Appointment Booking Pro for Joomla

Version 4.0

User's Guide

By Soft Ventures, Inc.

[updated: October 2016]

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New in ABPro 4

Accordion views - Optional accordion view for all the booking screens

> See http://appointmentbookingpro.com/how-to/253-use-accordion-views-in-abpro-4.html

Limited Support for Payage - adds these new payment methods PayPlug, SagePay, Barclaycard, Skrill and Mollie

> See http://appointmentbookingpro.com/how-to/254-use-payage-in-abpro-4.html

Registered users can now purchase User Credits within ABPro.

> See http://appointmentbookingpro.com/how-to/255-abpro-4-feature-user-credit-purchase.html

Overview

Simply put, Appointment Booking Pro allows a visitor to your web site to book a resource for a specific period of time.

It has many features and many ways to set up screens and capture user data, but ultimately it is just there to book a resource.

It does not do much, but it does it quite well.

Terms and concepts

Resources

The 'Resource' is what is being booked or reserved.

A resource can be anything you want, a room (meeting room, exercise room, etc), a person (doctor, hair stylist, etc) or an object (computer, golf clubs, Ferrari)

The resources will appear in a dropdown list for you visitor to choose. If you only have one resource it will be preselected when the visitor opens the booking screen.

Categories

Categories were added for people who have too many resources to fit into a dropdown list.

They can also be used to group resources, for example by physical location – Calgary Office, Toronto Office, etc.

It is important to remember that categories are just way to group resources and make them easier to locate in the booking screen. You do not 'book' a category, you book a resource.

A resource can one belong to only one category. **As of ABPro 2.0.3 beta 4, a resource can be assigned to multiple categories.**

Categories are **optional** and should not be used unless there is a business reason to do so.

Services

Services were added as an attribute to a resource; a way for you to give the visitor a specific list of tasks that they can request of the resource.

You do not 'book' a service, you book a resource. The service just specifies what you want the resource to do.

A resource can have any number of services.

Services have no effect on the time duration of a booking.

Services are **optional** and should not be used unless there is a business reason to do so.

Timeslots

A resource booking needs a start and end time. Timeslots provide you a way to define blocks of time that a user can chose to book.

The difference between Appointment Booking Pro (ABPro) and its sister component Resource Booking Pro (RBPro) is in *who* decides when the booking ends.

With ABPro, you define a start and end time for timeslots – you tell the visitor when the booking ends.
With RBPro, the visitor tells you when the booking will end.

You can define any number of timeslots. A timeslot can be any size, in minutes. Smaller than 10 minutes is not recommended.

A resource can use 'Global' timeslots, timeslots you have defined as 'Global', or the resource can be set to use resource specific timeslots. In this case you define slots just for a specific resource, independent of other resources or of Global timeslots.

Timeslots give you great flexibility in when your resources are available. You can set no slots from noon to 1:00 each day for lunch, set none for after 3:00 on Fridays, etc.

What you **cannot** do is have overlapping slots. For example you **cannot** have 1 hour timeslots that begin every half hour.

The system comes with Global timeslots defined for Monday to Friday. These are just to get you started and can be modified or deleted.

Book-offs

Book-offs are used to make a resource unavailable on one or more specific dates. These would be used for vacation days, statutory holidays, etc.

In the resource setup screen you can define which days-of-the-week your resource is available, for example Monday-Friday. Book-offs are used for specific dates.

Seats

ABPro was originally designed for individuals to book appointments. With version 1.4.3 the concept of 'seats per booking' was added. You can set 'maximum seats' for a resource (normally 1 for individual appointments) and customers can select how many seats they want to book. This allows ABPro to be used for booking seats in a class or on a tour.

Coupons

Added in version 1.4.3, you can define any number of coupon codes. You set the discount amount, either currency or percentage of total order, and an expiry date. You can give this to prospective customers and the total changes will be adjusted when they enter the coupon code into the coupon box on the booking screen.

Extras

Added in version 1.4.4, you can define any number of extra items that the user can add to a booking. These 'Extras' can have a cost associated with then and the booking total will be adjusted based on the user' choices.

UDFs

ABPro supports an unlimited number of User Defined Fields or UDFs.

UDFs are fields that you can place on the booking screen to gather additional information from the visitor. ABPro supports the following types of UDFs, textbox, radio button, dropdown list and text area.

You can specify some types of UDFs as required fields so the visitor must fill them in before making a booking.

UDF data cannot be changed. You can see what the visitor entered but you cannot change it.

Resource Administrator

You can assign any user or users to be a resource administrator. A resource administrator can access front end admin screens to manage the administration for their resources. The front end admin screens have limited functionality but allow the resource administrator to handle day to day tasks without needing to have access to the Joomla administrator back end.

User Credit

User Credit is a number, representing a currency amount, associated with a registered user. You can sell your customer user credits OUTSIDE of ABPro then enter their number of credits into ABPro. Now when they go to make a booking, the cost of the booking is deducted from their credits.

Conventions used in this guide

Visitors making appointment bookings will be referred to as **customers** or **visitors**.

I realize ABPro is often used in a medical environment where they are 'patients' – no disrespect intended ;-)

Screen Shots will be Joomla 1.5 unless the feature being discussed is specific to Joomla 1.6+.

The term Joomla 1.6+ indicates Joomla 1.6 and above.

Installation

ABPro is a native Joomla 3.0 component and will not run under previous versions of Joomla.

The installation procedure is standard Joomla stuff…
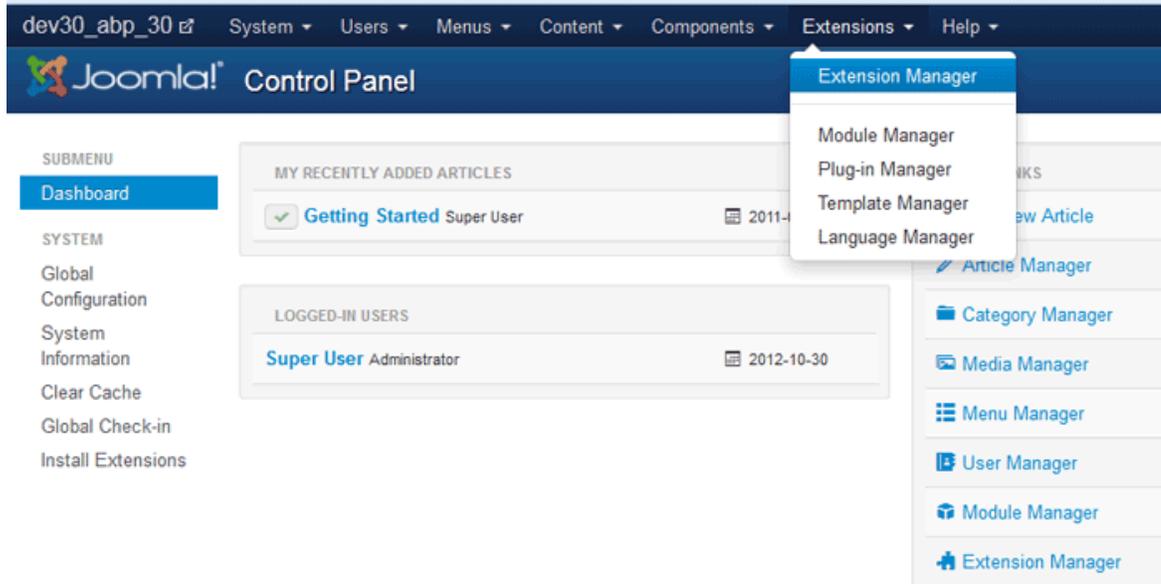
Browse to find the zip file you downloaded from appointmentbookingpro.com

Then upload and install.

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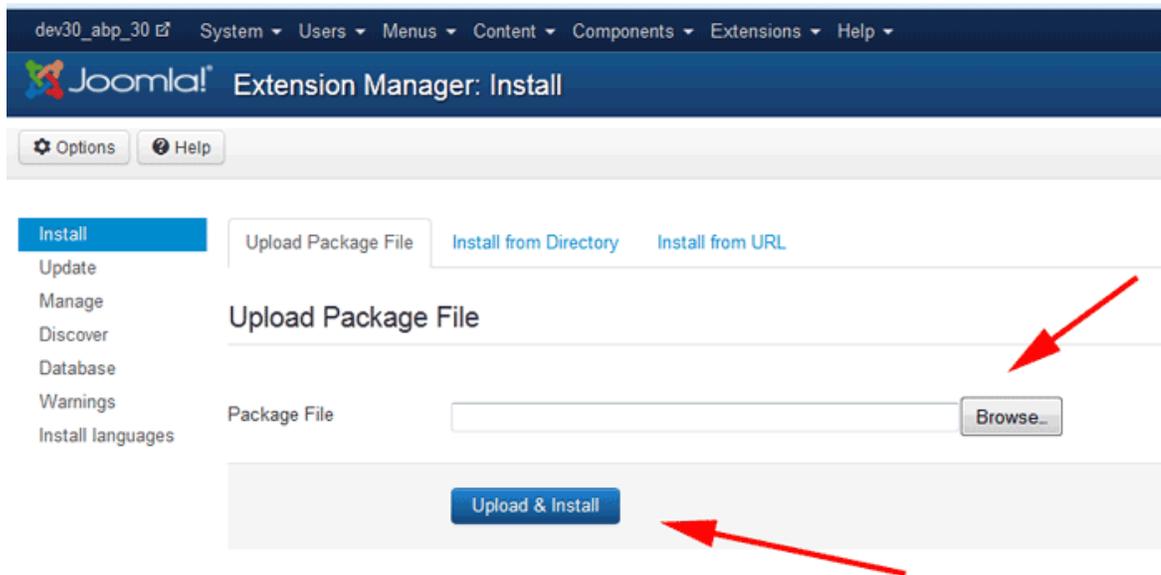
Install

Update

Manage

Discover

Database

Warnings

Install Languages

Update Sites

Message
Installation of the component was successful.

Appointment Booking Pro system for Joomla 3.x

This version of ABPro is not compatible with versions of Joomla prior to 3.0.

Version 4.0.0 (beta 0.4 September 9/15)

New in version 4.0.0 ..
- **Accordian view for GAD and Wizard booking screens.**
- **Use of movable code blocks to support simple layout changes.**
- **Limited** Support for Payage - adds new payment methods PayPlug, SagePay, Barclaycard and Mollie.**
- **Registered users can now purchase User Credits within ABPro. (PayPal only)**
- **Staff can view/manage a user's credit balance, and usage details, via the front end Advanced Admin screen.**
  Access is controlled by a Joomla Group assignment.
- **Mobile view supports swipe left/right to change date of slots displayed.**

**WorldPay and Skrill are not yet supported due to not being able to get test accounts from those companies.
Note: If updating from a version prior to 3.0.1 beta 2, you will notice your Radio button UDFs now display horizontally. The columns setting determines columns, so set that to 1 to display in a single vertical column.

Upload Package File   Install from Directory   Install from URL

Upload & Install Joomla Extension

You are done.

Setup

Getting Started

You might want to just look through the menus and screens to get a feel for how things are laid out.

Each screen has a help icon that will bring up some help on the current screen.
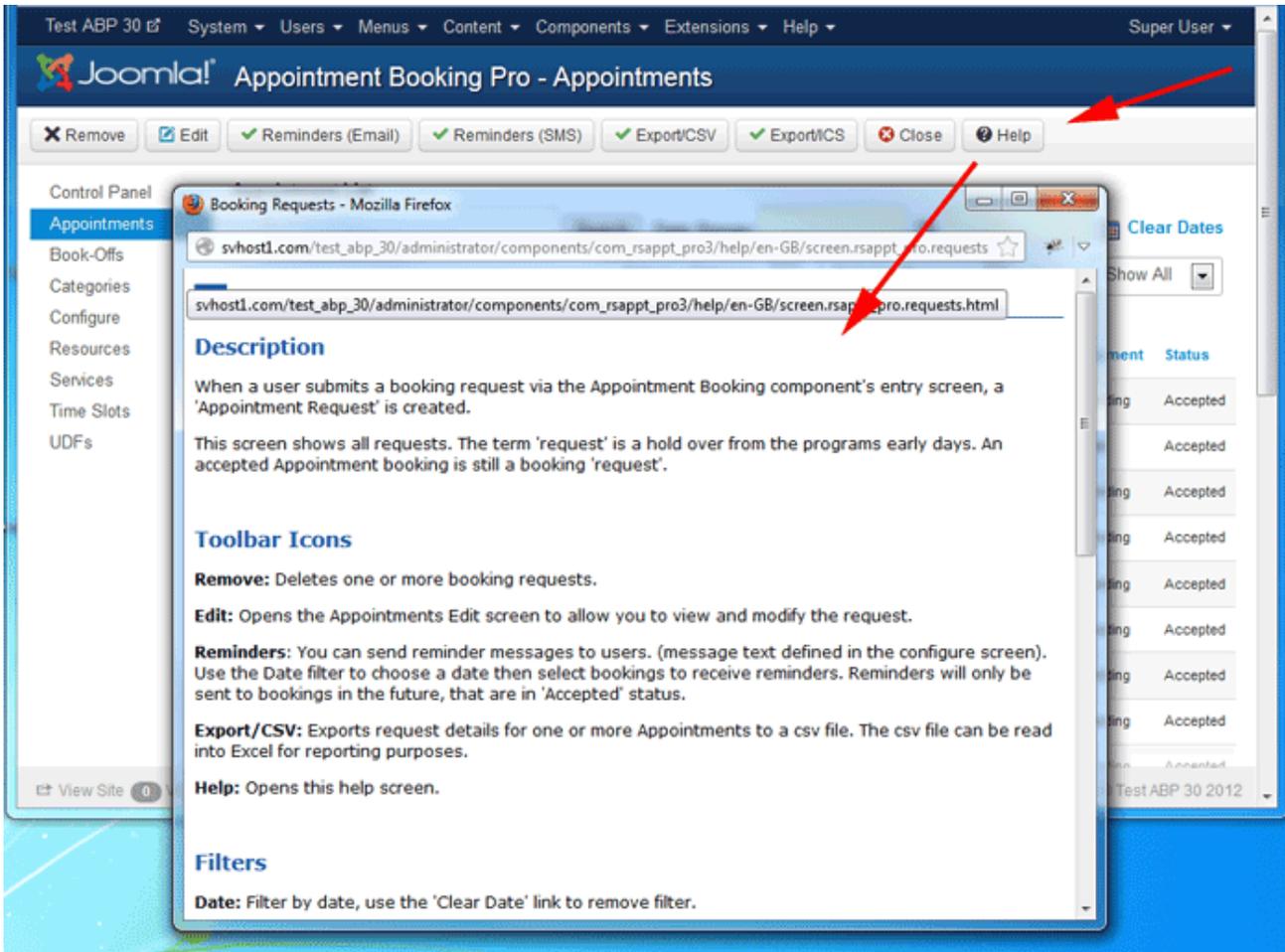
Minimum setup – Quick Start

Ok, you have ABPro installed, now what.

The Plan..

ABPro has a lot of settings - **Start simple**.
On a clean install, create a new resource, leaving everything defaulted (well except the resource name) and set published = Yes.
Make a menu to call the booking screen and open it. You will see your resource and all the slots.
Don't enable Google calendar or any other options until you are comfortable that the core ABPro functionality is there.
Leave Auto-Accept = Yes and make a booking.

Once you know it is working you can start making changes. If you want a different timeslot, change the start/end times for one of the included ones and verify it is changed to what you want.

Once your slots are there and bookings are going in ok, enable Google Calendar, add your settings, and make another booking. Login to Google and look at your calendar to see the booking is there.

Ok, let's go to the ABPro control panel..
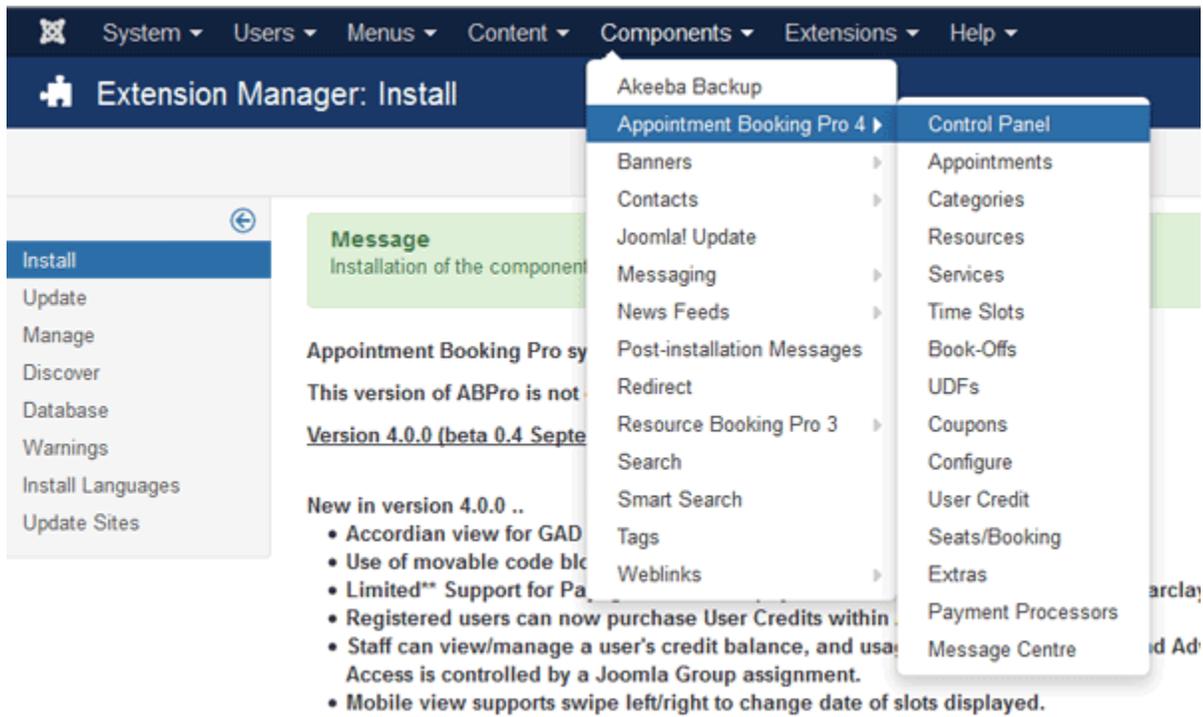
The bare minimum you need before you can try out the booking screens is something to book.

You need to add a resource.

Select the Resources item

The select 'New' button to open the Resource Edit screen.

The Resource Detail screen is one of the busiest in the system but don't worry, for now just enter a name and description. The description is what will be shown in the booking screen. Click on *Save & Close* to save the new resource.

That gives us a Resource so we can now map a booking screen to a menu item and try it out.

Go to the Joomla menu system and add a new Main Menu item.

You have three choices for booking screens, simple 'Booking Screen' the Graphic Availability Display or 'GAD Booking Screen' or the Wizard style.
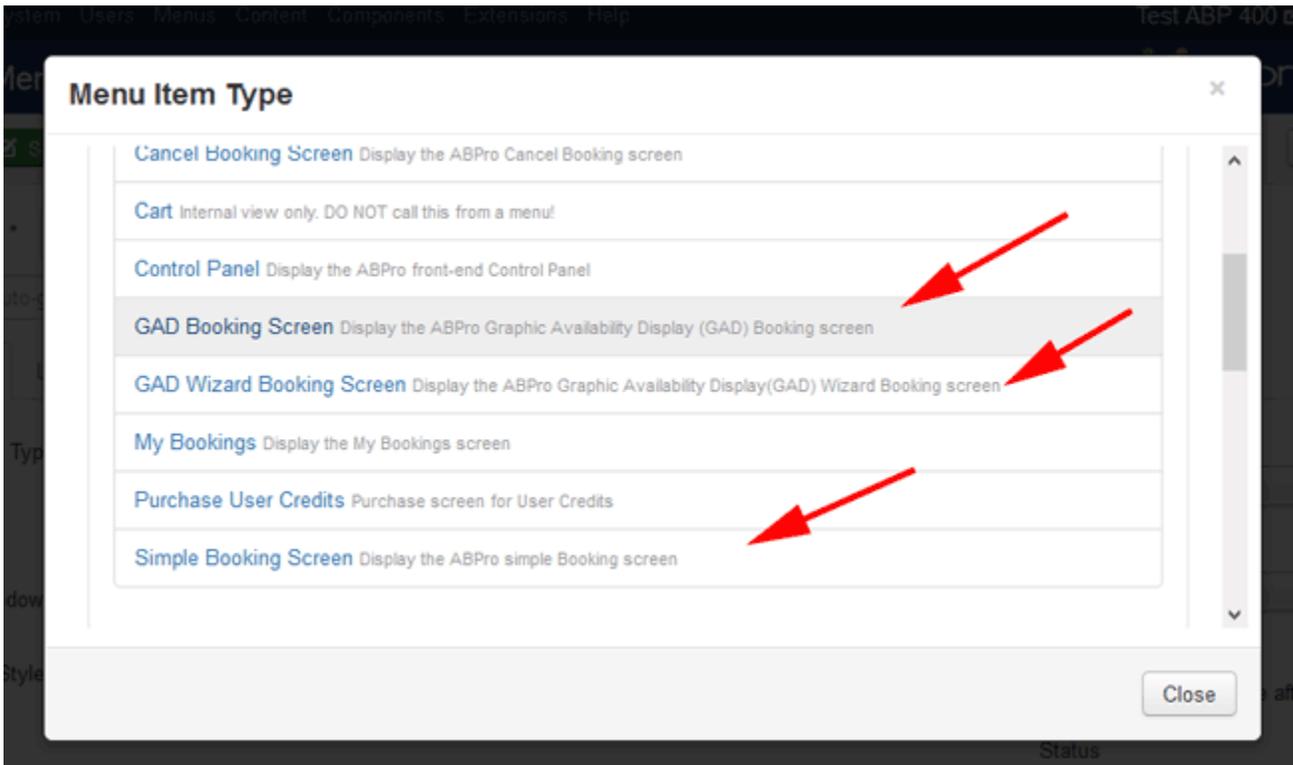
The GAD Booking screen has a grid displaying timeslots. Let's use that one.

Enter a title for the menu item then save.
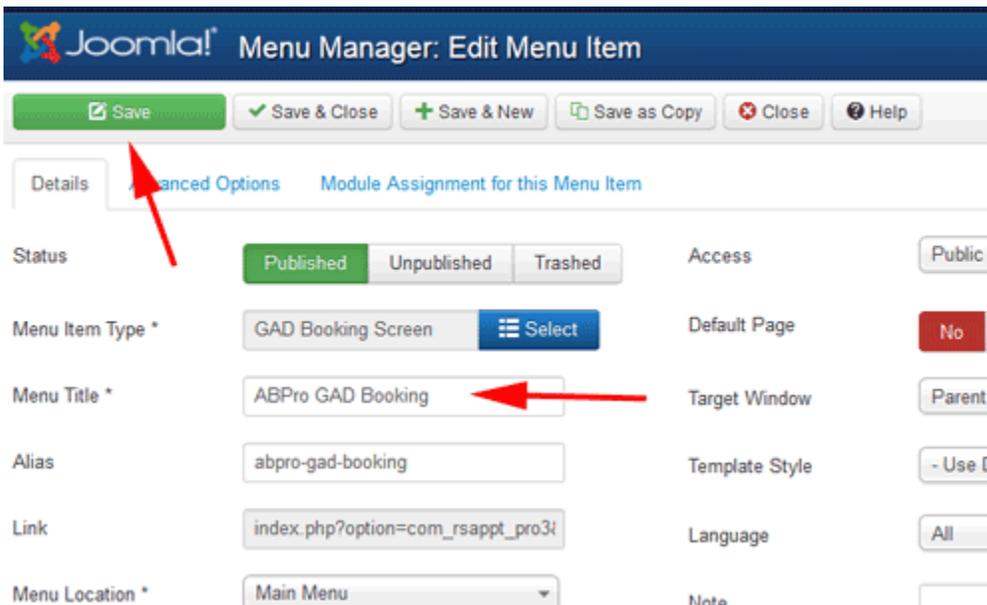
And here it is..

Test ABP 400

Home   ABPro GAD Booking

Appointment Booking

Enter header text here - clear for no header

Resource	Mr Smith
Name	Enter your full name	*
Phone	Enter phone as xxx-xxx-xxxx
Email	Enter your full name

Grid Start Date: 2015-09-15   <<-   ->>

	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM
Tue 15-Sep-2015	✓	✓	✓	✓		✓	✓	✓	
Wed 16-Sep-2015	✓	✓	✓	✓		✓	✓	✓	
Thu 17-Sep-2015	✓	✓	✓	✓		✓	✓	✓	
Fri 18-Sep-2015	✓	✓	✓	✓		✓	✓	✓	
Sat 19-Sep-2015	✓	✓	✓	✓		✓	✓	✓	
Sun 20-Sep-2015									
Mon 21-Sep-2015	✓	✓	✓	✓		✓	✓	✓	
	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM

- Indicates an available timeslot.
- Indicates an unavailable timeslot

Enter footer text here - clear for no footer

powered by AppointmentBookingPro.com v 4.0.0

The Control Panel

The back end administrator menu is where all setup and management is done.

There are also several front end Administrator screens but these are for designated resource administrators (staff) to use and are limited in functionality.

As a rule there will always be a list screen and a detail. For example; a list of appointments, then click on a link to access the details of a specific appointment.

Some exceptions are screens like Configure, Backup/Restore etc., where the list-detail idea does not apply.

There is a **Help** button at the top right of each screen with brief help information about the screen.

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Appointments

This is the master list of appointments in the system.

The Appointments screen lists all appointments in the system. It has several filters to help manage a large list.

When a user submits a booking request via the Appointment Booking component's entry screen, an 'Appointment Request' is created.

Toolbar Icons

Remove: Deletes one or more booking requests.

Edit: Opens the Appointments Edit screen to allow you to view and modify the request.

Email Reminders: You can send reminder messages to users. (message text defined in the configure screen). Use the Date filter to choose a date then select bookings to receive reminders. Reminders will only be sent to bookings in the future, that are in 'Accepted' status.

Thank You: You can send an email message after the booking has taken place. This could be used as a 'Thank You' or a 'Time to re-book' message. When used with the optional cron module, you can send this message much after like eleven months after an annual appointment to remind the customer to book again.

SMS Reminders: You can also send SMS text message reminders to users. (message text defined in the configure screen). Use the Date filter to choose a date then select bookings to receive reminders. Reminders will only be sent to bookings in the future, that are in 'Accepted' status.

Export/CSV: Exports request details for one or more Appointments to a csv file. The csv file can be read into Excel for reporting purposes.

Export/ICS: Exports request details for one or more Appointments to an ics file. The ics file can be emailed to Outlook and the selected appointments will be added to the Outlook calendar. Note this is a one-way operation. Changes made in Outlook will and NO EFFECT on ABPro.

Help: Opens this help screen.

Filters

Date: Filter by date, use the 'Clear Date' link to remove filter.

Category: Filter by Category

Resource: Filter by resource:

- *Show All* - Appointments for all resources.
- *name* - Choose a specific resource

Status: Filter by request status:

- *New* - a new request.
- *Pending*- when using PayPal a new booking goes in a pending and is changed to accepted status when PayPal sends back an ipn message saying payment is complete*.*
- *Accepted* - accepted request - resource is booked.
- *Declined* - admin refused the booking.
- *Cancelled* - Request was cancelled by admin.
- *No Show* – customer/patient did not show up for appointment
- *Attended* – customer/patient did show up for appointment
- *Deleted* – appointment deleted by customer/patient

List Area

Note: In the Configure screen you can turn some of the columns on/off as required for your specific business.

ID: Unique ID for the request.
Name: Requestor's name.
Email: Email address (if supplied) of the requestor, click on the address to send an email to the person.
Resource: Name of the Resource being booked.
Time: Date and time of the booking.
Seats: Seats booked.
Payment: Payment status of the booking.
Status: Request status (see filters above)

Appointment Detail

Access the appointment detail by clicking on the name in the appointment list screen.

