total visibility into what your guests need and want. Improve your bottom line with focused campaign management and attractive customer loyalty programs!

## PROTEL PRODUCT LINES:

### **protel SPE (Single Property Edition)**

The protel Single Property Edition is our exclusive hotel management software for mid-market operators and large individual hotels. Check in, serve and check out your guests with the greatest of ease: protel SPE provides effortless processes and fast, reliable access to all crucial information.

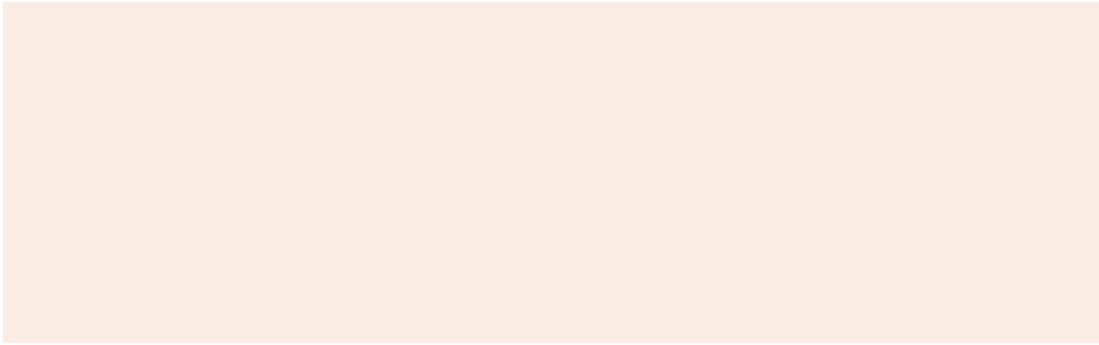
### **protel MPE (Multi Property Edition)**

#### **protel HQ (Headquarter)**

Both software products optimize the managing of information for hotel chains and hotel groups. It's an economically convincing and proven package solution for managing multiple hotels from a central database.

### **protel smart**

For the reservation software protel smart we've tailored our internationally proven premium software solution to the needs of small and mid-market hospitality providers. It's an attractive package with great pricing, ease of use and functionality. It enables you to benefit from many proven features of protel SPE.



**Your notes:**

A large white rectangular area with a thin light peach border, intended for taking notes.

**Your notes:**

HOSPITALITY  
WITH  
A SYSTEM



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