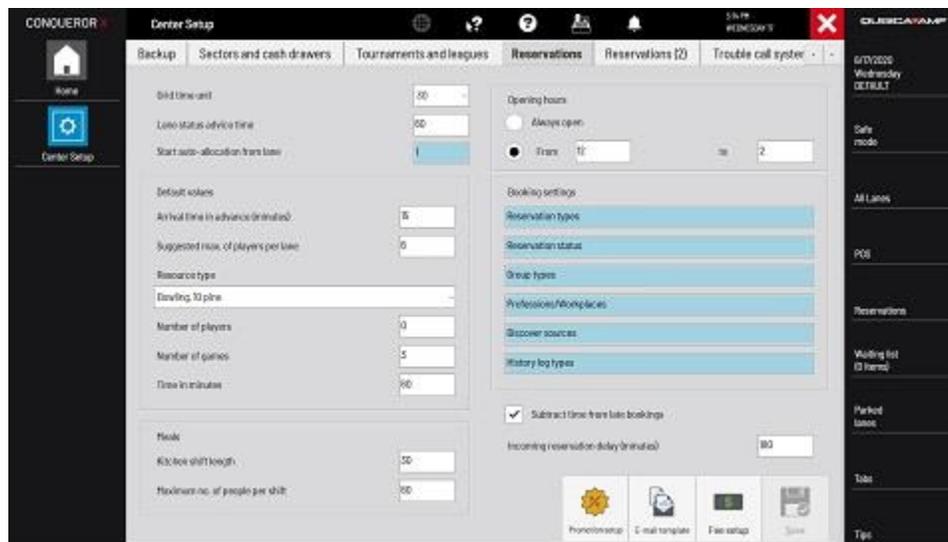


## Conqueror X: Reservations Setup

Conqueror X has several settings and options that fully customize the Advanced Reservations module, allowing the center complete control over booking lanes. Options can be set to the center's preference, matching operations and procedures. Proper reservations setup settings help make using the Advanced Reservations module more efficient and streamlined.

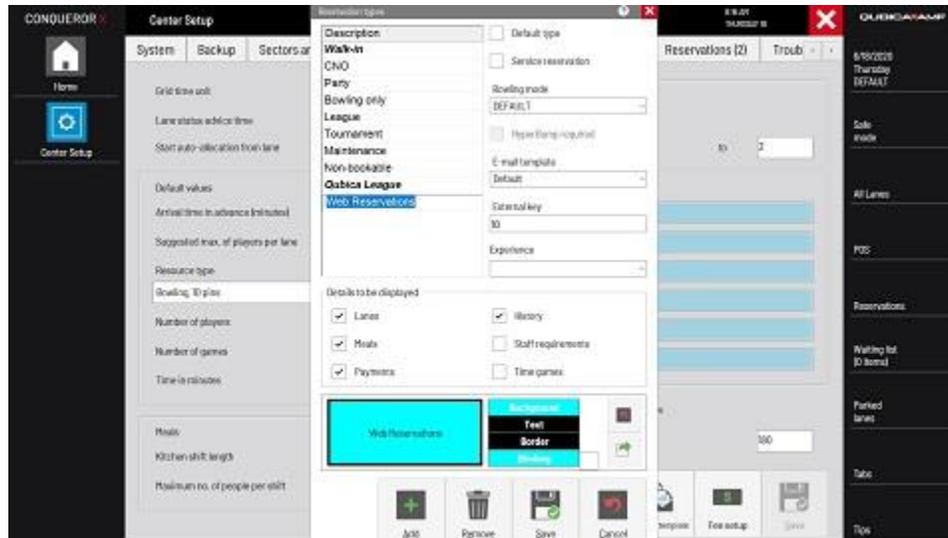
### Reservations Setup: Settings Descriptions

- From the Conqueror X home screen, click on Setup → General → Center Setup.
- Click on the right arrow at the top right corner of the screen under the X to scroll through the Center Setup tabs until getting to "Reservations." Click on the tab to open Reservations Setup.



