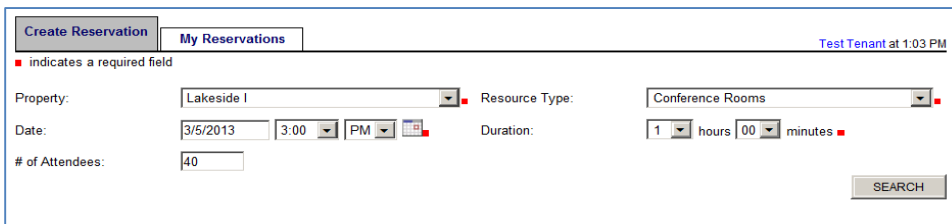
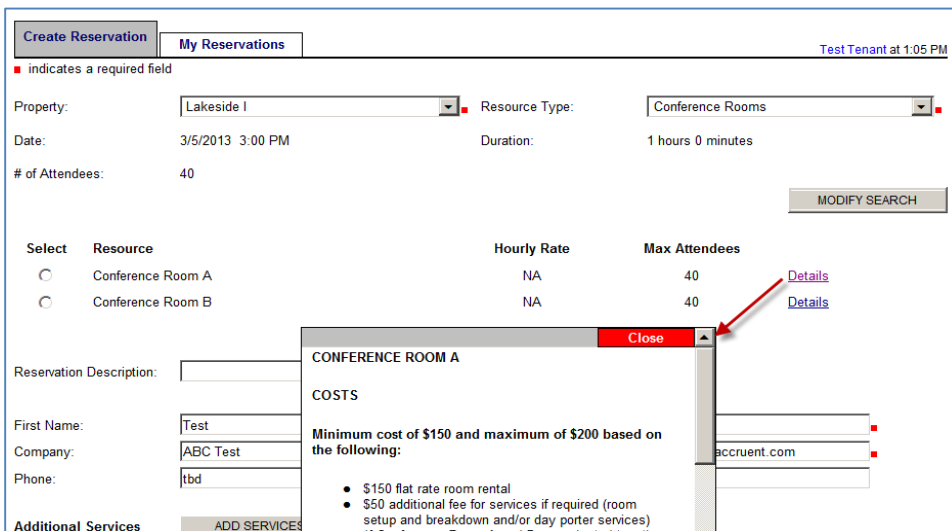


Creating, Viewing, and Updating Reservations

The Reservations functionality allows you to check availability and book resources. Typically the functionality is used to book conference rooms for meetings and events, but it may also be used to book other types of resources, such as audio visual equipment or pool cars. The examples below focus on reservations for conference rooms.

You will create and access your reservations through the **Reservations** module. The service team may create work orders for various activities such as room set up; these work orders may be visible to you in the **Logbook** module but do not require any action by you.

The room(s) you request will be held for a brief period (typically several minutes) while you are creating the reservation. If your entry is delayed, then room(s) will be released and you will need to start over.

Select	Resource	Hourly Rate	Max Attendees
☐	Conference Room A	NA	40
☐	Conference Room B	NA	40

CONFERENCE ROOM A [Close]

COSTS

Minimum cost of \$150 and maximum of \$200 based on the following:

- \$150 flat rate room rental
- \$50 additional fee for services if required (room setup and breakdown and/or day porter services)

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CREATING A RESERVATION

1. Select **Reservation** in the upper right hand corner of the screen.
2. Select the **Create Reservation** tab.
3. Select the appropriate **Resource Type**, if applicable.
4. Enter the date and time of the **start** of your meeting.
5. Enter the duration of your event in hours and minutes.
6. Enter the total number of attendees.
7. Click **SEARCH**.
8. You will be presented with the available conference rooms based on your number of attendees and date/time.
9. You may view information about each conference room by selecting the **Details** link associated with that room. Scroll down within that window to review details.
10. At any time you may click **MODIFY SEARCH** to return to the first screen in which you can change date/time, duration or number of attendees.
11. Select the desired conference room by clicking the radio button next to that room.

