

TravelEssence Supplier Dashboard User Manual

TravelEssence
NEW ZEALAND • AUSTRALIA



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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 should 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 login 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.

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 three different types of requests:

- Cancellation confirmation → confirmed bookings that are cancelled
- New request → new booking requests
- 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, simply 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 simply 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'.

2.2 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.

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 alterations

If you wish to make alterations to your contact details, please click 'Suggest alterations', 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, simply 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, go to the right service (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. Simply tick which applies to you and remember to click 'Save' when you are done.

It is important to have this information filled in completely and to keep it up to date. This is because TravelEssence will 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.

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

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



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 How to block/unblock dates

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

4.2 How to 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 remember to 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.

Simply copy the HTML banner and copy this onto your website. Please feel free to make changes to suit the banner and/or text to your website.

7. User Detail

7.1 Change password

To change your password, simply 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@travelessence.nl

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