The heart of the component is the Appointment Request.
This screen allows you to view and edit the details of a request or Appointment booking.

The top half is for details about the booking, the bottom shows financial and booking status information.

Request Status:	Accepted ▾	Changing status will send email to user's email address above: • Accepted will email a confirmation message • Canceled will email cancellation message
Payment Status:	Pending ▾	Administrator can indicate payment has been received.
Total :	$ 11.75	Booking total charges
Deposit :	$ 0.00	Deposit paid at time of booking
Amount Due :	$ 11.75	Balance owing
Manual Payment :	$ 0.00	Payment collected manually by staff (ex: walk-in or phone credit card)
Credit Used :	$ 0.00	If User Credit System in use, this shows amount deducted from user's credits.
Coupon Used :		
Admin Comment:		Administrator can enter an internal comment. Example: 'Phoned to confirmed new end time'
Cancellation Code:	c9400ca3154ed21622a8d97d69ce24c6	A unique, system generated, Code that the user can use to cancel their booking. Not recommended if you are using PayPal as no PayPal refunding in this release.
Payment Txn ID::		PayPal or Authorize.nat generated code for this transaction.
language Code:	en-GB	
Timestamp:	2012-10-20 13:19:57	Server data/time of last change to record. Number in parenthesis beside the label is the user id of the operator that made the change.

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▸ View Site ⓪ Visitors ① Admins ✉ 0 Log out   © Test ABP 30

Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area

The edit area is divided into two sections; the top is the request as it came from the user. The lower section is an Admin area where the administrator decides what to do the request.

Name, Phone, Email: The top fields are self explanatory.

Use SMS: ABPro can send reminder messages via SMS text messaging. This feature requires an account with Clickatell.com. If you have SMS enabled (see configuration for setting up SMS) the booking screen will ask the customer if they want SMS reminder messages. This will so if they said Yes or No.

SMS Phone: If the customer wished SMS reminders, they enter a cell phone to receive them.

SMS Dial Code: If the site is being run in North America the dial code is 1 and that is the default for ABPro. If the site is being run elsewhere, the configuration area lets you set an alternate default dial code. If you are running in a part of the world where your customers may come from different dial codes, you can have a dropdown list of codes displayed for the customer to choose from.

Resource: The resource being booked.

Service: The service (optional) that the customer chose.

Date and Time: When the booking is for.

Booked Seats: This will be 1 unless 'seats per booking' is enabled by defining seat types.

User Defined Fields (UDFs): This area shows the values entered by the user for any UDFs you have defined. On the right shows the type of UDF and the label.

Extras: Extra charge items if enabled and chosen by the customer.

Below the UDFs is the Admin area.

Request Status: Used and an indicator for the administrator and also by the system if duplicate bookings are not allowed. Bookings with status of Accepted OR Pending will trigger a conflict message if Prevent Duplicate Bookings is set to Yes. Well, it is a bit more complicated than that as you *can* allow x number of duplicates, like x students booked into a class. See the resource setup screen for more details on duplicate booking options.

Payment Status: Change as required to indicate payment has been received. This can be set to be changed by PayPal when payment is completed.

Financial information: Charges and payments

Credit Used: If you are using the User Credit system, this will show is a credit was used to pay for this booking.

Coupon Used: If you have enabled coupons, this will show if the customer used a coupon code for the booking.

Administrator Comment: Administrator can enter an internal comment. Example: '*Phoned to confirmed new end time*'

Timestamp: read only, showing time request was entered.
If the booking was created or modified by a staff member, using the staff screens, their user id will appear in parenthesis beside the Timestamp label.

Categories

The first thing to point out is that Categories are OPTIONAL - you **do not need** to set up any categories unless you feel they would help or be useful to you.

What is a Category?

A category is an arbitrarily defined entity that a resource can belong, or be assigned to. Categories sit above resources in the structure hierarchy.

Why use Categories?

Two reasons mainly;

1. You have too many resources to fit in the resource drop down list. With categories you can break the resources list into groups (or categories). The user first picks the category, then sees a smaller list of resources that you have assigned to the category.

2. Physical locations. If you have offices in two cities you can set up two categories and assign the resources in the appropriate category.

Hierarchy

Resource Category -> [optional subcategory] ->Resource -> Resource Service

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Example:

Categories defined: Calgary Office, Edmonton Office

Resources:
Dr Foo - assigned Calgary Office
Dr Bar - assigned Edmonton Office
Mr Smith - assigned Edmonton Office
Mr Jones - assigned Calgary Office

What if Dr Foo works out of both offices?

He would no doubt **not** be in both locations at the same time. Make two resources called Dr Foo and assign one to each office. Each 'Dr Foo' will need its own available dates and times.

To **DISABLE** the use of Resource Categories, **do not create any**!

If ANY Resource Categories are published, that will enable the use of Resource Categories on the booking screen. When enabled, ALL resources must be assigned to some category or they will not be displayed on the booking screen.

Toolbar Icons

New: Opens the New Category screen to allow you to add a new category.
Edit: Opens the Category Edit screen to allow you to view and modify the category.
Publish: Sets one or more categories to Unpublished. Only Published categories will appear in the drop down list on the Appointment Booking screen.
Unpublish: Sets one or more categories to Unpublished so they will not show in the drop down list on the Appointment Booking screen.
Remove: Deletes one or more categories.
Help: Opens this help screen.

List Area

ID: Unique ID for the category.
Name: Category name.
Description: Category description, for internal use, does not appear on user screen anywhere.
Parent Category: ABPro supports 2 level hierarchies for categories. This column shows the parent category if there is one.
Display Order: Order the categories will appear in the Category drop down list.
Published: Indicates the published state.

Click on the **Name link** to open the edit screen.

Category Detail

A category is an arbitrarily define entity that a resource can belong, or be assigned to. Categories sit above resources in the structure hierarchy.

Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area

Name: Name of the Category, this will appear in the drop down list on the Appointment Booking screen.
Description: For internal use only.
Parent Category: ABPro supports a 2 level hierarchy for Categories. To define a sub-category you select what the new categories parent should be.
Note: Ensure you do not assign a resource to a parent category that has children or you will get unpredictable booking screen results. *Resources must **only be assigned** to **sub-categories** OR **categories** that have no sub-categories.*
Order: This determines the order this Category will appear in the Category drop down list on the Appointment Booking screen.
Published: Only categories with Published set to **Yes** will appear in the drop down list on the Appointment Booking screen.

Resources

List of resources that can be booked by visitors.

Toolbar Icons

New: Opens the New Resource screen to allow you to add a new resource.

Edit: Opens the Resource Edit screen to allow you to view and modify the resource.

Publish: Sets one or more resources to Unpublished. Only Published resources will appear in the dropdown list on the Resource Booking screen.

Unpublish: Sets one or more resources to Unpublished so they will not show in the dropdown list on the Resource Booking screen.

Copy Resource(s): Make a duplicate copy of one or more resources.

Remove: Deletes one or more resources.

Help: Opens this help screen.

List Area

ID: Unique ID for the resource.

Name: Resource name.

Description: Resource description.

Days: Shows what days of the week this resource is available for booking.

Time Slots: Indicates weather this resource is set to use Global time slots or if Specific time slots have been setup.

Display Order: Order the resources will appear in the Resource dropdown list.

Published: Indicates the published state.

Click on the **Name link** to open the edit screen.

Resource Detail

The 'Resource' is what is being booked or reserved. A resource can be anything you want, a room (meeting room, exercise room, etc), a person (doctor, hair stylist, etc) or an object (computer, golf clubs, Ferrari)

This is a big screen with lots of settings.

Deposit Required	0.00 Fixed or Percent Percent of Total ▾	If you enter an amount for a required deposit ABPro will **only** bill that amount to PayPal, Authnet or 2Checkout. 0.00 = no deposit, full cost is billed PayPal et al.
PayPal Account		If this field is left blank, the component level PayPal account, set in Payment Processors screen - PayPal tab, will be used.
Email to:	rob.stevens113@gmail.com	To have notifications for this resource sent to one or more special email addresses, enter them here. **Example:** foo@bar.com,abc.xyz.com (use comma to separate multiple addresses) If this field is left blank resource requests will be sent to the address specified in the configuration section.
SMS Phone:	403-370-0801	To have SMS text message notifications sent to this resource enter a cell phone here (only **one sms number** supported).This feature requires a Clickatell, or ezTexting account be setup and configured. See the Configure screen Clickatell or ezTexting tab. Do not enter the country code.
Maximum Seats	1	This setting works with 'Seat Types'. If no Seat Types are defined a booking will be count as one seat and no 'seats' data entry box will be shown to the customer. If Seat Types are defined, a single booking can be for x number of seats. This setting specifies the maximum number of seats that can be booked before the timeslot is shown as unavailable. **0 = unlimited.** (Max Seats replaces the old 'Max Duplicates'.)

Google Calendar Setup

Client ID	███████████████████████	Get this from your Google App Credentials page.
App Name	ABPro	This is the name of the App you create on Google. You need to create a Google 'App' so that ABPro is allowed to talk to your calendar(s)
App Email Address	███████████████████████	Get this from your Google App Credentials page. You will also need to share your calendar to this email address.
P12 Key filename	████████2	This is the key file provided by Google and uploaded to your site.
Calendar ID:	██████████████████	This is obtained on the Google Calendar 'Calendar Settings' screen, Calendar Address section.

Resource Administrators:	Jane Doe ▾ Add >> manager Super User << Remove	Select one or more users to be administrators for this resource. When a resource administrator accesses the front-end control they see only requests for their resources. A user can administer one or many resources and a resource can have one or many administrators.

Time Slots:	Use Global ▾		Global = use 'Global' time slots Resource specific = this resource has it's own time slots defined. Use the Time Slots screen to set time slots. **Note:** Front end admin can ONLY see resource specific slots. A Resource admin cannot see/adjust Global slots
Allow Booking on Days:	Sun Mon Tue Wed Thu Fri Sat ☐ ☑ ☑ ☑ ☑ ☑ ☑		Un-check any days you wish to not show timeslots for, and to be disabled on the popup calendar. To block bookings on specific dates (eg: News Years day or holidays) use the Book-Offs tab.
Hide non-Booking days:	No ▾		If set to Yes days unckecked above will not be displayed in the GAD grid. If set to No every day will be shown and non Booking days will be blank or can display a message - see next field. Note: this only effects the GAD booking screen in single-resource-multple-days view.
Non-Booking days message	Closed Sundays nicht verfügbar		For days not checked above, you can display an optional message in the GAD grid for that day. Example:-- not available -- or *** My Day Off ;-) ***
Minimum lead time:	2 (hours)		Enter the minimum number of hours a person can book ahead. Example: set to 1 = someone can book an appointment for 1 hour from now, set to 24 and appointments less than 24 hours from now will be blocked. Normal setting is '0' with Disable Dates Before set to 'Tomorrow' means a visitor can book anytime tomorrow.
Disable Dates Before:	○ Today ◉ Tomorrow ○ 3 days from now ○ Specific date: Tomorrow 📅		Dates to disable on user's popup calendar and GAD grid.. Today = Disable booking of dates earlier than today (allow current day booking) Tomorrow = Disable booking of dates earlier than tomorrow (normal setting) x days from now = no bookings sooner that x days from now. Specific date = disable booking of dates before the selected date
Disable Dates After:	◉ Not Set ○ 1 days from now ○ Specific date: Not Set 📅		Dates to disable on user's popup calendar and GAD grid.. x days from now = no bookings beyond that x days from now. Not Set = allow bookings in the future with no limits (normal setting) Specific date = disable dates after the selected date

Use the *Specific date* setting above when you want to allow bookings on ONLY certain dates, ex: appointments during a 3 day event. Disable dates before and after the

Force Gap:	0	If you are using **Service Based Duration** and need to force a gap between bookings you can enter a number of minutes here. If you are not using Service Based Duration you should use timeslot definitions to create any gaps you require. Note: The *simple booking screen* will enforce on submit and does not have the granularity to force gaps smaller than one timeslot. Only use if **Max Seats = 1**.
MailChimp List:	Use Global	Select a MailChimp List for this resource
AcyMailing List:	Dr Bar List	Select a AcyMailing List for this resource
Image:	abpro_resource_images/2.png Show in Grid No	Image to display in the resource dropdown list. Requires ddSlick enabled in the Configure screen. Use the **Joomla Media Manager** to upload your images. Enter the image manager folder and filename here. Example `abpro_resource_images/my_image.png` where you created a folder called *abpro_resource_images* for your images. Set **Show in Grid** to *Yes* if you wish to have the image displayed in the booking screen timeslot grid.
Image Text:	I'm Glad your came to see me!	Text to display, with the image, in the resource dropdown list. Requires ddSlick enabled in the Configure screen.
Display Order:	2	Enter a number to indicate what order this resource should appear in the dropdown list.
Published:	Yes	

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Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area

Name: A resource must have a name. ex: 'Meeting Rom A' or 'Dr. Allan Harper.'

Description: The description is often just set to the name but can also include more information.

Auto-Accept Bookings: You can set auto-accept in the resource so some resources can accept immediately while others can require admin manual acceptance. Setting to 'Global' means the auto-accept is controlled by the setting in the component's configure screen.

Access: You can set what Joomla user groups can see this resource. The default is 'Public' so everyone can see it. If you wish to restrict access to a resource to certain group(s) select them on the left. For example if you define a Joomla group called 'Foo', and set this resource's Access to only 'Foo', only users assigned to group 'Foo' will see the resource.

Category: [Optional] Resource Category. Left list shows all categories, right box shows categories this resource is assigned to. You can assign a resource to 0, 1 or more than 1 category. See Resource Category setup screen for more details on when/why/how to use categories. If you publish **any** categories that enables the feature and **ALL** resources must then be assigned to one or more categories.

ABPro supports a 2 level hierarchy for Categories.

Note: Ensure you do not assign a resource to a parent category that has children or you will get unpredictable booking screen results. Resources must only be assigned to sub-categories OR parent categories that have no sub-categories.

Limitations for multi-resource-category:

- Native mobile apps, using Categories, will not work. Development has stopped on them so they will not be modified to support multiple categories for a resource.
- Front-end admin screen will show all categories to res-admins, not just categories with resources that they admin to.

Mail Template: 'Global' or resource specific can be selected. New templates can be created in the message centre. The mail template contains a message set which is all messages used by ABPro, except shopping cart messages as they cannot be resource specific.

Cost: Cost is a free form text field so you can put things like `$10/hr + $20 deposit`. This appears in the resource dropdown list for the customer.

Rate: Rate is used by the PayPal implementation. Rate is the amount you charge as a decimal number. This is used by the system to calculate total charge for PayPal.

- per Hour = calculate costs as rate x hours
- per Booking = flat rate charge per booking

Early Booking Discount: You can use this setting to offer a discount for early booking. Service level discounts override resource level discounts. They are not additive. Early Booking Discounts must be **enabled in the Configure screen**. Cannot be used with coupons.

- Fixed amount discount = fixed dollar discount
- Percentage discount = discount is a percentage to the booking cost.

Days = number of days in advance the booking must be made to get the discount.

Deposit Required: If you enter an amount for a required deposit ABPro will **only** bill that amount to PayPal, Authnet or 2Checkout. The deposit can be either a **Fixed Amount** or a **Percent or Total** cost.

0.00 = no deposit, full cost is billed PayPal et al.

PayPal Account: You can define a different PayPal account for each resource. If left blank the PayPal account set in the Configure screen will be used for all resources.

Email To: To have notifications for this resource sent to **one or more** special email addresses, enter them here. Example: foo@bar.com,abc.xyz.com (use comma to separate multiple addresses) If this field is left blank resource requests will be sent to the address specified in the configuration section. The resource level overrides the component level. If you set a notification address at the resource level, the component level is ignored, if you want both you will need to add both at the resource level.

SMS Phone: To have SMS text message notifications sent to this resource enter a cell phone here (only one supported). This feature requires a Clickatell account be setup and configured. See the Configure screen Clickatell tab. If this field is left empty, no SMS messages will be sent to the resource.
SMS notifications are sent, to the resource, on these events :
- New booking
- User cancel from front end
- Booking status change; [status any status] -> accepted, by admin or front-end admin.
- Booking status change; [status any status] -> cancelled, by admin or front-end admin.

Max Seats:
This setting works with 'Seat Types' (see Seat Types later in this guide). If no Seat Types are defined a booking will be counted as one seat and no 'seats' data entry box(es) will be shown to the customer. If Seat Types are defined, a single booking can be for x number of seats. This setting specifies the maximum number of seats that can be booked before the timeslot is shown as unavailable.
0 = unlimited.
(Max Seats replaces the old 'Max Duplicates'.)

Default Calendar Category: Enter a default calendar category for this resource. This is only applicable if you are using 'auto-accept' and a 3rd party calendar (JCalPro, not required for Google Calendar)

Resource Administrators: Select one or more users to be administrators for this resource. When a resource administrator accesses the front-end control they see only requests for their resources. A user can administer one or many resources and a resource can have one or many administrators.

Time Slots: Global = use 'Global' time slots, Resource specific = this resource has its own time slots defined. Use the Time Slots screen to set time slots.

Allow Booking on Days: Un-check any days of the week that the resource is NOT available for booking. For specific dates off, use Book-offs. See the Book-offs section of this guide for details.

Hide Non-Booking Days: If set to Yes, the GAD booking grid will not show non booking days (un-checked days above).

Non-Booking Days Message: If you do not *hide* non-booking days they will appear blank (no timeslots). If you would rather show a message enter text here.

Minimum lead time**: Enter the minimum number of hours a person can book ahead. This was added for sites allowing 'current day' booking.
Example: set to 1 = someone can book an appointment for 1 hour from now, set to 24 and attempts to book appointments less than 24 hours from now will be blocked.
Normal setting is '0' with Disable Dates Before set to 'Tomorrow' means a visitor can book anytime tomorrow.

Disable Dates Before**: Dates to disable on user's popup calendar and the GAD display.

- Today = Disable booking of dates earlier than today (allow current day booking)
- Tomorrow = Disable booking of dates earlier than tomorrow (normal setting)
- Specific date = disable booking of dates before the selected date

Disable Dates After**: Dates to disable on user's popup calendar and the GAD display.

- Not Set = allow bookings in the future with no limits (normal setting)
- Specific date = disable dates after the selected date

You can use the above two settings when you want to allow bookings on ONLY certain dates, ex: appointments during a 3 day event. Disable dates before and after the event so users can only book appointments during the event.
Leave as 'Tomorrow' and 'Not Set' for day to day appointment booking on an on-going basis.

Force Gap: If you are using Service Based Duration and need to force a gap between bookings you can enter a number of minutes here. If you are not using Service Based Duration you should use timeslot definitions to create any gaps you require. The simple booking screen will enforce on submit and does not have the granularity to force gaps smaller than one timeslot. Only use if Max Seats = 1.

MailChimp List: You can have ABPro add booking customers to a MailChimp mailing list. The settings for MailChimp are in the Email Marketing screen. You can override the list to be added to by resource here.

AcyMailing List: You can have ABPro add booking customers to an AcyMailing mailing list. The settings for AcyMailing are in the Email Marketing screen. You can override the list to be added to by resource here.

Image: Image to display in the resource dropdown list. Requires ddSlick enabled in the Configure screen. Use the Joomla Media Manager to upload your images. Enter the image manager folder and filename here.
Example `abpro_resource_images/my_image.png` where you created a folder called abpro_resource_images for your images. Set Show in Grid to Yes if you wish to have the image displayed in the booking screen timeslot grid.

Image Text: Text to display, with the image, in the resource dropdown list. Requires ddSlick enabled in the Configure screen.

Display Order: Enter a number to indicate what order this resource should appear in the dropdown list.

Published: Only resources with Published set to **Yes** will appear in the dropdown list on the Booking screen

** These settings do not change the Graphic Availability Display (GAD) booking screen grid but do effect the validation. That means a user may see a timeslot that shows as available but when they try to book it the validation may tell them there is not enough lead time.

Services

The first thing to point out is that Services are OPTIONAL - you **do not** need to set up any services unless you feel they would help or be useful to you.

What is a Service?

A Service is an arbitrarily define entity that can be associated with resource. Services sit below resources in the structure hierarchy.

Why use Services?

If your resource can be booked to perform multiple tasks. Creating services for a resource allows your user to choose the resource AND what service is to be performed. An example would be a staff member in a Spa, she can be booked to do various services, massage, manicure, etc.

Things to know about Services.

- You can create as many services as you wish for a resource. A service is specific to a resource but you can copy services to other resources. For example, if your Spa has three staff and all do massage, you can copy the 'massage' service to the other staff members (resources).
- Services and categories can be used together and have no real relation to one another.
- The service selected by the user will appear in the booking detail.
- A booking can only contain one service.
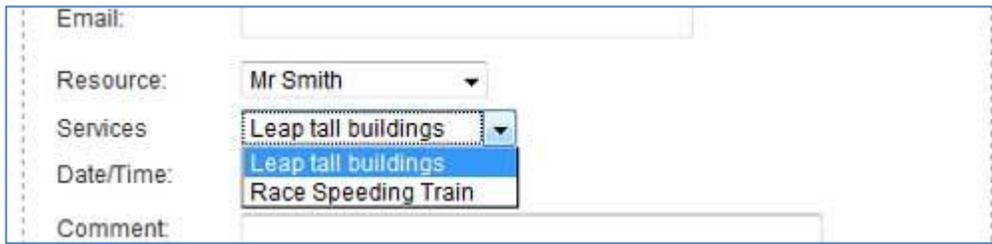
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Hierarchy

Resource Category -> Resource -> **Resource Service**

Toolbar Icons

New: Opens the New Service screen to allow you to add a new Service.
Edit: Opens the Service Edit screen to allow you to view and modify the Service.
Publish: Sets one or more services to Unpublished. Only Published services will appear in the drop down list on the Appointment Booking screen.
Unpublish: Sets one or more services to Unpublished so they will not show in the drop down list on the Appointment Booking screen.
Copy: Select one or more services to copy to another resource.
Remove: Deletes one or more services.
Help: Opens this help screen.

Filter

Resource: select the resource who's services you wish to see.

List Area

ID: Unique ID for the Service.
Name: Service name.
Description: Service description, for internal use, does not appear on user screen anywhere.
Resource: the resource this service is for.
Display Order: Order the services will appear in the Service drop down list.
Published: Indicates the published state.

Click on the **Name link** to open the edit screen.

Service Detail

A Service is an arbitrarily define entity that can be associated with resource. Services sit below resources in the structure hierarchy.

This screen is used to create or edit resource services.

ID:	19
Resource:	Spa
Service Name:	Massage
Description:	60 Minute Booking at $15/hr

Service Rate: 15.00
Rate Unit: per Hour

Rate is the amount you charge as a decimal number. This is used by the system to calculate total charge for PayPal.
This rate, if set, overrides the resource rate.
o per Hour = calculate costs as rate x hours
o per Booking = flat rate charge per booking

Service Duration: 60
Rate Unit: Minutes

The service duration will let you **override the timeslot size** for the length of the booking.
Example: If the timeslot size is 60 minutes but you set a service duration of is 30 minutes, the end time of the booking will be forced to 30 minutes after the start time.
Set to 0 to disable service duration for this service.
NOTES:
1. **Use with caution!** If enabled, bookings are **no longer constrained by timeslot boundaries** and **duplicate bookings** are not supported as they depend on bookings matching timeslots.
2. **ONLY** works with GAD Booking screen
3. NOT compatible with Seats per Booking

Early Booking Discounts 0.00
Fixed amount discount
7 Days

Use this setting to offer a discount for early booking. Service level discounts override resource level discounts. They are not additive.
Early Booking Discounts must be **enabled in the Configure screen**.
Cannot be used with coupons.

Staff Only No

Yes = This service will only appear on the staff booking screen.

Image: abpro_service_images/massage.png

Image to display in the service dropdown list.
Requires ddSlick enabled in the Configure screen.
Use the **Joomla Media Manager** to upload your images. Enter the image manager folder and filename here.
Example `abpro_service_images/my_image.png` where you created a folder called *abpro_service_images* for your images.

Image Text: We know how to rub you the right way.

Text to display, with the image, in the service dropdown list.
Requires ddSlick enabled in the Configure screen

Category Calgary | Add >> | << Remove

Optional - Specify what category you wish this resource service to display with.
Leave empty to display with any/all categories.

Display Order: 1

Published: Yes

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area

Resource: The resource this service will apply to.
Service Name: Name of the service, this will appear in the drop down list on the Appointment Booking screen.
Description: For internal use only.
Service Rate: Rate is used by the PayPal implementation. Rate is the amount you charge as a decimal number. This is used by the system to calculate total charge for PayPal. This rate, if set, overrides the resource rate.
Rate Unit:

- per Hour = calculate costs as rate x hours
- per Booking = flat rate charge per booking

Services Duration: The service duration will let you override the timeslot size for the length of the booking.
Example: If the timeslot size is 60 minutes but you set a service duration of is 30 minutes, the end time of the booking will be forced to 30 minutes after the start time.
Set to 0 to disable service duration for this service
Rate Unit:

- Minutes
- Hours

NOTES:

1. Use with caution! If enabled, bookings are **no longer constrained by timeslot boundaries** and some other features will no longer work (seats per booking for example)
2. *ONLY* works with **GAD Booking screen**

Early Booking Discounts: Use this setting to offer a discount for early booking. Service level discounts override resource level discounts, they are not additive. Early Booking Discounts must be enabled in the Configure screen and cannot be used with coupons.

Staff Only: Yes = This service will only appear on the staff booking screen.

Image: Image to display in the service dropdown list. Requires ddSlick enabled in the Configure screen. Use the Joomla Media Manager to upload your images. Enter the image manager folder and filename here.
Example `abpro_service_images/my_image.png` where you created a folder called *abpro_service_images* for your images.

Image Text: Text to display, with the image, in the service dropdown list. You can use only text if you do not want an image. Requires ddSlick enabled in the Configure screen

Category: Optional - Specify what category you wish this resource service to display with. Leave empty to display with any/all categories.

Order: This determines the order this service will appear in the service drop down list on the Appointment Booking screen.

Published: Only services with Published set to **Yes** will appear in the drop down list on the Appointment Booking screen.

Service Copy

You can copy a service from one resource to one or more others. Select a service in the service list, then click on Copy.

Choose your destination resources for the copy, then click Copy Now.

Timeslots

A Time Slot is a block of time in the day that you wish to allow visitors to book. A day can have as many time slots as you like.

The Appointment Booking component stores a booking with a start and end date and time. The time slot just allows you to specify a fixed start/end that is easy for your visitor to choose.

Note: Changing a time slot has no effect on previously created bookings.

Toolbar Icons

New: Creates a new time slot, allowing you to set the day, start and end time.
Edit: Opens the Time Slot edit screen to allow you to change the day, start time and/or end time.
Publish: Only Published time slots will appear on the Appointment Booking screen.
Unpublish: Hides a time slot.
Copy: Copy one or more time slots to a different day.
Remove: Deletes one or more time slots.
Help: Opens this help screen.

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Resource: Show only time slots for a selected resource. Resources with their 'time slots' set to 'Global' will NOT appear in this list. To set resource specific timeslots for a resource you must first set the 'timeslots' setting for the resource to 'Resource Specific'

Day: Show only time slots for a selected day.

List Area

ID: Unique ID for the time slot.
Day: Day the time slot applies to.
Start: Start time for the time slot.
End: End time for the time slot.
Start Pub: Start Publishing this timeslot.
End Pub: End Publishing this timeslot.
Click on the **ID link** to open the edit screen.
Click on the icon in the Published column to toggle the published state.

Click on the ID link to open the edit screen.

Timeslot Detail

A Time Slot is a block of time in the day that you wish to allow visitors to book an appointment. A day can have as many time slots as you like.

The Appointment Booking component stores a booking with a start and end date and time. The time slot just allows you to specify a fixed start/end that is easy for your visitor to choose.

Note: Changing a time slot has no effect on previously created bookings.

This screen is used to create or edit time slots.
Note: The system does no validation that the time slot you create is correct.
You must take care not to create overlapping time slots or slots with start time after end time.

