



Walkthrough

Order Management

Orders management:

1 ORDER MANAGEMENT SCREEN

The screenshot displays the 'Orders' management interface in a card view. At the top, there's a navigation bar with 'Orders' and a search icon. Below it, a search bar is labeled 'Search Orders' with a 'Clear filters' button. A section titled 'No date range filtering' contains several filter fields: 'Order id', 'Segment id', 'Any segment type', 'Any Segment Status', 'User or Branch filter', 'Customer name or email', 'Credit card filter', 'Any payment status', 'Any verified status', 'Any voucher status', 'Supplier reference filter', 'Any supplier', and 'Any account'. A 'Live only' checkbox is also present. A large orange 'Search' button is at the bottom of the filter section. Below the filters, two order cards are shown. The first card displays: Order id: 1241483, Segment id: 1243385, Creation Date: 20/10/2015 11:23 GMT, Amount: €68.00, Supplier: Hotelbeds. The second card displays: Order 1239642.1241543, Berlin, Germany From 27/11/2015 To 02/12/2015, Status: OK, Hotel name: Holiday Inn Berlin Mitte, Address: Hochstrasse 2-3, Payment: [not paid](#), Full cancellation policy, Order id: 1239642, Segment id: 1241543, Creation Date: 18/10/2015 16:44 GMT, Amount: \$556.10, Supplier: GTA.

Order management section is intended for reservation management and reporting. Based on user permissions settings, users can view own or other users orders here. Two views are available - Grid view (below) and Card view (above). In personalization settings you can configure which screen it shown by default.

