Cloud Hosted ABM System Overview and Service Charges

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1. Main System Features

1.1 Resource Bookings Management

Cloud Hosted Avalon Bookings Manager (ABM) is a Resource Bookings Management system for those running community-based halls, rooms and facilities for hire.

A Resource is <u>anything</u> you manage. For example:

- Halls and Rooms for Hire
- Storage facilities & Car parking
- Sports pitches and Multi-Users Games facilities
- Equipment hired as part of the booking
- Employees and Volunteers time

1.2 Developed with our Customers

Developed in conjunction with some of our 400 customers using the experience we have gained from our-proven PC based Avalon Bookings Manager (ABM) System

1.3 Run on Internet Enabled Device -

Cloud Hosted ABM can be run on internet enabled devices so this offers great flexibility with how and where the system can be operated – in the office, at home, whilst travelling for example, providing you have access to a reasonable internet connection.
NB this application is not optimised for Smart Phones

1.4 Apply Additional Charges

Manage and apply additional charges for any other services or equipment you offer to your hirers. It is ideal for those who manage "events" where a range of additional services might be provided such as catering, weddings, stage hire and lighting equipment, in fact anything at all.

1.5 Core Features of the Cloud Hosted System

The system is based around the following "core" features

- ✓ Customer Database and Bookings Dairy
- ✓ Display the Bookings Diary on Your Web Site
- ✓ Bookings Confirmations, Conditions of Hire – to print or email.
- ✓ Customer Invoicing
- ✓ Payment recording and tracking
- ✓ Upload invoices to your Accounting System if it has Import facilities
- ✓ Operational and Management Reporting

Back Office Administration System

This ABM Cloud Hosted program is for those who require a bookings administration system accessed by only your designated users and with the flexibility to run the program from wherever it is most convenient rather than being confined to just office or home based Windows PCs. All that is required is a reasonable internet enabled device and stable internet connection.

It includes the option to display your diary online so that prospective hirers can check what availability you have and submit booking requests but not make bookings directly. You or your admin team will process or reject the booking as you decide.

2 Optional Features of ABOL

We offer a range of optional extra cost features which you can add to your core ABOL system at any time

- Links with PayPal payment and other payment gateway services including Payment Cards

- Bank Holiday Updating – this enables your diary to be pre-populated with the bank holidays of your country. You can then create booking types' dependent on whether the hirer uses, or is permitted to use, your facilities on all or selected bank holiday dates. Where an additional one-off bank holiday date is announced this can be added to your diary.

  We have designed the system so that these features can be "switched" on and off as required and therefore you pay only for the options that you require.

2.1 Optional Analysis Tools

The Cloud Hosted ABM program enables the user to extract and analyse a wide range of information or data in real time.

For those who require greater depth of analysis in report format, there is the extra cost option of data extract and analysis reports. These can be specified according to your individual business needs.

Dat extracts are in ".CSV" file format for the user to analyse as required, using spreadsheet programs.   This option will suit those who are comfortable using such tools.

For those who prefer to work from a range of customised ready-to-run reports, we have developed a series of spreadsheets which allow the user to extract pre-defined analysis from their ABM system whenever required.

ABM Analysis Tool - 1 - This uses the booking extract from Cloud Hosted ABM and is run on demand over a specified data range i.e., Per month, Per quarter Per year or other specified periods.

This tool allows for the analysis of the bookings by:

- Individual Customer Spend
- Customer Type Spend
- Resource Income
- Income by Purpose of Hire
- Income by Booking status i.e. Invoiced, Confirmed, Requested.

Analysis Tool - 2 - This uses the booking extract from Cloud Hosted ABM and is run on demand over a specified data range i.e. Per month, Per quarter Per year or other specified periods.

This spreadsheet will generate a monthly calendar for a selected month and year from the Cloud Hosted ABM download showing the bookings for each day.

The calendar shows for each day:

- Room Name
- Start and end time of the booking
- Booking Purpose of Hire

In the spreadsheet diary you can then add to the details in the cells, colours etc before printing or sending to members of staff.

ABOL Analysis Tool - 3 -

This option combines the features of ABOL tools 1 and 2 above into a single spreadsheet

3 Set up and Basic Use of **Cloud Hosted ABM**

When run at Level 1 as a "back office" system you can set "user permissions". This means that where two or more people require access to the Cloud Hosted ABM program each will have their own log-in. Permissions can be set ranging from "full system access" to "view only" according to the user's job description.

When a booking enquiry is received it is processed in a series of stages which you define such as:

- awaiting confirmation
- awaiting deposit payment
- awaiting full payment
- query with booking
- booking completed and Invoiced

Similarly, the invoice is "managed" by a series of configurable status fields: e.g.

- awaiting payment
- payment chased
- partial payment received
- fully paid
- credit generated

Cloud Hosted ABM can also be run as a "To Do" list, with the user just looking at and working with selected bookings e.g.

- Awaiting Booking form return
- Awaiting Deposit

Alternatively, you can go via the Customer list to:

- view and work on existing booking requests
- view and work on "live" bookings
- view and work on invoices to receipt payments or generate credit notes
- view cancelled bookings

4. Service Charges – Available in Your Currency on Request

Cloud Hosted ABM is supplied based on a one off set-up / conversion fee of **£175.00** plus a set monthly fee. The monthly fee is dependent upon the level of functionality required and not the number of users: Available as a minimum contract of six (6) months.

For users of the Avalon PC based system, the set-up charge includes data conversion of "resources" customers and bookings into the Cloud Hosted ABM system

The fee includes two thirty minute user training sessions conducted via the Internet. Additional training sessions can be purchased at **£50.00 per session**.

Set up and user training visits are available as an option. **Prices from £295** per visit plus agreed travel and accommodation expenses for all visits over 100 miles from OX7 post code.

4.1 Basic Service Level	Monthly Fee
Back Office Administration System Run as a back office system and includes the option for online availability view on your web site. Customers can search for availability and submit a booking request	**£20.00**
4.2 Optional Tool These tools provide customised analysis from your database **Income analysis** This shows what your various customers and types of customers are spending with you to give you a clear picture of how and your income is being achieved. This information can be very helpful with your business planning	**£4.50 per month**
Diary Extract to a Spreadsheet – this can be used to print and distribute your bookings diary for the coming weeks to those who do not have access to the program.	**£4.50 per month**
Accounts Conversion Tool Converts Financial Extract into format for import to your accounts system, subject to that system having the facility to import the extracted data	**£4.50 Per Month**

Payment Gateway Links with PayPal payment and other payment gateway services including Payment Cards	**£7.50 Per Month**

4.4 Training and Set Up Services

On-site training and configuration:

Set up and user training visits are available as an option. **Prices from £295** per visit plus agreed travel and accommodation expenses for all visits over 100 miles from OX7 post code

Remote training via the internet and telephone: £50 per hour.