



AVALON BOOKINGS ON LINE

ABOL

System Overview and Service Charges

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AVALON SOFTWARE (UK) LTD

The Warwick Rooms, Chadlington, Oxfordshire OX7 3LN

Email: roger@avalonsoftware.co.uk

Web site: <https://www.avalonsoftware.co.uk/community-spaces-and-venues>

[1. Main System Features](#)

1.1 Resource Bookings Management

Avalon Bookings On-Line (ABOL) is a “cloud hosted” Resource Bookings Management system for those running community-based halls, rooms and facilities for hire.

A Resource is anything 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 any Internet Enabled Device

ABOL can be run on any internet enabled device 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.

1.4 Apply Additional Charges

Manage and apply additional charges for any other services or equipment you offer to your hirers. ABOL 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 ABOL System

The ABOL 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

[2. Choose from Four Levels of Functionality](#)

Level 1 – Back Office Administration System

Level 2 – Open system to provide your customers limited access to their bookings

Level 3 – Open System plus Customer Payment Processing

Level 4 – On-line Customer Bookings and Payment Processing

Level 1 – Back Office Administration System

This option is for those who require a bookings administration system only accessed by your designated users. Level 1 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.

Level 2 – Open System

At Level 2 you have all the same functions as Level 1 with the additional facility for your customers to register on the system and then carry out certain pre-set functions such as view their current and previous bookings and invoices.

The advantage of Level 2 is that the customer is doing some of the administration work for you by registering, setting up their details and creating their booking request. You retain the power of veto and the booking is not accepted until you have approved it.

Level 3 – Open System with Customer Payment Processing

Level 3 provides all the functions of level 2 with the additional benefit of enabling your registered customers to make payments directly online through a “payment gateway”

The ABOL system will automatically generate bookings documentation and can be set to only accept the booking if full payment is made.

Level 4 – Full On-line Customer Booking and Payment Processing System

Level 4 is ideal for those who wish to provide a fully automated customer bookings system. This can be for all or selected “Resources”

For example, you may wish to restrict the on-line bookings to a range of facilities hire for short periods such as tennis courts, whilst bookings for rooms and other such facilities can only be made via your Bookings Administrators and with their approval.

[3. 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

- SMS text alerts to remind your customers of their booking dates and payment due dates
- Automated e-mail alerts to remind customers of their booking or to promote your business.
- Postcode lookup – to speed up customer record creation.
- 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 and other features can be “switched” on and off as required and therefore you pay only for the options that you require.

3.1 Optional Analysis Tools

The ABOL program enables the user to extract and analyse a wide range of information or data in real time. This is supported by a range of reports which provide basic day-to-day information.

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.

ABOL data 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 ABOL system whenever required.

ABOL Analysis Tool - 1 - This uses the booking extract from ABOL 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.

ABOL Analysis Tool - 2 - This uses the booking extract from ABOL 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 ABOL download showing the bookings in all or selected facilities or rooms 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

[4. Set up and Basic Use of ABOL](#)

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 ABOL 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

ABOL 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

[5. Service Charges – Available in Your Currency on Request](#)

ABOL 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.

5.1 ABOL Service Level	Monthly Fee
<p>Level 1 Back Office Administration System</p> <p>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</p>	£20.00
<p>Level 2 Open system to provide your customers limited access to their bookings</p> <p>As above and now your customers can have access to view their bookings and invoices</p>	£30.00
<p>Level 3 – Open System plus Customer Payment Processing</p> <p>As above with the facility for customers to make full or partial payments directly via a “secure payment gateway”</p>	£37.50
<p>Level 4 – Full On-line Customer Booking and Payment Processing System</p>	£47.50

<p>5.2 Optional Modules</p> <ul style="list-style-type: none"> • Postcode lookup • SMS automated reminders • Automated E-mail reminders • PayPal payments by the customers 	£7.50 per module
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<p>5.3 ABOL Analysis Tools</p> <p>These tools provide customised analysis from your database</p> <ol style="list-style-type: none"> 1. Bookings Extract Analysis showing: <ul style="list-style-type: none"> – Income analysis per: – Customer Type Spend – Customer Spend – Purpose of Hire Spend – Booking Status Spend – Resource Usage and Income 2. ABOL 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. 3. 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 	<p>£4.50 per month</p> <p>£4.50 Per Month</p> <p>4.50 Per Month</p>

5.4 Training and Set Up Services

On-site training and configuration: **from £275 per day.**

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

6. Summary of Features Included at Each Level

Monthly Charge	Level 1 £20	Level 2 £30	Level 3 £37.50	Level 4 £47.50
Online Public Diary	✓	✓	✓	✓
Customer multiple contact details	✓	✓	✓	✓
Hire Charges based on time calculation	✓	✓	✓	✓
Hire charges based on Session Prices	✓	✓	✓	✓
Special Prices per customer or customer type	✓	✓	✓	✓
Hire Charges variation by time of day and day of week	✓	✓	✓	✓
Automatic e-mail of booking details and invoice	✓	✓	✓	✓
PDF and CSV downloads of reports and data extracts	✓	✓	✓	✓
Regular booking process for club bookings, including additional charges	✓	✓	✓	✓
Customer login to view their bookings / invoices		✓	✓	✓
Optional Customer online payment via payment gateway			✓	✓
Customer can make a booking request directly into the system, to be confirmed by a member of staff.				✓

[7. Frequently Asked Questions](#)

7.1 Hosting – The system is hosted on the UK based Fast Host servers see link below to Fast Host policies: <https://www.fasthosts.co.uk/terms/policies/privacy-notice>

The system is automatically backed up every two hour and also run on a server-mirroring configuration to minimise down time.

7.2 Training Service – we offer online training services via TeamViewer, Zoom or Microsoft Teams. In addition, we offer onsite training if appropriate and required. This is an additional service and will be quoted for separately.

7.3 Support Service – E-mail and telephone support if included in the monthly price. This is provided in “normal” office hours of 9am – 5.30 pm Monday to Friday excluding bank holidays. Support services can be offered outside of these times by prior arrangement for example if you are having planned computer upgrades overnight or at weekends.

7.4 Trial and Evaluation – we offer a fully functional appraisal system which because of its server configuration is not visible to the wider web and all e-mail functions go to a “sand trap” account. As part of the appraisal process we do regular remote sessions with you in order to help you configure the system to your requirements, become conversant with moving about the system and answer specific day to day functionality questions you have.

7.5 Integration to Accounting Systems – This will work at the level of passing details of Monies received and record in ABOL across to your targeted accounts system. Or passing the Invoices / credits across to the target accounting system.

The actual process for either cash accounting or Income and Expenditure is similar in that you “push” out of ABOL a financial CSV download run over a selected date range. This download is then pulled into a conversion spreadsheet that sits locally on your machine. Within the conversion spreadsheet we financial details are coded to the required nominal codes based upon a number of different criteria i.e. Resource Name or Resource Name and Usage or Resource name and Customer Type etc. etc.

The final step of this conversion is the generation of an output file that is coded up and in the required format for “importing” into your target accounting solutions. **N.B. your target accounting solution does need the ability to import information into it. We currently link to QuickBooks, Xero, Sage and in-house excel spreadsheets.**