- **Grid Time Unit:** The unit of time the reservations white board is broken down into, as well as the minimum amount of time for which a reservation can be booked.
- **Lane Status Advice Time:** The number of minutes in advance a reservation becomes visible on the All Lanes Screen (with a table tent icon, the customer/group name, and the reservation time displayed on the lane or group of lanes assigned to the reservation).
- **Start Allocation from Lane:** If specific lanes are not assigned to a reservation, Conqueror X will automatically assign lanes beginning with the lane specified in this field.
- **Arrival Time in Advance:** The amount of time in advance for which players should arrive before their reservation. After this set time, the reservation will show as "late" on the white board.
- **Suggested Max. Players Per Lane:** Limits the maximum number of players that can be added to a lane to maintain a steady pace. When making reservations, Conqueror X will automatically calculate the proper number of lanes for the group based off this number.
- **Resource Type:** The resource (bowling, time games) that the Advanced Reservations module will default to when creating a new reservation.
- **Meals, Kitchen Shift Length:** The length of time for each shift in the kitchen that can serve the number of bowlers.
- **Meals, Max Number per Shift:** How many bowlers can be served by the kitchen within a particular shift time.

- Opening Hours: Controls the timeframe reservations can be made if reservations are only taken during certain times. If set to "Always Open," the white board will show all 24 hours.
- Reservation Type: Controls the settings for individual reservation types, as shown below with specific settings for each reservation type:

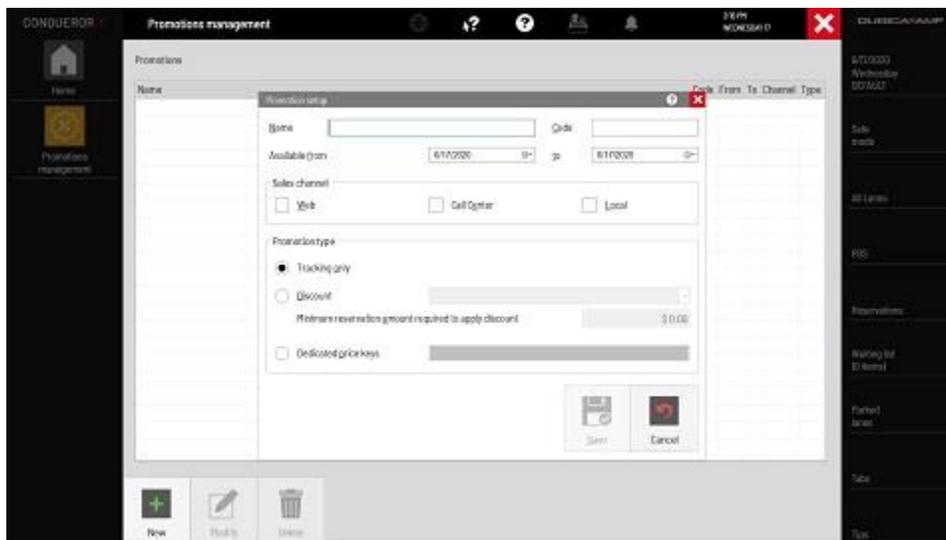


- To create a new reservation type, click "New," then name the reservation type.
- Default type: The reservation type set to "default" will be the one automatically selected when making a new reservation.
- Service reservation: Selecting this option disables the ability to fully control the reservation type as far as pricing and options, and is mainly used for "blocking out" lanes.
- Bowling mode: Select the bowling mode specific to the reservation type. This helps to automate the opening mode, price key, and lane options.
- HyperBump required: In HyperBowling equipped centers, this option will cause the reservation to verify the lanes being booked are HyperBowling lanes.
- E-mail template: Select the template that will be used for the reservation confirmation email.
- External key: Traditionally not used.
- Experience: If desired, select the Experience that ties into the reservation type.
- Details to be displayed: Controls which tabs are shown in the reservation window, including lanes, meals, payments, history, staff requirements, and time games.
- Colors: Customized colors can be assigned to reservation types to make them easier to distinguish one from the other on the white board. Background, text, and border color can all be customized, along with an option to make the reservation type blink or not.
- Reservation Status: Controls the colors for each of the different reservation statuses. This makes it simpler to see exactly the status of reservations on the white board (arrived, late, etc.)
- Group Types: Create and modify types of groups and organizations that can be assigned to FBT group accounts.
- Professions and Workspaces: Define and modify specific job titles that can be assigned to FBT member accounts.
- Discover Sources: Define sources of customer referral to the center (e.g., "social media," "employee referral," etc.). These sources can be assigned to the FBT account and are used for marketing purposes.

