

ENGINE DEVELOPMENT

Version 0.3

Booking & Note
Management Features

Changes History

Date	Status	Description	Version	Author	Approver
25-Mar-2016	Created	First Draft	0.1	Katie Vu	
01-Apr-2016	Updated	Update Notes Management	0.2	Katie Vu	
19-Apr-2016	Updated	Update Notes Management as a separate section	0.3	Katie Vu	

[ENGINE] Booking & Note Management

1. Booking Management Enhancements

1.1. Centralized Bookings

1.1.1. General

For now, the system only supports the display of Booking Management under separate sites. In order to check each booking, user has to go to each site to open the **Booking Management** section and check bookings for each airline. However, as there are only limited resources for the checking of bookings made by customers for all sites, there needs a centralized section to list out all the booking, from that users can filter and search based on Airline instead of going to each site.

1.1.2. Screen Mockup

1.1.2.1. Search Input Screen

Manage All Bookings

Home / Dashboard / Bookings

Booking Ref:

Main Hotel Booking Id:

Supplier Booking Id 1:

Supplier Booking Id 2:

Booking From:

Booking To:

Flight PNR:

Booking Status:

All Status












Hotel Name:

Airline(s):

HKAirline

Search

1.1.2.2. Booking List View

Airline	Booking Ref	Booking Status	Payment Status	Booking Date	Passenger	Flight PNR	Hotel	Hotel Ref No	Total Price	Supplier View...
Philippine Airlines	PRT01399	 	Paid	24/03/2016 11:47	Mr test book	WYCVRN	The Upper House	Dummy-513030400	USD 949.38	
Philippine Airlines	PRT01398	  	Paid	24/03/2016 11:27	Mr testing book	WYZKTO	Pan Pacific Manila	Dummy-324297400	SGD 866.53	
Philippine Airlines	PRT01397	 	Paid	24/03/2016 09:53	Mr test book	QASPF	Apartment Kapok	Dummy-668967400	USD 646.62	
Philippine Airlines	PRT01396	  	Paid	24/03/2016 09:46	Mr tester book	WXHSMW	Red Planet Ermita	Dummy-259731400	HKD 6,657	 
Philippine Airlines	PRT01395	 	Paid	23/03/2016 09:14	Ms Michelle Ng	OJIBZQ	Main Hotel & Suites	Dummy-926237400	PHP 12,093.38	
Philippine Airlines	PRT01394	   	Paid	23/03/2016 08:15	Mr Juan Dela Cruz	OJGRTT	Island Pacific Hotel	Dummy-375031400	USD 1,555.38	  

1.1.3. Features

1.1.3.1. Search Criteria

No	Field	Field Description	Field Type	Validation Rule	Note
1	Booking Ref	Reference number of the booking	Char	—	
2	Main Hotel Booking ID	The ID of the main hotel	Char	—	
3	Supplier Booking ID 1	The Booking ID of the Supplier	Char	—	
4	Supplier Booking ID 1	The Booking ID of the Supplier	Char	—	
5	Booking From	Booking Date Range (Start Date)	Date	—	The day the booking is triggered
6	Booking To	Booking Date Range (End Date)	Date	Booking From <= Booking To	The day the booking is triggered
7	Flight PRN	PRN of the Flight	Char	Booking To >= Booking From	
8	Booking Status	The status of the booking	Selection	—	
9	Hotel Name	Name of the hotel	Char	—	

No	Field	Field Description	Field Type	Validation Rule	Note
10	Airline	Airline names to be filtered for bookings	Selection	Multiple Selection	User can filter bookings by multiple airlines
11	Main Passenger Name	Name of the main passenger in the booking	Text		

