

Quick Reference Card

The stay in four steps

Quotation Asked for a price · does not hold the room

Booking **Turn into a booking** · room held

Invoice **Guest has stayed — turn into an invoice**

Receipt **Paid in full — issue the receipt**

Quote a stay

1. **New quotation** (or tap an empty night on the occupancy grid)
2. Pick or add the customer
3. **Find a free room** → dates, party → **Add to quote**
4. Add meals and extras; set validity and deposit %
5. **Save quotation** → **Send as link** or **Save as PDF**

Answer an enquiry

1. **Enquiries** (the menu shows a count)
2. **Make a quote** — guest, dates and party are filled in
3. Add the room, save, **Send as link**
4. Guest accepts → **Open and book it**

Take money

- Deposit: **Bookings diary** → **Take a deposit**
- Part payment: open the invoice → record payment, method and reference
- Counter sale: **Till** → tap items → take payment
- Other income / expenses: **Income**, **Expenses**

Rooms

- **Rooms & occupancy**: 7 / 14 / 30 nights
- Solid = booked · outlined = quote · striped grey = sold on Booking.com/Airbnb
- **Room status**: ready · dirty · maintenance (check-out marks dirty)

Booking.com & Airbnb sync (admins)

1. **Rooms & occupancy** → **Booking.com & Airbnb**
2. **Make this room's links**; paste the link for each site into that site
3. Paste each site's .ics link under the room → **Connect**
4. WStation reads every 30 min · Booking.com ~2 h · Airbnb ~3 h

Booking.com: ≤ 20 room types, 1 unit each, no channel manager.

Shortcuts

Ctrl K / ⌘ K

Search and jump to anything

Pull down

Refresh (phone)

Esc

Close a window or the menu

Roles

Owner Everything

Admin + settings, tax, team, booking page, sync

Staff Quotes, bookings, invoices, payments, till, expenses

If something is wrong

- "Room is already booked..." — another booking or a Booking.com/Airbnb reservation holds it
- New team member sees nothing — they used a different email
- Offline — keep working; changes send on reconnect
- Help — **Contact the developers** at the foot of any screen