- History Log Types: Create specific log types that can be added to an FBT account (e.g., “customer contact records,” “reservation details,” etc.).
- Subtract Time from Late Bookings: Allows the center to reduce the length of timed bowling sessions when the reservation is late while still requiring full payment of the reservation.
- Incoming Reservation Delay: Sets how much time before the reservation beings that the reservation becomes available in the Tabs module under the “Booking” category. This is useful in allowing charging items to the reservation before the reservation is checked in.

## Promotion Setup

- On the “Reservations” tab, click on “Promotion Setup” on the bottom right of the screen. Promotions allow the ability to track as well as offer discounted rates for reservations during a specific time frame.
- On the Promotions management screen, click “New” to create a new promotion.

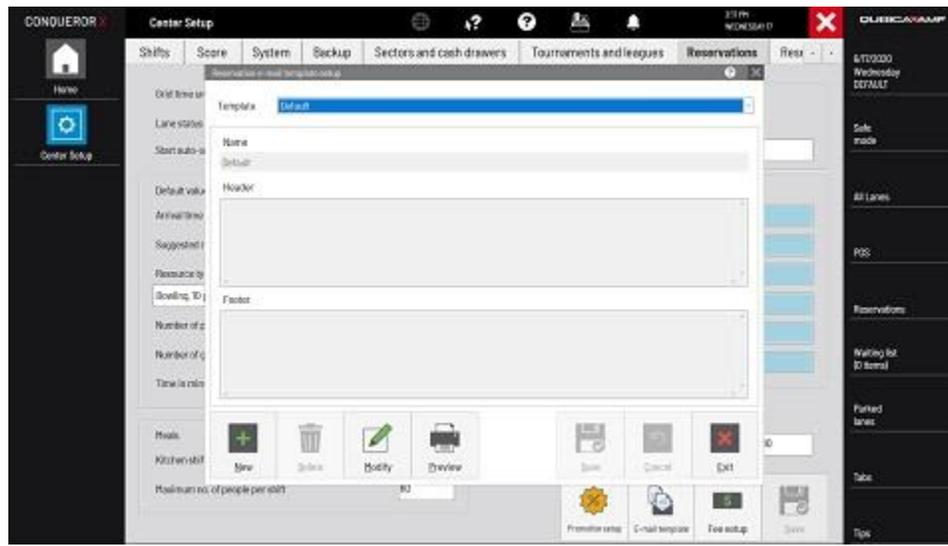


The screenshot shows the 'Promotions management' interface. A 'Promotion Setup' dialog box is open, allowing for the creation of a new promotion. The form includes fields for 'Name', 'Code', 'Available from' (start date), and 'Available to' (end date). Under 'Sales channel', there are checkboxes for 'Web', 'Call Center', and 'Local'. The 'Promotion type' section has three options: 'Tracking only' (selected), 'Discount' (with a percentage field), and 'Dedicated price keys' (with a price key field). A 'Minimum reservation amount required to apply discount' field is set to '\$ 0.00'. 'Save' and 'Cancel' buttons are at the bottom right of the dialog. The background shows a list of existing promotions and a sidebar with navigation options like 'Home', 'Promotions management', 'All Lines', 'RIS', 'Reservations', 'Waiting list', 'Printed list', 'Tabs', and 'Type'.

- Name: Specify a name for the promotion.
- Code: Specify a code to be entered when making the reservation which applies the promotion to the reservation.
- Available from/to: Specify the validity dates upon when the promotion will start and expire.
- Sales channel: Specify for which types of reservations the promotion is available: web reservations, the call center module (uncommon), or the local in-center reservation system.
- Promotion type: Choose whether the promotion is for tracking purposes only, a percentage discount from the reservation total, or a dedicated price key specific to the reservation.
- Click “Save” to complete the promotion setup.
- Previously created promotions can be modified or deleted from the Promotions management screen.

