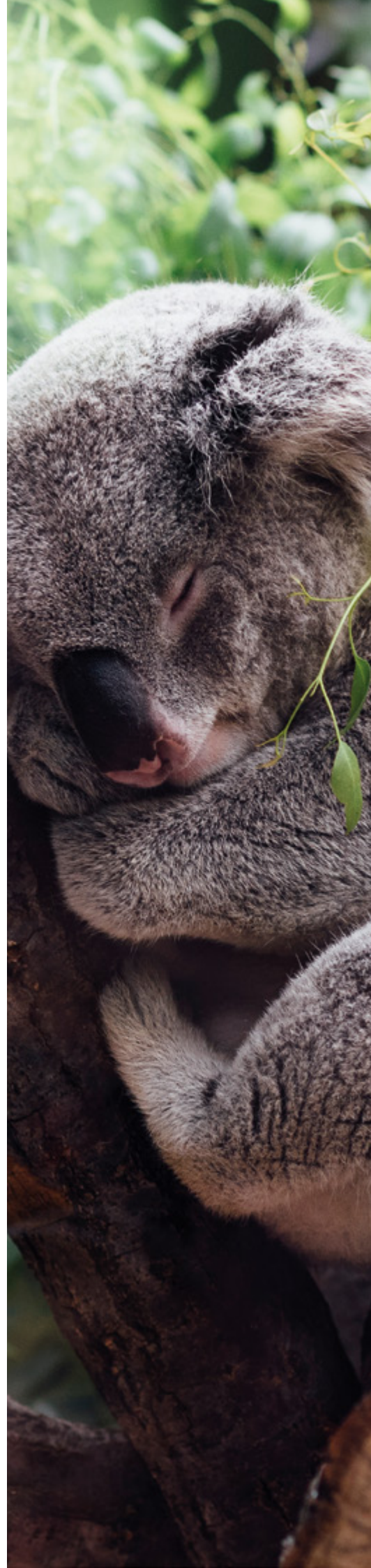




TravelEssence Supplier Dashboard User Manual

TravelEssence
NEW ZEALAND • AUSTRALIA

1. LOG IN	
1.1 Log in	1
1.2 Forgot password	1
2. BOOKINGS	1
2.1 New/changed bookings	1
2.1.1 Details	2
2.1.2 Confirm a booking request	2
2.1.3 Suggest an alternative	2
2.1.4 Decline a booking request	2
2.1.5 Confirm a cancellation	2
2.1.6 Reconfirm a booking	2
2.2 Confirmed bookings	2
2.2.1 Details	2
2.2.2 Upload invoices (activities only)	3
2.2.3 Download invoices (accommodation only)	3
2.3 Past bookings	3
2.3.1 Details	3
2.3.2 Upload invoices (activities only)	3
2.3.3 Download invoices (accommodation only)	3
2.4 Quotations	3
2.4.1 Details	3
2.5 Cancelled Bookings	3
2.5.1 Details	3
2.6 Search	4
2.6.1 Search Bar	4
2.6.2 Advanced Filters	4
3. PROFILE	4
3.1 Location	4
3.1.1 Suggest alterations	4
3.1.2 Change location on the map	4
3.2 Photos	5
3.2.1 Upload photo(s)	5
3.2.2 Delete photo(s)	5
3.3 Amenities	5
3.4 Rooms & services	5
3.4.1 Details	6
3.5 Rates	6
4. UNAVAILABILITY	6
4.1 Block/unblock specific dates	7
4.2 Block/unblock a period	7
5. FINANCE	7
5.1 Add your GST information	7
6. PROMOTION	8
6.1 Use promotion material	8
7. USER DETAILS	8
7.1 Change password	8





1. Log in

1.1 Log in

Log in with your email address and your own personal password.

If it is your first time logging in, you need to use the temporary password provided in your email invitation. After logging in, you will be asked to change your password. Use this password going forward to log in to the Supplier Dashboard.

1.2 Forgot password

If you have forgotten your password, you can click the 'Forgot password' button. Fill in your email address, and if you have an active Supplier Dashboard account, you will receive an email with a temporary password.

Log in with your temporary password and you will automatically be asked to change your password. When asked for your 'old password', enter the temporary password received via email.

If you do not receive an email, please contact our Product team at product@travelessence.nl who will be able to assist you further.

