

## Quick Guides - Updating your availability – Self Catering Properties

To access the Provider Availability Extranet go to:

<http://www.sussexbythesea.com/site/key-information/about-us>

or: <http://avail.visitservices.net>

Enter your user ID and password when prompted.

Any provider who wishes to use the Extranet who does not currently have either a user ID or password should contact [margaret.murphy@arun.gov.uk](mailto:margaret.murphy@arun.gov.uk) to request this information.

Once logged in, details for your establishment(s) will be displayed.

To the left-hand side of the screen there will be up to 5 main buttons as follows;

Select Product	Users who manage multiple establishments can select the establishment that they wish to update.
Product Details	Displays the details for the establishment.
Edit Details	Allows the updating of establishment details – if this permission has been set.
Availability	Allows the updating of availability and pricing information.
Reports	Viewing of statistics – choose by date period and the VC Main Web channel to view your statistics

To update availability click on the **Availability** button.

A calendar screen will appear that lists all the property/unit types.

Standard (2 units, Per Unit Per Week)						
Date	Minimum Nights	Breakfast	Units	Unit Price	Indicative	
9 Aug 2008 Sat	Min 7 nights	<input type="checkbox"/>	2	£ 200	<input checked="" type="checkbox"/>	
10 Aug 2008 Sun	Cannot be first night	<input type="checkbox"/>	2	£	<input checked="" type="checkbox"/>	
11 Aug 2008 Mon	Cannot be first night	<input type="checkbox"/>	2	£	<input checked="" type="checkbox"/>	
12 Aug 2008 Tue	Cannot be first night	<input type="checkbox"/>	2	£	<input checked="" type="checkbox"/>	
13 Aug 2008 Wed	Cannot be first night	<input type="checkbox"/>	2	£	<input checked="" type="checkbox"/>	
14 Aug 2008 Thu	Cannot be first night	<input type="checkbox"/>	2	£	<input checked="" type="checkbox"/>	
15 Aug 2008 Fri	Cannot be first night	<input type="checkbox"/>	2	£	<input checked="" type="checkbox"/>	

OK Cancel Apply

Figure 1 – Updating Availability of Standard Self-Catering Unit

It is recommended that self-catering providers set out weekly bookings.

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For self catering it is possible to change the day on which the calendar starts, for example, to a Saturday if that is the main changeover day. Please contact: [margaret.murphy@arun.gov.uk](mailto:margaret.murphy@arun.gov.uk) to have this change made.

### Date

Availability is set for one week at a time. To update a different week's availability, select the desired **Week Starting Date** by clicking on the  date dropdown

### Minimum Nights

In order to specify that the property can only be booked out for a week at a time it is recommended that  is chosen from the Minimum Nights for the required start day, then all subsequent days can be blocked out by specifying  (see Figure 1).

### Breakfast

Tick this box if breakfast is included for any particular night.

### Units

For each establishment the number of properties that are available should be entered into the Units field for every day of that week.

### Unit Price

Enter the price **for the week once only in the Price box next to the start day** (see Figure 1) If you enter prices in the subsequent 'day' boxes, the system will automatically multiply the individual day prices and will show an 'exaggerated' price!

### Indicative

Specify whether the availability entered is **Indicative**  or **Confirmed** .

These boxes are automatically ticked as indicative as default.

When these boxes are ticked, this '**indicates**' to the website and Visitor Information Centres that you have availability.


The Online Booking system, VIC staff and visitors will **always contact you**, by 'phone or email to confirm that you still have the availability.


Clicking on the small triangles ▼ next to the entries in the top row of each week will copy the information from the top row into the rows below.


Once availability and price information has been entered for any given week it is essential to click on .


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### Shortcuts for Updating a Week's Availability

 **Set all to indicative** This button puts ticks in the **Indicative** field for each night. These ticks indicate that Visitor Information Centre staff and web visitors will need to call and check with an establishment that they still have availability prior to placing a booking.

 **Set all to bookable** Clicking on this button will remove the ticks from the **Indicative** fields. This will mean that Visitor Information Centre staff and visitors to the website can make bookings with the establishment without having to first contact the provider.

 **Set all to available** This automatically populates the **Units** field with the maximum number of properties you have. This indicates to visitors that all properties are available for the whole week.

 **Set all to unavailable** This button will put a 0 in all of the Unit fields for the whole week which indicates that an establishment is full and has no properties available.

### Copying Availability into Subsequent Weeks

It is possible to copy the information into subsequent weeks. First save the changes to the current week by clicking on Apply, then use the **Copy into**    dropdown to select the week to copy the information into and then click on Apply.

### Copying Availability into Multiple Weeks

It is also possible to copy availability into multiple weeks by clicking on  next to the copy into box. Select the weeks that the availability needs to be copied into (multiple weeks can be selected by holding the Control key down and clicking on all of the weeks that the availability should be copied into) and then click on OK.

### Golden Rules

- Remember to click  to save changes for a particular week.
- Having clicked on  it is then possible to update availability and prices for other weeks.
- Only click on  when all updating is finished. This will save any changes made and return to the **Product Details** page from where it is possible to log out of the Extranet.
- **If you're property has been entered as available then a price must be listed. If not this will show on the live site as unavailable.**
- ALWAYS check your page on the live website to make sure everything you have entered is displaying correctly.

### Contact Details

For further assistance, contact [margaret.murphy@arun.gov.uk](mailto:margaret.murphy@arun.gov.uk) 01903 737859  
[www.sussexbythesea.com](http://www.sussexbythesea.com)