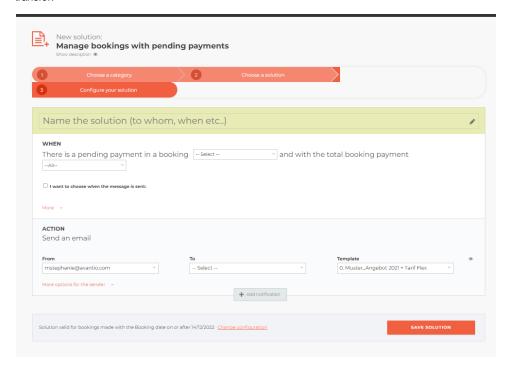# Bookings category

Previously, you could only add customised number of days *later* and this meant that for example, you could not use Harmony solutions to be sent X customised days before the check-in date.

Within the **Categories** tab we have 3 types: **Bookings, Owners and Customers.**

The **Bookings** category has one solution available or two solutions if you have an Avantio website or integration available.

1. **Manage bookings pending payment**

If the system detects bookings with pending payments, the solution will remind the tourist that there are pending payments to be made. You can also tell them if their credit card will be charged on a specific date (if you have the card storage module), send them a generic link to make the payment (available only for PayPal and Redsys Instant POS) or send them instructions to make a bank transfer.

- Identify your solution:

Choose a name for the solution that is easy to identify internally, and select when the notification has to be sent: depending on the status of the booking and the type of payment.

- When:

Select "I want to choose the execution time" to customise when the task will be executed (e.g. 30 days before the check-in date, at 3pm).

The time for email sends is your agency's local time.

If a booking is registered with an entry date less than the "execution time" scheduled in the Harmony task, the system will schedule the task at the time of the creation of that booking and the sending will be done at the next sending check performed by the system.

Ex: Solution scheduled with execution time 1 month before entry, but the booking is registered 2 weeks before entry -> the system will schedule and dispatch the task at the next dispatch check of the day.

In this section

Related content

Conten t by label

There is no content with the specified labels

- The time for email delivery is your agency's local time.
- If a booking is registered with an entry date less than the "execution time" scheduled in the Harmony task, the system will schedule the task at the time of the creation of this booking and the sending will be done at the next sending check performed by the system.
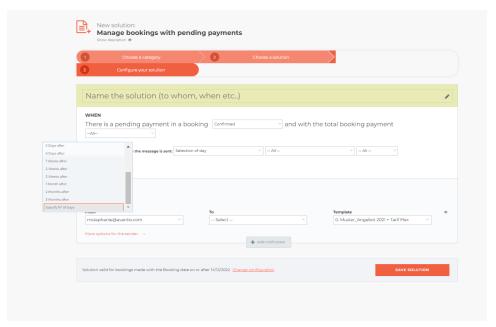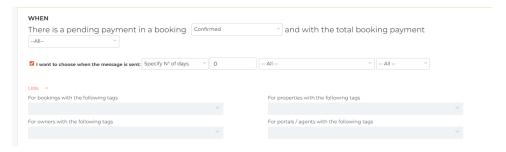
    Ex: Solution scheduled with execution time 1 month before entry, but the booking is registered 2 weeks before entry -> the system will schedule and   dispatch the task at the next dispatch check of the day.

By making two small tweaks to the current interface, an option has been added with which a customised number of days before can be added.

Previously, you could only add customised number of days **after** and this meant that for example, you could not use Harmony solutions to be sent X customised days before the entry date.
Now, the **after** has been removed and so you can use the same option for both after and before. And the time of sending the solution will depend on whether you add the number in positive or negative.

Now, in case you choose this option, you will see that you have two options that we explain:

-Tags

You can use internal tags to filter bookings, owners, properties or portals. For example: if you tag a owner as "VIP" and insert this tag in the Harmony solution, the system will only perform the actions for bookings associated to VIP Owners. (NOTE: the tagging works as an inclusion functionality, not as an exclusion of tasks)

- Notifications:

