

# My Bookings



This tab allows you to view and manage your reservations from Booking Website or Booking Button.

## SUMMARY

1. Summary of bookings
2. Add a booking
3. Credit cards details
4. Invalid credit card
5. Report as a no-show
6. Cancellation request
7. Booking modification
8. Invoice



# 1. Summary of bookings



This tab allows you to view and manage your bookings from the Booking Website or Booking Button.

To refine your search click on **More filters** . Then click on **See** .

Date of **Booking**

- Booking**
- Check-In
- Check-Out

Period: 2020/10/08 / 2020/10/09

Oct 2020							Nov 2020						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	1	2	3	4	26	27	28	29	30	31	1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	31	1	23	24	25	26	27	28	29
2	3	4	5	6	7	8	30	1	2	3	4	5	6

2020/10/08 - 2020/10/09 Cancel Apply

<input type="checkbox"/> Confirmed	<input type="checkbox"/> Update	<input type="checkbox"/> Declared	<input type="checkbox"/> Declared	<input type="checkbox"/> Declared	<input type="checkbox"/> Direct booking
<input type="checkbox"/> Canceled	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved	<input type="checkbox"/> Booking.com
<input type="checkbox"/> In progress		<input type="checkbox"/> Declined	<input type="checkbox"/> Declined	<input type="checkbox"/> Declined	<input type="checkbox"/> Hotels.com
<input type="checkbox"/> Stay					<input type="checkbox"/> Expedia.com
					<input type="checkbox"/> Agoda.com
					<input type="checkbox"/> Other

For more information about the booking click on "See the Details".

Customer name	Check-in	Check-out	Accommodation	Booked on	Status	ACTION	Rate	Commi.	Channel	Booking number
<a href="#">View details</a> 2 People	2020/11/11	2020/11/13	✓ Double Room With Mountain View	2020/10/08	Confirmed		BRL 351.00	BRL 33.43	Direct Booking	11075-1071 <a href="#">See the details</a>
<a href="#">View details</a> 2 People	2020/11/10	2020/11/11	✓ Double Room With Mountain View	2020/10/08	Confirmed		BRL 176.00	BRL 16.76	Direct Booking	11075-1069 <a href="#">See the details</a>
<a href="#">View details</a> 4 People	2020/10/28	2020/10/29	✓ Double Room With Mountain View ✓ Penthouse	2020/10/07	Confirmed		BRL 381.00	BRL 36.29	Direct Booking	11075-1067 <a href="#">See the details</a>
<a href="#">View details</a> 2 People	2020/10/08	2020/10/10	✗ Penthouse	2020/10/07	Canceled	Cancellation Request Approved	BRL 0.00	BRL 0.00	Direct Booking	11075-1065 <a href="#">See the details</a>
<a href="#">View details</a> 2 People	2020/10/08	2020/10/08	✓ Penthouse	2020/10/07	In Progress		BRL 205.00	BRL 19.52	Direct Booking	11075-1063 <a href="#">See the details</a>
<a href="#">View details</a> 4 People	2020/10/08	2020/10/09	✓ Penthouse ✓ Basic - Single Room	2020/10/06	In Progress	Card : Pending	BRL 915.00	BRL 87.14	Direct Booking	11075-1061 <a href="#">See the details</a>



## 2. Add a booking

You can add a reservation that is not from the “Rate match”. It will not be subject to commission. This option allows you to view all of the day's arrivals or departures on a single platform.



- Click on **Add a booking**.

A horizontal filter bar with the following elements from left to right: a 'Date of' dropdown menu set to 'Booking', a 'Period' dropdown menu set to '2020/10/09 / 2020/10/10', a 'More filters' button with a downward arrow, a purple 'See' button, and a green 'Add a booking' button on the far right.

- Fill in the form then click on **Save**.

The 'Add a booking' form contains the following sections and fields:

- Date selection:** A dropdown menu with the text 'Please enter the new date of stay' and the selected value '2020/10/09 / 2020/10/10'.
- Room 1 section:** A grey-shaded area with a 'Delete the room' button in the top right corner.
  - Room and Rate line:** Two dropdown menus labeled 'Room' and 'Rate line'.
  - Price and Taxes:** Two input fields labeled 'Price for the stay' and 'Additional taxes', both with 'BRL' as a currency indicator.
  - Guest Name:** An input field labeled 'Guest' with 'Customer Name' written below it.
  - Add Room:** A green button at the bottom right of the room section.
- Customer Information:**
  - Customer Name:** Two input fields for 'First name' and 'Last name'.
  - Contact:** Two input fields for 'Email address' and 'Phone number'.
  - Origin:** A dropdown menu set to 'Booking.Com'.
  - Save:** A green button at the bottom right of the form.