ID:	172	
Resource:	Global	(Resources with their 'time slots' set to 'Global' will **not** appear in this list.)
Day:	Monday	
Start:	16 : 00 (hh:mm)	
End:	17 : 00 (hh:mm)	
Description:		The description is shown on the timeslot on the GAD booking screen. There is not much room so keep it brief. This would only be used if you need to provide special information about the timeslot, for example 'Morning Session'. If left blank, no description is shown and the green checkmark image is displayed.
Start Publishing:	0000-00-00	If left blank (or at 0000-00-00), published state is controlled by the Published yes/no setting. You can select a date to **start** publishing which work in conjuctions with the Published setting. That is the timeslot must have Published = Yes AND the date be on or after the start publishing date. Normally leave blank but **if Start Publishing is set, End Publishing must be set also.**
End Publishing:	0000-00-00	If left blank (or at 0000-00-00), published state is controlled by the Published yes/no setting. You can select a date to **end** publishing which work in conjuctions with the Published setting. That is the timeslot must have Published = Yes AND the date be on or before the end publishing date. Normally leave blank but **if Start Publishing is set, End Publishing must be set also.**
Staff Only:	No	Yes = This timeslot will only appear on the staff booking screen. Do not define a staff timeslot that conflicts with or overlaps a non-staff slot. Used to allow staff to make bookings outside of the time public is allowed to book.
Published:	No	

Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Resource: Select either 'Global' or a specific resource name. Resources with their 'time slots' set to 'Global' will not appear in this list.

Day: Choose the day you want this time slot to apply to.

Start: Select the **start time** for this time slot.

End: Select the **end time** for this time slot. Ensure the end time is after the start time.

Description: The description is shown on the timeslot on the GAD booking screen. If left blank, no description is shown, the green checkmark image is displayed.
There is not much room so keep it brief. This would **only be used** if you need to provide **special information** about the timeslot, for example 'Morning Session'.

Start Publishing: If left blank (or at 0000-00-00), published state is controlled by the **Published** yes/no setting. You can select a date to start publishing which work in conjunction with the Published setting. That is, the timeslot must have Published = Yes AND the date be on or after the start publishing date. This would be used if you want to have additional timeslots on specific dates. For example if you run a promotion and will be open late during a show so you want evening timeslots just for a few days you could define the publishing to only show them at that time.

End Publishing: If left blank (or at 0000-00-00), published state is controlled by the **Published** yes/no setting. You can select a date to end publishing which work in conjunction with the Published setting. That is, the timeslot must have Published = Yes AND the date be on or before the end publishing date

Staff Only: Yes = This timeslot will only appear on the staff booking screen. Do not define a staff timeslot that conflicts with or overlaps a non-staff slot. Used to allow staff to make bookings outside of the time public is allowed to book.

Published: Only time slots with Published set to **Yes** will appear in the dropdown list on the Resource Booking screen

Notes:

- Changes to time slots will have NO EFFECT on existing bookings.
- When checking for duplicate bookings, ABPro uses (starttime + 1 second) to (endtime -1 second) so adjacent slots can be set with **common end points**
  Example: 9:00-**9:15** next slot can be **9:15**-9:20.
- Currently no support for time slots going past midnight.

New Timeslot

The Timeslot create screen has some extra fields not found on the Timeslot Edit screen.

Single or Series

You can create a single new timeslots or a series of slots from this screen.

Single: Set the start and end times for the slot.

Series: You ca set a time range and duration and have ABPro create however many slots of the specified duration fit between the start and end times.

Example:

Range: 8:00 - 17:00
Duration: 15
This will create consecutive 15 minutes slots between 8:00 and 17:00.

Duration must be a number between 10 and 1440.

Delete before adding: Yes = Any existing slots, for this resource and day, will be deleted before the new one(s) are created. Existing bookings are not affected.

Un-Publish before adding: Yes = Any existing slots, for this resource and day, will be un-published before the new one(s) are created. Existing bookings are not affected.

Timeslot Copy

You can copy one or more timeslots to another day. This means you can setup one day's timeslots and copy them to any other days of the week you need. You can copy from Global to a specific resource or vice versa.

Book-Offs

A Book-Off is a **specific date or dates** that you do not want to allow bookings for a resource. Examples would be holidays, vacation days, etc. You can specify a range of hours if you do not want to book-off the full day.

For blocking **days of the week** (ie: only book Mon, Wed, Fri) - use Resource setup, Basic Setup tab, 'Allow Booking on Days'

Toolbar Icons

New: Creates a book-off, allowing you to set the resource, date and description*.
Edit: Opens the Book-Off edit screen to allow you to change the date or description*.
Publish: Only Published book-offs will affect the popup calendar in the Resource Booking screen.
Unpublish: Only Published book-offs will affect the popup calendar in the Resource Booking screen.
Copy: Copy a book-off to a different resource.
Remove: Deletes one or more book-offs.
Help: Opens this help screen.

*Description is for internal use only and is not shown to the public.

Filters

Resource: Show book-offs for a selected resource.

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ID: Unique ID for the book-off record.
Resource: Resource the book-off applies to.
Date Off: Date of book-off.
Full Day: Yes or No
Hours: If not Full Day, shows what hours are booked-off.
Description: Text entered here will appear in booking screen.
Click on the **ID link** to open the edit screen.
Click on the icon in the Published column to toggle the published state.

Click on the ID link to open the edit screen.

Book-Off Detail

A Book-Off is a specific date or dates that you do not want to allow bookings for a resource. Examples would be holidays, vacation days, etc.

Detail for Edit:

Setting Daily to YES..

Setting *Daily Book-off* to **Yes** will display checkboxes for days of the week, and also disable *Date* and *Full Day* as they have no meaning for Daily Book-offs.

Detail for add NEW has a 'To' date box for creating a group of book-offs between two dates:

Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area

Resource: In edit mode this will show the name of the resource owning this book-off record. In Add New mode, you select the specific resource name.
Daily Book-off: Book-offs are normally date specific. A daily book-off is a special case which ignores date and appears based on day of the week. This would typically be used for Lunch or a break time that you want to enforce every day. By creating a daily book-off you will prevent service based duration bookings from encroaching on your break time.
Date: Date for the Book-Off, use the popup calendar to choose a date.
Days: Which days to book-off when creating a series. For example, specify July 1-31 and day Wed, Fri will create Book-Offs on Wednesdays and Fridays between July 1-31.
Full Day & start/end: If Full Day = No, use the start/end times to determine the booking start and ending times. These

times are ignored if you set Full Day = Yes.

You must set the book-off range to match timeslot boundaries. For example if you have a timeslot that runs from 10:00-11:00 do not start you book-off at 10:30.

To: (only for add new) Book-offs are stored as individual dates, NOT date ranges. This screen will create a series of book-offs between two dates. To edit or remove the book-off you must deal with them as individual dates.

Description: Description of the book-off is for internal use only and is not shown to the public.
Published: Only Book-Offs with Published set to **Yes** will affect the popup calendar.

Copy Book-offs

You can copy a book-off from one resource to one or more others. In ABPro 2 you can also specify a new date.
Select a book-off in the book-off list, then click on Copy.

Choose your destination resources for the copy and click Copy Now.

UDFs

The UDF system within ABPro allows you to add any number of additional data entry fields to your booking screen. You can add textboxes, checkboxes, dropdown lists or radio buttons to your screen. The values entered by the user will be displayed in the appointment detail screen.

Toolbar Icons

New: Creates a new UDF.
Edit: Opens the UDF edit screen to allow you to change the UDF's information.
Publish: Only Published UDFs will appear in the booking screen.
Unpublish: Only Published UDFs will appear in the booking screen.
Remove: Deletes one or more UDFs.
Help: Opens this help screen.

List Area

ID: Unique ID for the UDF record.
Screen Label: The label for the UDF on the booking screen.
Type: Textbox, Checkbox, List or Radio Button.
Required: You can set any Textbox UDFs to be a required field.
User Help: You can define help text that will appear below the UDF on the booking screen. This is intended to assist the user in filling in the box.
Order: The order in which the UDFs are presented on the booking screen.

Click on the **ID link** to open the edit screen.

Click on the icon in the Published column to toggle the published state.

UDF Detail

The UDF system within ABPro allows you to add any number of additional data entry fields to you booking screen. You can add textboxes, checkboxes or radio buttons to you screen. The values entered by the user will be displayed in the appointment detail screen.

You can assign this UDF to one or more resources. If NOT assigned, it will be shown for ALL.

Resources:

[Dr Bar ▼]   [Add >>]   [   ]   Select one or more resources that this UDF applies to. If you wish this
                                                      UDF to be shown for ALL resources, do not select any.
               [<< Remove]

                               Empty = ALL

If you are using the Joomla Profile plug-in and wish to populate an ABPro UDF field from a Joomla profile field, set the field mapping here.
Only Textbox or Textarea fields can pre-fill from the Joomla Profile. NOTE: The plug-in must be enabled AND at least one user profile value entered or the list will show
empty.

Joomla Profile   [Select a Joomla profile value ▼]
plug-in Field:

Read Only: [No ▼]   Set to Yes if you do not want visitor to change the value.
                                                      Note: Changes, if allowed, are **never** written back to JS.
                                                      Changes are only stored in the ABPro booking.

Set to Yes if you do not want visitor to change the value.
Note: Changes, if allowed, are **never** written back to the Joomla profile.
Changes are only stored in the ABPro booking.

CB Profile Field: [Select a CB profile value ▼]

Read Only: [No ▼]   Set to Yes if you do not want visitor to change the value.
                                                      Note: Changes, if allowed, are **never** written back to CB.
                                                      Changes are only stored in the ABPro booking.

If you are using JomSocial and wish to populate an ABPro UDF field from a JS profile field, set the field mapping here.
Only Textbox or Textarea fields can pre-fill from JomSocial.

JS Profile Field: [Select a JS profile value ▼]

Read Only: [No ▼]   Set to Yes if you do not want visitor to change the value.
                                                      Note: Changes, if allowed, are **never** written back to JS.
                                                      Changes are only stored in the ABPro booking.

Staff Only   [No ▼]   Yes = This UDF will only appear in the staff (front desk) booking
                                                      screen.

Display Order: [2]

Published: [Yes ▼]

Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area

Screen Label: The label for the UDF on the booking screen.

Type: Textbox, Textarea, List, Checkbox, Radio Button or Content.

Size: You can set the size that textboxes will be shown on the booking screen. The size of the textbox does not limit the amount of text that can be entered, just the on-screen size of the box. The max text allowed is 255 characters.

Rows: This will set the number of rows if the 'Type' is textarea. The size of the textbox does not limit the amount of text that can be entered. The max text allowed is 255 characters.

Columns: This will set the number of columns if the 'Type' is textarea. The size of the textbox does not limit the amount of text that can be entered. The max text allowed is 255 characters. For Radio type, this setting determines how many columns of radio buttons to display. Set to 1 for vertical display. Mobile always displays vertical.

Radio Buttons or List Items: Enter a comma separated list of words or phrases that are to be used as the radio button labels or listbox items. You can specify one to be initially selected by adding a "(d)" (to indicate default selection). Example: "Apples, (d)Oranges, Bananas", will open the booking screen with the Oranges selected.

Required Field: You can set any Textbox, or Textarea, UDFs to be a required field. This setting is ignored for non-Textbox/Textarea UDFs.

Help Text: You can define help text that will appear below the UDF on the booking screen. This is intended to assist the user in filling in the box.

Show help icon: If 'Show help icon' = Yes, a help icon will be displayed with your help text as a JQuery popup dialog. If set to No, the help text is displayed below the UDF.
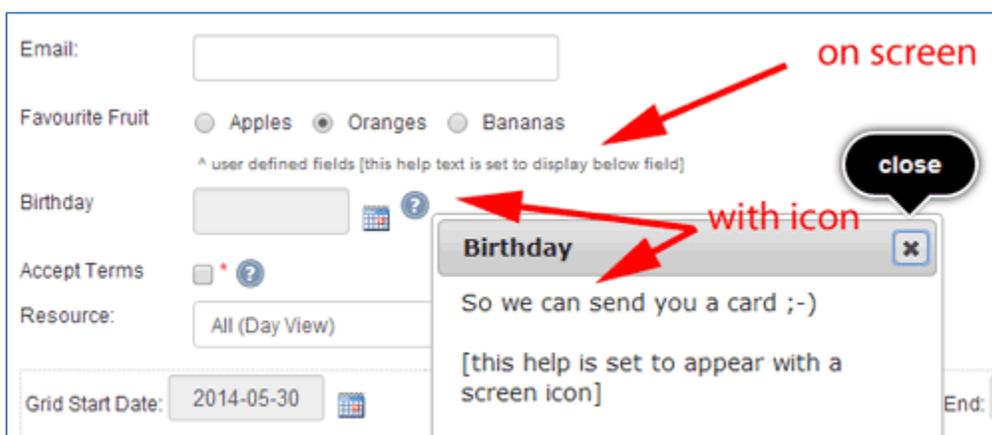
Help format: If 'Help format' set to 'Text' means the box above contains the help text, if set to 'Link' it contains the link to an html page that will be loaded into the JQuery dialog.
Note the link must point to a simple HTML file, **not a Joomla content page** because the Joomla content page will mess up the JQuery already established in the booking screen.

Tooltip Text: You can define tooltip text that will appear when the user puts the mouse over the UDF on the booking screen.

Text for 'Content' UDF type: Unlike other UDFs the 'Content' type is for presenting information TO the customer. This can be used for common information like terms & conditions, or for resource specific information. HTML is allowed.

Show on Booking Screen: If set to No, this content will not show on the booking screen. This would be to show a message in the confirmation email or screen that does not appear on the booking screen. You can use the token system to include this text in your confirmation messages. See section 'Using UDFs' later in the guide for more detail.

Resources: By default UDFs show for all resources. You can set a UDF to only show for one or more specific resources.

For UDFs set to show for ALL resources, they appear above the resource dropdown, resource specific below.

Mapping to Community Builder, JomSocial or Joomla Profile Plug-in. See appropriate sections later in this guide. Example 'Community Builder and ABPro'

To have a UDF show for a specific resource select the resource from the left list and 'Add' to the right.

To have a UDF appear for ALL resources, do not 'Add' any.

Community Builder: You can map UDF textboxes to Community Builder profile data. See 'Community Builder and ABPro' for details.

JomSocial: You can map UDF textboxes to JomSocial profile data. See 'JomSocial and ABPro' for details.

Staff Only: Yes = This UDF will **only** appear in the staff (front desk) booking screen.

Order: The order in which the UDFs are presented on the booking screen.

Published: Only Published UDFs will appear in the booking screen.

Coupons

The coupon system allows you to create coupon codes, assign discount levels and expiry dates to them and give them to customers. With the coupon system enabled (done in the Payment Processors/General Settings screen) the booking screen will show a coupon entry box. When the customer enters a code, it is validated and the discount applied to the total cost.

Coupons are only meaningful when PayPal and/or Authorize.net is enabled.
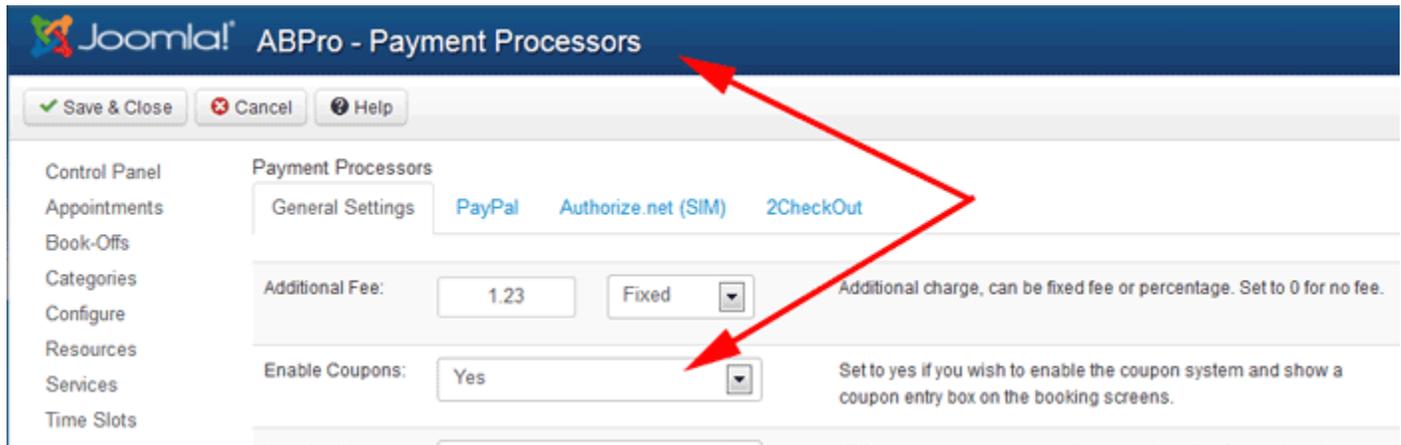
To offer a FREE booking set **Value = 100** and the **Type = Percent**.

If the booking total after discount is $0, no trip to PayPal or Authorize.net is made and the booking is placed immediately.

The Booking detail will show a coupon code is one was used in the booking.

The Coupons screen is accessed via the **Coupons** control panel icon.

Toolbar Icons

New: Opens the New Coupon screen to allow you to add a new coupon.

Edit: Opens the Coupon Edit screen to allow you to view and modify the coupon.

Publish: Sets one or more coupons to Unpublished. Unpublished coupons will return 'Invalid Coupon' on the Appointment Booking screen.

Unpublish: Sets one or more coupons to Unpublished.

Remove: Deletes one or more coupons.

Help: Opens this help screen.

List Area

ID: Unique ID for the coupon.

Description: This text appears on the booking screen.

Coupon Code: The Coupon Code is what the customer enters to get the discount. When the user enters a coupon code it is validated by the system and the appropriate discount is applied. This code is stored in the booking so you can tell a customer used a coupon with the order.

Value: This is the amount that will be discounted.

Type: This tells what type of discount will be applied, fixed amount or percentage.

Expiry: This tells when the coupon will expire. An expired coupon will return 'Coupon Expired' when the user attempts to use it.

Max, Total & Current: User/usage counts

Published: Indicates the published state.

Click on the **ID** to open the edit screen.

Coupon Detail

Toolbar Icons
Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area
Description: This text appears on the booking screen when the user enters a coupon code it it is validated by the system. Examples: '10% OFF', 'Summer Special'

Coupon Code: The Coupon Code is what the customer enters to get the discount. This code is stored in the booking so you can tell a customer used a coupon with the order.

Value: This is the amount that will be discounted. Must be a number.

Type: This tells what type of discount will be applied, fixed amount or percentage.

Max User Usage: This is the maximum times an individual user can use this coupon. Only works if booking requires login. Set to 0 for no limit.

Max Total Usage: This is the maximum times the coupon be used in total (by all users)Set to 0 for no limit.
If non-0 Max Total must be equal to or greater than Max User.

Resources: You can assign this coupon to one or more resources. If NOT assigned, it will be available for ALL. Select one or more resources that this coupon applies to. If you wish this coupon to be available for ALL resources, do not select any.

Expiry: This tells when the coupon will expire. And expired coupon will return 'Coupon Expired' when the user attempts to use it.

Valid Range Start: The earliest **booking date** for which this coupon can be used. Leave blank (or 0000-00-00) for no booking date start restrictions.

Valid Range End: The lastest **booking date** for which this coupon can be used. Leave blank (or 0000-00-00) for no booking date end restrictions.

Published: Indicates the published state.

Configuration

The configuration screen is made up of several tabs.

Basic Setup

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Date Picker Start Day:	Sunday	Sets what day of the week the popup date picker starts with.
Date Picker Format:	DD-MM-YYYY	Set the popup date picker format for all front end screens.
Limit a User's Bookings:	0 in 1 days	You can limit the maximum number of bookings a user can make. Only applies to logged in users so only usable with Login Required = Yes. 0 = NO LIMIT
Auto-Accept Bookings:	Yes	If set to Yes, new bookings will skip the *New* status and go automatically to 'Accepted' status. This can be overridden at the resource level.
Block on New:	No	If Auto-Accept = No, then new bookings go in as status 'new'. Set this to Yes if you wish new, non-accepted booking requests to block the timeslot so no one esle can request it. If Auto Accept = Yes, this setting is ignored.
Allow Cancellation:	No	If set to Yes, and you include the cancellation_id in the confirmation message, the user will be able to cancel their booking. If set to 'From My Bookings Only', the booking screen cancel box will not show.
	up to 4 hours before booking. Absolute hours, not range hours.	Note: This system does not do PayPal refunds so if you have PayPal enabled AND you 'Allow Cancellation' you must **manually** refund payments.
Allow Credit Refunds:	Yes	Only applies to User Credit System. Yes = Cancel re-instates user credit No = No Refunds, cancel does not return credits.
Time Format:	12 hour AM/PM	Time Format effects front end display only
Use JQuery Tooltips:	No	If set to yes, the JQuery code can be found/edited in file **sv_tooltips.js** and css in **sv_tooltips.css** Note: Due to a problem with IE dropdown lists, JQuery tooltips are disabled for dropdown lists if the user is running IE.
Enable Early Booking Discounts:	No	When enabled, you can define percentage or flat rate discounts to be given if bookings are made x days in advance. The discounts are defined in the resource and service setup screens. Cannot be used with coupons.
Force Gap:	0	If you are using **Service Based Duration** and need to force a gap between bookings you can enter a number of minutes here. If you are not using Service Based Duration you should use timeslot definitions to create any gaps you require. Note: The *simple booking screen* will enforce on submit and does not have the granularity to force gaps smaller than one timeslot. Only use if **Max Seats = 1**.

Just-in-time Submit:	No	If set to Yes, the submit button will not appear until after the customer has selected a timeslot.
Enable ddSlick:	Yes	Enable the jQuery ddSlick plug-in to display images and text in Category, Resource and Service, dropdown lists.
Enable Auto Resource:	Yes	If set to yes, when a user accesses the **front end Control Panel**, and they are not a resource administrator, the system will create a resource for them and make them the administrator. This means any user can become a resource and resource admin so they can accept their own appointments.
Auto Resource Groups:	ABPro Member Add >> ABPro Member << Remove	You can control which users can create resources for themselves by using Joomla Groups. The **Auto Resource** setting, above, must be enabled for this setting to have any effect. Default = Registered, so all registered users can create resources.
Auto Resource Category:	Calgary Add >> Calgary << Remove	If you are using Categories in ABpro, you can set the default category to which **new** auto resources are assigned when created. Changes made here have no effect on existing auto resources. The **Auto Resource** setting, above, must be enabled for this setting to have any effect.
Header Text:	[Your header text here]	
Footer Text:	[Your footer text here]	

Send email notifications TO: When a new booking request is created by the front-end screen, a notification is emailed to the address specified here. Note this can be overridden at the resource level, so different resources can send notifications to different addresses.

Email notification FROM address: Any emails sent from the component must have a FROM address. This should be the same domain as you web site. Example: if your web site is **abc.com**, the FROM must be **somebody@abc.com** or else you mail server may reject the outgoing mail as 'relayed' or spam.

Email notification SUBJECT: This will be the subject used in email notifications

HTML email: Yes = send HTML formatted email, No = send plain text emails.

Login Required: If set to Yes only registered users will be allowed to submit a booking.

Phone: Make the phone number a required input field, optional field or hide altogether. You can also map the phone number to either Community Builder, JomSocial or Joomla Profile Plug-in. See the appropriate sections later in the guide.

Email: Make the email address a required input field, optional field or hide altogether.

Hide logo: Hide the AppointmentBookingPro.com link on the front-end screen.

Use DIV calendar: If set to Yes, the popup calendar used by the booking screens will be a CSS div based object, if No it will be a popup window.

Date Picker Start Day: The date picker popup calendar can be set to start the week with Sunday or Monday.

Date Picker Format: Set the popup date picker format for all front end screens. Choices are DD-MM-YYYY, MM-DD-YYYY or YYYY-MM-DD

Limit User's Daily Bookings: You can limit the maximum number of booking a user can make **x** days. This requires the user to be logged in.

> Setting **1 booking in 1 days** means it will only allow a user to make one booking per day.
> Setting **1 booking in 7 days** means it will only allow a user to make one booking between now and 7 days from now. It **does not limit** beyond 7 days from now. If you do not want people making bookings beyond the 7 day window you can set the resource 'Disable Dates After' to 7 days from now.
> ABPro does not currently have the ability to limit in a floating window of x days.

Auto-Accept Bookings: Normally a booking 'request' is created, with the status of 'new', and notification is send to the address specified above. A designated administrator would make the decision to accept or decline the booking request. With Auto-Accept = Yes, the 'new' status is skipped and the booking as added with the status of accepted. Bookings with status of 'new' do not lock the timeslot. Only 'accepted' bookings do that. You can have any number of 'requests' for the same timeslot but only one can be accepted. With Auto-Accept enabled the first booking locks the slot to prevent duplicates. (Unless multiple duplicates are allowed – see resource set for details)

Block on New: If Auto-Accept = No, then new bookings go in as status `new`. Set this to Yes if you wish new, non-accepted booking requests to block the timeslot so no one else can request it.
If Auto Accept = Yes, this setting is ignored.

Allow Cancellation: If set to 'Yes', a system generated, unique, code is created and added to the booking. You can add this code to the confirmation sent to the user via tokens (see Tokens on the Messages tab). With Allow Cancellation = Yes, a section will be shown, at the bottom of the booking screen, where the user can enter their cancellation code and have their booking cancelled. This does not remove the booking, it just changes the status to 'cancelled' It will remove the booking from the calendar if one is in use.
Note: PayPal refunds are not handled by ABPro so if you allow cancellation and are using PayPal you will need to manually refund as required.

up to x hours..: You can set a minimum time, before the booking, that cancellation will be accepted. For example, if you set it to 24 hours and the customer attempts to cancel 4 hours before, they will get a message saying cancellations are only allowed up to x hours before the booking starts. See Messages tab for setting the exact wording you want.

Allow Credit Refund: Yes = reinstate credits on appointment cancel, No = do not reinstate credits.
Only applies to the ABPro User Credit system, has not effect on PayPal/AuthNet. ABPro never does PayPal/AuthNet refund.

Time Format: You can specify the time format to be used on the front-end screen, either 24 hour or 12 hour +AM/PM. All internal times and administrator screens are in 24 hour format.

Use JQuery Tooltips: If set to yes, the JQuery code can be found/edited in file sv_tooltips.js and css in sv_tooltips.css

Enable Early Booking Discounts: When enabled, you can define percentage or flat rate discounts to be given if bookings are made x days in advance. The discounts are defined in the resource and service setup screens.
Cannot be used with coupons.

Force Gap: If you are using Service Based Duration and need to force a gap between bookings you can enter a number of minutes here. If you are not using Service Based Duration you should use timeslot definitions to create any gaps you require.
Note: The simple booking screen will enforce on submit and does not have the granularity to force gaps smaller than one timeslot. Only use if Max Seats = 1.

Just-in-time Submit: If set to Yes, the submit button will not appear until after the customer has selected a timeslot.

Enable ddSlick: Enable the jQuery ddSlick plug-in to display images and text in Category, Resource and Service, dropdown lists. See How-To on AppointmentBookingPro.com for details on using images in ABPro.

Enable Auto Resource: If set to yes, when a user accesses the front end Control Panel, and they are not a resource administrator, the system will create a resource for them and make them the administrator. This means any user can become a resource and resource admin so they can accept their own appointments. See How-To on AppointmentBookingPro.com for details on using auto resource in ABPro.

Auto Resource Groups: You can control which users can create resources for themselves by using Joomla Groups.
The Auto Resource setting, above, must be enabled for this setting to have any effect.
Default = Registered, so all registered users can create resources.

Auto Resource Category: If you are using Categories in ABpro, you can set the default category to which new auto resources are assigned when created. Changes made here have no effect on existing auto resources.
The Auto Resource setting, above, must be enabled for this setting to have any effect.

Header Text: Enter any information text that you would like to be displayed above the input fields of the booking screen.

Footer Text: Enter any information text that you would like to be displayed above the input fields of the booking screen.

Appointment Booking Pro can be set to work with Google calendar.