You will need to select who you want to send the emails to (client, occupant, owner, agency) and the template to be used. You can put in copy or blind copy any email address.
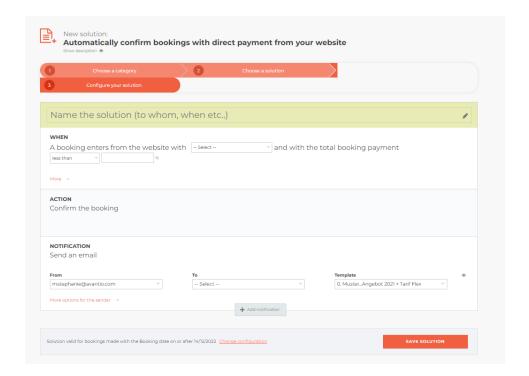
You can also add more notifications, with a different template and with a different recipient. Click on "Add notification" and follow the same steps.
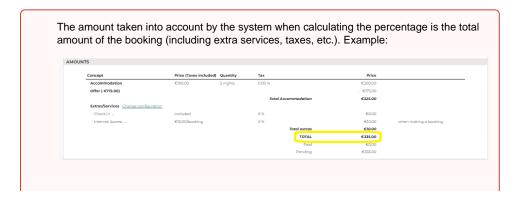
-**Select the bookings you wish this task to apply to**: At the bottom you have the possibility to select if you wish this task to be performed only to bookings received after the moment of creation, or also to bookings already created in the system. Click on "Change configuration" to personalise the starting moment. Save the solution.

Solution valid for bookings made with the Booking date on or after 02/09/2022 Change configuration   **SAVE SOLUTION**

2. Automatically confirm bookings with direct payment from your website

If you have an Avantio website or integration and have immediate payment options available (PayPal or POS), you will be able to configure this solution.

New solution:
Automatically confirm bookings with direct payment from your website
Show desciption 👁

1	Choose a category	2	Choose a solution
3	Configure your solution		

Name the solution (to whom, when etc..)   ✏

WHEN

A booking enters from the website with   -- Select --   and with the total booking payment

less than   %

More ⌄

ACTION
Confirm the booking

NOTIFICATION
Send an email

From	To	Template	👁
mstephanie@avantio.com	-- Select --	0. Muster_Angebot 2021 + Tarif Flex	

More options for the sender ⌄

➕ Add notification

Solution valid for bookings made with the Booking date on or after 14/12/2022 Change configuration   **SAVE SOLUTION**

The amount taken into account by the system when calculating the percentage is the total amount of the booking (including extra services, taxes, etc.). Example:

AMOUNTS

Concept	Price (Taxes included)	Quantity	Tax	Price	
Accommodation	€100.00	5 nights	0.00 %	€500.00	
Offer (-€175.00)				- €175.00	
			Total Accommodation	**€325.00**	
Extras/Services Change configuration					
- Check in ...	Included		0 %	€0.00	
- Internet Access ...	€10.00/booking		0 %	€10.00	when making a booking
			Total extras	**€10.00**	
			TOTAL	€335.00	
			Paid	€0.00	
			Pending	€335.00	

-The system will perform two actions:

- Change the status of the booking from "Pre-booked" to "Confirmed".
- Send a confirmation email to the tourist.

Select "I want to choose the time of execution" to customise when the task will be executed (e.g. 2 days after the booking date, at 15:00).

- The time for email delivery is your agency's local time.
- If a booking is registered with an entry date less than the "execution time" scheduled in the Harmony task, the system will schedule the task at the time of the creation of this booking and the sending will be done at the next sending check performed by the system.
  Ex: Solution scheduled with execution time 1 month before entry, but the booking is registered 2 weeks before entry -> the system will schedule and dispatch the task at the next dispatch check of the day.

-Tags

You can use internal tags to filter reservations, owners, properties or portals. For example: if you tag an owner as "VIP" and insert this tag in the Harmony solution, the system will only perform the actions for bookings associated to VIP Owners. (NOTE: the tagging works as an inclusion functionality, not as an exclusion of tasks)

-Notifications

Next, you will have to select who you want to send the email to (guest, client, owner, agent) and the associated template to be sent. You can copy or black copy any email you want.Additionally, you can add a secondary notification, with a different template to another party involved (e.g to Owner). Click on "Add notification" and follow the exact same steps.

-Choose to what booking this solution will be sent

At the bottom you have the possibility to select if you wish this task to be performed only to bookings received after the moment of creation, or also to bookings already created in the system. Click on "Change configuration" to personalise the starting moment. Save the solution.