## E-mail Template

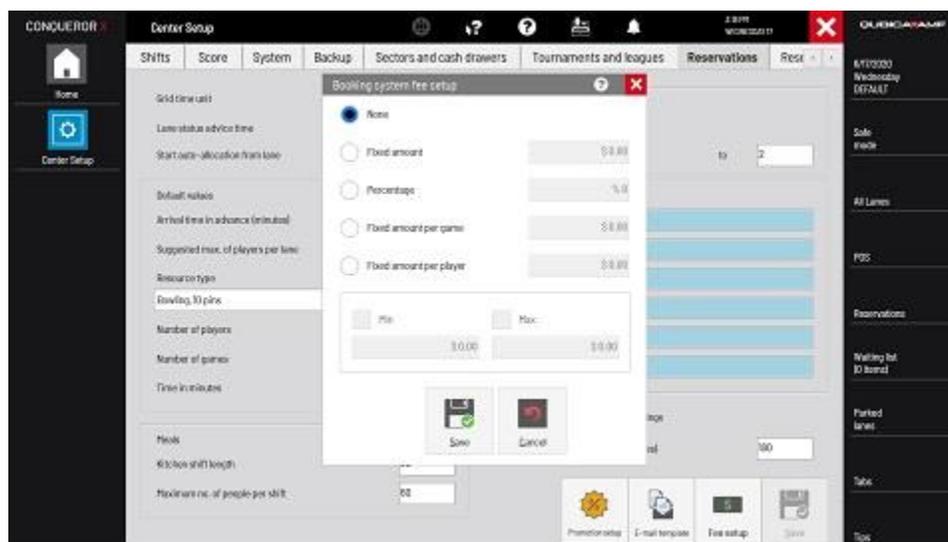
- On the “Reservations” tab, click on “E-mail Template” on the bottom right of the screen. E-mail templates are created and customized which are then assigned to reservation types as explained previously, and used when sending out reservation confirmation e-mails.



- On the Reservation e-mail template setup screen, click “New” to create a new template.
- Name: Enter the name of the e-mail template (“birthday party,” “corporate event,” etc.).
- Header: Customize a header for the top of the confirmation e-mail.
- Footer: Customize a footer for the bottom of the confirmation e-mail.
- Click “Save” to complete the e-mail template setup.
- Previously saved e-mail templates can be modified or deleted from the Reservation e-mail template setup screen.

## Fee Setup

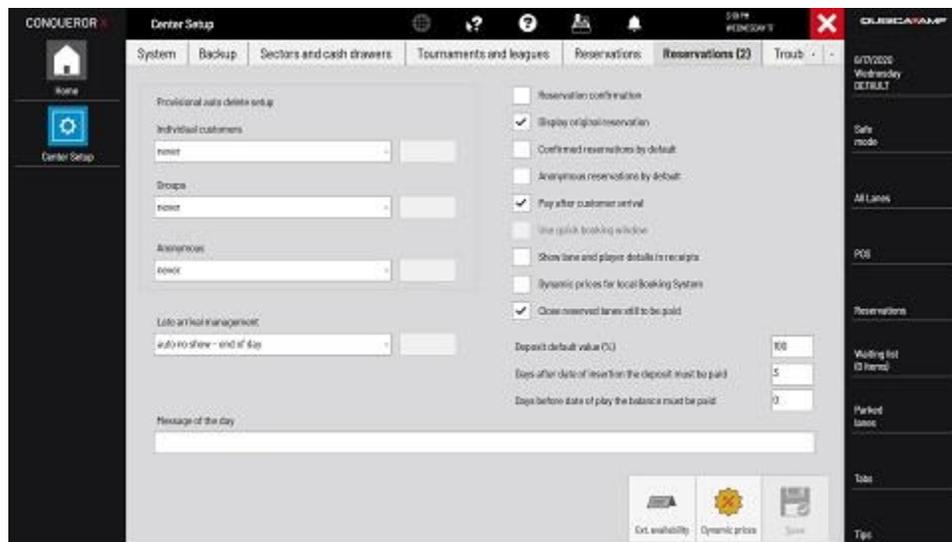
- On the “Reservations” tab, click on “Fee setup” on the bottom right of the screen. Fee setup allows the ability to charge a fee for making a reservation during a local booking at the center. Note: online reservations have a separate fee setup through the Web Reservations module.



- None: No fees will be charged to make the reservation.
- Fixed amount: A specific dollar amount will be charged to make the reservation.
- Percentage: A specific percentage of the reservation's total cost will be charged to make the reservation.
- Fixed amount per game: A specific amount per each game reserved will be charged to make the reservation.
- Fixed amount per player: A specific amount per each player reserved will be charged to make the reservation.
- Min/Max: A range of minimum and maximum dollar amounts for fees can be established.
- Click "Save" to complete the fee setup.

## Reservations (2) Setup: Settings Descriptions

- From the Conqueror X home screen, click on Setup → General → Center Setup.
- Click on the right arrow at the top right corner of the screen under the X to scroll through the Center Setup tabs until getting to "Reservations (2)." Click on the tab to open Reservations (2) Setup.