2. Bookings

2.1 New/changed bookings

On the 'Bookings' tab you can see all new and changed booking requests. The page is divided in four different types of requests:

- Cancellation request → confirmed bookings that are cancelled
- New request → new booking requests
- Reconfirmation → confirmed bookings to be reconfirmed
- Pending confirmation → requests on hold

2.1.1 Details

To view the details of the specific request, click the 'Details' button. This will open a new screen where you will see the specific information related to the booking, such as client information and booking notes.

2.1.2 Confirm a booking request

To confirm a new booking request, click 'Confirm'. This will open a new screen which will show you all relevant details of the booking. Carefully check if all details, such as the dates and the rate are correct, and click 'Confirm' again. The booking will now be moved to the 'Confirmed bookings' tab.

2.1.3 Suggest an alternative

To suggest an alternative for a new booking request, click the button 'Suggest alternative'. This will open a new screen with all the relevant details of the booking. You can enter the alternative rate, date and/or service. Click 'Suggest alternative' again to confirm your alternative. Our Reservations team will review the alternative and get back to you as soon as possible.

2.1.4 Decline a booking request

To decline a booking click 'Decline', this will open a new screen with all the relevant details of the booking. Only use this button if you have no availability and cannot offer another alternative. To confirm click 'Decline' again.

2.1.5 Confirm a cancellation

If a confirmed booking is cancelled by the client, you are able to confirm the cancellation by clicking 'Confirm cancellation'. This opens a new screen with all the relevant details of the particular booking. To confirm the cancellation, tick the box 'I have read, understood and agree to accept the terms of cancellation' and click 'Confirm cancellation'.

2.1.6 Reconfirm a booking

Upcoming confirmed bookings can be reconfirmed up to 120 days in advance.

To reconfirm a booking, click 'Reconfirm'. This will open a new screen which will show you all relevant details of the confirmed booking. Carefully double-check the details and ensure this booking is also correct in your own reservation system. In the 'Supplier notes' section you can add any important arrival or check-in information that is not already mentioned in our voucher (e.g. pick up time/ location, key code etc.). Then click on 'Reconfirm'.

2.2 Confirmed bookings

On the 'Confirmed bookings' tab you are able to view all your forward bookings.

2.2.1 Details

To view the details of the specific booking, click the button 'Details'. This will open a new screen where you will see the specific information related to the booking, such as client information and booking notes.

2.2.2 Upload invoices (activities only)

To upload an invoice for an activity booking, please click the button 'Upload invoice'. This will open a new screen, where you are asked to fill in the details of the invoice and upload the file from your device. To confirm, click 'Upload invoice'. The invoice will be sent to our Accounts team for payment.

2.2.3 Download invoices (accommodation only)

To download an automated invoice for an accommodation booking, simply click on 'Download invoice' which will download the invoice onto your device. The invoice will state all relevant details about the specific booking, such as the net amount and the date you will be paid.

2.3 Past bookings

On the 'Past bookings' tab you are able to view all your past bookings.

2.3.1 Details

To view the details of the specific booking, click the button 'Details'. This will open a new screen where you will see the specific information related to the booking, such as client information and booking notes.

2.3.2 Upload invoices (activities only)

To upload an invoice for an activity booking, please click the button 'Upload invoice'. This will open a new screen, where you are asked to fill in the details of the invoice and upload the file from your device. To confirm, click 'Upload invoice'. The invoice will be sent to our Accounts team for payment.

2.3.3 Download invoices (accommodation only)

To download an automated invoice for an accommodation booking, simply click on 'Download invoice' which will download the invoice onto your device. The invoice will state all relevant details about the specific booking, such as the net amount and the date you will be paid.

2.4 Quotations

On the 'Quotations' tab you are able to view a list of potential new bookings that we are working on. Normally, we expect 80% to turn into actual bookings. Please note: these are not actual bookings yet. If these quotations turn into actual bookings, you will receive a booking request.

2.4.1 Details

To view the details of the specific quotation, click the button 'Details'. This will open a new screen where you will see the specific information related to the quotation.

2.5 Cancelled Bookings

On the 'Cancelled Bookings' tab you are able to view a list of cancelled bookings, up to one year in the past.

2.5.1 Details

To view the details of the specific booking, click the button 'Details'. This will open a new screen where you will see the specific information related to the booking, such as client information and booking notes.



2.6 Search

On the 'Search' tab, you can search all bookings.

2.6.1 Search Bar

To search for a booking, use the search field to search by TravelEssence Client ID, Client Name or your reference.