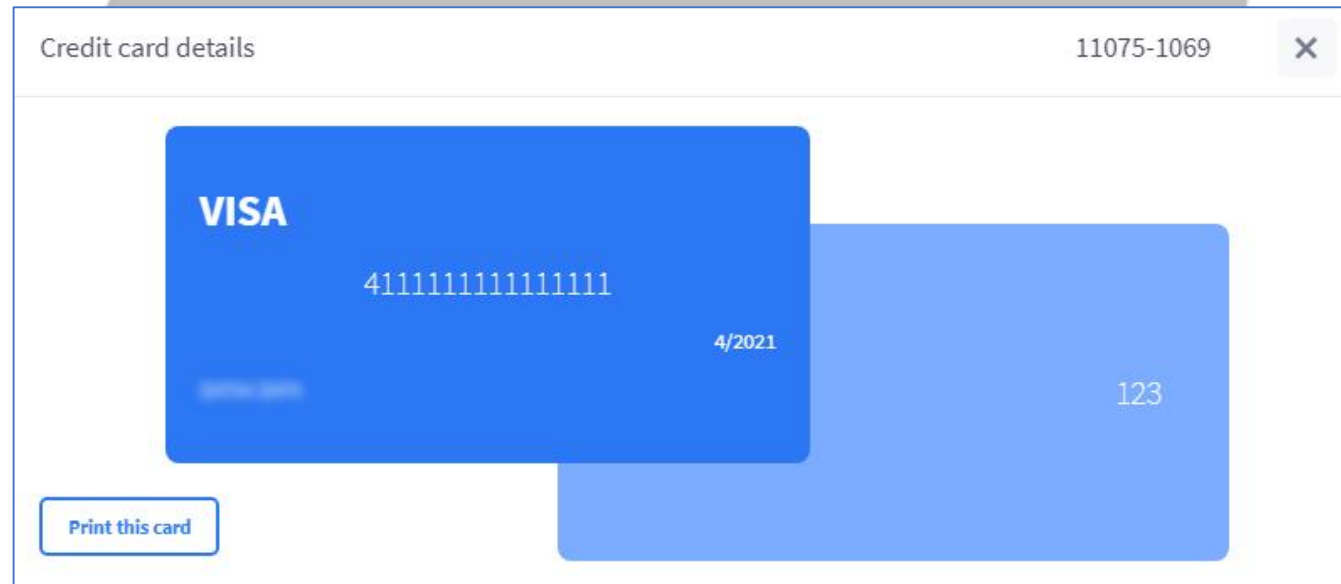


### 3. Credit cards details

You can check the credit card details provided by the customer, at the time of the booking or when making a change request, up to 3 times and up to 5 days after the customer's departure date.

In case of cancellation, the credit card details can be viewed up to 5 days after the date of cancellation.

To view the credit card details, click on [Credit card details](#).





## 4. Invalid credit card

You can declare the customer's credit card as Invalid by clicking on [Invalid credit card \(...\)](#).

The customer will receive a secure e-mail allowing him to modify his card details in complete security within 24 hours. Once the card has been modified you will receive a notification of the modification. You can consult the new card by clicking on [Credit card details](#).

If the customer does not change the card details you can either renew the operation or make a cancellation request by clicking on [Cancellation request \(...\)](#) specifying the reason for the request (e.g. Invalid credit card).

Concerning last-minute bookings, i.e. those received no more than 1 day before the date of arrival, the customer must reply to the email requesting a new card within a maximum of 2 hours.

If the customer does not change his/her card, you have the possibility to cancel the reservation by clicking on "Cancel Reservation".

[Invalid credit card \(...\)](#)

[Cancel the reservation](#)

You and the customer will receive a confirmation of the cancellation of the reservation.

In both cases, if no action is taken after the credit card change request, the reservation remains confirmed.



## 4. Report as a no-show



You can declare a no-show within a maximum of **48 hours** after the customer's arrival date by clicking on [Report as a no-show \(...\)](#).

You can declare a no-show with or without fees.

The customer receives a secure email asking him to confirm his no-show.

If the client confirms the no-show, the reservation is cancelled. You and the guest will receive a confirmation of the cancellation including the charges applied as specified on the confirmation of the reservation or free of charge (depending on the option chosen at the time of the no-show declaration).

If the guest confirms having stayed at your establishment, an email notification is sent to the hotel. The reservation remains "Confirmed".

If the guest does not reply to the email received within 48 hours, the reservation is cancelled. You and the guest will receive a confirmation of the cancellation including the charges applied as specified on the confirmation of the reservation or free of charge (depending on the option chosen at the time of the no-show declaration).

## 5. Cancellation request

You can declare a request for cancellation of a reservation by clicking on [Cancellation request \(...\)](#).

You can declare a no-show with or without fees.

It is imperative to specify the reason for the request (Invalid credit card, Cancellation requested by the client....) so that your request can be processed and accepted.

If the request is accepted, the reservation is cancelled. You and the guest will receive a confirmation of the cancellation including the charges applied as specified on the confirmation of the reservation or free of charge (depending on the option chosen at the time of the no-show declaration).

If the request is rejected, the status will change to "Cancellation Request Declined"



## 6. Booking modification



You can make a modification for a reservation by clicking on **Modification of the reservation (...)**.

Fill in the form: New date of stay, Room and price line, new rate of stay per room, occupants...

Once the request has been accepted, both you and the customer will receive a "reservation modification" with the new stay information.

Modification of the reservation : 12897-498 Validate your modifications ✕

Please enter the new date of stay

**From :** 2021-12-29 **To :** 2021-12-30  E-mail address

**Room 1**

Please fill in the changes to be made to the reservation

Room Please select a room rate!

Standard Double Room with Terrace

Price for the stay

EUR 142.7

Number of guests Customer Name

2

Add Room

**Customer Name**

Individual  Society

Title First name Last name

Mrs. Nathalie TEST

E-mail address Country Phone number

laroyennenathalie@gmail.com Morocco (+2) 662117286

Address :



## 7. Invoice

You can edit and print an invoice for your customers. The invoice includes the information entered in "Billing details" (CF p 66).

- Click on "Invoice"
- Insert the invoice number then click on .

Invoice ✕

Invoice No.