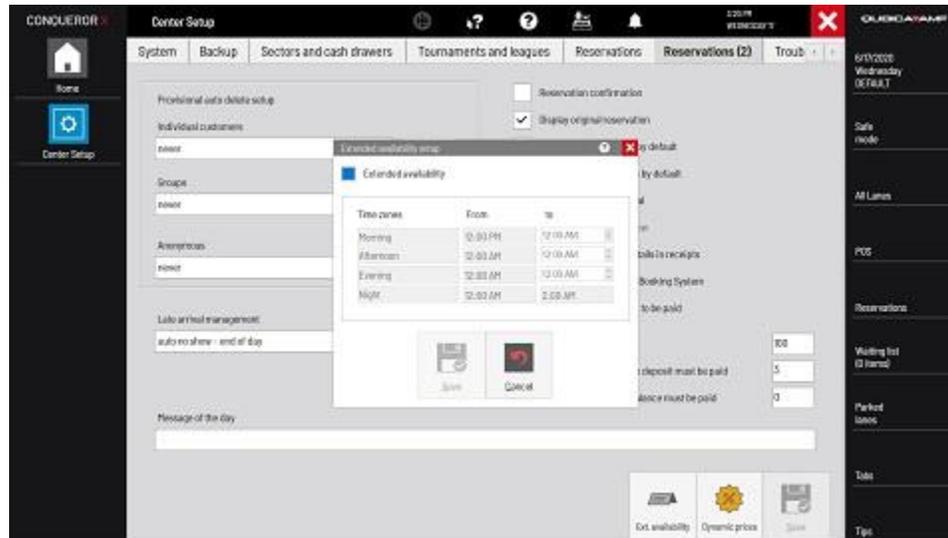


- Provisional auto delete: Define rules for automatic deletion of reservations of individual customers, groups, and anonymous reservations which have not been confirmed.
  - Never: Provisional reservations will never be automatically deleted.
  - Days after insertion time: Specify how many days after the reservation is booked that it will be automatically deleted if not confirmed.
  - Hours after insertion time: Specify how many hours after the reservation is booked that it will be automatically deleted if not confirmed.
  - Days before arrival time: Specify how many days before the reservation is scheduled that it will be automatically deleted if not confirmed.
  - Hours before arrival time: Specify how many hours before the reservation is scheduled that it will be automatically deleted if not confirmed.
  - Minutes after arrival time: Specify how many minutes after the reservation is scheduled that it will be automatically deleted if not confirmed.

- Late Arrival Management: Define rules that will handle how a late reservation is managed.
  - Manual: Late arrivals will need to be manually changed on the white board.
  - Auto no show—after minutes: Specify how many minutes after the reservation is scheduled that it will be changed to “no show” on the white board.
  - Auto no show—end of day: Reservations that did not arrive will be changed to “no show” on the white board at the end of the business day.
  - Overbooking—after minutes: Specify how many minutes after the reservation is scheduled that it will be moved to the overbooking area on the white board.
- Reservation confirmation: A summary of the reservation details will be displayed which can be printed or e-mailed each time the reservation is saved or modified.
- Display original reservation: The original reservation time and duration will be displayed under the actual reservation time and duration on the white board.
- Confirmed reservations by default: All reservations will be confirmed by default even without a deposit being paid.
- Anonymous reservations by default: All reservations will bypass the prompt for adding the individual or group to the FBT database.
- Pay after customer arrival: Select this if the center allows reservations to be paid after the reservation has arrived or been started. Not selecting this option will force the customer to pay for the reservation in entirety before arrival.
- Use quick booking window: A simple window appears instead of the detailed booking window to book reservations more quickly. Several options will be unavailable if doing so.
- Show lanes and players details in receipts: Data such as lane and player details will be printed on the receipt for the reservation.
- Dynamic prices for local booking system: Enables use of the dynamic pricing module for reservations booked in-house in addition to the online booking portal.
- Close reserved lanes still to be paid: Lanes tied to a reservation can be automatically closed even if the reservation has not been paid in full.
- Booking deposit value: A set percentage of the total cost of the reservation will be automatically assigned to the reservation as the deposit required when booking.
- Days after date of insertion the deposit must be paid: The date the deposit will be required will be shown on the customer confirmation.
- Days before date of play the balance must be paid: The date the balance due for the reservation will be required will be shown on the customer confirmation.
- Message of the day: A specific message can be entered that will be shown and visible to staff above the calendar on the white board.