There is no direct connection between ABPro and the calendars; ABPro just adds/removes data from the calendar's tables. This means the communication is one-way, ABPro knows about the calendar but the calendar has no knowledge of ABPro. You cannot initiate a booking from the 3rd party calendar and have it talk to ABPro.

When a calendar is chosen, a section dealing with the calendar will appear in the booking details screen.

None: do not use a 3rd party calendar

Google: Use Google calendar. See 'Google Calendar and ABPro' later in this guide for details.

Calendar Fields: 3rd party calendars have a 'title' and 'body' area. The title is what appears in the calendar cell, the body is what appears when you open a calendar date for details on the event. You can tell ABPro which field to put in which area.

Event Title: Choose either resource.name (name of the resource) or request.name (name of the requestor)

Event Body: This is what will be placed in the calendar body area. You can use tokens too insert booking information.

These are the **tokens available**:

Tokens that can be used in the Booking Complete message. These will be replaced at runtime by the system.

Token	Will be replaced with	Token	Will be replaced with
[resource]	name of the resource being booked	[resource_category]	the resource category
[requester name]	the name of the requester	[resource_service]	the resource service
[startdate]	start date of the booking	[phone]	the phone number of the requester
[starttime]	start time of the booking	[email]	the email address of the requester
[enddate]	end date of the booking	[cancellation_id]	the system generated cancellation_id
[endtime]	end time of the booking	[booking_total]	
[booked_seats]		[booking_due]	
[coupon]		[booking_id]	
		[booking_deposit]	

for UDFs		UDF example	
[screen label]	the UDF label	[Favorite Fruit]	value entered by user for Favorite Fruit

for Extras		Extras example	
[screen label]	the Extras label	[Red Pencil]	number of Red Pencils ordered

for Seat Types		Seat Types example	
[screen label]	the Seat Types label	[Adult]	number of Adult seats ordered

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Example:

Event Body:	`<b><i>Thank you for your order.</i></b>` ` ` `<b><font color="red">[resource]</font></b>, has been booked for [requester name] for this date/time:` ` `[startdate] [starttime]` ` ` `to [enddate] [endtime]` Smile	This will appear in the calendar detail area. You can use the tokens as listed on the 'Messages' tab.

Yields..

Daylight Savings Time: ABPro stores times in local time but some 3rd party calendars store in UTC (or GMT) and ABPro needs to convert local to UTC by using the Joomla time zone setting. Not everywhere in the world implements DST. This setting lets you tell ABPro if it should apply DST when converting to UTC.

DST Start Date: What date does DST start. Required so bookings for DST dates can be made outside of DST.

DST End Date: What date does DST end. Required so bookings for DST dates can be made outside of DST.

Graphic Availability Display

Appointment Booking Pro - Configuration

[☒ Save] [✓ Save & Close] [✗ Close]   [❓ Help]

Control Panel
Appointments
Book-Offs
Categories
Configure
Coupons
Email Marketing
Extras
Gift Certificates
Message Centre
Payment Processors
Rate Adjustments
Rate Overrides
Resources
Seat Adjustments
Seats/Booking
Services
SMS Processors
Time Slots
UDFs
User Credits

Appointment Booking Configuration

Basic Setup   Calendars   GAD Setup   Front-End Admin   Shopping Cart   Columns   Staff

These settings are used for the Graphic Availability Display (GAD) and Wizard booking screens only.

Default Grid Start Time: `8:00 ▼`

Default Grid End Time: `18:00 ▼`

Hide Grid Start/Stop controls: `No ▼`   Yes=Do not show the grid start/end dropdown lists on the GAD screen. The grid will be fixed at the values above.

Grid Start Day:
- ○ Today
- ● Tomorrow
- ○ Monday
- ○ `3` days from now
- ○ Specific date: `Tomorrow` 📅

Today = Grid will start with today's date
Tomorrow = Grid will start with tomorrow's date
x days from now = Grid will start at x days from now.
Specific date = Grid will start at the selected date

Grid Width: `-1`   You may need to adjust this to work with your template. If you wish the grid to resize to your template set this value to -1. Automatic resizing does not work in all templates. The recommend method is to set a fixed size that work for your template. (default is 680)

Name Width: `100`   This is the with of the Y-Axis for the availablity table. Either date or name. This is ignored is the grid width is set to -1 (default is 90)

Available Time Slot image: `tick.png`   Grid slot 'available' image, located in components/com_rsappt_pro3 directory. If you want a different image place it there or specify and absolute path to the image. Specifty `no_image.png` is you want no image.

Booked Time Slot image: `publish_x.png`   Grid slot 'booked' image, located in components/com_rsappt_pro3 directory. If you want a different image place it there or specify and absolute path to the image. Specifty `no_image.png` is you want no image.

Grid Date Format: `%a %d-%b-%Y`   This sets the date format for the dates on the left of the grid. The format string info can be found at http://ca2.php.net/strftime. Do not use %e even though it says you can, it does not seem to work reliably.

Long Date Format: `%W %B %e, %Y`   This date format is used in the token system for showing start date where more room allows a longer date format to be displayed.

Number of days to show: `7`   When viewing by resource, this sets the number of days to show in the grid. Default is 7. More days = longer screen and slower response as more days need to be calculated and added to the grid.

Time on Y-Axis:	No ▾	If set to Yes, the GAD screen will display time down the side (y-axis) of the screen and either resources or dates along the top (x-axis). This view is prone to css problems plus some(many?) optional settings to not work properly with this view. If it works for you - great - if not, do not use it.
Row Height:	40	**Limitations:** This option is NOT compatible with the resource setting 'Hide non-Booking Days'. Not usable for more than 6 or 7 resources and/or 7 days, or else columns get too narrow.
Show Seats Available:	Yes ▾	Instead of a checkmark indicating a free timeslot, show the number of available seats.
Who Booked in Tooltip:	No ▾	If a slot with Max Seats > 1 is not fully booked, setting this to Yes will make the mouseover show a list of who has already booked. Requires server call on mouse over.
Display Simple on Mobile:	No ▾	If a mobile device is detected, display the Simple booking screen.

These settings are used for the Graphic Availability Display (GAD) booking screen only.

This display presents an alternate booking screen in which the user chooses a timeslot from a table of available slots.

Time on Y-Axis: If set to Yes, the GAD screen will display time down the side (y-axis) of the screen and either resources or dates along the top (x-axis).

Limitations: Not usable for more than 6 or 7 resources and/or 7 days, or else columns get too narrow.

YES

NO (default setting):

Row Height: Sets row height when **Time on Y-Axis** is used.

Default Grid Start Time: The user can adjust the grid or table of timeslots to display an appropriate range of hours. This setting is the default when the screen opens.

Default Grid End Time: The user can adjust the grid or table of timeslots to display an appropriate range of hours. This setting is the default when the screen opens.

Hide Grid Start/Stop controls: If you do not need or want your visitors to change the grid range you can turn off the controls. If you use many small timeslots the grid start/stop gives the visitor the ability to zoom in on a block of time to better see small timeslots.

Grid Start Day: Set what day the grid opens on.

Grid Width: This is the width of the timeslots grid. You may need to adjust this to work with your template. This must be a number of pixels, not a percentage, as the system must calculate a ratio of pixels to grid minutes for resizing grid. (default is 700)

Name Width: This is the width of the Y-Axis for the availability table. Either date or name. Again, it must be a number of pixels not a %. (default is 100)

Available Time Slot image: You can specify an image to be shown in the available timeslots.

Booked Time Slot image: You can specify an image to be shown in the booked or unavailable timeslots.

Number of days to show: This setting determines the number of days to display in the availability grid. Default is 7.

The colors for this screen are set in the css file and can be tailored to you site. See the section on CSS elsewhere in this guide.

Select which tabs you wish to have displayed in the front end Advanced Admin screen.

To display payment transactions tabs, select in the Payment Processor setup screen.

Turns on/off tabs in Advanced Front-End Admin screen.

Appointment Booking Pro - Configuration   Joomla!

| Save | ✓ Save & Close | ✗ Close | ❓ Help |

Control Panel
Appointments
Book-Offs
Categories
Configure
Coupons
Email Marketing
Extras
Gift Certificates
Message Centre
Payment Processors
Rate Adjustments
Rate Overrides
Resources
Seat Adjustments
Seats/Booking
Services
SMS Processors
Time Slots
UDFs
User Credits

Appointment Booking Configuration

Basic Setup   Calendars   GAD Setup   Front-End Admin   **Shopping Cart**   Columns   Staff

This screen is where you enable the ABPro shopping cart and set the cart specific confirmation messages.

Enable Cart: Yes ▾

The cart will work for most common configurations of ABPro but not all. ABPro features **not compatible** with the shopping cart are:
- User Credits / Gift Certificates.
- No cart level coupon, the coupon system still works at the individual booking but there are no cart wide coupons.
- No ics attachments.
- No cart for mobile apps. Mobile views yes, mobile apps no.
- No SMS to resource as a cart can can have bookings for multiple resources

When the ABPro cart is enabled, the booking screens will display 'Add to Cart' and 'View Cart' buttons.

Cart Header:

Edit ▾   Insert ▾   View ▾   Format ▾   Table ▾   Tools ▾

B *I* U S | ≡ ≡ ≡ ≡ | Paragraph ▾ | ≔ ≔
≡ ≡ ↶ ↷ | 𝒫 𝒫 🖼 ‹› — ⊞ ▾ x₂ x² Ω

[cart header here]

span

The confirmation message for a cart can cover multiple bookings of different resources. The message is created with a [header] + [per/booking body] + [footer].

Tokens require a booking id and the header is common to multiple bookings so Tokens are NOT supported in the header.

👁 Toggle editor

Confirmation:

Edit ▾   Insert ▾   View ▾   Format ▾   Table ▾   Tools ▾

B *I* U S | ≡ ≡ ≡ ≡ | Paragraph ▾ | ≔ ≔
≡ ≡ ↶ ↷ | 𝒫 𝒫 🖼 ‹› — ⊞ ▾ x₂ x² Ω

New Booking: [requester name] for [resource], [startdate] [starttime], cost $[booking_total]. Your Cancellation ID is [cancellation_id]

span

Per booking *Confirmation* message for auto-accepted bookings. Tokens are supported here. See bottom of the Message Center screen, Gloabl section, for available Tokens.

In Progress:

Edit ▾   Insert ▾   View ▾   Format ▾   Table ▾   Tools ▾

B *I* U S | ≡ ≡ ≡ ≡ | Paragraph ▾ | ≔ ≔
≡ ≡ ↶ ↷ | 𝒫 𝒫 🖼 ‹› — ⊞ ▾ x₂ x² Ω

Request awaiting approval: [requester name] for [resource], [startdate] [starttime]

span

For bookings that are not auto-accepted, the *In Progress* message tells the customer that their request has been submitted for approval. Tokens are supported here.

👁 Toggle editor

ABPro features **not currently compatible** with the shopping cart are:

- User credits system.
- No cart level coupon, the coupon system still works at the individual booking but there are no cart wide coupons.
- No ics attachments.

If you enable the shopping cart the buttons normally found on the booking screen are replaced by 'Add to Cart' and 'View Cart' buttons.

When the user selects a timeslot and clicks on 'Add to Cart', a 'pending' booking is added to the system so the slot is captured for them. The pending booking will be held for a limited time, then removed from the cart and made available to others if the customer does not finish their order. The amount of time to hold the slot is set in the Payment Processors screen as 'Purge Stale Bookings'.

Note: If you disable this setting a booking will never timeout and if the user abandons their cart you will need to manually delete the booking(s).

When a user opens the cart to 'View Bookings' the timer is reset to prevent them from being sent to PayPal with a booking just about to expire and be removed.

When a booking expires, its status is set to 'timeout' and it is removed from the cart.

View Cart

The 'View Cart' button opens a popup showing the cart's contents.

That cart can contain a mixture or resources and it shows the time limit note, and has 'Remove' buttons to allow the user to remove an item from their cart.

The above example also shows PayPal enabled with a non-Pay booking button enabled also.

If you are not using PayPal, only the two left buttons appear. If you enable PayPal but not a non-Pay button, only the 'Add More' and PayPal will display.

Cart Messages

Because the cart is a single transaction but can place multiple bookings, it cannot use the normal ABPro messages. The normal messages are tied to booking ids and the cart can have many of those.

The cart message id built by taking the cart header + a booking specific message for each booking + cart footer.

Example:
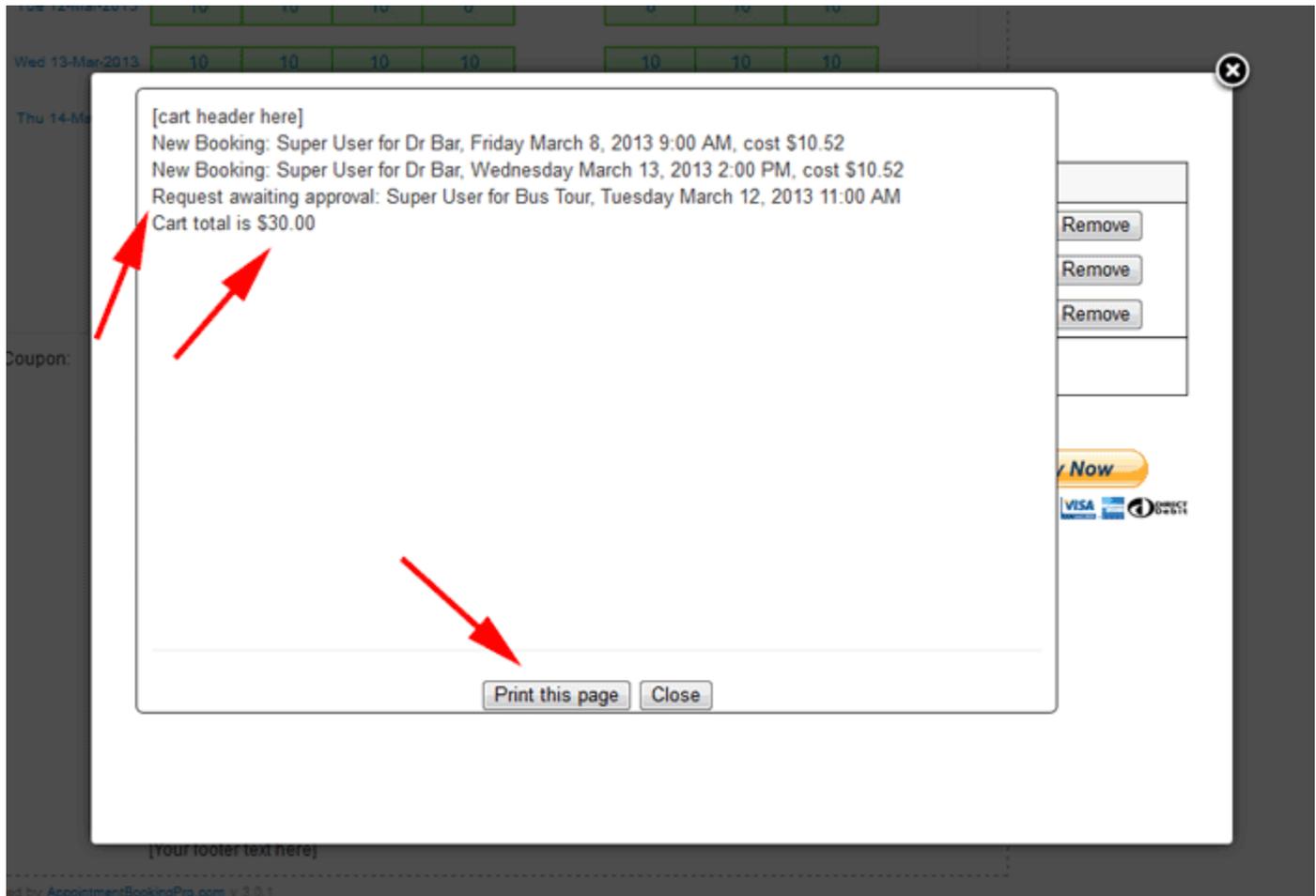
Each booking gets a line in the confirmation.

The above example shows one resource auto-accept and the other requiring admin acceptance.

The individual rows can contain tokens to display booking specific information.

The footer has only one token [cart_total] that you can use to show cart total if you like.

In the above example, the Dr Bar resource only requires a deposit of $5.00 so the total does not match. You could alter the booking line to show [booking_deposit] if you wish.

The same message is email to the customer as is displayed to them on-screen.

The same message is sent to admin and/or resource admins. There is no admin specific message for cart transactions.

Columns

This screen allows you to alter what columns are displayed in the administrator Appointments list.

Example default setting..

Example with *Email* OFF but *Payment ID* ON…

Staff

Staff booking in the past: Enter the number of days in the past that staff can create a booking.
0 = no days, only future bookings allowed (default)

Status Quick Change: If set to Yes, staff will be shown a status dropdown on the appointments lists screens (Front Desk day and week views, Admin and Advanced Admin) so they can change a booking's status without opening the booking detail screen.

Settings for ccInvoice

If you are using the ABPro Invoice plugin to talk to ccInvoices, here is where you set the Item Name and Item Description. Both can use ABPro tokens.

ccInvoice Item Name: This is what will be added to a ccInvoice as the item name.
Default = *[resource] booking*

ccInvoice Item Description: This is what will be added to a ccInvoice as the item description.

Default = *[resource], booked for [requester name] for : [startdate] [starttime] to [endtime]*

For more details on using ccInvoice in ABPro see the How-To page on AppointmentBookingPro.com

Gift Certificates

Introduction

Gift Certificates in ABPro are essentially the User Credits system modified to support a credit balance applied to a number rather than a user.

ABPro does not print certificates.

ABPro does not sell certificates.

You 'create' a certificate by entering a number and a balance into the Gift Certificate screen.

Now if you give/sell that number to a customer, they can use it to pay for bookings. The certificate's balance will be adjusted by each booking made.
The certificate number is like cash to ABPro, anyone can use the number until its balance comes down to $0.

Setup

Appointment Booking Pro - User Credits / Gift Certificates

Joomla!®

[New] [Edit] [Remove] [Close] [Help]

Control Panel
Appointments
Book-Offs
Categories
Configure
Coupons
Email Marketing
Extras
Gift Certificates
Message Centre
Payment Processors
Rate Adjustments
Rate Overrides
Resources
Seat Adjustments

Gift Certificates List
The Gift Certificate system allows you to create a gift certificate number and assign credits to it.
A customer can use the gift certificate to pay for appointment bookings.
Gift Certificates **not not expire**. If you want to `expire` a certificate you can set its balance to $0 manually

Enable Gift Certificates: Yes

	ID	Gift Certificate	Name	Gift Certificate Balance
☐	18	98765	Test	$ 10.00
☐	19	GIFT1234	Test gift certificate	$ 12.11
☐	16	123456	Rob	$ 0.00

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ABPro - Gift Certificate Detail: [EDIT]

✔ Save & Close   + Save & New   ✘ Close

The Gift Certificate system allows you to create a gift certificate number and assign credits to it.
A customer can use the gift certificate to pay for appointment bookings.
Gift Certificates **not not expire**. If you want to `expire` a certificate you can set its balance to $0 manually

ID:	18

Gift Certificate: 98765 — Enter a number to be used as the gift certificate number. It can be non-numeric if you like, example `GIFT1234`. This certificate number must be unique.

Certificate Name: Test — You can associate a name with this certificate. The name is free form text, perhaps a person's name or a promotion or `sale` name. This value is for your records and has no effect on use of the certificate.

Amount: $ 10.00 — Enter a credit amount. It must be a currency number, 0.00 or higher.

Comment:

Gift Certificate Activity
Bookings paid for with the gift certificate will appear below. Any edits made by Admin will appear here also.

ID	Comment	Booking	Increase	Decrease	Balance	Operator	Timestamp
239	Admin EDIT, balance now: 10.00				10.00	Super User	2015-01-27 16:33:41
231	Gift Certificate used for booking	(3202) Jan 27/14:00 – Dr Bar desc		50.00	0.00	Super User	2015-01-26 11:08:38

The screen is pretty much self-explanatory.

The Activity section at the bottom provides a limited audit trail of the certificate. Clicking on a booking id will open a detail view of the booking that was used to consume the amount shown in the 'Decrease' column.

If you enter a comment it will be logged, if not it will just enter 'Admin EDIT' and the current balance.

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Using Gift Certificates

When Gift Certificates are enabled (at the top of the Gift Certificates list screen) the booking screen will display a box for the customer to enter a certificate number. When they click 'Apply Certificate' the current balance will be show below the certificate and the booking totals will be adjusted.
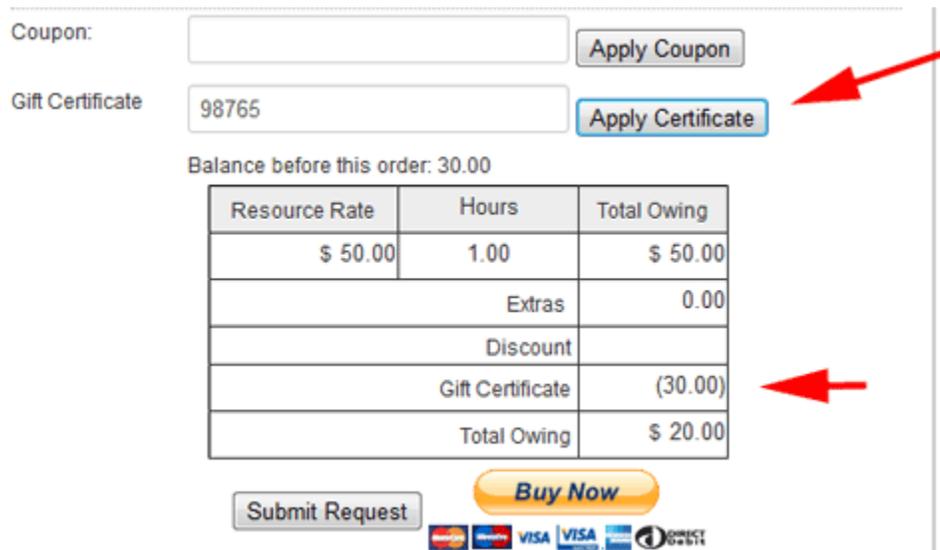
Issues and Limitations

Gift Certificates are component wide and cannot be limited to specific resources.

Because they are not tied to any resource, they can only be created/managed from the back end. There is no Gift Certificate screen in the front end Advance Admin.

By design, they do not expire. If you want 'expire' a certificate you can manually set its balance to $0.

Limitations of the User Credit System apply to the Gift Certificates also.

- ABPro is not a banking system and Soft Ventures will not be liable for any discrepancies.
  Limited activity logging will be maintained but NOT at an auditing level one would find in financial system software.
- A payment processor must be enabled to turn on the financial parts of the screens.
- Certificates are purchased outside of ABPro and entered manually by Admin.
- If a user needs to pay part via PayPal (the certificate balance was not enough) and he bails out of PayPal without paying, he would need to contact admin to get his credit restored manually.
- The credit system only applies to the public booking screens and Front-Desk booking screen. Admin manually setting a booking to 'accepted' will have no effect on the certificate balance. If admin sets a booking to 'canceled', and the booking was paid all or in part by a certificate , the credit is re-instated. If part was paid by PayPal, that will be added to the certificate balance - no PayPal refunds are ever initiated by ABPro.
- Not compatible with manual booking acceptance (Auto-Accept = No)
- Not compatible with the Shopping Cart.

Message Centre

Overview

ABPro allows you to define messages globally, for all resources and categories, resource specific or category specific.

A Message Set includes confirmation, in-progress, cancellation, reminder, too late to cancel and sms texts.

In the Resource and Category setup screens you can assign a Message Set as Global or specific.

When it comes time to send a confirmation message, ABPro first looks to see if you have assigned a message at the Category level and Resource level, Resource has precedence over category, and finally it uses Global if no Resource or Category level message is defined.

New: Creates a new, empty, Message Set.

New from Global: Creates a new Message Set, pre-setting message text from the current Global settings. This would be used if you want to create a resource specific set which differs from the Global set in only some areas.

Edit: Opens a Message set for editing.

Copy Message Set: Makes a new Message Set that has the same messages as another exiting set.

ABPro - Message Centre: [EDIT]

✔ Save & Close   ✚ Save & New   ✗ Close   ❓ Help

These messages are used for both email and screen display.
SMS Note: The only SMS sent to a customer is the reminder, all other SMS messages are notifications to the resource administrator.
Milti-language Note: For multi-language operation when placeing language keys in place of messages you MUST wrap the key with **{svkey}**. Example:
{svkey}MY_CONF_MSG{svkey}

Mail ID:	1	
Name:	Global	The name for the mail template.

Booking Complete (to Customer):

Edit ▾   Insert ▾   View ▾   Format ▾   Table ▾   Tools ▾

B *I* U S ≡ ≡ ≡ ≡ Paragraph ▾ ⬚ ⬚

Thank you for your order.

[resource], has been booked for *[requester name]* for this *date/time*: [startdate] [starttime] to [enddate] [endtime]

Category: [resource_category]

Message from staff: [admin_comment]

ID: [booking_id]

[Information]

p

👁 Toggle editor

This is the confirmation of request processing completion sent to the customer.

Booking Complete (to Admin):

Edit ▾   Insert ▾   View ▾   Format ▾   Table ▾   Tools ▾

B *I* U S ≡ ≡ ≡ ≡ Paragraph ▾ ⬚ ⬚

New Booking!

[resource], has been booked for *[requester name]* for this *date/time*: [startdate] [starttime] to [enddate] [endtime]

p

👁 Toggle editor

This is the confirmation of request processing completion sent to Admin.

Attach .ics file to confirmation email: To Customer: No ▾   Admin: No ▾   Resource: No ▾

You can have a .ics file attached to confirmation emails so the appointment can be added to the customer's/admin's/resource's MS Outlook.

SMS Booking Complete:

New Booking: [requester name] for [resource], [startdate] [starttime] to [enddate] [endtime]

This is the booking notification sent as a text message if Clickatell is enabled and the **resource** has an SMS phone number set. MAX 160 characters for a text message.

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Booking In-Progress (to Customer):

Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾

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≣ ≣ ↶ ↷ 🔗 🔗 🖼 ‹› — ▦▾ x₂ x² Ω

Thank you, [requester name].

Your request will be reviewed shortly.

p

👁 Toggle editor

When not running with auto-accept enabled, new bookings go in with a status of 'new'. This is the generic 'Thank you' message. You might want to tell the user their request is being reviewed.

In Progress (to Admin):

Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾

B *I* U S ≡ ≡ ≡ ≡ Paragraph ▾ ⋮≡ ⋮≡
≣ ≣ ↶ ↷ 🔗 🔗 🖼 ‹› — ▦▾ x₂ x² Ω

New order, id = [booking_id].

Request requires review.

p

👁 Toggle editor

Admin message for in-progress booking (Auto-Accept set to No).

SMS In-Progress:

New Booking Request: [requester name] for [resource], [startdate] [starttime]

This is the booking notification sent as a text message if Clickatell is enabled and the **resource** has an SMS phone number set. MAX 160 characters for a text message.

Cancellation:

Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾

B *I* U S ≡ ≡ ≡ ≡ Paragraph ▾ ⋮≡ ⋮≡
≣ ≣ ↶ ↷ 🔗 🔗 🖼 ‹› — ▦▾ x₂ x² Ω

Booking Cancellation: [requester name] for [resource], [startdate] [starttime]

This is the confirmation message for user initiated cancellation.

| SMS Cancellation: | Booking Cancellation: [requester name] for [resource], [startdate] [starttime] | This is the cancellation notification sent as a text message if Clickatell is enabled and the **resource** has an SMS phone number set. MAX 160 characters for a text message. |

Too late to Cancel:

Edit ▾   Insert ▾   View ▾   Format ▾   Table ▾   Tools ▾

B *I* U S̶   ≡ ≡ ≡ ≡   Paragraph ▾   ⋮≡ ≡

≣ ⫤ ↶ ↷ 𝒢 ⫶ 🖾 <>   —   ⊞▾   x₂ x²   Ω

Cancellation is only accepted up to 24 hours before your booking.

p

This message tells the user trying to cancel that it is too close to the booking time. As this is an interactive screen message, not a email, the token system does not apply to it. You cannot use tokens here.