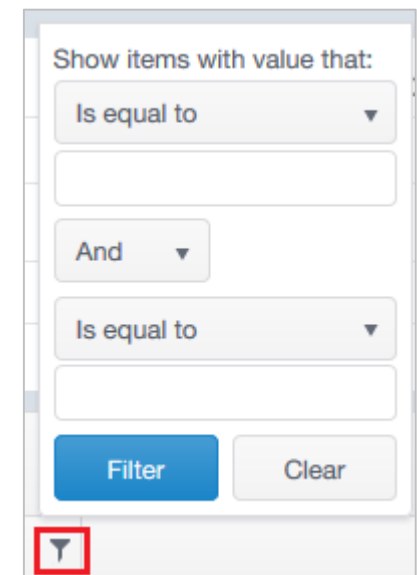
1.1.3.2. Sort-by Column

Users can toggle their sorting of booking table by clicking on the column name of the criterion they want to sort, including:

- **Booking Ref** [Alphabetical Order]
- **Booking Date** [Ascending Date – Descending Date]
- **Passenger** [Alphabetical Order]
- **Flight PNR** [Alphabetical Order]
- **Hotel** [Alphabetical Order]
- **Hotel Ref No** [Alphabetical Order]

1.1.3.3. Filter Column Data

On each column header, user can click on the **Filter** icon to key in Filter criteria to search for their desired results from the booking table



1.2. Booking Note Management

1.2.1. General

- Currently, for booking checking, multiple people will together check one booking and leave their own note on that booking to show that they have checked it or indicate should there be anything needed to remark for that booking.
- However, for now, there is only one note section for everyone to key in and save that note into the booking, anyone can edit that note and there is not a separate recording for each person, such as what time they update the note and anyone can delete or modify the note previously made.
- Therefore, for more effort-saving and management-wise purpose, there needs to be a **Note** section where notes are centralized and systematically recorded.
- The **Notes** will be shown in one tab just like a comment section with the following information:
 - Date
 - Time
 - Username
 - Note Content

1.2.2. Screen Mockup

1.2.2.1. Booking List View

Airline	Booking Ref	Booking Status	Payment Status	Booking Date	Passenger	Flight PNR	Hotel	Hotel Ref No	Total Price	Notes
Philippine Airlines	PRT01399	 	Paid	24/03/2016 11:47	Mr test book	WYCVRN	The Upper House	Dummy-513030400	USD 949.38	View all notes
Philippine Airlines	PRT01398	  	Paid	24/03/2016 11:27	Mr testing book	WYZKTO	Pan Pacific Manila	Dummy-324297400	SGD 866.53	View all notes
Philippine Airlines	PRT01397	 	Paid	24/03/2016 09:53	Mr test book	QASPF	Apartment Kapok	Dummy-668967400	USD 646.62	View all notes
Philippine Airlines	PRT01396	   	Paid	24/03/2016 09:46	Mr tester book	WXHSMW	Red Planet Ermita	Dummy-259731400	HKD 6,657	View all notes
Philippine Airlines	PRT01395	 	Paid	23/03/2016 09:14	Ms Michelle Ng	OJIBZQ	Main Hotel & Suites	Dummy-926237400	PHP 12,093.38	View all notes
Philippine Airlines	PRT01394	    	Paid	23/03/2016 08:15	Mr Juan Dela Cruz	OJGRTT	Island Pacific Hotel	Dummy-375031400	USD 1,555.38	View all notes

1.2.2.2. Booking Detailed View

Booking Ref: PRT01399

[Home](#) / [Dashboard](#) / [Manage Sites](#) / [Bookings](#) / [Edit](#)

Reservation

Billing Details

Passengers

Products

Render PDF

API Access Logs

Notes

Reservation Details

Booking Date:

24/03/2016 04:47

Booking UTC Date:

24/03/2016 4:47:25 AM

No. Adult:

2

No. Children:

1

No. Infant:

1

Booking Status:

Issued

Booking Status:

✈️ 📄

Phone Verify Status:

Not Required

Adult Flight class:

T

Child Flight Class:

T

Create a new Note button

✎

- On Booking Detailed View, there will be an icon where user clicks to add a new note for that booking
- This button will present in a fix position at the right bottom of the page.
- After saving the note, it can be viewed later in Tab **Notes**