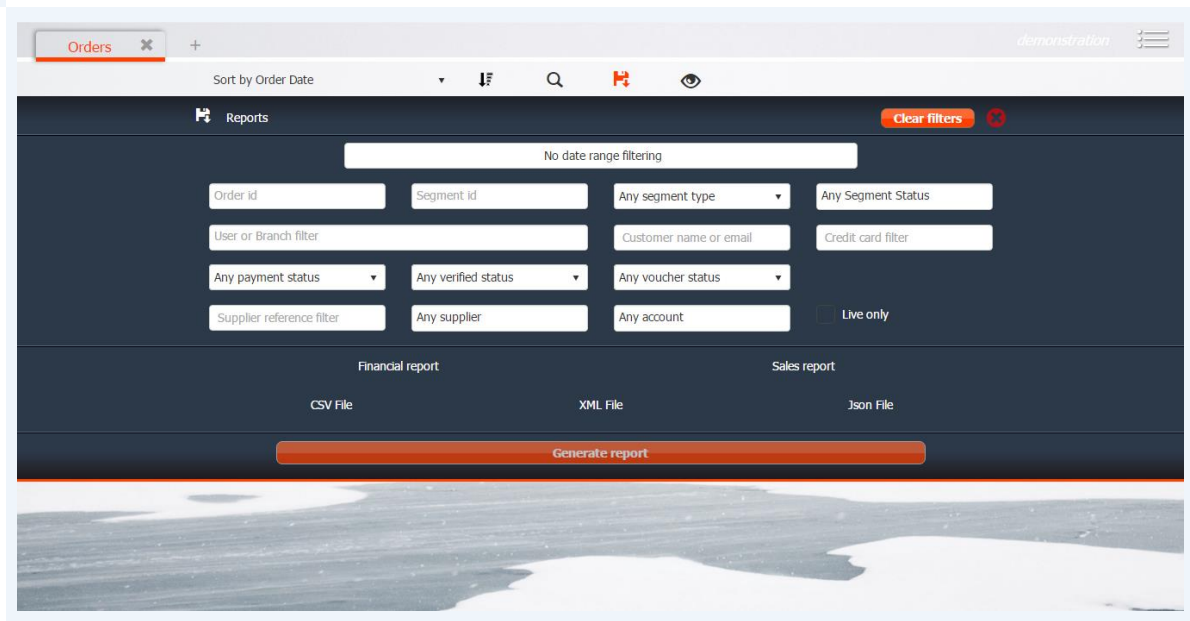
2 SEARCH AND ADJUSTING DISPLAYED ORDERS

The screenshot displays the 'Orders' management interface in a grid view. At the top, there's a navigation bar with 'Orders' and a search icon. Below it, a search bar is labeled 'Search Orders' with a 'Clear filters' button. A section titled 'No date range filtering' contains several filter fields: 'Order id', 'Segment id', 'Any segment type', 'Any Segment Status', 'User or Branch filter', 'Customer name or email', 'Credit card filter', 'Any payment status', 'Any verified status', 'Any voucher status', 'Supplier reference filter', 'Any supplier', and 'Any account'. A 'Live only' checkbox is also present. A large orange 'Search' button is at the bottom of the filter section. Below the filters, a table of orders is displayed. The table has the following columns: Segmentid, Sup order ref, Sup order id, Check in, Pax name, Destination, Property, CXL Start, Status, Total, Agent, and Created. The table contains 6 rows of order data. Below the table is a pagination control showing '1' of 6 items.

Segmentid	Sup order ref	Sup order id	Check in	Pax name	Destination	Property	CXL Start	Status	Total	Agent	Created
1247205	LLKF106690	54924	19/12/2015	Robert Zelinka		Wynn Las Vegas	08/12/2015	OK	\$87.87	demonstration	23/10/2015
1243385	803456	59	03/11/2015	Carla Espinheira	Porto, Portugal	Mercure Porto Gaia	30/10/2015	CX	€68.00	demonstration	20/10/2015
1241543	LLKF106313	54533	27/11/2015	demo test	Berlin, Germany	Holiday Inn Berlin Mitte	24/11/2015	OK	\$556.10	demonstration	18/10/2015
1241542			27/11/2015	demo test	Berlin, Germany	Leonardo Hotel Berlin City West	26/11/2015	ER	\$375.65	demonstration	18/10/2015
1241541			27/11/2015	demo test	Berlin, Germany	Arcadia Hotel Berlin	26/11/2015	ER	\$405.93	demonstration	18/10/2015
1241539	1512034	202	27/11/2015	test demo	Berlin, Germany	Tryp Berlin Mitte	26/11/2015	CX	\$532.60	demonstration	18/10/2015

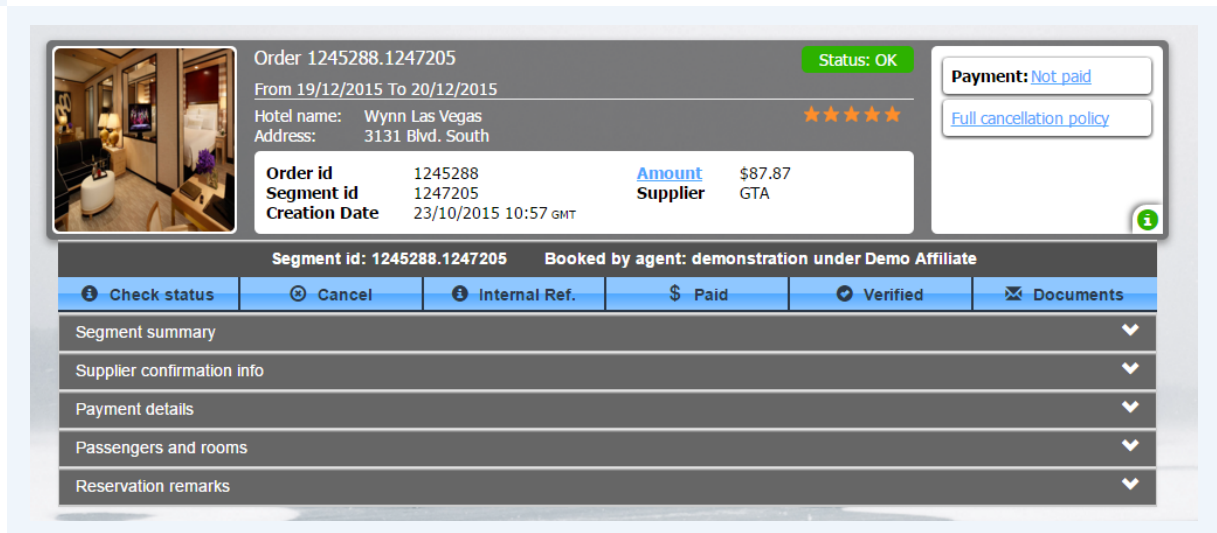
The search parameters are quite extensive and allow you to filter out the results practically using any or combination of several criteria's.

