Reservations and Holds

- Reservations
- Holds

Reservations

The Reservation system is designed to be linked to dates.

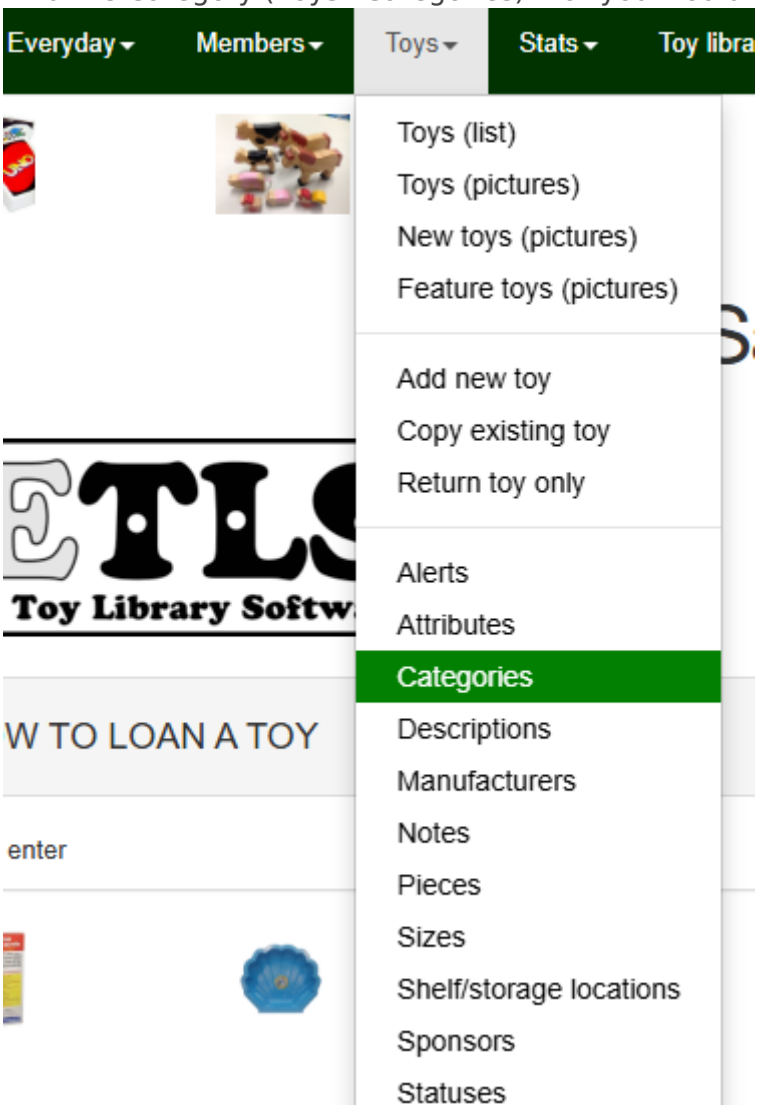
So, for example, you may have a Party Hire offering at your location.

Reservations can only be created by those with Administrative Rights security level on SeTLS.

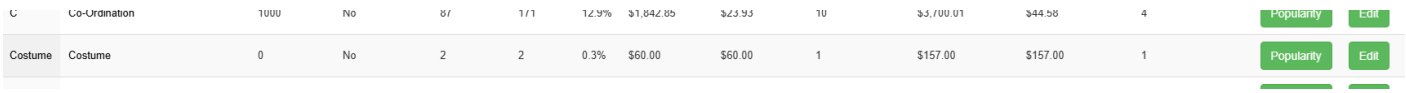
Turning Reservations on

Reservations can be turned on for each Category of toys.

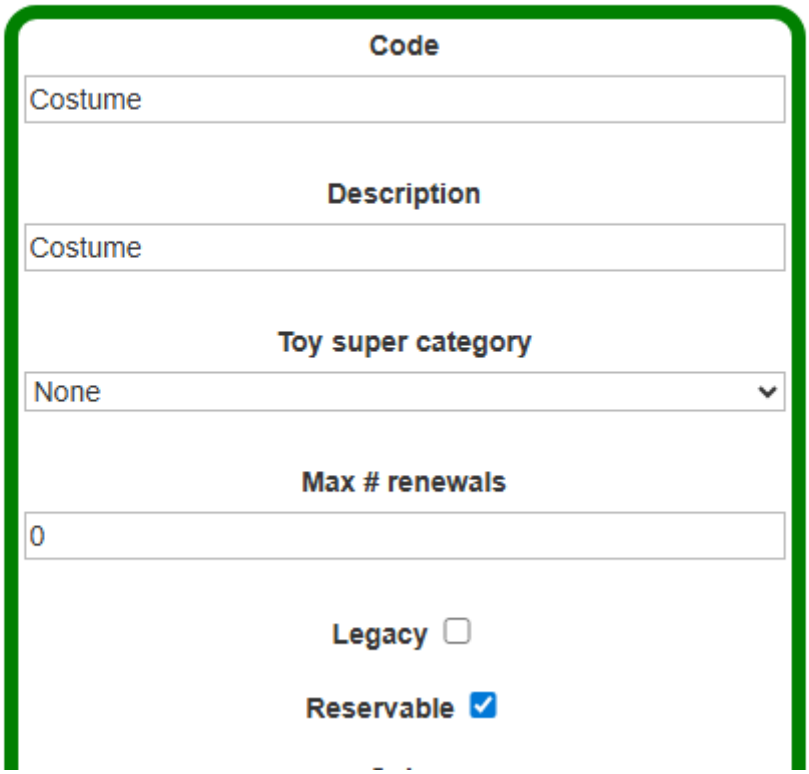
Find the Category (Toys>Categories) that you would like to have Reservations available.