👁 Toggle editor

Booking Reminder:

Edit ▾   Insert ▾   View ▾   Format ▾   Table ▾   Tools ▾

B *I* U S̶   ≡ ≡ ≡ ≡   Paragraph ▾   ⋮≡ ≡

≣ ⫤ ↶ ↷ 𝒢 ⫶ 🖾 <>   —   ⊞▾   x₂ x²   Ω

Just a Reminder.
[resource], has been booked for [requester name] for this *date/time*:
[startdate] [starttime] to [enddate] [endtime]

Your Cancellation ID is [cancellation_id]
To cancel your booking enter this code into the booking screen.

p

This is a reminder message the administrator can send.

👁 Toggle editor

| SMS Reminder: | Reminder: [resource] has been booked for [requester name] for: [startdate] [starttime] to [enddate] [endtime] | This is the reminder sent as a text message if Clickatell is enabled and the **user requested** a text reminder. MAX 160 characters for a text message. |

After Appointment:

Edit ▾   Insert ▾   View ▾   Format ▾   Table ▾   Tools ▾

B *I* U S̶   ≡ ≡ ≡ ≡   Paragraph ▾   ⋮≡ ≡

≣ ⫤ ↶ ↷ 𝒢 ⫶ 🖾 <>   —   ⊞▾   x₂ x²   Ω

Thank You for your business.

Enter a message you wish to be sent after the booking has taken place. This can be sent interactively from the Appointments list, in response to a status change by admin, or by a cron module

Send on Status:	completed		To have ABPro send this message on a manual status change, enter the trigger status here. (normally 'completed'). Leave blank to not send.

Tokens that can be used in the Booking Complete message. These will be replaced at runtime by the system.

Token	Will be replaced with	Token	Will be replaced with
[resource]	name of the resource being booked	[resource_category]	the resource category
[requester name]	the name of the requester	[resource_service]	the resource service
[startdate]	start date of the booking	[phone]	the phone number of the requester
[starttime]	start time of the booking	[email]	the email address of the requester
[enddate]	end date of the booking	[cancellation_id]	the system generated cancellation_id
[endtime]	end time of the booking	[booking_total]	
[booked_seats]		[booking_due]	
[coupon]		[booking_id]	
[today]		[booking_deposit]	
[admin_comment]			

for UDFs		UDF example	
[screen label]	the UDF label	[Favorite Fruit]	value entered by user for Favorite Fruit

for Extras		Extras example	
[screen label]	the Extras label	[Red Pencil]	number of Red Pencils ordered

for Seat Types		Seat Types example	
[screen label]	the Seat Types label	[Adult]	number of Adult seats ordered

Several important messages produced by the system are represented here for you to edit.

There are two types of most messages, an email message and an SMS text message. SMS text messages are limited to 160 characters in length so we need essentially a short version and a long version.

Booking Complete (to Customer): This message is used when the booking is complete. You can use the tokens listed at the bottom of the screen in this message.

Example:

Booking Complete:
```
<b>Thank you for your order.</b>
<br><br><b>[resource]</b> has been booked for <b><i>[requester name]
</i></b> for this date/time:<br>
<b>[startdate] [starttime]</b><br>to <b>[enddate] [endtime]
</b><br><br>Your Cancellation ID is <b>[cancellation_id]</b><br>
To cancel your booking enter this code into the booking screen.
```

Appointment Booking

Thank you for your order.

Dr Bar has been booked for *Rob Stevens* for this date/time:
Monday October 27, 2008 3:00 PM
to Monday October 27, 2008 4:00 PM

Your Cancellation ID is c42124feb2766ab2b1457c9e9eae146c
To cancel your booking enter this code into the booking screen.

Booking Complete (to Admin): This is a message for Admin or resource admin used when the booking is complete. You can use the tokens listed at the bottom of the screen in this message.

Attach .ics file to confirmation email: You can have ABPro create an ics attachment for the confirmation email. If the recipient uses MS Outlook they will be able to use the ics attachment to add the booking to their Outlook or iCal calendar. This is a **one-way** operation, changes made in Outlook or iCal have NO EFFECT on ABPro.

 In Progress is used when Auto-Accept is set to No, or when using PayPal and the visitor gets back to the site, from PayPal.com, before the PayPal ipn has confirmed payment.

Cancellation: This is the confirmation message for user initiated cancellation. It appears on the booking screen so best to keep it short and sweet ;-)

☐ Copy me on the email request
[Submit Request]

Cancel Code: [44cfd4dcd5e96090c41563f380b6779b]   [Cancel Now]

Your booking has been cancelled.
Thank you.

Enter footer text here - clear for no footer

Too late to Cancel: You set the number of hours before a booking that you will allow a cancellation. (See basic setup) This is the message the user will get if they try to cancel too close to the booking time. This is also on the booking screen so it should be kept brief.

Reminder: This message can be sent by Admin.

These are the **tokens available**:

Tokens that can be used in the Booking Complete message. These will be replaced at runtime by the system.	Token	Will be replaced with	Token	Will be replaced with
	[resource]	name of the resource being booked	[resource_category]	the resource category
	[requester name]	the name of the requester	[resource_service]	the resource service
	[startdate]	start date of the booking	[phone]	the phone number of the requester
	[starttime]	start time of the booking	[email]	the email address of the requester
	[enddate]	end date of the booking	[cancellation_id]	the system generated cancellation_id
	[endtime]	end time of the booking	[booking_total]	
	[booked_seats]		[booking_due]	
	[coupon]		[booking_id]	
			[booking_deposit]	

for UDFs			UDF example	
[screen label]	the UDF label		[Favorite Fruit]	value entered by user for Favorite Fruit

for Extras			Extras example	
[screen label]	the Extras label		[Red Pencil]	number of Red Pencils ordered

for Seat Types			Seat Types example	
[screen label]	the Seat Types label		[Adult]	number of Adult seats ordered

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<u>New tokens</u>

For Seats: [enter seat type]

Example confirmation message:

```
<b>Thank you for your order.</b>
<br/>
```

```
<br/><b>[resource], [resource_service]</b> has been booked for <b><i>[requester name]</i></b> for this
date/time:<br>
<b>[startdate] [starttime]</b><br>to <b>[enddate] [endtime]</b><br/><br/>
Seats Booked:<br>
Adult seats: [Adult]<br>
Youth seats: [Youth]<br>
Child seats: [Child]<br>
```

Where your seat types you have created are 'Adult', 'Youth' and 'Child'.

For Extras: [Screen Label]

Example confirmation message:

```
<b>Thank you for your order.</b>
<br/>
<br/><b>[resource], [resource_service]</b> has been booked for <b><i>[requester name]</i></b> for this
date/time:<br>
<b>[startdate] [starttime]</b><br>to <b>[enddate] [endtime]</b><br/><br/>Your Cancellation ID is
<b>[cancellation_id]</b><br/>
To cancel your booking enter this code into the booking screen.
<br/>Extras:<br>
Red Widgets: <i>[Red Widgets]</i>
```

Yields..

Where..

$$ Extras

Publish Unpublish Delete Edit New Help

| Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | Configure | More.. |

Extras List

Extras are items your customer can choose to add to a booking that have a cost associated and will adjust the booking total charge.

	ID	Screen Label	Extra Charge	How to charge	Order▲	Published
☐	1	Red Widgets	2.50	Hour	1	✔
☐	3	Blue Deluxe Wigets	4.95	Hour	2	✔
☐	2	Flux Capacitor	150.00	Flat	3	✔

Display # 15 ▾

User Credits

Overview

The first thing to point out is that User Credit is OPTIONAL - you do not need to implement user credits unless you want to.

What is a User Credit?

User Credit is a number, representing a currency amount, associated with a registered user. You can sell your customer user credits OUTSIDE of ABPro then enter their number of credits into ABPro. Now when they go to make a booking, the cost of the booking is deducted from their credits.

Why use User Credit?

A few reasons:

If you want to sell your customer the ability to make multiple bookings without paying each time. For example, selling a package of 5 appointments.

Quantity discounting. You can sell a package of 10 appointments for less than the cost of 10 individual appointments. This could be done for example by selling $100 of credits for $75.

Support additional payment gateways, for example sell credits through Virtumart or an existing gateway, then just add the credits into ABPro.

Limitations

- ABPro is not a banking system and Soft Ventures will not be liable for any discrepancies.
  Limited activity logging will be maintained but NOT at an auditing level one would find in financial system software.
- PayPal must be enabled to turn on the financial parts of the screens.
- Credits are purchased outside of ABPro (PayPal buy now or Virtumart, etc.) and entered manually by Admin.
- A resource can have only one rate, that is you cannot offer a different rate for customers paying by PayPal vs paying by credits. Discounting would be handled outside ABPro when credits are purchased (ex: sell $100 worth of credits for $75)
- No partial cancel, ie: no cancel 1 seat of 3, cancel all and reorder.
- If a user needs to pay part via PayPal (his credit balance was not enough) and he bails out of PayPal without paying, he would need to contact admin to get his credits restored manually.
- The credit system only applies to the public booking screens and Front-Desk booking screen. Admin manually setting a booking to 'accepted' will have no effect on the user's credit balance. If admin sets a booking to 'canceled', and the booking was paid all or in part by user credit, the credit is re-instated. If part was paid by PayPal, that will be added to the user's credit balance - no PayPal refunds are ever initiated by ABPro.
- Not compatible with manual booking acceptance (Auto-Accept = No)

The List screen shows all user credit accounts and their current balances.

Appointment Booking Pro - User Credits

	ID	User ID ⌄	Name	User's Credit Balance
☐	14	177	Super User	$ 1000.00
☐	15	178	John Doe	$ 17.02
☐	13	179	Jane Doe	$ 100.00

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View account activity

Click on the User ID in the list screen (above) to open the detail screen for a specific user.

ABPro - User's Credit Detail: [EDIT]

Use this screen to add/edit a user's credit balance.
The use of the credit system in ABPro is **optional**.
To use it you would sell the user credits OUTSIDE of ABPro then enter the amount here. When the user goes to make a booking, the booking charge is deducted from his/her credit balance.

ID:	15
User ID:	178
User Name:	John Doe
Credit Balance:	$ 17.02

Enter a credit amount for this user. Must be a currency number, 0.00 or higher.

Credit Activity
As bookings are made they will appear below. Any edits made by Admin will appear here also.

ID	Comment	Booking	Increase	Decrease	Balance	Operator	Timestamp
153	Credit used for booking	(1467) Nov 2/13:00 - Bus Tour desc		21.23	17.02	John Doe	2012-11-01 14:48:23
152	Credit used for booking	(1466) Nov 2/09:00 - Dr Bar desc		11.75	38.25	John Doe	2012-11-01 14:47:33
151	Admin EDIT, balance now: 50				50.00	Super User	2012-11-01 14:39:51

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In the top section of the screen, you can manually adjust the current balance.

The lower section shows all activity with most recent activity at the top of the list. The ID of any bookings is a link to the booking detail.

The timestamp column shows when the change was made, the operator column shows who made the change.

Adding a New account

Select New on the User Credits list screen.

Select a user from the drop down list. The list will only show users not currently in the credit system.

Enter a starting balance and hit Save.

That's it. The Booking screen will now use the credit balance to pay for bookings.

If the user's credit balance is insufficient to cover the cost of the booking, the shortfall will be charged to PayPal.

If you allow refunds on cancellation (see next section), no refund is made to PayPal.

ABPro NEVER initiates PayPal refunds. If there was a shortfall amount it will be added to the user's credits on cancellation.

Allow Refunds

You can set weather you want ABPro to refund credits if a booking is cancelled or not.

The setting to allow refunds or not is on the Configure screen, Basic Settings tab.
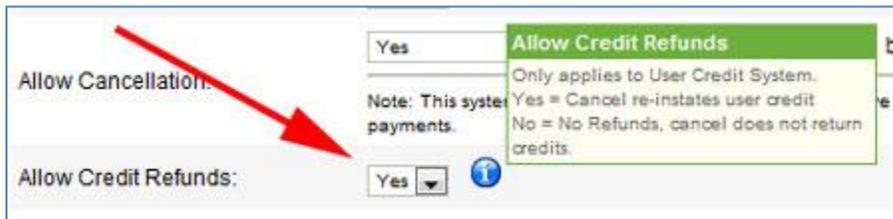
My Bookings Screen

The user can view his current balance and activity on his account via the My Bookings screen.

The Credit Activity section shows the most recent 20 events only, in reverse chronological order.

The Timestamp shows when the change was made and the Operator column shows who made the change.

Seats/Booking

ABPro was originally designed for individuals to book appointments. With version 1.4.3 the concept of 'seats per booking' was added. You can set 'maximum seats' for a resource (normally 1 for individual appointments) and customers can select how many seats they want to book. This allows ABPro to be used for booking seats in a class or on a tour

Seats are **optional** and should only be used if you are allowing multiple seats per timeslot. For sites booking individuals to appointments DO NOT use seats.

To disable the seats/booking capability, do not publish any seats types.

When in use, seat types appear in the booking details screen to show what types of seats the customer requires.

The Seat Type screen is accessed via the **Seats/Booking** control panel icon.

Toolbar Icons

New: Opens the New Seat Type Edit screen to allow you to add a new seat type.

Edit: Opens the Seat Type Edit screen to allow you to view and modify the seat type.

Publish: Sets one or more seat types to Unpublished. Only Published seat types will appear on the Appointment Booking screen.

Unpublish: Sets one or more seat types to Unpublished so they will not show in the Appointment Booking screen.

Delete: Deletes one or more seat types.

Help: Opens this help screen.

List Area

ID: Unique ID for this seat type.

Seat Type: Seat Type name. This will become the booking screen label for the seat type.

Price: Price, per hour or per booking, for this seat type.

Group Pricing: Group Pricing allows you to define a fixed price for a group of up to x seats.

Order: Order the seat types will appear in the booking screen.

Published: Indicates the published state.

Click on the Seat Type to open the edit screen.

Use this screen to define details of a seat type.

Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area

Seat Type: Seat Type name. This will become the booking screen label for the seat type.

Tool Tip: This text will appear when the customer hovers over the dropdown list for this seat type.

Seat Cost: This will be the amount charged **per seat** of this type. Exception; in the case of 'group pricing' the price is charged **per booking** regardless of how many seats.

Help Text: This text appears to the right of the dropdown list where the user selects how many seats of this type they want. **Example:** *Child (12 years or under)*

Group Seat Type: If set to Yes, this seat type is a 'group seat' and the charge will be fixed regardless of how many seats are being booked (to max group size). Example: Family price, *$x* for a family of 5.

Max Group Size: Maximum number in the group price, example: Family rate max may be 5. This will allow a family of up to 5 seats for the fixed Family rate. This is also used as the max number of seats in the dropdown list for this seat type.

Resources: You can assign this seat type to one or more resources. **If NOT assigned, it will be shown for ALL**. Select one or more resources that this seat type applies to. If you wish this seat type to be available for ALL resources, do not select any.

Order: This determines the order this seat type will appear in the Appointment Booking screen.

Published: Only seat types with Published set to **Yes** will appear in the Appointment Booking screen.

Extras

You can define any number of extra items that the user can add to a booking. These 'Extras' can have a cost associated with then and the booking total will be adjusted based on the user' choices.

Extras are **optional** you do not need to set up any extras.

Extras can be used in conjunction with PayPal and the appropriate totals will be calculated.

To disable the Extras capability, **do not publish any Extras**.

When in use, extras appear in the booking details screen.
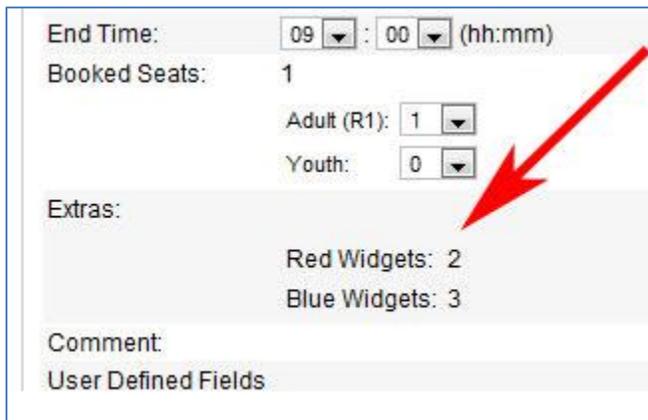
The Extras screen is accessed via the **Extras** control panel icon or **More | Extras**.

Toolbar Icons

New: Opens the New Extras Edit screen to allow you to add a new extra.

Edit: Opens the Extras Edit screen to allow you to view and modify the extra.

Publish: Sets one or more extras to Unpublished. Only Published extras will appear on the Appointment Booking screen.

Unpublish: Sets one or more extras to Unpublished so they will not show in the Appointment Booking screen.

Delete: Deletes one or extras.

Help: Opens this help screen.

List Area

ID: Unique ID for this extra.

Screen Label: This is the booking screen label for the extra.

Extra Charge: Charge, per hour or flat rate per booking, for this extra.

How to Charge: Charge this extra item per hour of the booking or as a flat rate or fixed charge.

Order: Order the extras will appear in the booking screen.

Published: Indicates the published state.

Click on the **Screen Label** to open the edit screen.

Extra Detail

Joomla! ABPro - Extra Item Detail: [EDIT]

✔ Save & Close   ✖ Close   ❷ Help

Use this screen to add/edit an Extra item.
Extras are items your customer can choose to add to a booking that have a cost associated and will adjust the booking total charge.

ID: 2

Screen Label: Red Pencil — This is the screen label for the extra.

Tooltip: How many do you need — This text will appear when the customer hovers over the extra's dropdown list.

Extra Charge: $ 5.00 per Booking ▼ — This amount will be added to the booking (either as a flat charge or a per hour charge)

Duration: 10 Minute ▼ per Booking ▼ — Extras can be made to add duration to the booking **if service based duration is in use**. Use <u>caution</u> not compatible Simple Booking screen or some ABPro features like seats/booking.
Once you set durations into Extras, **bookings are no longer constrained by timeslot boundaries!**.
Per Item means the duration minutes are added for each item, if user selects 3 of this extra, 3x the duration is added.
Per Booking means duration minutes are added once regardless of how many items user requests.

Help Text: Any # pencils adds 10 min to booking duration — This text appears to the right of the dropdown list where the user selects how many of the Extra item they want.

Maximum Number: 5 — This text appears to the right of the dropdown list where the user selects how many of the Extra item they want. Setting the max value = 1 will display a checkbox rather than a dropdown list.

Default Number: 0 — This is the default number selected when the customer opens the booking screen.
Note: This setting is not compatible with extra durations or ABPro Mobile. If you are using **extra durations** or ABPro Mobile, **you must set this to 0**. The user changing the item count is what triggers new duration calculation.

You can assign this Extra to one or more resources. If NOT assigned, it will be shown for ALL.

Resources: Dr Bar ▼ [Add >>] Dr Bar — Select one or more resources that this Extra applies to. If you wish this Extra to be available for ALL resources, do not select any.
[<< Remove]
Empty = ALL

Order: 1

Published: Yes ▼

Use this screen to define details of an extra.

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Screen Label: This is the booking screen label for the extra.

Tool Tip: This text will appear when the customer hovers over the dropdown list for this extra.

Extra Charge: Charge per hour or per booking, for this extra. How to charge; per Hour or flat rate per booking.

Duration: Extras can be made to add duration to the booking.
Use **caution** not compatible Simple Booking screen or some ABPro features like seats/booking.
Once you set durations into Extras, **bookings are no longer constrained by timeslot boundaries!**

Per Item means the duration minutes are added for each item, if user selects 3 of this extra, 3x the duration is added.

Per Booking means duration minutes are added once regardless of how many items user requests.

Help Text: This text appears to the right of the dropdown list where the user selects how many extras of this type they want.

Maximum Number: This sets the maximum number in the dropdown list. This should be kept between 1 and 10 to keep the dropdown list size from being too large. For extras where you need large numbers you can define packages (example: 'Package of 10'). If combined with individuals and the customer wanted 32, he could specify 3 'Package of 10' and 2 individuals. The dropdown list starts from 0 so the **user can specify they do not want any by choosing 0**.

Default Number: This number is the default the booking screen will open with.

Resources: You can assign this Extra to one or more resources. If NOT assigned, it will be shown for ALL. Select one or more resources that this Extra applies to. If you wish this Extra to be available for ALL resources, do not select any.

Order: This determines the order this Extra will appear in the booking screen.

Published: Only extras with Published set to **Yes** will appear in the booking screen.

Payment Processors

This screen is used to setup PayPal, Authorize.net and/or 2CheckOut

You **can** also choose to have ABPro **display booking costs** even though you are **not using either payment gateway**.

General Settings

Additional Fee: You can optionally add an additional fee to the transaction. This can be either a fixed fee or percentage for the total. An example may be a processing fee you wish to charge.

Enable Coupons: Turns on ABPro's coupon system.

Non-Pay Booking Button: If you are not using PayPal or Authorize.net, ABPro will show a submit button to make the booking. If you enable PayPal or Authorize.net the customer much choose one of those payment buttons to make a booking. If you wish to allow the customer to **make a booking without paying**, for example to *pay at the door*, this option allows you to show a submit button alongside the payment buttons.

- **Yes** = Show submit button, allow bookings without paying.

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- **No** = Do not show the button.
- **Display Only** = Normally, if PayPal and Authorize.net are **both disabled** ABPro treats the bookings as free and does not show any financial information on the booking screen. Setting this to 'Display Only' will show booking costs even though no payment gateway is enabled. This would be used if you collect payment outside of ABPro such as pay-at-the-door.
- **Display & Block** = Display booking costs, without payment buttons, but block the booking from being processed if there is an amount due. This would be used in conjunction with the User Credit system such that if the user has run out of credit, they cannot book.
  Note: normally the User Credit system would be used with PayPal or AuthNet so the customer could still book but would be sent to the appropriate payment site to cover any shortfall in their credit.

Purge Stale Bookings: This is used to free timeslots when customer bails out of PayPal/AuthNet without paying. The stale booking will have its status set to `timeout`. Use with caution as this will cause PayPal eChecks to fail as they can take several *days* to clear.

PayPal

*Your customers **do not need a PayPal account** to purchase via PayPal.*

With PayPal enabled, the booking screen will show the calculated cost at hours x rate, or flat rate depending on how you set it up.

The other main difference when enabling PayPal, is that a new request will get inserted with a status of 'pending' rather than 'new'. The user is sent to PayPal to make their payment. They are sent back to your site. In a separate thread, PayPal processes the payment and sends an IPN (Instant Payment Notification) message to your site. This IPN is really not 'instant' and your customer may have been returned to your site before the IPN arrives. In this case the in-progress message is shown to the customer. When PayPal completes the payment processing, they send the customer an email and send your site an IPN message. When the customer comes back to your site; the return page checks to see if the

transaction has completed. If it has, it displays the confirmation message, if not it displays the in-progress message. These messages are set in the 'Messages' tab.

There is a possibility that the customer may abandon the booking after being sent to PayPal. In this case the booking will stay in **'pending'** and need to be cleared either **manually** or by the **stale booking purge** option. If the customer elects to 'Cancel' the payment in PayPal, the IPN will reflect that and ABPro will set the request from 'pending' to 'cancelled'.

The relation between ABPro's *'Auto-Accept'* and *'PayPal Enabled'* is show below.

PayPal = No (no PayPal submit button)

Auto-Accept = Yes
   New booking status = 'Accepted' (timeslot locked)

Auto-Accept = No
   New booking status = 'New' (timeslot not locked)

PayPal = Yes (ONLY PayPal submit button shown)

Auto-Accept = Yes
   New booking status = 'Pending' -> goes to 'Accepted' on IPN ok (Pending locks appointment)

Auto-Accept = No
   New booking status = 'New'
Accept on Payment = Yes -> goes to 'Accepted' on IPN ok

 Important!!

When a booking is made with status 'Pending', the timeslot is locked just as if it were accepted. The display GAD display will show a dashed border so you can see what timeslots are 'Pending'. Normally a slot should only be 'Pending' for a few minute (seconds?) while PayPal is processing the payment. If the user aborts out of PayPal without paying, the slot will stay 'Pending' (and locked) until admin deletes it or it is cleared by the stale booking option below.

Enable PayPal: Enable ABPro to use PayPal. You require either a **Premier** (recommended) or **Business** PayPal account to accept payments.

PayPal button image URL: This is the location used to fetch the PayPal button image. For other images, use PayPal to 'create a buy now button' then cut&paste the button URL.

Currency Code: What currency you wish to charge in.

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PayPal Account: Enter your PayPal business account, normally your email address.

PayPal Sandbox URL: Use of the PayPal sandbox for testing is recommended but not mandatory. How to use the sandbox is beyond the scope of this help file.

PayPal Production URL: This is the URL to access PayPal, it was made editable as it may change for non-North American PayPal accounts(?).

Use PayPal Sandbox: If set to 'Yes', the buy-now button will be send you to the PayPal sandbox URL rather than the production URL.

Logo Image PayPal: You can display your logo on the PayPal screen. Enter a URL here.

Item Name: You can modify the item name, this is what PayPal shows as the thing being purchased.

Optional Fields (0-3): You can specify additional information to be show on the PayPal screen.

PayPal Optional Fields Example
Single Language (ie: not using language file keys)

In this example we will define an Extra call 'Red Pencil' and show how many were ordered in the PayPal screen.

First define the Extra..

Now set the PayPal optional field.

The Name is whatever text you want to display on the PayPal screen for this optional item.

The Value is a token ABPro will replace with the number the customer chose. For Extras, Seat and UDFs you use the screen label as the token. In our case the screen label is "Red Pencil" so the token is [Red Pencil].

In the booking screen…

I choose 3 pencils.

In the PayPal screen..

Enable Authorize.net: This enables Authorize.net in ABPro. You need an account with Authorize.net to use this gateway.

API Login ID: Supplied by Authorize.net.

Transaction Key: Supplied by Authorize.net.

Button image URL: This is the URL for the image button that ABPro will display on the booking screen. You can create your own button, and set this URL to point to it, if you like.

Payment form header/footer: You can enter text to be displayed in the standard Authorize.net payment form.

[header here]

Authorize.Net
SECURE CHECKOUT

Order Information   * Required Fields

                                                    Invoice Number: 751

Description: Dr Bar desc: 2010-11-22 11:00:00

                                                    Total: US $10.00

Payment Information

Pay by ● Credit Card   ○ Bank Account (USA only)

        VISA MasterCard American Express DISCOVER

Card Number: [_____] * (enter number without spaces or dashes)

Expiration Date: [_____] * (mmyy)

Billing Information

Customer ID:

First Name: [Rob   ]   Last Name: [Stevens   ]

Company: [_____]

Address: [_____]

City: [_____]

State/Province: [____]   Zip/Postal Code: [_____]

Country: [_____]

Email: [_____]

Phone: [_____]

Fax: [_____]

Shipping Information

☐ Copy Billing Information to Shipping Information

First Name: [_____]   Last Name: [_____]

Company: [_____]

Address: [_____]

City: [_____]

State/Province: [____]   Zip/Postal Code: [_____]

Country: [_____]

[footer here]

[Submit]   [Reset Form]

2CheckOut

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Enable 2CheckOut: This enables 2CheckOut.com in ABPro. You need an account with 2CheckOut.com to use this gateway.

Demo Mode: If set to YES, transactions go to the 2ChcekOut demo servers.

Account #: Supplied by 2CheckOut.com.

Button image URL: This is the URL for the image button that ABPro will display on the booking screen. You can create your own button, and set this URL to point to it, if you like.

Item Name: This is the text used for the item name. It can include ABPro tokens.

Payment Transactions

ABPro - Payment Transactions

❌ Close

Control Panel
Appointments
Book-Offs
Categories
Configure
Coupons
Extras
Message Centre
Payment Processors
Rate Overrides
Resources
Seats/Booking
Services
SMS Processors
Time Slots
UDFs
User Credits

Payment Transactions

Payment Transaction data is read only.