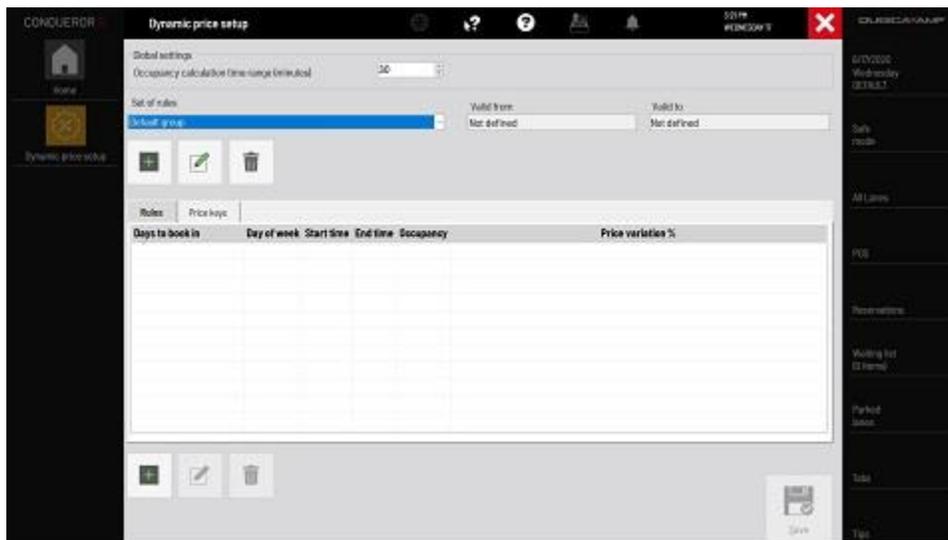
## Extended Availability

- On the “Reservations (2)” tab, click on “Ext. availability” on the bottom right of the screen. Extended availability enables the search for best prices within a time range when making a new reservation.
- Click on “Extended availability” to enable the function.
- Establish four separate time zone to break the day into. Default is “morning,” “afternoon,” “evening,” and “night.” Specify time ranges for each time zone.
- If the “best prices” flag is used in the Price Key Setup module, the price keys using the flag will be included in the search for best prices using extended availability.

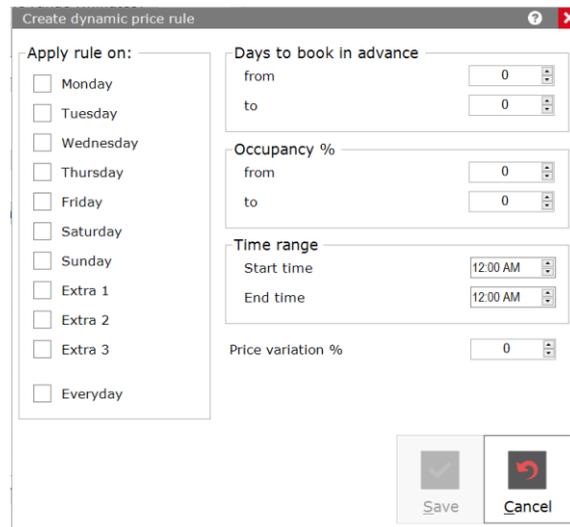


## Dynamic Prices

- On the "Reservations (2)" tab, click on "Dynamic prices" on the bottom right of the screen. Dynamic prices allows the setup of rules for price fluctuations for reservation price keys, designed to encourage booking when the center is less occupied.



- Occupancy calculation time range (minutes): The amount of time that is added to the starting time of the reservation to define the period of the bowling center occupancy.
- Set of rules: Group is defined by creating a set of rules to follow for specific times/days.
- Valid from/to: The validity dates that particular group is valid.
- Rules: Set rules by which during a particular day and time, based on center occupancy, the price of the reservation can fluctuate by a percentage.
- Price Keys: Specify which price keys are to follow the particular rule set for the dynamic pricing. Click the pencil icon to open the price key structure and select which price keys are to be available for dynamic pricing.
- Click the green plus sign to create a new dynamic price rule.



- Apply rule on: Specify the day(s) to which the rule is applied.
- Days to book in advance: Set the range of days in advance the booking has to be made in order for the rule to be applied
- Occupancy %: Set the occupancy percentage (based off lanes booked vs. total lanes) the center must be booked in order to offer a discount on the reservation price key.
- Price variation: The percentage added to or deducted from the normal price given the occupancy variation of the center.