3 SEARCH AND ADJUSTING DISPLAYED ORDERS



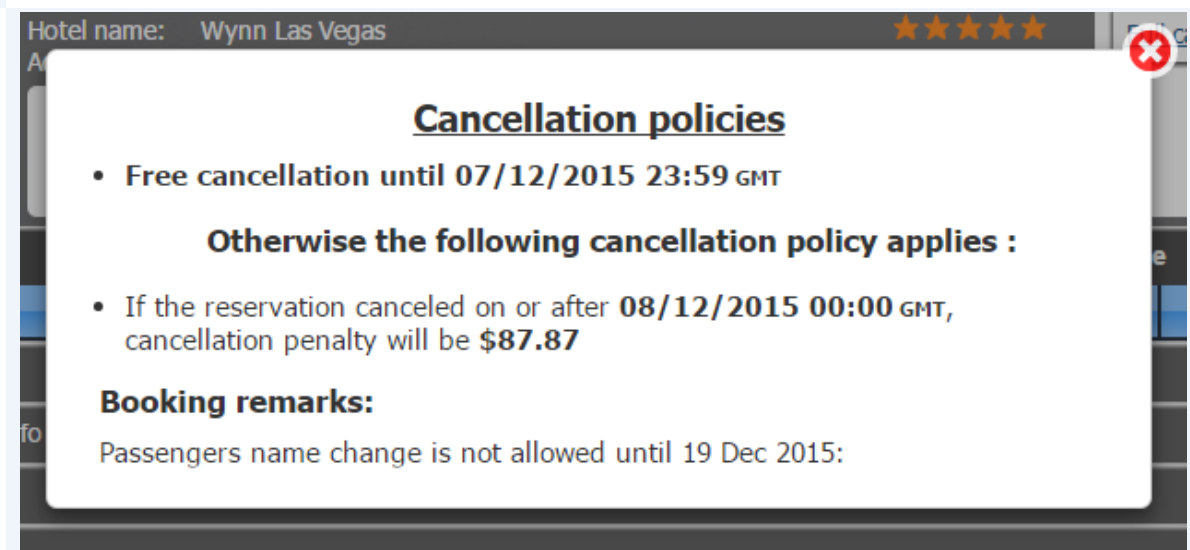
All information you are able to see in orders section can be access via Orders and Financial service APIs. Alternatively, reports regarding reservations and their financial components can be downloaded (in 3 formats) from this section.