1.2.2.3. Note Submission Popup

The screenshot displays the GOQUO web application interface for managing a booking. At the top, the 'Booking Ref: PRT01399' is shown. A navigation bar includes links for Home, Dashboard, Manage Sites, Bookings, and Edit. Below this, a series of tabs are visible: Reservation, Billing Details, Passengers, Products, Render PDF, API Access Logs, and Notes. The 'Notes' tab is currently selected and highlighted with a red box. A modal popup titled 'Create a new note' is open in the center. This popup features a blue header with a close button (X), a text input field labeled 'Note: *', and two buttons at the bottom: 'Save' and 'Cancel'. In the background, the 'Reservation Details' section is partially visible, showing fields for Booking Date, Booking UTC Date, No. Adult, No. Children, and No. Infant. At the bottom right of the interface, there is a red text label 'Create a new Note button' and a circular orange button with a white pencil icon, which is also highlighted with a red box.

1.2.2.4. Notes Tab

Booking Ref: PRT01399

[Home](#) / [Dashboard](#) / [Manage Sites](#) / [Bookings](#) / [Edit](#)

Reservation

Billing Details

Passengers

Products

Render PDF

API Access Logs

Notes

Notes

2. Admin Sample

11:34 25/03/2016

Wrong calculation of tax. Need to fix.

1. Susan Smith

08:20 22/03/2016

This booking is ok.

Add your note here...

SUBMIT

1.2.3. Features

- Click on <View all notes> from the Booking List View to navigate to **Notes Tab**
- Notes are stored separately and submitted by each user
- Each note will be stored with **timestamp** and **order numbering** for better tracking

1.3. View History Record

1.3.1. General

- For each time a booking is viewed, it will be recorded to the system on the tab **View History**
- The view history is recorded on a time basis, with the latest is shown first


1.3.2. Screenshot Mockup

Booking Ref: PRT01399


[Home](#) / [Dashboard](#) / [Manage Sites](#) / [Bookings](#) / [Edit](#)

Reservation
Billing Details
Passengers
Products
Render PDF
API Access Logs
Notes
View History