PayPal

Google Wallet

Authorize.net

Authrize.net (AIM)

2Checkout.com

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Select the payment processor you wish to see transactions for.

PayPal

*Your customers **do not** need a **PayPal** account, and can purchase with a **credit card** via PayPal.*

Toolbar Icons

Remove: Deletes one or more booking requests.
View: Opens the PayPal Transactions screen to allow you to view the details as received from PayPal.
Export/CSV: Exports request details for one or more PayPal Transactions to a csv file. The csv file can be read into Excel for reporting purposes.
Help: Opens this help screen.

List Area

PayPal txnID: Unique identified generated by PayPal for the transaction.
Request ID: The ABPro request to which this PayPal transaction refers.
Buyer`s Name: Name of the person who made the PayPal transaction. This may not be the same name as on the booking request.
Date: Date and time of the PayPal transaction.
Status: PayPal status.
Total: Total amount of transaction.
Fee: Fee if any
Tax: Tax if any
Timestamp: Date and time PayPal IPN was received by ABPro.

Click on the **PayPal Txn** link to view the details of the PayPal transaction (read only)

Click on the **Request ID** to see a read only view of the booking.

Google Wallet

Authorize.net

Toolbar Icons

Remove: Deletes one or more booking requests.
View: Opens the Authorize.net Transactions screen to allow you to view the details as received from v.
Export/CSV: Exports request details for one or more Authorize.net Transactions to a csv file. The csv file can be read into Excel for reporting purposes.
Help: Opens this help screen.

List Area

Txn ID: Unique identified generated by Authorize.net for the transaction.
Request ID: The ABPro request to which this Authorize.net transaction refers.
First/Last: Name of the person who made the Authorize.net transaction. This may not be the same name as on the booking request.
Email: Email address of the person who made the Authorize.net transaction. This may not be the same name as on the booking request.
Phone: Phone number entered by purchaser.
Amount: Total amount of transaction.
Timestamp: Date and time the Authorize.net data was received by ABPro.

Click on the **Txn ID** link to view the details of the Authorize.net transaction details (read only)

Click on the **Request ID** to see a read-only view of the booking.

2CheckOut

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Toolbar Icons

Remove: Deletes one or more booking requests.
View: Opens the 2CheckOut Transactions screen to allow you to view the details as received from 2CheckOut.
Export/CSV: Exports request details for one or more 2CheckOut Transactions to a csv file. The csv file can be read into Excel for reporting purposes.
Help: Opens this help screen.

List Area

ID: Unique identified generated by 2CheckOut for the transaction.
Request ID: The ABPro request to which this 2CheckOut transaction refers.
First/Last: Name of the person who made the 2CheckOut transaction. This may not be the same name as on the booking request.
Email: Email address of the person who made the 2CheckOut transaction. This may not be the same name as on the booking request.
Phone: Phone number entered by purchaser.
Amount: Total amount of transaction.
Timestamp: Date and time the 2CheckOut information was received by ABPro.

Click on the ID to open the detail view of a transaction. (read only)

Click on the **Request ID** to see a read-only view of the booking.

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Rate Adjustments

Rate Adjustments is an optional feature that allows you to adjust a resource rate based on day, time or day and time. This allows you to charge a premium for some bookings and a discount for others.

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List screen

By: Shows when the discount applies.

- DayOnly = The adjustment applies to all bookings in the day(s) specified, regardless of time.
- TimeOnly = The adjustment applies to all bookings in a specified time range, regardless of day.
- DayAndTime = The adjustment applies to specified day(s) in specified time ranges only.

Sun-Sat: Days to be used in adjustment determination.

Start / End: Time range to be used in adjustment determination.

Adjustment: The amount to adjust the rate by. Can be (+) or (-), flat rate or percentage of rate.

Click on the ID to open the detail screen.

Rate Overrides

Rate Overrides is an **optional** feature allowing you to define special rates charged based on what Joomla Group a customer is assigned to. These overrides can be applied to resource(s), service(s), extra(s) or seat type(s).

Initial rate setup is done in the respective entity's setup screen. For example, the resource rate is set in the resource setup screen.

Rates set here override those rates so you can do things like, offer a different rate for registered users or users assigned to specific Joomla Groups.

Before setting up an override rate, you should be aware of ABPro's order of preference in different types of rates.

Order of Precedence

Service rate has precedence over *resource* rate. If you define both, the service rate is used.

Seat price has precedence over both *resource* and *service* rates.

The Override rates **do not** compromise this order of precedence.

For example, if you define an override rate for a Resource but you have a Service rate, the Service rate it used.

Joomla! Appointment Booking Pro - Rate Overrides

This screen allows you to define rate overrides for resource, service, extra or seats type. Initial rate setup is done in the respective setup screen. For more information see ABPro User's Guide section 'Using Rate Overrides'

	ID	Type	Resource		Service	Extra	Seat	Group	Rate	Published
	6	extra	3			Green Pencil		ABPro Member	4.44	⊘
	7	extra	2			Red Pencil		ABPro Member	3.33	⊘
	2	resource	3	Bus Tour				ABPro Member	8.88	⊘
	4	resource	2	Dr Bar				Registered	9.99	⊘
	1	resource	2	Dr Bar				ABPro Member	6.66	⊘
	5	resource	40	Nudder Resource				ABPro Member	5.55	⊘
	23	seat	5				Child	ABPro Member	1.50	⊘
	8	seat	1				Adult	ABPro Member	2.22	⊘
	3	service	20	Nudder Resource	90 Minute Booking			ABPro Member	7.77	⊘
	9	service	2	Dr Bar	90 Minute			Registered	1.01	⊘

Toolbar Icons

Publish: Sets one or more override rates to Published.

Unpublish: Sets one or more override rates to Unpublished.

Remove: Deletes one or more override rates.

Edit: Opens the Override Rates Edit screen to allow you to view and modify the override.

New: Opens the New Override Rates screen to allow you to add a new override.

Help: Opens this help screen.

List Area

ID: Unique ID for the override rate.
Type: This will be what type of rate you are overriding and will be one of 'resource', 'service', 'extra' or 'seat'.
Resource: This is the resource that is getting the override rate. As Services are attributes of a resources, this column will show the resource for any service overrides.
Service: This is the service that is getting the override rate.
Extra: This is the extra that is getting the override rate.
Seat: This is the seat type that is getting the override rate.
Group: This shows what Joomla Group the override applies to.
Rate: This is the rate used in the override.
Published: Indicates the published state.

Click on the **ID** to open the edit screen.

Rate Overrides Detail

New Override

Edit Existing Override

Toolbar Icons

Cancel: Abort changes and return to the previous screen.

Save: Save changes and return to the previous screen.

Help: Opens this help screen.

Edit Area

Type:
[Edit] This shows the type of override being edited.
[New] This drop down list allows you to choose the type for a new override.

Name:
[Edit] This shows the specific entity (resource, service, extra or seat type) for the override.
[New] This drop down list populates with the specific entities based on the Type selection. Selecting type of 'Extra' will cause this box to fill with all the 'Extas' so you can pick a specific one to override.

Group: This shows what Joomla Group the override applies to. If you setup your resource with a rate of $10, then add a resource type override for group 'registered' as $8, when a logged in user makes a booking, they will receive the $8 rate. If you create multiple overrides for different groups, ABPro will give the customer the lowest rate they are eligible for based on group(s) to which they are assigned.

Rate: This is the rate for this override. You cannot change the units of a rate. For example if you resource rate is setup as *per hour*, the override will be *per hour* also.

Published: Indicates the published state.

Email Marketing

ABPro can add booking customers to your AcyMailing or MailChimp mailing lists for newletters and such.

You must have a MailChimp account in order for ABPro to add people to MailChimp.

Enable MailChimp: Enable ABPro to add booking customers to a MailChimp list.

API Key: This key is required for ABPro to access you MailChimp and add people to a list. It can be found on your MailChimp account page under 'Extras'.

Split Name: MailChimp supports Firstname/Lastname but ABPro, like Joomla, only captures a `Name`. If you set this to Yes, ABPro will *attempt* to split the name into first and last when adding the customer to your MailChimp list.

Default List: Select a default MailChimp list to receive new customers. You can override this at the ABPro resource level in the resource setup screen. Note: ABPro uses the API Key to fetch lists so when you first setup this screen you will need to enter your API Key, Save, then re-open the screen to see your lists.

Send Welcome: If set to Yes, ABPro will set the `Send Welcome` flag in the MailChimp API call to add a user.

AcyMailing

You must have the AcyMailing Joomla component installed to use this feature.

Enable AcyMailing: Enable ABPro to add booking customers to a AcyMailing list.

Default List: Select a default AcyMailing list to receive new customers.
You can override this at the ABPro resource level in the resource setup screen.

Edit Files

This screen allows the administrator to change the component's CSS and/or language file from within the Administrator area.

The language file can be used for translation of the component's front-end to another language or merely to **change labels on front-end screens**. The language file ONLY relates to front-end screens not the administrator screens.

Toolbar Icons

Save: Save changes.
Help: Opens this help screen.

Tabs

Edit CSS : This tab displays the component CSS file. Make changes as desired then click on 'Save'.

Edit Language File: This tab displays the component's English language file. Make changes as desired then click 'Save'.
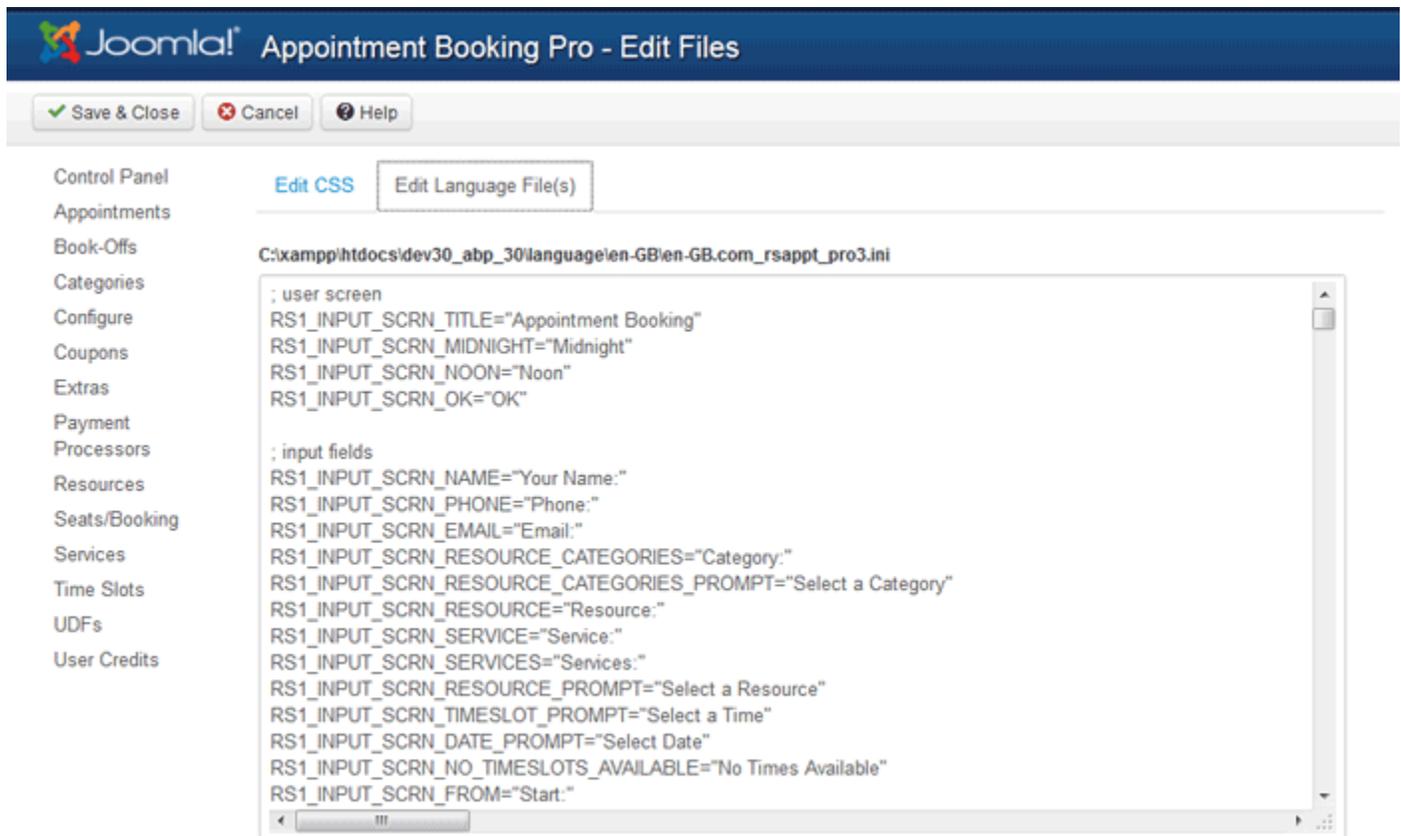
The file format is [key]=[value]

Change ONLY the value, or, the text AFTER the "=".

All values must be in quotes.

Use caution. A single extra or missing quote will cause Joomla to reject the language file.

See also http://docs.joomla.org/Specification_of_language_files

Backup/Restore

The Backup and Restore functions built into the Appointment Booking component are primarily intended for use when upgrading from one version to another. All component data is saved to backup tables in the database. Old backup tables are removed before new ones are created.

The sequence of actions to upgrade from one version to another is this:
Backup data -> Uninstall RB component -> Install new version -> Restore data

With database tables you can merge old data into new table structures. This cannot be done with the language file because it is a plain text file. If you are doing a backup/restore because you are moving from one ABPro version to the next, the new version will have a new language file with, possibly, new language keys defined. If you choose to backup/restore the language file it will overwrite the new file with your old one. That will keep all you old modifications but it will also remove any new language keys. You will need to manually re-apply these keys.

Help: Opens the help screen.

Actions

Backup Now! : This will create backup database tables and copy your current settings to them. If the backup tables already exist, they will be overwritten. If a table has no data it will not be copied. This is to prevent accidentally backing up empty tables over your real backup.

Restore Now! : This will look to see if there are backup tables and if there are, it will replace the contents of the production tables with the contents of the back tables. If a backup table has no data in it it will not be copied. This is to prevent accidentally restoring up empty tables over your production tables.

Restore from an ABPro 2.0.x backup: Restore data and settings from ABPro version 2.0.x _backup files.

Include Error log in Backup/Restore: These can get large and may be of little value brought forward on an upgrade.

Include Reminder log in Backup/Restore: These can get large and may be of little value brought forward on an upgrade.

Include Language File in Backup : Make a backup copy of your English language file.

Include Language File in Restore : Restore a previously created English language file backup.

Backfill Category IDs : Select this if you are upgrading from a version prior to ABPro 2.0.3 beta 4.

Error Log
Check here if you are experiencing problems. This is also a good place to look if PayPal does not work correctly.

Reminder Log
Originally added as a way to keep track of reminders sent, especially by automated cron jobs, it is also used now for logging SMS text messages.

It can get big and should be emptied when it does.

Req ID: The booking that this entry refers to.
User ID: The user doing the activity, example a resource administrator sending reminders interactively. A '-1' indicates no user can be determined.
Name: Name from the booking request.
Description: Description of the entry.
Timestamp: When it happened.

About
License information

SMS Processors

ABPro supports three SMS service providers:

1. Clickatell.com (USA and Canada only)
2. EZTexting.com
3. Twilio.com

General Settings

When you enable an SMS processor the booking screen will show a box for the customer to enter their cell phone number and a box for them to check to 'opt-in' to SMS. SMS carriers are very concerned about SMS SPAM and require the customer specifically indicate they **want** to receive SMS from you.

SMS to Admin only – Setting this to Yes will prevent then SMS phone and checkbox from being displayed to the customer. It is used when you want SMS to be sent to resource admins (notifications) but not customers (reminders).

Default Dialing Code – Enter the country code applicable to your location.

Show Code List – Yes if you wish to show a list of country codes to the customer on the booking screen.

SMS – Clickatell

This screen is where you set ABPro to use Clickatell.com for sending SMS text messages.

You must have an account with Clickatell.com.

The data for this screen comes from your Clickatell.com account's 'Manage My Products' page.

You should ensure your account is functioning properly before incorporating it into ABPro.

DO NOT enable multiple SMS processors.

This service should be used is you are outside of the United States. (Clickatell no longer works in the USA)

SMS - EzTexting

This screen is where you set ABPro to use EzTexting.com for sending SMS text messages.

You must have an account with EzTexting.com.

You should ensure your account is functioning properly before incorporating it into ABPro.

DO NOT enable multiple SMS processors.

This service can be used for USA or Canada only.

SMS – Twilio

This screen is where you set ABPro to use Twilio.com for sending SMS text messages.

You must have an account with Twilio.com.

You should ensure your account is functioning properly before incorporating it into ABPro.

DO NOT enable multiple SMS processors.

Front End Screens

To access front end screen you need to assign a menu to them.
Normally the booking screen(s) would be on the Joomla 'Main Menu' and the others would be on the 'User Menu' (only accessible after login)

Booking Screen

The booking screen's appearance will vary greatly depending on what options you have configured in. The screen here is fairly basic, it has a few UDFs and uses categories.

Select a Category to fetch Resources..

Then it fetches the available dates..

Finally choose available timeslot..

GAD Booking Screen

The booking screen's appearance will vary greatly depending on what options you have configured in. The screen here is fairly basic, it has a few UDFs and uses categories.

Again, category..

If you have multiple resources it will show in day mode – all resources for one day.

Things to note; the grid date selectable by the customer as is the time range.

Available timeslots are green and clickable (can be changed in css).To select a timeslot click a green box.

My Bookings

IF you have Require Login = Yes, a booking can only be made by a registered user. If a logged in user makes a booking, ABPro will record the UserID with the booking. This means you can offer them a 'My Bookings' screen if you like.

The 'Cancel Now' link will only appear if you have 'Allow Cancel'=Yes, see the Configuration section of this guide.

The top section shows bookings, the lower section shows User Credit activity.

Front End Admin

The Front End Admin screen is activated by a menu call...
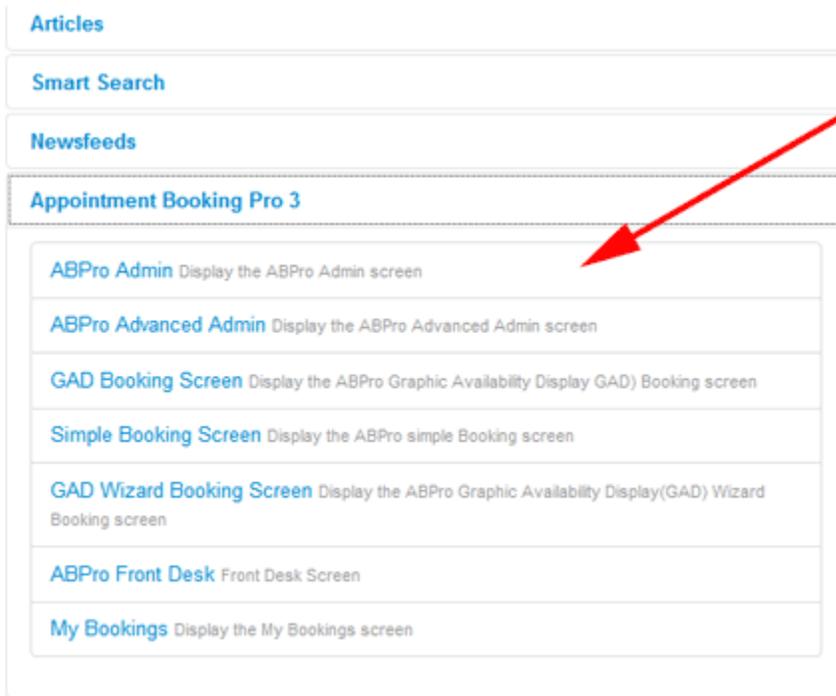
You can delegate administration duties to other users. Rather than having to give them access to the Joomla Admin back end, which can be intimidating, ABPro offers two front-end admin screens.

To use these a user must be designated as a 'Resource Administrator', see the Resource setup for details on how to do that.

The simple Admin screen has very basic capabilities.

This screen offers only the ability to see bookings and process them.

Only bookings for resources that they are set as 'Resource Administrator' for will be shown here.

Screen filtering works like the back end. Click on the email address to send a message.

Click on the name to open the booking detail screen.

Appointment Booking Admin - Booking Detail

ID: 1466

Name:*   John Doe

Phone: [   ]

Email: jd@softventures.com

Use SMS: No ▼

SMS Phone: [   ]

SMS Dial Code: No

These fields are from the booking request. They can be modified by the administrator. An example might be where a requested date is not available so the administrator phones the requester and agrees on a new date or time. The Administrator would then change the date here.

Category:

Resource: Dr Bar ▼

Service: 60 Minute ▼

Start Date: 2012-11-02 📅

Start Time: 09 ▼ : 00 ▼ (hh:mm)

End Time: 10 ▼ : 00 ▼ (hh:mm)

Booked Seats: 1

User Defined Fields

Label	Value
Cell:	[ ]
Favourite Fruit:	Oranges

Request Status:	Accepted ▼	Set request to Accepted, Declined or Canceled. Email messages will be sent when changing to 'Accepted' or 'Cancelled'.
Payment Status:	Paid ▼	Administrator can indicate payment has been received.
Total :	$ 0.00	Booking total charges
Depoit :	$ 0.00	Deposit paid at time of booking
Amount Due :	$ 0.00	Balance owing
Manual Payment :	$ 0.00	Payment collected manually by staff (ex: walk-in or phone credit card)
Credit Used :	$ 11.75	If User Credit System in use, this shows amount deducted from user's credits.

Coupon Used :

Credit Used :	$ 11.75	If User Credit System in use, this shows amount deducted from user's credits.
Coupon Used :		
Payment Txn ID:		PayPal, or Authorize.net, generated code for this transaction.
Current Calendar:	Google	
	m5iphtr840dou44hke1sso2hk4	
Post to Calendar:	Yes ▼	Yes or No
Admin Comment:		Administrator can enter an internal comment. Example: 'Phoned to confirmed new end time'
Timestamp:	2012-11-01 14:50:35	Server data/time of last change to record. Number in parenthesis beside the label is the user id of the operator that made the change.

See the back end Appointment Detail section of this guide for information of what the various fields mean.

Front End Advanced Admin

If you wish to give your resources more control, such as setting timeslots and book-off for the resources they administer, you can give them access to the Advanced Admin screen.
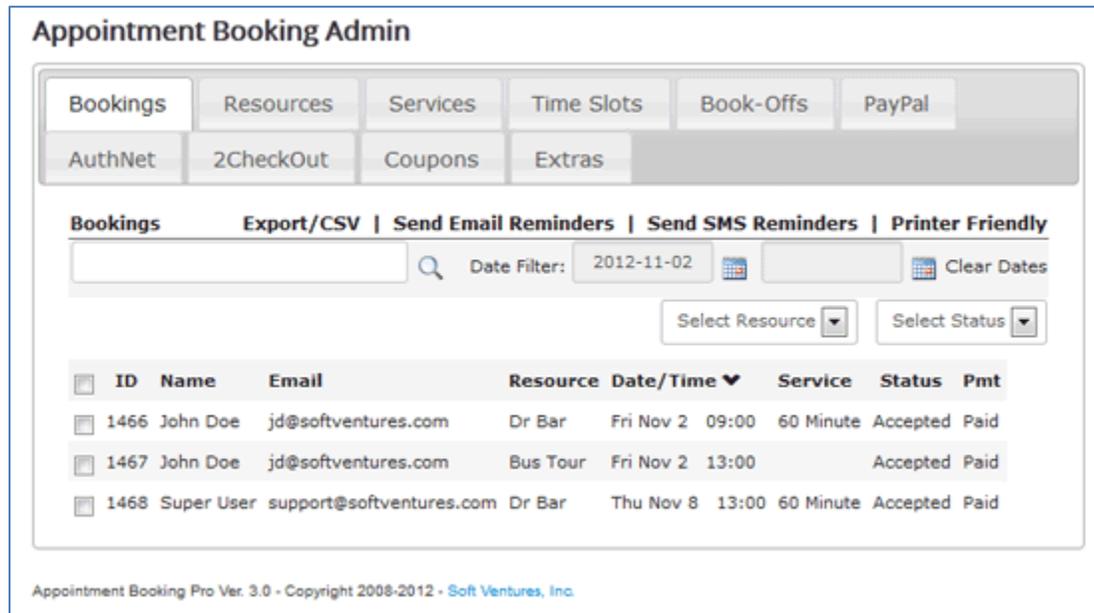
This allows the resource administrator to manage the day to day operations.

Each tab corresponds to the respective back end administration function but is limited, where applicable, to only the resources this user has been assigned to administer.

Tabs can be turned on/off in the ABPro Configure screen, Front End Admin tab.

Note: Categories is not available here as category is above resource in the hierarchy and can only be managed by the back end administrator.

The Advanced Admin front end screen is activated by a menu call...
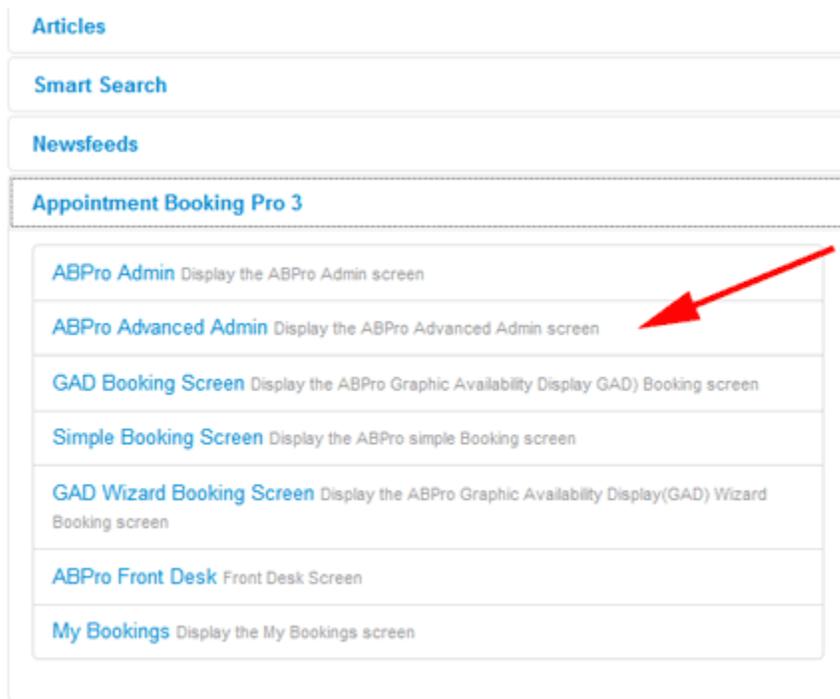
Front Desk

This screen is new in version 1.4 and offered the resource administrator 3 views of the upcoming appointments.

The front desk screen is for staff to use and should not be shown to the public.

You must be a resource administrator to use the Front Desk. Only bookings for resources that you are designated as resource administrator will appear in the screens. Use the resource setup screen to set who is a resource administrator. To set resource administrators, use the Resource setup screen, about ½ way down the screen is where you assign administrators.
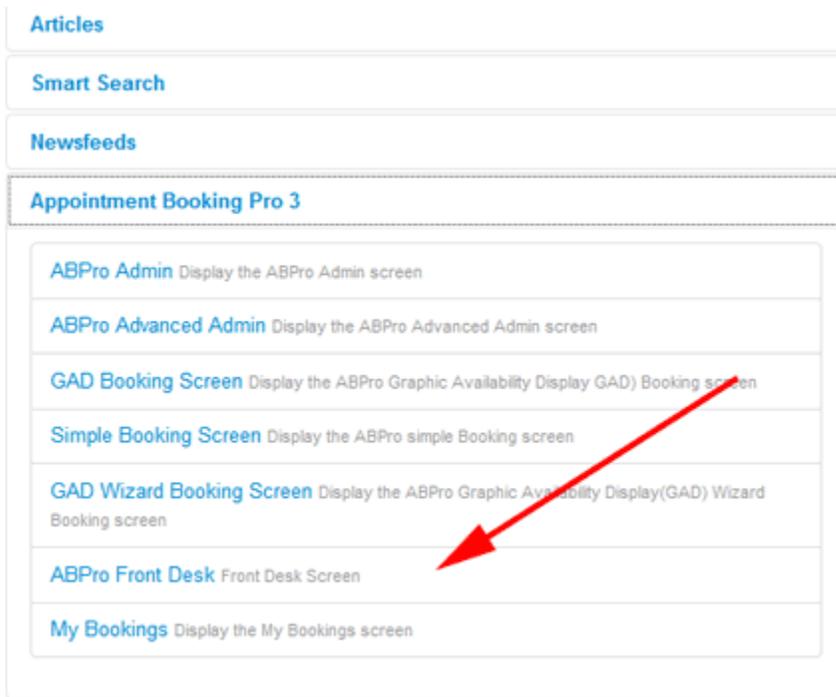
See also "Using the Front Desk" later in this guide.