4 ORDER SUMMARY



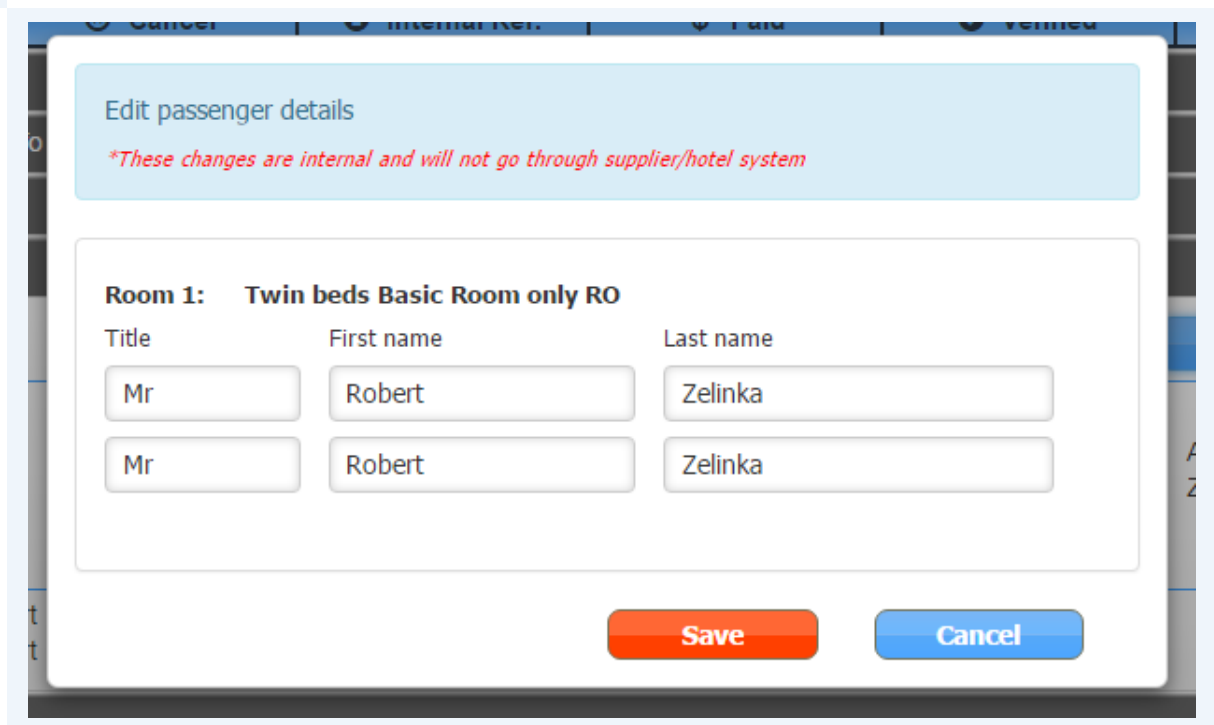
Each order has information about the rooms, payment details, confirmation info etc. In addition, information about payment status, cancellation policy (and full cxl policy details) are available.

5 REVIEWING CANCELLATION POLICY DETAILS



Additional functions:

6 EDITING PASSENGER NAMES



You can edit passenger details, however please note, they will only reflect locally and in mail messages, you still need to do name change with the supplier manually.

7 ADDING INTERNAL REFERENCES TO RESERVATIONS

Segment id 1229296 Supplier Hotusa

Update internal references for reservation id 1227397.1229296

Internal reference 1

Internal reference 2

Execute update Cancel update

Internal references are like comments, or remarks, or accounting references for this booking.

8 EDITING INTERNAL REFERENCES TO RESERVATIONS

Segment id 1229296 Supplier Hotusa

Update internal references for reservation id 1227397.1229296

Internal reference 1

Internal reference 2

Execute update Cancel update

9 EDITING VERIFICATION STATUS

Segment id 1229296 Supplier Hotusa

Reservation id 1227397.1229296 Verification.

This segment is verified

Remarks

Execute update Cancel

Verified status can have several meanings, for example that the reservation was verified with the property, or the mapping was checked, or that fraud suspicion case was checked.

10 DOWNLOADING OR RE-SENDING INFORMATION

Reservation id 1227397.1229296 documentation.

Please choose document type:

Agent confirmation Customer confirmation

Invoice Voucher

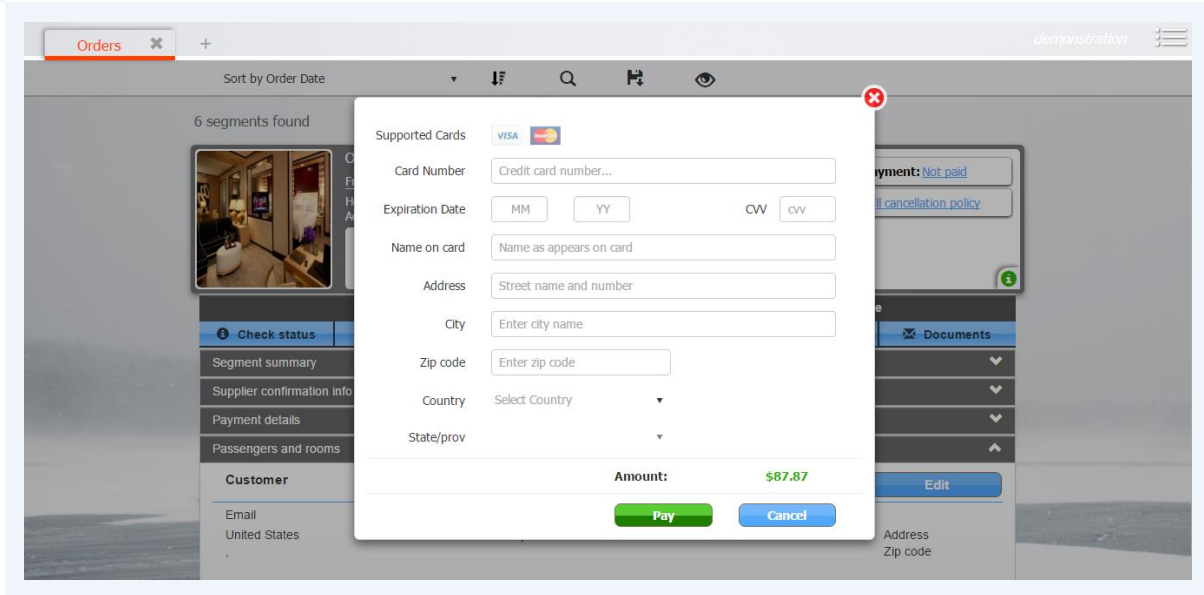
Please choose action:

Send email

Download Cancel

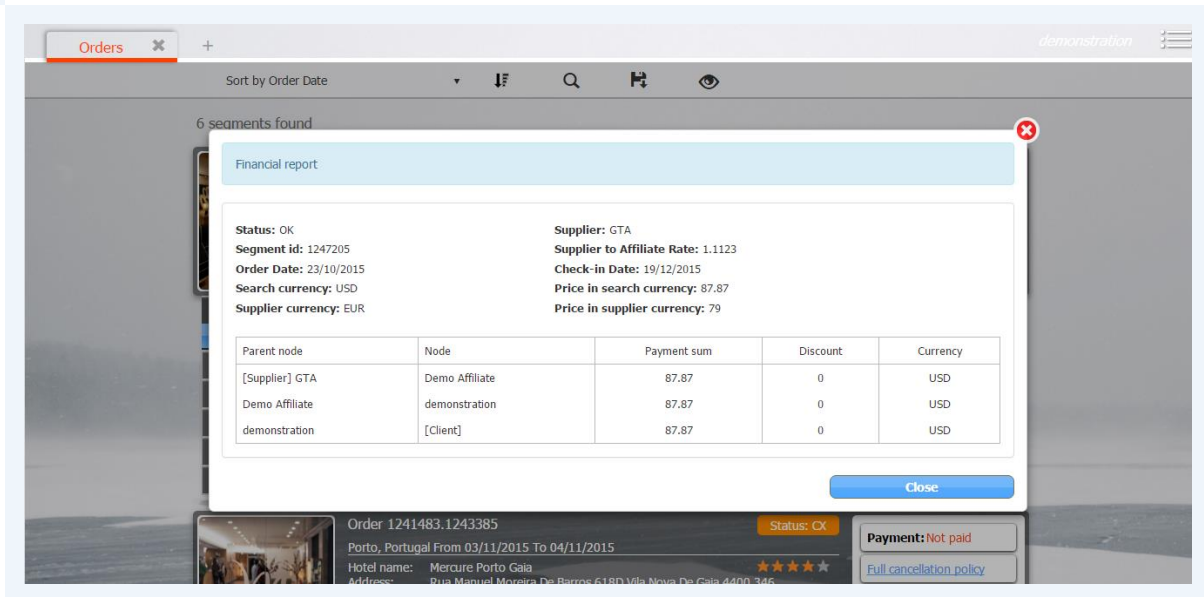
You can download or re-send the confirmation emails and vouchers by clicking Documents button.

11 PAYING FOR RESERVATION FROM ORDERS SECTION



If a reservation is “Not paid”, clicking on it will open a dialog that allows Payment for this reservation from orders screen.

12 FINANCIAL SUMMARY POP UP



By clicking on the Amount you can open a dialog that breaks down financial information about this order.