Click the Edit button (right hand side)



Scroll down and tick the Reservable tickbox. Save your settings.



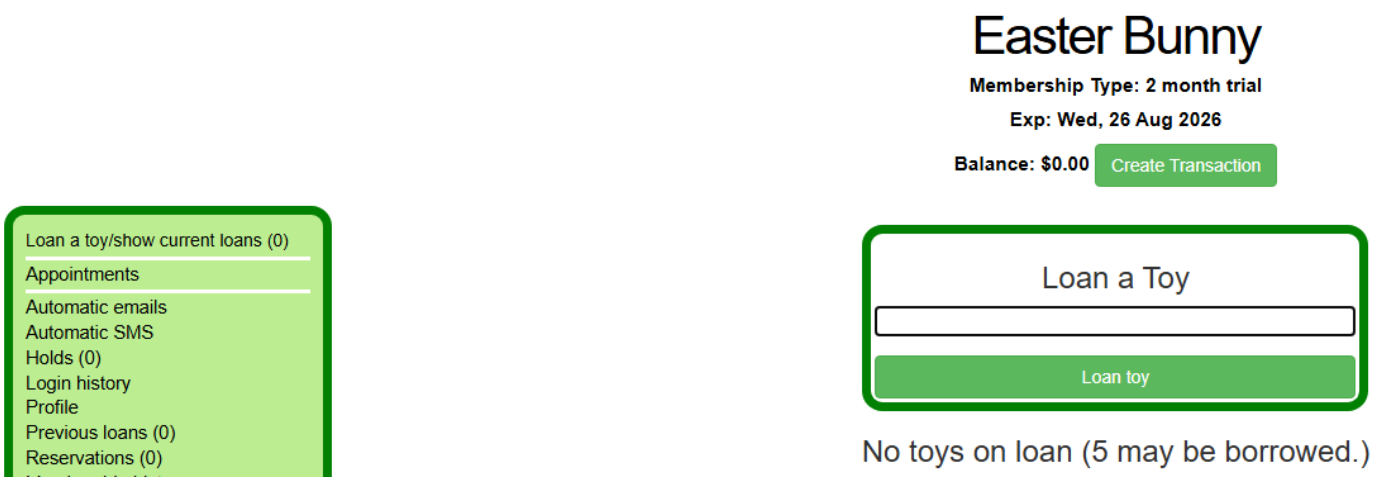
Ensure that the toys in that category, are absolutely the ones you want to be reservable.

You might also like to adjust the naming convention of your items in that Category, e.g. Party Hire - Roller Coaster