Month View

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Reception Desk

Super User

Export/CSV | Send Email Reminders | Send SMS Reminders

Week View ▼

[   ] Search

Add Booking | Customer History   ☐ Show Seat Totals   Select Resource ▼   Select Status ▼

<<		Week View				>>

Sunday October 21, 2012

Monday October 22, 2012

Tuesday October 23, 2012

☐	1:00 PM	Dr Bar	60 Minute	1	Rob Test J3	rob.stevens@softventures.com	Accepted
☐	3:00 PM	Dr Bar	60 Minute	1	Super User	support@softventures.com	Accepted

Wednesday October 24, 2012

☐	1:00 PM	Dr Bar	60 Minute	1	Super User	support@softventures.com	Canceled
☐	1:00 PM	Bus Tour		3	rob test 2	rob.stevens@softventures.com	Accepted
☐	3:00 PM	Dr Bar	60 Minute	1	Rob Test J3	rob.stevens@softventures.com	Accepted

Thursday October 25, 2012

☐	2:00 PM	Dr Bar	60 Minute	1	rob test	rob.stevens@softventures.com	Accepted

Friday October 26, 2012

☐	11:00 AM	Dr Bar	90 Minute	1	Super User	support@softventures.com	Accepted

Saturday October 27, 2012

☐	2:00 PM	Dr Bar	60 Minute	1	Rob Test J3	rob.stevens@softventures.com	Accepted

Appointment Booking Pro Ver. 3.0 - Copyright 2008-2012 - Soft Ventures, Inc.

Day View

In each view, clicking on a specific booking will open the booking detail screen.

The resource administrator can also send email and sms reminders from the week or day views by selecting one or more bookings then clicking the appropriate reminder link.

Front Desk Booking

The staff booking screen is accessed via the Add Booking link..

The booking screen is similar to the normal GAD booking screen but with some enhancements for a staff to making phone bookings.

Reception Desk Booking

Select a User   Not Registered ▾   Search

Your Name: [   ]

Phone: [   ]

Email: [   ]

Resource: All (Day View) ▾

| Grid Start Date: | 2012-11-03 | 📅 | <<- | ->> | | Grid Start: | 8:00 AM ▾ | End: | 5:00 PM ▾ |

Sat 03-Nov-2012	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM
Dr Bar	✓	✓	✓	✓		✓	✓	✓	
Bus Tour	✓	✓	✓	✓		✓	✓	✓	
	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM

☐ - Indicates an available timeslot, click on green checkmark to select.

☐ - Indicates an unavailable timeslot

Coupon: [   ]   Apply Coupon

Booking Status: Accepted ▾

Comment: [   ]

Confirmation: ☑ Send an email confirmation

Book Now   Cancel

Special Functionality

Select A User: This is a drop down list of all registered users on the site. The operator can select a user to make the booking for. Or, use the 'Search' link to locate the user.

Booking Status: The operator can select what status the booking should be added with.

Confirmation: The operator can decide to send a confirmation email or not.

PayPal is never called from this screen.

Passenger Manifest or Class List

In scenarios where you are allowing multiple seats per booking, such as a tour or class, it is often handy to have a list of passengers, students, etc. The manifest offers that.

Another feature that works well with the manifest is the 'Show Seat Totals' option on the front desk day view.

Click on a timeslot's start time link to open the manifest for that timeslot. You can Print this and use the side checkboxes to tick-off for a paper attendance record.

CSS

The CSS file for the front end booking screens is editable via the Edit Files menu. See the Edit Files section for more information.

The CSS file can be edited from within ABPro's admin screens under control panel; *Edit Files*

Language file

The language file for the front end booking screens is editable via the Edit Files menu. See the Edit Files section for more information.

This is used to translation of the front end to another language and also for changing the screen labels.

The language file can be edited from within ABPro's admin screens under control panel; *Edit Files*

Email Reminders cron module

Overview

Web applications are driven by people requesting pages so they cannot wake up in night and automatically send out reminders.

However, the operating system that Joomla is running under does support that sort of thing via what is called cron jobs, or scheduled tasks.

I have made a module that uses cron to send automated reminders. This requires cron be available from you hosting company, most allow the use of cron jobs but some do not.

The module mod_sv_reminders, an add-on to ABPro, does not do automated email reminders by itself.

It installs a file, reminders_cron.php, that can be called by your server's cron facility and when it is, it will look at the module parameters and send email reminders to accepted bookings. The module needs to be 'Published' but need not appear on any site page. It is really just a way to let you set parameters for the reminders_cron.php to read at runtime.

Installation, setup and test

Step 1   Download and install the module

Download from link above then install as with any other module - nothing special here.

Step 2   Module Setup

Set **Enabled** = **Yes**
and **Show Title** = **No**

You can set the Menus to None as it does not need to appear on any page.
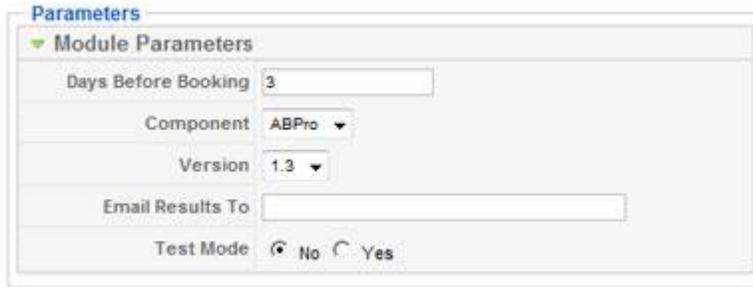
Parameters

Days Before Booking:

Enter a number days in advance of the booking time that you wish the email to be sent.

You can have multiple days separated by comma.

Example: 3 = send a reminder 3 days before the booking.

Example: 5,3 = send a reminder 5 days before AND send a reminder 3 days before

This field must be integer value(s) - no 3.5 days.

Component:

Select either ABPro or RBPro

Version:

For future use, currently only supports version 1.3 of each component.

Email Results To:

You can enter an email address that will receive a status report after each cron run.

If left blank the report will be sent to the email address in the component's (ABPro or RBPro) Configure / MailTO setting.

Test Mode:

For testing, see below.

Step 3   Cron Setup

After you have the module installed and configured, your next step is to setup or schedule the cron job at your webserver. Each hosting provider will have their own unique process for exactly how to do this. But in each case, you need to create and name a new Cron job, define how often the Cron job should run (this should be once per day), and point the Cron job to the correct path to the reminders_cron.php file. Below are 2 video tutorials that will demonstrate the setup procedures for common hosts.

You need to know the physical path, on the server, to the file reminders_cron.php
There is a file included in the module to do this for you. From your browser issue the request:

http://yoursite.com/modules/mod_sv_reminders/show_path.php

You will get back a screen like this..

Path for cron job: /home/content/███████/html/test_J15N/modules/mod_sv_reminders/reminders_cron.php

CPanel cron command: /usr/bin/php '/home/content/███████/html/test_J15N/modules/mod_sv_reminders/reminders_cron.php'

Note: some hosts may have different path for php, ie: something other than '/usr/bin/php'

Cron setup tutorials

Hosting sites that use CPanel

Setup on GoDaddy.com

Step 4   Testing

The file reminders_cron.php has some code at the beginning to prevent it from being called interactivity by a malicious user.

For testing you can set 'Test Mode' (above) to Yes and call reminders_cron.php from your browser like:
http://yoursite.com/modules/mod_sv_reminders/reminders_cron.php

When calling as above, you will just get a blank screen and the results will be emailed out.

Google Calendar and ABPro

The Google Calendar setup section has been moved to...

Seats & Extras in Google Calendar

You can have the Google calendar insert contain Seats and Extras...

In the Configure screen, Calendars tab..

For Seats...

Will produce..

And for Extras ..

Will produce..

Limitation
The technique for doing this is very simple and has no logic for limiting inserts based on resource.
That means that if you have 3 *different* 'Adult' seat types for 3 different resources, the insert cannot show only the Adult seats for the resource the customer chose, it must show all.

Community Builder and ABPro

Overview

ABPro can be set to pull user information from their CB profile, into a booking screen.

This is done by setting up ABPro UDFs (user defined fields) for your booking screen and telling ABPro to pre-fetch data for these fields from the user's CB profile.

UDF Settings for CB

Select the CB Profile field from the dropdown list. This list is created from your CB profile table and will only be populated if you have CB installed.

You can also set the field to be read only if you do not want the person doing a booking to be able to change the values.

Note: Changes, if allowed, are **never written back to CB**. Changes are only stored in the ABPro booking.

JomSocial and ABPro

Overview

ABPro can be set to pull user information from their JomSocial profile, into a booking screen.

This is done by setting up ABPro UDFs (user defined fields) for your booking screen and telling ABPro to pre-fetch data for these fields from the user's JomSocial profile.

UDF Settings for JomSocial

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Select the JomSocial Profile field from the dropdown list. This list is created from your JomSocial profile table and will only be populated if you have JomSocial installed.

You can also set the field to be read only if you do not want the person doing a booking to be able to change the values.

Note: Changes, if allowed, are **never written back to JomSocial**. Changes are only stored in the ABPro booking.

Joomla Profile plug-in and ABPro

Overview

ABPro can be set to pull user information from the Joomla Profile plug-in profile, into a booking screen.

This is done by setting up ABPro UDFs (user defined fields) for your booking screen and telling ABPro to pre-fetch data for these fields from the user's Joomla Profile plug-in l profile.

UDF Settings for Joomla Profile plug-in

Select the Profile plug-in profile field from the dropdown list. This list is created from your Profile plug-in table and will only be populated if you have Profile plug-in enabled and at least one user's profile item added.

You can also set the field to be read only if you do not want the person doing a booking to be able to change the values.

Note: Changes, if allowed, are **never written back to Joomla profile**. Changes are only stored in the ABPro booking.

How to setup Single Resource, Service or Category Modes

To set ABPro into single resource, single service or single category mode you need to be able to tell it what resource, service or category to display.

The booking screens support two methods of doing this.

1. Called by Menu
2. Called by URL

Called by Menu

When you create a menu item to call ABPro use 'Advanced Options' Screen.
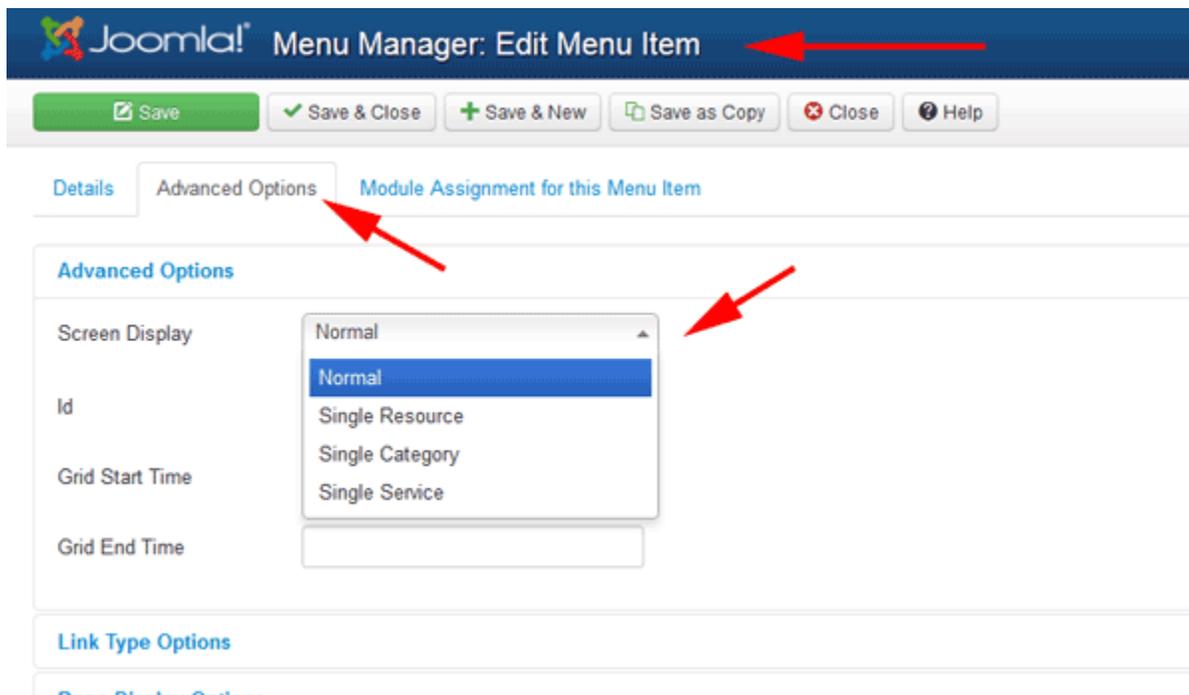
Screen display can be set to Single Resource, Single Service or Single Category.

ID is the resource, service or category id that you want the booking screen to display.

These are only used for the public booking screens *DO NOT set these for the Front Desk menu item* or its bookings screen will encounter errors.

Called by URL

If you are calling from a content page, you can use a querystring parameter on the URL.

You simply take the URL and add '&res=x', &srv=x' or '&cat=x' where x is the appropriate resource, service or category id.

A simple way to get the URL is make a menu that calls the screen you want (simple or GAD) then click on it. Take the URL that Joomla created and add "&res=123"

If using SEO and ABPro 2.0.3 or above you need a "?". See below.

An example URL would be:

http://YourSite.com/index.php?option=com_rsappt_pro2&view=bookingscreengad&Itemid=58&res=2

http://YourSite.com/index.php?option=com_rsappt_pro2&view=bookingscreengad&Itemid=58&cat=123

http://YourSite.com/index.php?option=com_rsappt_pro2&view=bookingscreengad&Itemid=58&srv=456

If using SEO and ABPro 2.0.3 or above you need a "?".

http://appointmentbookingpro.com/appointment-booking-demo39.html?res=8

http://appointmentbookingpro.com/appointment-booking-demo39.html?cat=2

http://appointmentbookingpro.com/appointment-booking-demo39.html?srv=3

QS parameters are not compatible with SEO and ABPro prior to 2.0.3.

Querystring parameters

Normally you would use the 'Configure' screen to set your GAD grid to open on; 'Today', 'Tomorrow', etc.

If you need to dynamically change that you can use a link from a content page and pass information telling ABPro how you want it to open. You can use querystring parameters to control *what date* the GAD screen opens on and also the *time range*.

A simple way to get the URL is make a menu that calls the screen you want (simple or GAD) then click on it. Take the URL that Joomla created and add the appropriate ending.

Mygridstarttime / mygridstarttime

You can call the booking screen via a URL with a querystring parameter tacked on the end, like:
/index.php?option=com_rsappt_pro2&view=bookingscreengad&Itemid=58&mygridstarttime=9:00&mygridendtime=13:00

This might be used where you want to open the grid only showing the morning in one case and only the afternoon in another.

If using SEO and ABPro 2.0.3 or above you need a "?".

http://appointmentbookingpro.com/appointment-booking-demo39.html?mygridstarttime=9:00&mygridendtime=13:00

QS parameters are not compatible with SEO and ABPro prior to 2.0.3.

mystartdate

You can call the booking screen via a URL with a querystring parameter tacked on the end, like:
/index.php?option=com_rsappt_pro2&view=bookingscreengad&Itemid=58&mystartdate=2009-09-14

This could be used if you were booking for events in the distant future and wanted a link for the event detail screen to the booking screen with the booking screen opening on the event date or week.

See the previous section for how to call specific resource or category via URL.

If using SEO and ABPro 2.0.3 or above you need a "?".

http://appointmentbookingpro.com/appointment-booking-demo39.html?mystartdate=2012-09-14

QS parameters are not compatible with SEO and ABPro prior to 2.0.3.

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Menu parameters

You can set menu parameters to adjust the GAD grid start/end times. For ABPro 2.0 and above.
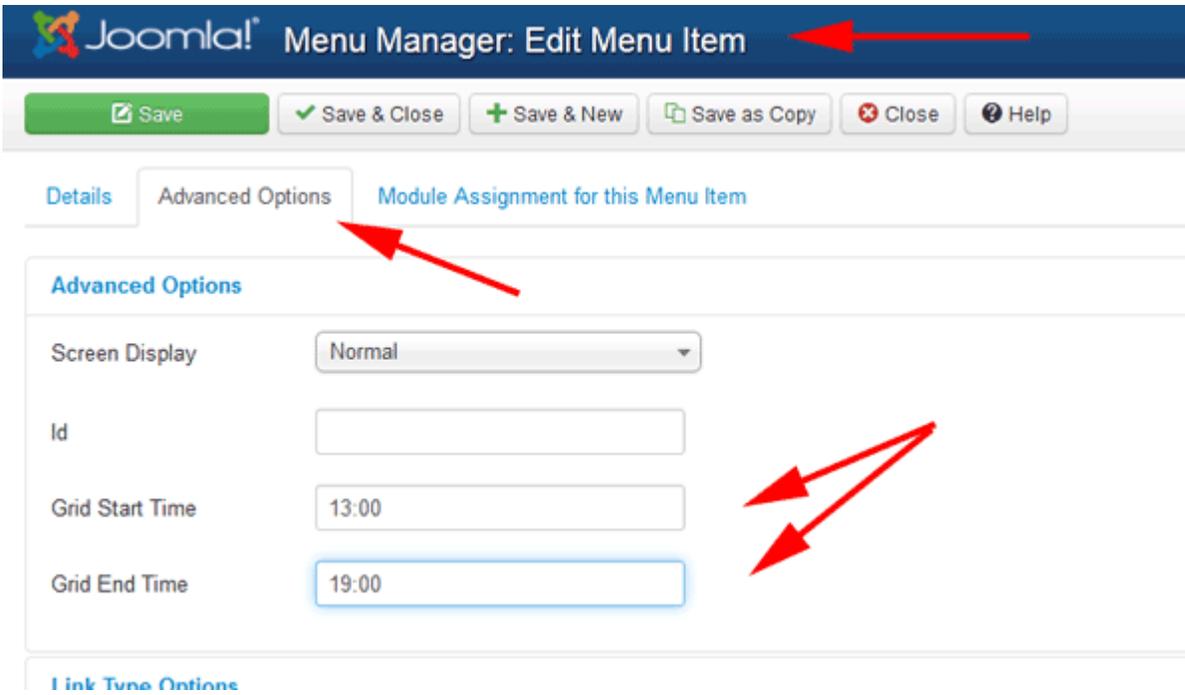
Multi-Language Operation

Overview

Version 1.4.5 is the International version with support for UTF-8, all elements (resources, categories, services, messages, etc) will support language file keys.

For example, rather than entering a confirmation message into the ABPro message box, you can enter a language file key. Create your confirmation message(s) in whatever language files you support and ABPro will send the language specific confirmation message

While ABPro does not support Joom!Fish, they can co-exist and work together nicely.

Limitations

- Admin messages are sent in language of admin side. An example of this would be if back-end Admin sets the booking to 'Accepted' the confirmation will go in whatever language the back-end Admin is running. In the case of auto-accept where the confirmation is generated at booking time, it goes in the current front-end language the user has selected.
- Date format is not changeable. Any expanded dates are translated (ex: mar. 15-déc.-2009) but the date picker fields will show YYYY-MM-DD format.
- Currency format does not adjust the ',' and '.' so all currencies show as ##,###.##. The currency symbol is set in the language file so it can be translated to $, €, £, etc.
- Language changes by the user *may* need screen refresh. This is because ABPro uses many asynchronous AJAX calls and it is possible that immediately after a language change, if you are on an ABPro screen when doing the change, the screen may show part in the new language and part in the old. A refresh will clear this.

Windows Servers

Not supported on Windows servers.

From PHP docs: "If you are running PHP on a multithreaded server API like IIS or Apache on Windows, you may experience sudden changes in locale settings while a script is running"... that means **on windows servers** dates ~~may~~ will sometimes switch to English part way through the GAD grid.

For Windows servers (if you want to run in spite of the above warning) you will need to edit file *rsappt_pro14.php*

Find:
define("WINDOWS", false);

Change to:
//define("WINDOWS", false);

Using Language file Keys

ABPro uses Joomla's built in translation capabilities. When rendering text it checks to see if a language file entry has been defined for the text, if so it uses the language file text, if not it renders the text directly.

For example:

If you define the resource as "Boat", the screen will show "Boat"

If you define the resource as "RES_BOAT" **and** define keys in the language file like..

- In the English file: RES_BOAT=Boat
- In the French file: RES_BOAT=Bateau
- In the Spanish file: RES_BOAT=Lancha

The screen would display the appropriate translation depending on the user's choice of front-end language.

Resources, Categories, etc

Any entities you define to be show on screen can use language file keys. This would be resource, categories, services, extras, etc.

Example setting up a Resource:

For **single language sites** you can enter Resource name and description directly.

The screen will show..
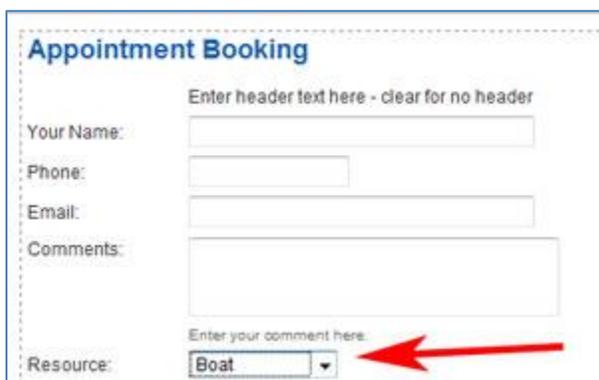
For **Multilanguage sites** you need to enter a language file key.

In this case I made the key '**RESOURCE_BOAT**'.

You can define the key as **any text you like** with these limitations:

- All upper case
- No spaces
- Unique in ABPro.

Now in the language files you add translations for RESOURCE_BOAT..

```
SERV_2=Island Tour
BOOKING_COMPLETE=Thank you for your order.[resource], [resource_service] has bee
CANCEL_MSG=Your booking for [resource] on [startdate] has been cancelled, thank
```

C:\xampp\htdocs\dev_15_5\language\en-US\en-US.com_rsappt_pro14.ini

```
RS1_INPUT_SCRN_VALIDATION_FAILED=Validation Failed:
RS1_INPUT_SCRN_VALIDATION_OK=Validation OK

RS1_ADMIN_SCRN_TIMESLOT_DETAIL_DESC=Description
RS1_ADMIN_SCRN_RES_NON_WORK_HIDE=Hide non-Booking days:
RS1_ADMIN_SCRN_RES_NON_WORK_HIDE_HELP=If set to Yes days unckecked above will no

RS1_INPUT_SCRN_ALREADY_CANCELED=Booking already cancelled.

# v 1.4.5 stuff
RS1_ADMIN_SCRN_BOOKING_LANGUAGE=Langauge Code

# my translations
RESOURCE_1=Resource 1
RESOURCE_BOAT=Boat
RESOURCE_CAR=Car
HEADER_TEXT=Enter header text here - clear for no header
FOOTER_TEXT=Enter footer text here - clear for no footer
CAT_1=North
CAT_2=South
```

C:\xampp\htdocs\dev_15_5\language\es-ES\es-ES.com_rsappt_pro14.ini

```
RS1_INPUT_SCRN_ALREADY_CANCELED=reservas ya canceladas.

# Cosas v 1.4.5
RS1_ADMIN_SCRN_BOOKING_LANGUAGE=Langauge Código

# my translations
UDF_COMMENTS =Comentarios
RESOURCE_1=Recurso 1
RESOURCE_BOAT=Lancha
RESOURCE_CAR=Coche
HEADER_TEXT=Introduzca el texto de cabecera aquí - claro para no tener ninguno
FOOTER_TEXT=Introduzca el texto de pie de página aquí - claro para no footer
CAT_1=Norte
CAT_2=Sur
SUB_CAT_1=Este
SUB_CAT_2=Oeste
SERV_1=Short puerto de Tour
SERV_2=Tour de la Isla
BOOKING_COMPLETE= Gracias por su solicitud.      [resource], [resource_service]
CANCEL_MSG=Su reserva de [resource] de [startdate] ha sido cancelada, gracias.
```

C:\xampp\htdocs\dev_15_5\language\fr-FR\fr-FR.com_rsappt_pro14.ini

Which yields (when Spanish is selected as front-end language)..

The same procedure is used to define multi-language services, categories, etc.

Messages

If you are running a single language site you can enter message text directly into the configure screen.

For a multi-language site you can define a language file key..

And now add a BOOKING_COMPLETE key to each language file. (see below)

Note: In version 2.0 the edit boxes add extraneous characters so you need to wrap your key with "{svkey}"

Example:

{svkey}BOOKING_COMPLETE{svkey}

ABPro 2 will just take the value between the {svkey} tags and ignore formatting characters inserted by the editor.

Note the tokens are not translated. If you want to insert the user's selected service you use the normal token [resource_service]

For UDFs, Seats or Extras where the screen label is being translated, you use the key.

```
RS1_INPUT_SCRN_RESOURCE_PROMPT=Select a Resource
RS1_INPUT_SCRN_TIMESLOT_PROMPT=Select a Time
RS1_INPUT_SCRN_DATE_PROMPT=Select Date
RS1_INPUT_SCRN_NO_TIMESLOTS_AVAILABLE=No Times Available
RS1_INPUT_SCRN_FROM=Start:
RS1_INPUT_SCRN_UNTIL=End:
```

C:\xampp\htdocs\dev_15_5\language\en-US\en-US.com_rsappt_pro14.ini

```
RESOURCE_1=Resource 1
RESOURCE_BOAT=Boat
RESOURCE_CAR=Car
HEADER_TEXT=Enter header text here - clear for no header
FOOTER_TEXT=Enter footer text here - clear for no footer
CAT_1=North
CAT_2=South
SUB_CAT_1=East
SUB_CAT_2=West
SERV_1=Short Harbour Tour
SERV_2=Island Tour
BOOKING_COMPLETE=Thank you for your order.[resource], [resource_service] has bee
CANCEL_MSG=Your booking for [resource] on [startdate] has been cancelled, thank
BOOKING_IN_PROGRESS=Thank you, [requester name].Your request will be reviewed sh
ADULT_SEAT=Adult
ADULT_SEAT_TOOLTIP=Select the number of Adult seats you wish to order.
ADULT_SEAT_HELP=$10.00 (whatever text you want here ;-)
CHILD_SEAT=Child
CHILD_SEAT_TOOLTIP=Select the number of Child seats you wish to order.
CHILD_SEAT_HELP=Free (under 12 yrs - must be accompanied by an Adult)
```

C:\xampp\htdocs\dev_15_5\language\es-ES\es-ES.com_rsappt_pro14.ini

```
UDF_COMMENTS =Comentarios
RESOURCE_1=Recurso 1
RESOURCE_BOAT=Lancha
RESOURCE_CAR=Coche
HEADER_TEXT=Introduzca el texto de cabecera aquí - claro para no tener ninguno
FOOTER_TEXT=Introduzca el texto de pie de página aquí - claro para no footer
CAT_1=Norte
CAT_2=Sur
SUB_CAT_1=Este
SUB_CAT_2=Oeste
SERV_1=Short puerto de Tour
SERV_2=Tour de la Isla
BOOKING_COMPLETE= Gracias por su solicitud.[resource], [resource_service]  ha si
CANCEL_MSG=Su reserva de [resource] de [startdate] ha sido cancelada, gracias.
BOOKING_IN_PROGRESS=Gracias, [requester name].  Su solicitud será revisada en br
ADULT_SEAT=Adultos
ADULT_SEAT_TOOLTIP=Selecciona el número de asientos para adultos que quiere pedi
ADULT_SEAT_HELP=$ 10,00 (el texto que queremos aquí ;-)
CHILD_SEAT=Niño
```

C:\xampp\htdocs\dev_15_5\language\fr-FR\fr-FR.com_rsappt_pro14.ini

UDFs (User Defined Fields)

If you are running a single language site you can enter UDF text directly into the UDF setup screen.