View History



2. **Admin Sample** has viewed this booking at 11:34 25/03/2016

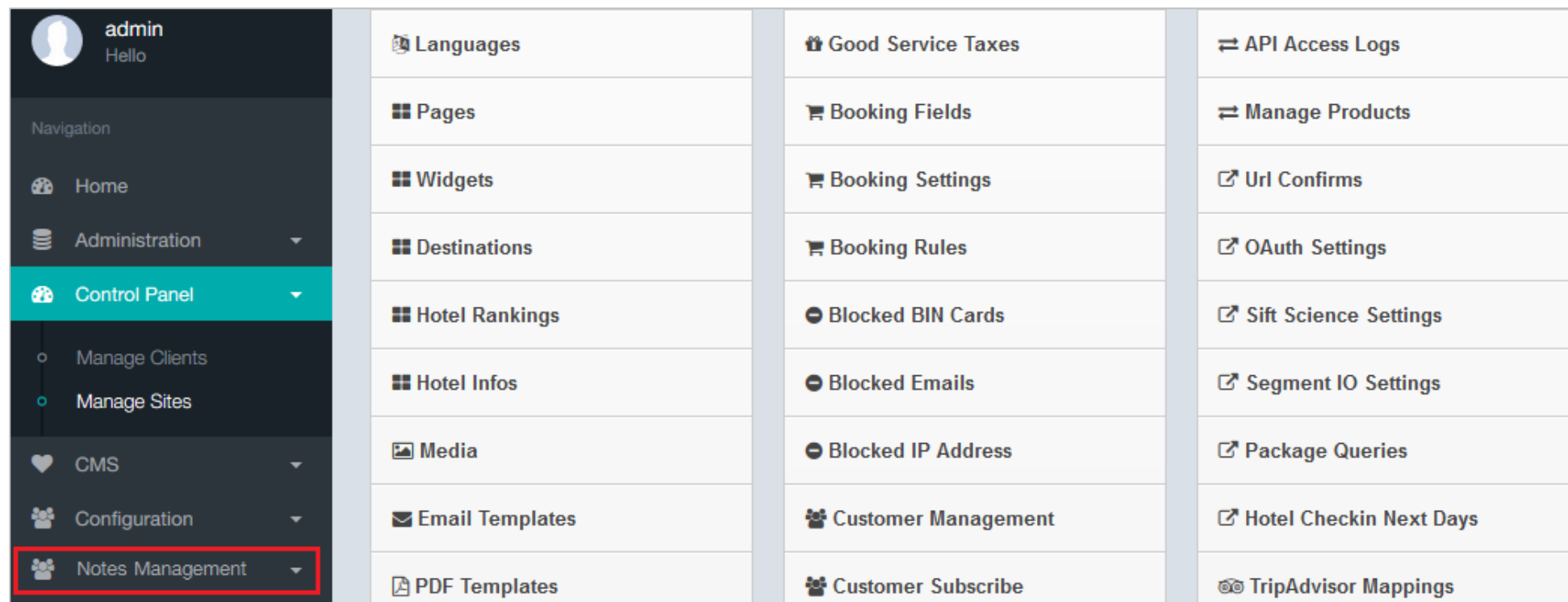


1. **Susan Smith** has viewed this booking at 08:20 22/03/2016

2. Notes Management

2.1. General

- **Notes Management** is a section under *Dashboard* where all notes logged for all bookings across different airline clients are stored.
- By default, all notes will be displayed in a table view with latest notes added by operation officers will appear first
- User can perform various actions for easy tracking of notes such as:
 - Filter notes by airline(s)
 - Filter notes by date
 - Filter notes by author (username)
- User can **view related notes** for a specific booking by clicking on **View all notes**, which will redirect to the note tab of the booking



2.2. Screen Mockup

2.2.1. Search Input Screen

Manage Notes

Home / Dashboard / Notes Management

Username:

Date From:

Date To:











Booking Ref:

Airline Names:

Note Content:

Search

2.2.2. Note List View

Date ▼	Username ▼	Airline Name ▼	Booking Ref ▼	Booking Status	Note Content ▼	Related Notes
30/03/2016 13:09	michalleng	Philippine Airlines	PRT01431	 	Wrong calculation of other charge markup for Flight	View all notes
30/03/2016 12:42	katievu	Philippine Airlines	PRT01430	 	Missing Tax info Transfer confirmation failed	View all notes
30/03/2016 12:39	admin	Hong Kong Airlines	HKA09180	   	Checked. OK.	View all notes
30/03/2016 10:32	edmund	Tiger Airways	TR_01428	 	OK.	View all notes

2.3. Features

2.3.1. Search Criteria

No	Field	Field Description	Field Type	Validation Rule	Note
1	Username	The username of the operation officer who logged the note	String	–	
2	Date From	Note Logging Date Range (From Date)	Date	Date From <= Date To	The day the note is logged
3	Date To	Note Logging Date Range (End Date)	Date	Date To >= Date From	The day the note is logged
4	Booking Ref	Reference number of the booking	Char	–	
5	Airline Name	Airline names to be filtered for bookings	Selection	Multiple Selection	User can filter notes by multiple airlines
6	Note Content	The content of the note	Text	–	

2.3.2. Sort-by Column

Users can toggle their sorting of Notes table by clicking on the column name of the criterion they want to sort, including:

- **Date** [Ascending Date – Descending Date]
- **Username** [Alphabetical Order]
- **Username** [Alphabetical Order]
- **Booking Ref** [Alphabetical Order]

2.3.3. Filter Column Data

On each column header, user can click on the **Filter** icon to key in Filter criteria to search for their desired results from the booking table

2.3.4. View related notes

User can **view related notes** for a specific booking by clicking on **View all notes**, which will redirect to the **Notes** tab of the booking