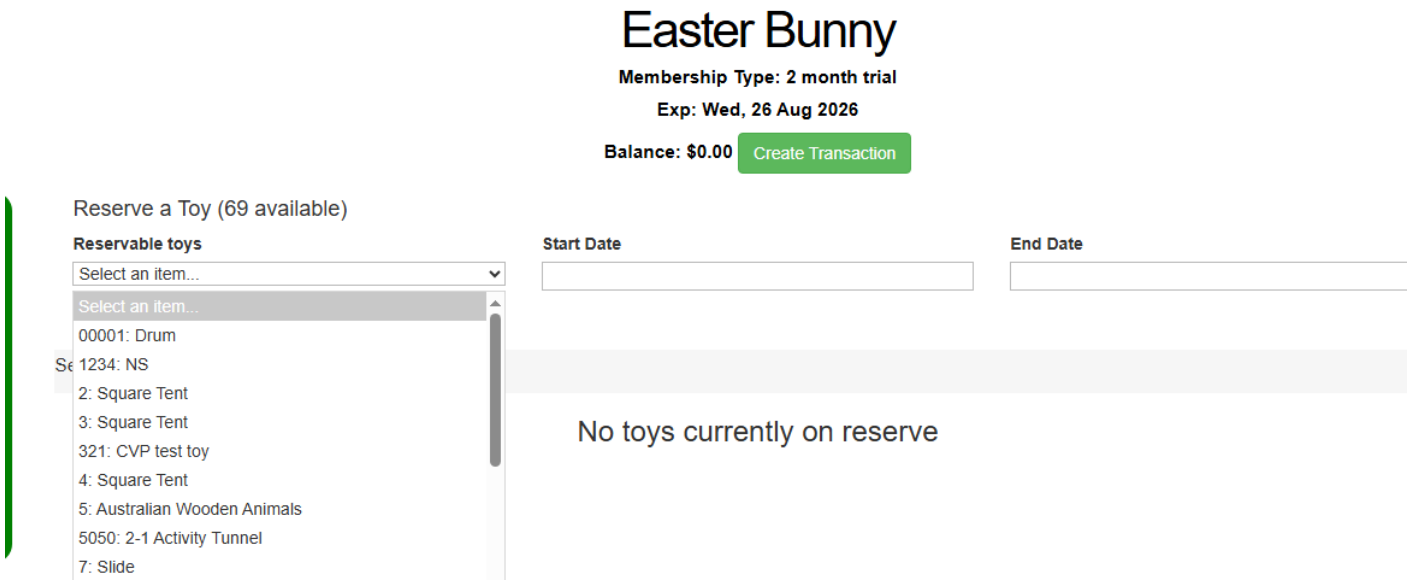
If you are charging a fee for that toy, ensure that information has been filled in on the toy's Details page.