Here showing a UDF textbox with the screen text 'Pet's Name'.

For a multi-language site you can define a language file keys..

Here showing a textarea for comments.

Now add language file keys..

```
RS1_INPUT_SCRN_DATE_PROMPT=Select Date
RS1_INPUT_SCRN_NO_TIMESLOTS_AVAILABLE=No Times Available
RS1_INPUT_SCRN_FROM=Start:
RS1_INPUT_SCRN_UNTIL=End:
```

C:\xampp\htdocs\dev_15_5\language\en-US\en-US.com_rsappt_pro14.ini

```
SUB_CAT_2=West
SERV_1=Short Harbour Tour
SERV_2=Island Tour
BOOKING_COMPLETE=Thank you for your order.[resource], [resource_service] has bee
CANCEL_MSG=Your booking for [resource] on [startdate] has been cancelled, thank
BOOKING_IN_PROGRESS=Thank you, [requester name].Your request will be reviewed sh
ADULT_SEAT=Adult
ADULT_SEAT_TOOLTIP=Select the number of Adult seats you wish to order.
ADULT_SEAT_HELP=$10.00 (whatever text you want here ;-)
CHILD_SEAT=Child
CHILD_SEAT_TOOLTIP=Select the number of Child seats you wish to order.
CHILD_SEAT_HELP=Free (under 12 yrs - must be accompanied by an Adult)
EXTRA_1=Red Pencil
EXTRA_1_TOOLTIP=Select how many you want.
EXTRA_1_HELP=Writes with red ink.
UDF_COMMENTS=Comments
UDF_COMMENTS_TOOLTIP=Max 255 characters
UDF_COMMENTS_HELP=Enter your comment here.
COUPON_5_OFF=$5.00 OFF
```

C:\xampp\htdocs\dev_15_5\language\es-ES\es-ES.com_rsappt_pro14.ini

```
SUB_CAT_2=Oeste
SERV_1=Short puerto de Tour
SERV_2=Tour de la Isla
BOOKING_COMPLETE= Gracias por su solicitud.    [resource], [resource_service]
CANCEL_MSG=Su reserva de [resource] de [startdate] ha sido cancelada, gracias.
BOOKING_IN_PROGRESS=Gracias, [requester name].  Su solicitud será revisada en br
ADULT_SEAT=Adultos
ADULT_SEAT_TOOLTIP=Selecciona el número de asientos para adultos que quiere pedi
ADULT_SEAT_HELP=$ 10,00 (el texto que queremos aquí ;-)
CHILD_SEAT=Niño
CHILD_SEAT_TOOLTIP=Selecciona el número de asientos del niño que quiere pedir.
CHILD_SEAT_HELP=gratis (menores de 12 años - deben ir acompañados por un adulto)
EXTRA_1=Rojo Lápiz
EXTRA_1_TOOLTIP=Selecciona el número que desee.
EXTRA_1_HELP=Escribe con tinta roja.
UDF_COMMENTS =Comentarios
UDF_COMMENTS_TOOLTIP=Máximo 255 caracteres
UDF_COMMENTS_HELP=Escribe tu comentario aquí.
COUPON_5_OFF=la reducción de 5.00
```

C:\xampp\htdocs\dev_15_5\language\fr-FR\fr-FR.com_rsappt_pro14.ini

Editing Language File(s)

ABPro will look through your language files and allow you to edit all ABPro language files at one time.

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Edit CSS   Edit Language File(s)

C:\xampp\htdocs\dev_15_5\language\de-DE\de-DE.com_rsappt_pro14.ini

```
# Benutzeroberfläche
RS1_INPUT_SCRN_TITLE=Terminreservierung
RS1_INPUT_SCRN_MIDNIGHT=Midnight
RS1_INPUT_SCRN_NOON=Noon
RS1_INPUT_SCRN_OK=OK

# Eingabefelder
RS1_INPUT_SCRN_NAME=Ihr Name:
RS1_INPUT_SCRN_PHONE=Telefon:
RS1_INPUT_SCRN_EMAIL=E-Mail:
RS1_INPUT_SCRN_RESOURCE_CATEGORIES=Kategorie:
RS1_INPUT_SCRN_RESOURCE_CATEGORIES_PROMPT=Wählen Sie eine Kategorie
RS1_INPUT_SCRN_RESOURCE=Ressource:
RS1_INPUT_SCRN_SERVICES=Dienstleistungen:
RS1_INPUT_SCRN_RESOURCE_PROMPT=Wählen Sie eine Ressource
RS1_INPUT_SCRN_TIMESLOT_PROMPT=Wählen Sie einen Time
RS1_INPUT_SCRN_DATE_PROMPT=Datum wählen
RS1_INPUT_SCRN_NO_TIMESLOTS_AVAILABLE=Nein jederzeit zur Verfügung
RS1_INPUT_SCRN_FROM=Start:
RS1_INPUT_SCRN_UNTIL=Ende:
```

C:\xampp\htdocs\dev_15_5\language\en-GB\en-GB.com_rsappt_pro14.ini

```
# user screen
RS1_INPUT_SCRN_TITLE=Appointment Booking
RS1_INPUT_SCRN_MIDNIGHT=Midnight
RS1_INPUT_SCRN_NOON=Noon
RS1_INPUT_SCRN_OK=OK

# input fields
RS1_INPUT_SCRN_NAME=Your Name:
RS1_INPUT_SCRN_PHONE=Phone:
RS1_INPUT_SCRN_EMAIL=Email:
RS1_INPUT_SCRN_RESOURCE_CATEGORIES=Category:
RS1_INPUT_SCRN_RESOURCE_CATEGORIES_PROMPT=Select a Category
RS1_INPUT_SCRN_RESOURCE=Resource:
RS1_INPUT_SCRN_SERVICES=Services:
RS1_INPUT_SCRN_RESOURCE_PROMPT=Select a Resource
RS1_INPUT_SCRN_TIMESLOT_PROMPT=Select a Time
RS1_INPUT_SCRN_DATE_PROMPT=Select Date
RS1_INPUT_SCRN_NO_TIMESLOTS_AVAILABLE=No Times Available
RS1_INPUT_SCRN_FROM=Start:
RS1_INPUT_SCRN_UNTIL=End:
```

C:\xampp\htdocs\dev_15_5\language\en-US\en-US.com_rsappt_pro14.ini

```
# user screen
RS1_INPUT_SCRN_TITLE=Appointment Booking
RS1_INPUT_SCRN_MIDNIGHT=Midnight
```

Using UDFs (User Defined Fields)

Overview

UDFs are primarily for capturing user input on the booking screen. There is special type of UDF call 'content' that can be used to present information to the customer. See 'Content' under 'Types of UDFs' below.

They typically solicit a customer's choice from lists or radio button, or allow text to be entered by the customer.

You can define tooltips to be shown when the customer moves their mouse over the UDF, and help text to appear below the UDF.

In the UDF setup screen (Control Panel | UDFs) ..

The UDF setup screen is where you define the screen label to be used and various parameters for your UDF. Some fields in the setup screen are only applicable to certain UDF types. See UDF Types below for details.

If you are running a multi-language site you can enter a language file KEY as the 'Screen Label' and ABPro will use the language file value on screen. See Mult-Language Operation in this guide for more details.

ABPro supports **any number of UDFs** on a booking screen.

With the flexibility of unlimited numbers come some limitations.

- The UDFs are processed by looping code and so cannot have specific treatment. That is to say if you have 3 textboxes you **can** control when order they appear in, but you **cannot** have special processing for one textbox. A textbox is a textbox is a textbox.
- Vertical lists only. A web page can grow longer quite easily. Growing wider is problematic. As such as you add more UDFs the screen gets longer. There is no facility to have UDFs appear in multiple columns. Radio Buttons can likewise only be displayed in vertical lists.
- UDFs are not stored as part of the core booking record, but reside in a separate table. This means you cannot easily include UDFs in listing screens like the My Bookings screen.

Types of UDFs

Textbox

The 'Size' field on the UDF setup screen is for Textboxes. This will determine the physical size of the box on the screen. All textboxes accept 255 characters of input.

A textbox can be designated as a required field. If the customer attempts to submit a booking without entering data into a 'required' textbox, validation will fail and block them from making their booking.

Textarea

A textarea is like a textbox but allows a larger screen presence. The 'Rows' and 'Columns' fields set the on-screen size. All textareas accept 255 characters of input.

A textarea can be designated as a required field. If the customer attempts to submit a booking without entering data into a 'required' textarea , validation will fail and block them from making their booking.

Radio button

To present a customer with a list of radio buttons, select 'Radio Buttons' type and provide a list of options in the 'Radio Buttons or List Items' box. You can specify a default item by putting "(d)" in front. See above.

One radio button is always selected so radio buttons cannot be 'required' fields.

Dropdown List

To present a customer with a dropdown list from which to choose, select the 'Dropdown List' this type and provide a list of options in the 'Radio Buttons or List Items' box. You can specify a default item by putting "(d)" in front. See above.

One radio button is always selected so radio buttons cannot be 'required' fields.

Checkbox

The Checkbox type provides a simple checkbox for the customer to check. This can be a required field.

Content

The Content type is different than all the others in that it is intended to **provide information TO the customer** rather than capturing information from them.

Example, setting..

Yields..

The text you place in the content UDF can be HTML so you can have rudimentary formatting like color and bolding.

You can create a content UDF with a local image tag also.

Images CANNOT be included in the confirmation email.

Resource Specific UDFs

UDFs can be either common for all resources or resource specific to one or more resources.

Common resources appear ABOVE the resource whereas resource specific UDFs appear BELOW the resource AFTER the resource is selected.

By default all new UDFs are NON-Resource Specific so they will appear on all booking screens.

To make a UDF only appear for certain resources, add the resources to the right box. In the example below the UDF will only display for resources 'Dr Bar' and 'Nudder Resource'.

You can assign this UDF to one or more resources. If NOT assigned, it will be shown for ALL.

Add >>

Dr Bar
Nudder Resource

Resources: Nudder Resource

<< Remove

Dr Bar
Bus Tour
RESOURCE_1
Nudder Resource

Empty = ALL

If you are using Commun...   to populate an ABPro UDF field from a CB profile field, set the field mapping here.
Only Textbox or Textarea fields can pre-fill from Community Builder.

Mapping a UDF to Community Builder, JomSocial or Joomla's Profile plug-in

ABPro has the ability to fetch user profile data from Community Builder, JomSocial or Joomla's Profile plug-in.

This is intended to save the customers typing.

For example, if they have a CB of JS profile that contains 'Cell Phone' and you want that captured in the booking you can create a UDF called 'Cell Phone' and map it to the CB or JS data. Assuming you have CB or JS installed.

You can also set whether the mapped value can be edited in the booking screen or not. Note, changes to the mapped value will only be changed in the booking record.

ABPro NEVER changes data in CB, JS or Joomla profile.

Using UDFs to tailor the customer confirmation message

Any UDF data, either captured from the customer or presented via content UDFs, can be included in the confirmation email message via ABPro's token system.

The Token system

The idea of the token system is that you can create a common confirmation message, in the Configuration screen, messages tab, and include tokens that will be swapped at runtime for the appropriate data. The token system is discussed in other parts of this guide pertaining to the confirmation message.

In the case of UDFs the token is the screen label inside [].

For example:

1. If your screen label is 'Directions' and you place the token '[Directions]' into your message, ABPro will substitute the content you place in the UDF for the token.
2. If your screen label was 'Cell Phone' and you place the token '[Cell Phone]' into you message, ABPro will substitute the value the customer entered as his cell phone in place of the token.

Note!!

You must ensure **your UDF token names do not conflict with any built in tokens** or unpredictable results with arise. Build in token names can be found on the Configure screen, messages tab, at the bottom of the screen.

Common Content

If you have content you wish added to all booking screens, such as terms and conditions, you could create a 'content' type UDF that is NON-resource specific. If you called it 'Terms'. This would show on all booking screens.

If you now add '[Terms]' in the confirmation message, the terms would also be added to the confirmation email message.

Resource Specific Content

If you have content you wish added to only certain booking screens, such as resource specific information, you could create a 'content' type UDF that IS resource specific. If you called it 'Resource Info', this would only show on booking screens where the appropriate resource was selected by the customer.

If you now add '[Resource Info]' in the confirmation message, the content text would only be added to the confirmation email message when the appropriate resource is booked.

Token only Content

In some cases you may wish to have common or resource specific text added to the confirmation email but NOT shown on the booking screen.

To do this set 'Show on Booking Screen' = No when creating a content type UDF.

Now the booking screen will NOT show the content text for this UDF, however if you include a token for it the text WILL be added to the confirmation email.

Using the Front Desk

The Front Desk view was designed for *staff* to see and manage upcoming bookings. It was a STAFF ONLY screen that had a lot of power.

With ABPro 2.0.1 the roll of the Front Desk was expanded such that it could also be used as a *public* screen showing a calendar view of existing bookings.

Use CAUTION when setting up a public Front Desk screen as ABPro cannot dictate what power you want the public to have, it is up to you. The following section details each setting available in the menu setup screen.

You can have multiple menu items calling the Front Desk screen with different capabilities if you like.

For basic setup information see previous section in the guide 'Front End Screens', subsection 'Front Desk'

Overview

For basic setup information see previous section in the guide 'Front End Screens', subsection 'Front Desk'

This section of the guide covers configuring the Front Desk view from the menu setup.

Many of the Front Desk's capabilities can be turned on or off via the menu setup.

NOTE: ABPro cannot control who you make the Front Desk available to. There are some options you should NEVER let the public have access to. It is **your responsibility** to **not enable sensitive booking information** on a screen that you show the public.

Menu Setup

Default View
Month/Week/Day

This determines what view the screen will open with. As the user changes view the current selection is stored in a session variable. If you change this value you may need to restart your browser to see the screen open in the new view. If Front Desk is set **View Only**, for public viewing, this setting is ignored. Only **month view** is available to the public.

Use Page Title
 Yes/No

Yes = Use the menu title as the Front Desk title.
No = Use the Language file entry as the title. (Language file key: RS1_FRONTDESK_SCRN_TITLE)

Calendar Cell Display
Customer or Resource

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Customer   Resource

Tooltip Display

Customer, Resource or None.

Customer   Resource

Resource Admin Only

Yes/No

As stated previously the Front Desk was for staff to manage bookings. To support the idea of one user managing some resources and anther user managing different resources the operator could **only see bookings for resources they were assigned as resource admin for**. This was also good if the resources were different companies and you did not want staff from company A seeing bookings for company B.

Yes = The operator will **only** see bookings for resources that they are **assigned as resource admin**. Setting a resource's administrators is done in the resource setup screen near the bottom.

No = The operator will see bookings for all resources.

Login Required

Yes/No

Yes = the user must be logged in.
No = User need not be logged in.

Use with caution to ensure non-logged in visitor does not get staff level access.

Login Required = No should *ONLY* be used with **View Only = Yes**.

View Only

Yes/No

Yes = Front desk will be read-only, no changes can be allowed. Also some action controls will be hidden.
Any time a Front Desk screen is made available to the public is should be on View Only mode.

Never give the **public access** to a Front Desk with **View Only = No.**

If you wish, you can allow the Front Desk booking links to display some or all the booking details. See *Show Booking Details* below.

Edit Status Only

Yes/No

Yes = The booking detail edit screen will display with all data read-only except the booking status. This would be used if you only want staff to be able to change booking status.

Enable Seat Totals

Yes/No

If you are not using the 'Seats per Booking' features of ABPro, you can set this to No and the seat related controls will not show.

Some examples:

Yes	No

Start Time: 13 ▼ : 00 ▼ (hh:mm)
End Time: 14 ▼ : 00 ▼ (hh:mm)
Booked Seats: 1
                       Adult: 0 ▼
                       Child: 0 ▼
User Defined Fields
                       Label   **Value**

Start Time: 13 ▼ : 00 ▼ (hh:mm)
End Time: 14 ▼ : 00 ▼ (hh:mm)
User Defined Fields
                       Label   **Value**
                       Cell:
                       Favourite Fruit: Oranges
                       Directions: ...

Enable Customer History

Yes/No

Yes	No
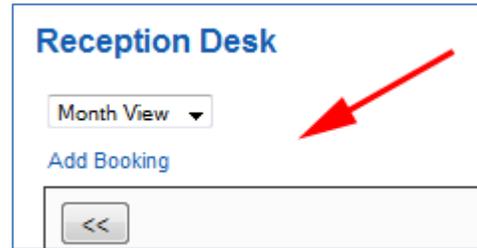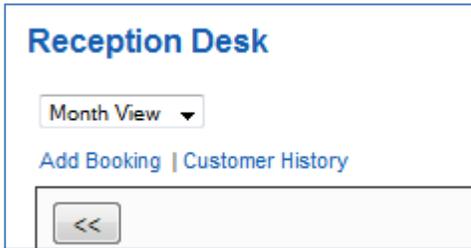
NEVER enable a customer history screen on a Front Desk **accessible by the public**.

Customer History screen

Enable Manifest

Yes/No

Yes	No

Manifest screen
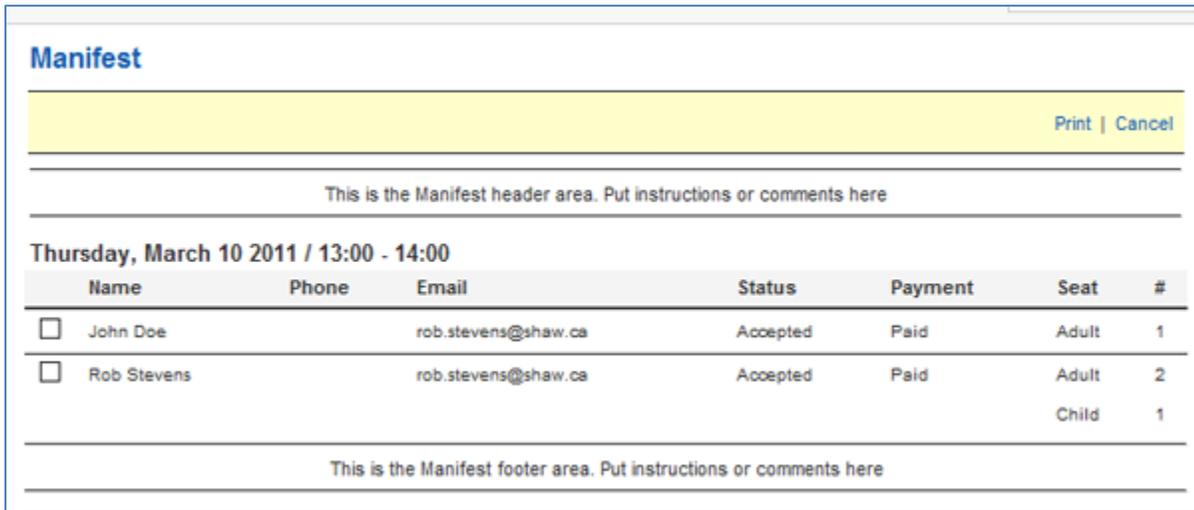
Enable Reminders
Yes/No

Yes	No
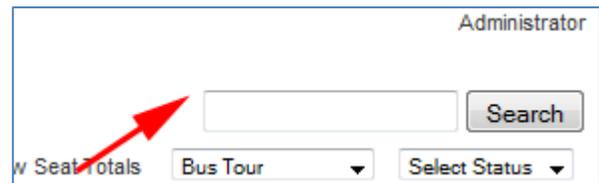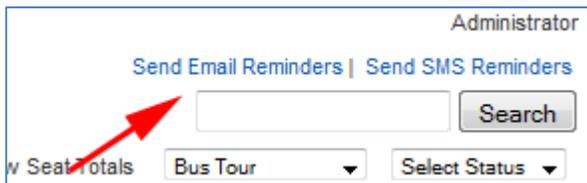
Show Booking Details
Yes/No

In View Only mode you can choose to show the booking details in a modal window.

What details are shown/hidden depends on the other menu settings described in this section.
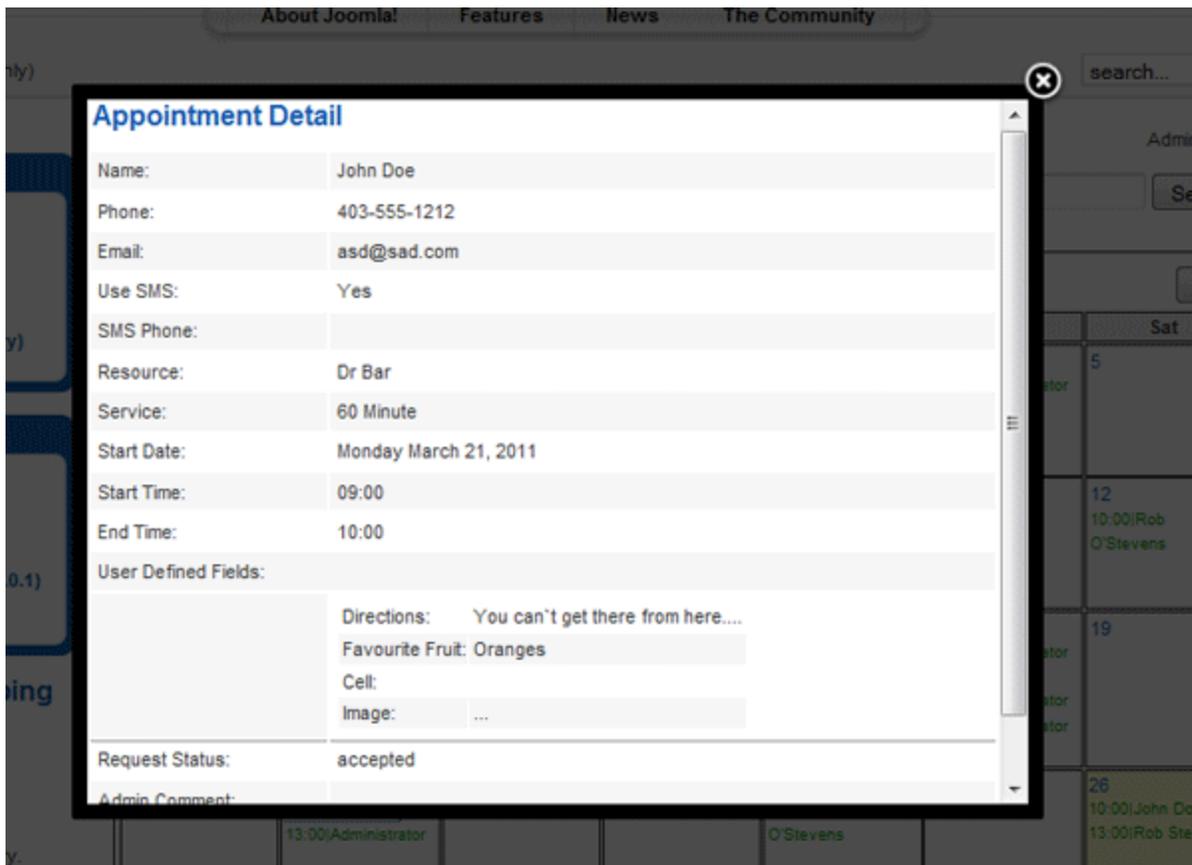
Show Contact Info
Yes/No

Contact Info being: email, phone, sms phone.

Name is always shown.

Show UDFs
Yes/No

Show/hide UDFs on booking detail.

Show Extras
Yes/No

Show/hide Extras on booking detail.

Show Booking Charges
Yes/No

Show financial information about the booking on the detail screen.

Shown here set to Yes..

Appointment Detail

Name:	John Doe
Resource:	Dr Bar
Service:	60 Minute
Start Date:	Monday March 21, 2011
Start Time:	09:00
End Time:	10:00
Request Status:	accepted
Payment Status:	paid
Total :	$ 0.00
Amount Due :	$ 0.00
Manual Payment :	$ 0.00
Credit Used :	$ 10.50
Coupon Used :	
Admin Comment:	

New Booking screen

Staff/Public/None

Staff booking screen has additional power and less validation.

Public booking screen calls the standard GAD booking screen.

None = no 'New Booking' link is displayed.

Using Rate Overrides

Rate Overrides is an **optional** feature allowing you to define special rates charged based on what Joomla Group a customer is assigned to. These overrides can be applied to resource(s), service(s), extra(s) or seat type(s).

Initial rate setup is done in the respective entity's setup screen. For example, the resource rate is set in the resource setup screen.

Rates set here override those rates so you can do things like, offer a different rate for registered users or users assigned to specific Joomla Groups.

Before setting up an override rate, you should be aware of ABPro's order of preference in different types of rates.

Order of Precedence

Service rate has precedence over *resource* rate. If you define both, the service rate is used.

Seat price has precedence over both *resource* and *service* rates.

The Override rates **do not** compromise this order of precedence.

For example, if you define an override rate for a Resource but you have a Service rate, the Service rate it used.

See section 'Control Panel' subsection 'Rate Adjustments

Rate Adjustments is an optional feature that allows you to adjust a resource rate based on day, time or day and time. This allows you to charge a premium for some bookings and a discount for others.

Resource: Court #1

Grid Start Date: 2014-08-24   [calendar]   <<-   ->>

	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM
Sun 24-Aug-2014	✓	✓	✓	✓	✓	✓	$65 ✓	✓	✓	✓	✓	✓	✓	✓
Mon 25-Aug-2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tue 26-Aug-2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Wed 27-Aug-2014	✓	$35 ✓	✓	✓	✓	$40 ✓	✓	✓	✓	✓	$45 ✓	✓	$40 ✓	✓
Thu 28-Aug-2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fri 29-Aug-2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Sat 30-Aug-2014	✓	✓	✓	✓	✓	✓	$65 ✓	✓	✓	✓	✓	✓	✓	✓
	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM

[green] - Indicates an available timeslot, click on green checkmark to select.

[red] - Indicates an unavailable timeslot

List screen

By: Shows when the discount applies.

- DayOnly = The adjustment applies to all bookings in the day(s) specified, regardless of time.
- TimeOnly = The adjustment applies to all bookings in a specified time range, regardless of day.
- DayAndTime = The adjustment applies to specified day(s) in specified time ranges only.

Sun-Sat: Days to be used in adjustment determination.

Start / End: Time range to be used in adjustment determination.

Adjustment: The amount to adjust the rate by. Can be (+) or (-), flat rate or percentage of rate.

Click on the ID to open the detail screen.

Example:

In this example we will setup a resource rate for the public, then create a Rate Override for 'Registered' users.

In the Resource setup screen..

Add Rate Override..

Booking screen for non-logged in user..

Booking screen when logged in..

Resource Rate	Hours	Total Owing
$ 9.50	1.00	$ 9.50
	Extras :	0.00
	Discount:	(0.00)
	Total Owing:	$ 9.50

[Add to Cart] [View Cart]

Using Android, iPhone, Windows Phone 7 and BlackBerry applications

Customer App

See online information at

Mobile Web app

http://appointmentbookingpro.com/mobile-customer-apps-download/web-app-information.html

~~Native app~~

~~http://appointmentbookingpro.com/mobile-customer-apps-download/mobile-customer-apps.html~~

Admin App

Mobile Web app

http://appointmentbookingpro.com/ma2/web-app-information.html

~~Native app~~

~~http://appointmentbookingpro.com/ma2/native-app-information.html~~

Issues and Limitations

See http://www.appointmentbookingpro.com/index.php?option=com_kunena&Itemid=66&func=showcat&catid=9