Create Reservation

My Reservations

Test Tenant at 1:09 PM

■ indicates a required field

Property: Resource Type:

Date: Duration:

of Attendees:

[MODIFY SEARCH](#)

Select	Resource	Hourly Rate	Max Attendees	
☒	Conference Room A	NA	40	Details
☐	Conference Room B	NA	40	Details

Reservation Description:

First Name: Last Name:

Company: Email Address:

Phone: Fax:

Additional Services [ADD SERVICES](#)

Click OK to submit, RESET to reset page [OK](#) [RESET](#)

Electrical Requirements

If electrical required, provide number of laptops and/or equipment requiring power:

[Other](#)

Please detail any other requirements or comments here:

[CANCEL RESERVATION](#) [NEXT](#)

Create Reservation

My Reservations

Test Tenant at 1:12 PM

RESERVATION SUMMARY

GENERAL INFORMATION

Reservation ID:	TBD	Reservation Date:	3/5/2013 3:00 PM EST
No. of Attendees:	40	Duration:	1 hours 0 minutes
		Days Remaining:	0

Property: Lakeside I

Requested By: Test Tenant
ABC Test
tbd
pdefarno@accruent.com

RESERVATION DETAILS

Resource
Conference Room A [Details](#)

Comments:

[CANCEL RESERVATION](#) [BACK](#) [RESERVE](#)

Create Reservation

My Reservations

Test Tenant at 1:12 PM

Your Reservation Request has been recorded.

The Request ID is [36](#)

If you would like to attach a file to this request, follow the instructions below:

Click Browse to select a file.
Click Upload File to Upload.

[Browse...](#) [UPLOAD FILE](#)

- Enter a Reservation Description, which should be a unique name. For example, combine your company or team name with the Conference Room and date of the meeting, such as ABCDept_RoomA_03052013.
- If you are entering the reservation on someone else's behalf, you may edit the requestor information. However, note that if you do this, the reservation will still show in your view only. If the other person logs in, they will not have access to the reservation. System emails for the reservation confirmation and any important updates to this reservation will be sent to the email address listed in this section.
- Use ADD SERVICES if you are requesting additional resources for this event (if applicable).
- Click OK.
- On the next screen, complete the form for questions related to the reservation. Fields that have a red square are required.
- Click NEXT.
- If you enter comments in the "Comments" section, they will be sent to the service team but will not appear in the history of comments for the reservation. Therefore, it is recommended that you add any relevant comments after clicking RESERVE, rather than at this time.
- Click RESERVE.
- You will be presented with a confirmation screen. You can click the Reservation ID to open the reservation and view details. At this time, you may add any additional comments.
- The system will send an email confirmation to the address you had listed in the requestor information section.

Create Reservation

My Reservations

Test Tenant at 1:15 PM

MY RESERVATIONS

SEARCH RESULTS (1)

Date	ID	Requested By	Property / Resource	Assigned To	Starts in	Status
3/5/2013 3:00 PM	36	Tenant_Test	Lakeside I Conference Room A	zAdmin2	45 min	Open
Reservation Desc: ABCTest03052013a						

Create Reservation

My Reservations

Test Tenant at 2:58 PM

RESERVATION DETAIL

GENERAL INFORMATION

Reservation ID:	46	Reservation Date:	3/9/2013 4:00 PM EST
No. of Attendees:	10	Duration:	1 hours 0 minutes
Property:	Lakeside I	Assigned To:	360 zAdmin2 360Facility 847-425-3600 pdefarno@accruent.com
Requested By:	Test Tenant ABC Test tbd pdefarno@accruent.com	Starts in:	2.0 days
Status:	Open		

RESERVATION DETAILS

Conference Room A

General and Setup

Door Unlock Time: 3:30pm
Door Lock Time: 5:30pm
Setup Option: Classroom
Special Setup Considerations:

RESERVATION HISTORY

Type	Update Date	Comments	Status	Updated By
Initial	3/7/2013 3:57 PM	Reservation Created.	Open	Test Tenant

UPDATE RESERVATION

General Comments:

Reservation Date:

3/9/2013

4:00

PM

Duration:

1

hours

00

minutes

Prep Time:

60

Clean-up Time:

60

Click UPDATE to save:

UPDATE

Click Cancel Reservation to cancel this reservation:

CANCEL RESERVATION

USING MY RESERVATIONS

22. Select **Reservation** in the upper right hand corner of the screen.
23. Select the **My Reservations** tab.
24. You will see a list of your upcoming reservations.
25. Click an **ID** to open a reservation to review details.

UPDATING A RESERVATION

26. After the reservation has been entered, you may add comments at any time. Add comments in the **General Comments** field and click **UPDATE**.
27. You may reschedule a reservation on this screen by entering a new date and/or time in the Reservation Date fields. NOTE: It is very important that you enter a comment as well before clicking UPDATE. If you do not do this, the service team will not be notified. Click **UPDATE** to complete the reschedule.
28. You may also cancel a reservation from this screen by clicking **CANCEL RESERVATION**.