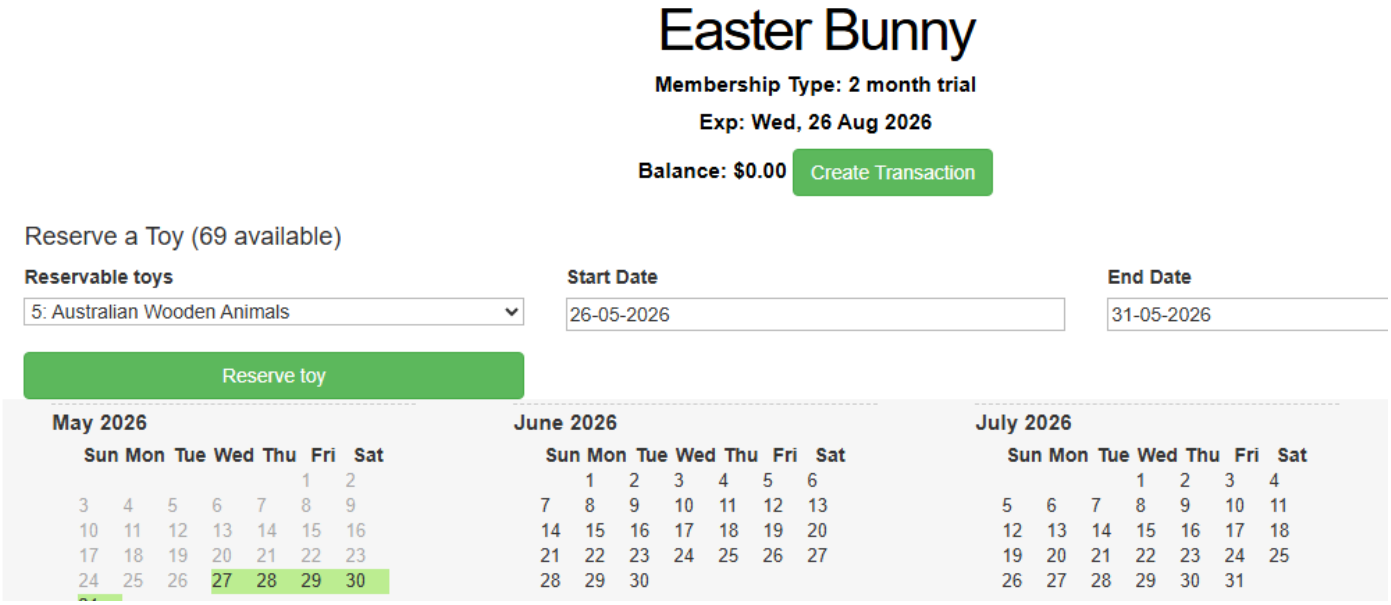
To create a Reservation

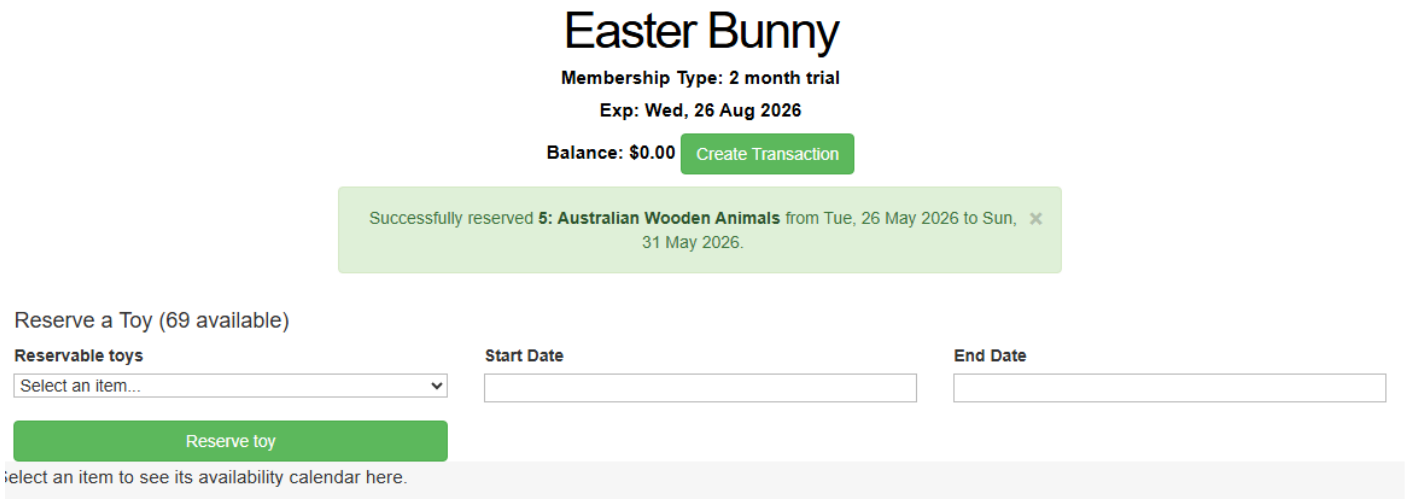
Search for the member who wants to reserve an item. Click on Reservations on the left hand side of the page



From the drop-down menu, choose the item, then use the calendar to select a start date and an end date, then click on Reserve toy.







This will create an entry on the members' loan page under the heading Reservations, and if charges are listed in the toy's data, this charge will be created on their Transactions page.

A reservation email will also be sent to the member, so check the wording in your Automatic emails and ensure that it is correct.

Note: In SeTLS, Reservations take precedence over Holds because they are linked to specific dates. If you have Reservations switched on for all your categories, and also allow Holds for those categories, you may have two different members turning up to collect the one item on the same day.

Remember, you can move toys in and out of Categories using the toy details page.

Holds

Holds are a queue-based system that allows members to ask you to ''hold" items for them.

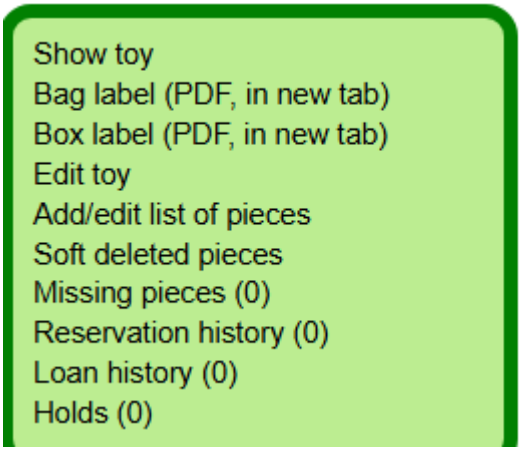
Holds are not linked to specific dates (see Reservations if you need date-linked categories).

To create a hold for a specific toy

Search for the toy using the Toy select box and choose it.



Click on Holds on the left hand side of the page



In the *Place a hold on this toy* box, type the beginning of the member name and then click on the correct choice. Click the Place Hold button.



B90: Bluey: Shake It Bluey

Holds

Place a hold on this toy

Member

easter b

Easter Bunny

Place hold

0 current holds

#	Member	Requested	Actions	Edit	Delete

0 previous holds

Member	Date requested	Date cancelled

A success message should show and 1 Current holds boxes have been completed.



B90: Bluey: Shake It Bluey

Successfully placed a hold on the toy **B90: Bluey: Shake It Bluey** for the member **Easter Bunny**.

Holds

Place a hold on this toy

Member

Place hold

From here you can click Notify member (this sends an automated email, check your email says what you want it to say), click Loan to the member (for example they are stood in front of you), Cancel or Delete the entry.

Note: In SeTLS, Reservations take precedence over Holds because they are linked to specific dates.