2.6.2 Advanced Filters

To use the advanced filters, ensure the search field is clear and then click on 'Advanced Filters' to display the additional search fields. There is an option to search by Name, Your reference, Arrival date, Booking Status, or a combination of these. Click 'Search' to display the results. To start a new search, click 'Reset filters' to remove all filters.

3. Profile

3.1 Location

On the 'Location' tab you are able to view the contact details of your business as they are saved in our Reservation system.

If you offer multiple businesses, you can switch between each business by selecting this in the drop down at the top of the screen.

3.1.1 Suggest alternative

If you wish to make alterations to your contact details, click 'Suggest alternative, this will open an email which can be sent to our Product team.

3.1.2 Change location on the map

If you wish to make changes to your location on the map, drag the pin to the correct location and click 'Save'.



3.2 Photos

On the 'Photos' tab you are able to view and maintain your photos with TravelEssence. We use your photos in our client documents as well as for marketing purposes.

If you offer multiple businesses, you can switch between each business by selecting this in the drop down at the top of the screen.

3.2.1 Upload photo(s)

To upload photos, scroll to the service you wish to add photos to (e.g. general photos or a specific room/activity), and click on 'Upload photo(s)'. Select the files you wish to upload and click 'open'. After loading, the images will be visible under the specific service.

3.2.2 Delete photo(s)

To delete photos, click the 'bin icon' in the top right corner of the image and click 'OK' to confirm. The photo will state 'Delete requested' until our Product team has processed your request.

3.3 Amenities

On the 'Amenities' tab you are able to fill out the amenities and facilities that apply to your business. Tick which applies to you and click 'Save' when you are done.

It is important to have this information filled in completely and to keep it up to date as we use this information to inform clients and quote your business to possible future clients.

If you offer multiple businesses, you can switch between each business by selecting this in the drop-down at the top of the screen.

3.4 Rooms & services

On the 'Rooms & services' tab you will see all accommodation and activity services that TravelEssence offers to clients.

If you offer multiple businesses, you can switch between each business by selecting this in the drop down at the top of the screen.



3.4.1 Details

Click 'Details' to see the details of the specific service. This will open a new screen where you are able to fill out the details, amenities and facilities of this specific service.

Fill in or tick what applies to this specific accommodation or activity, and click 'Save' when you are done.

It is important to have this information filled in completely and to keep it up to date as we use this information to inform clients and quote your business to possible future clients.

3.5 Rates

On the 'Rates' tab, if you have completed your Yearly Rate Update using the Yearly Rate Update tool on the Supplier Dashboard, your rates will be saved here as a pdf. Click on the pdf to download to your device.

4. Unavailability

On the 'Unavailability' tab you are able to view or amend your availability data for TravelEssence. There are two ways to manage this information:

1. **Via the dashboard (green/red calendar)**
You are able to manually update your availability for each service on the unavailability page.
2. **Via your channel manager (green/blue calendar)**
Your availability data is retrieved from your channel manager. To make changes to your availability data, please do this via your channel manager. If you do have a channel manager and are not yet linked to the Supplier Dashboard, please get in touch with the Product team at product@travelessence.nl to set this up.

If you offer multiple businesses, you can switch between each business by selecting this in the drop down at the top of the screen.



4.1 Block/unblock specific dates

To update your availability on the dashboard, click on the date you wish to block or unblock. When you are done making changes for the specific month and service, click 'save changes'.

4.2 Block/unblock a period

To block or unblock a period within a specific month, tick 'Select period' and then select the start date of your period.

This will open a new window where you are able to choose to either block or unblock a period, and select the end date of the period. Click 'Confirm' and then click 'Save changes'.

If you have selected the wrong start date, click away the window and start over.

5. Finance

5.1 Add your GST information

If you are GST registered, you can fill out your GST number on the 'Finance' tab. The GST number will be shown on your automated invoices and your GST will be split, so you are able to use the automated invoices for your own use. Automated invoices are created for accommodation bookings only.



6. Promotion

6.1 Use promotion material

As a TravelEssence supplier we offer you the opportunity to download a banner for your website.

Copy the HTML banner and add this onto your website. Feel free to make changes to suit the banner and/or text to your website.

7. User Details

7.1 Change password

To change your password, fill in your old password and your new password. Reconfirm your new password by filling it in again and click 'Change password' to confirm.



Contact

Do you have any further questions?
Please get in touch with our Product
team at product@travelescence.nl

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A stylized graphic element consisting of a blue and green wavy line that curves under the text.