

1. Enhancement of Booking History

1.1. Introduction and Objectives

1.1.1. Effective 21 Jul 2010, the Booking History has been enhanced to provide the functionality of filtering based on the following criteria:

- ▶ **Booking Status:** Cancelled, Confirmed Booked, Rain-off, Refunded, Replaced, Tentative Booked, and, all of the above;
- ▶ **Booking Channel:** Counter, Telephone, Kiosk, Online, Ballot, and, all of the above;
- ▶ Usage Date From,
- ▶ Usage Date To
- ▶ Activities, and,
- ▶ Venue.

1.1.2. The objectives of this enhancement are as follows:

- ▶ To improve system performance pertaining to display Booking History to both the hirers and the CSOs;
- ▶ To facilitate filtering of Booking History based on the preferred criteria (instead of showing all transaction in the Booking History which may not be useful at all times), and,
- ▶ To ensure speedy and relevant retrieval of Booking History transactions to enable the CSOs to provide faster and better service to the hirers.

1.2. Overview of Changes

1.2.1. The following screenshot illustrates the enhancements done to the Booking History of ICanBook:

The screenshot shows a web interface for 'Booking History' under the 'Facilities Booking' section. It features a 'Filter Options' panel with the following controls:

- Booking Status:** A dropdown menu currently set to 'All'.
- Booking Channel:** Radio buttons for 'All', 'Counter', 'Telephone', 'Kiosk', 'Online', and 'Ballot'. The 'All' option is selected.
- Usage Date From:** A text input field with a calendar icon and a 'Clear Date' link.
- Usage Date To:** A text input field with a calendar icon and a 'Clear Date' link.
- Activity:** A dropdown menu currently set to 'All'.
- Venue:** A dropdown menu currently set to 'All'.


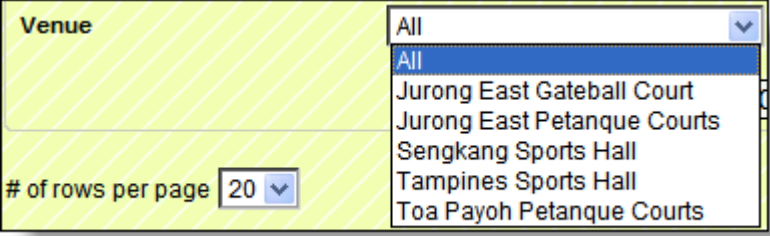
At the bottom of the filter panel, there are 'Search' and 'Clear' buttons, and a link labeled 'Help on Filter Options'.

Figure 1: Booking History Search Options

1.2.2. In a nutshell, this enhancement allows the CSOs or Hirers to search the Booking History based on the stipulated criteria as mentioned in Section 1.1.1.

1.3. Frequently Asked Questions (FAQs)

No.	Frequently Asked Questions							
1.	<p>Q How do I confirm my bookings by making payment from the Booking History?</p> <p>A</p> <ul style="list-style-type: none"> (i) Log On to ICanBook using your user name and password. (ii) Click “My Booking History” (iii) By default, the system will show all bookings. (iv) Select Booking Status as “Tentative Booked” and click “Search”. (v) Select the Tentative bookings you would like to confirm and click “Confirm Payment” 	<p>The screenshot shows the 'Booking History' page. At the top, there are 'Filter Options' including 'Booking Status' (set to 'Tentative Booked'), 'Booking Channel' (radio buttons for All, Counter, Telephone, Kiosk, Online, Ballot), 'Usage Date From' and 'To' (with 'Clear Date' buttons), 'Activity' (set to 'All'), and 'Venue' (set to 'All'). Below the filters are 'Search' and 'Clear' buttons. A table lists bookings with columns: #, Activity, Venue, Subvenue, UsageDate, TimeSlot, BookingStatus, Booking Date, and a 'Detail' checkbox. Two bookings are shown, both with 'Tentative Booked' status. At the bottom, there is a 'Confirm Payment' button. Four red callout boxes provide instructions: 1. Select 'Tentative Booked' in the status filter. 2. Click 'Search' after changing filters. 3. Tick the checkbox next to bookings to confirm. 4. Click 'Confirm Payment' to proceed.</p>						
2.	<p>Q Where are all my Booking History entries?</p> <p>A The Booking History entries are filtered for best viewing. It allows the hirers and CSOs to view only relevant transactions in the Booking History faster and easier.</p>							
3.	<p>Q What can I do with the new Booking History?</p> <p>A</p> <ul style="list-style-type: none"> ▶ The core functionality of the Booking History remains unchanged even with this enhancement. The only change is the streamlined way ICanBook presents the Booking History entries to the hirers or CSOs. ▶ You can choose to search the booking history based on a number of options as follows: 							
4.	<table border="1"> <thead> <tr> <th>#</th> <th>Search Option</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>(i)</td> <td>Booking Status</td> <td>You can either select to view “ALL” booking status or just a selected status (e.g. Tentative Booked etc). By default, the system will default the status to “ALL”.</td> </tr> </tbody> </table>	#	Search Option	Remarks	(i)	Booking Status	You can either select to view “ALL” booking status or just a selected status (e.g. Tentative Booked etc). By default, the system will default the status to “ALL”.	
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5.	Q	Why is the “Activity” drop down list only showing a few Activities? 																
	A	The “Activity” drop down list shows only the activities previously booked by you so that you can quickly select the relevant activity.																
6.	Q	Why is the “Venue” drop down list showing only a short list of Venues? 																
	A	The “Venue” drop down list shows only the relevant Venues where you did bookings previously so that you can quickly select the relevant venue.																
7.	Q	Do I need to fill in all the fields whenever I need to do a filter?																
	A	No, none of the fields in the filter options are mandatory. This is to allow more flexibility for the user to use the filter options to assist themselves.																