

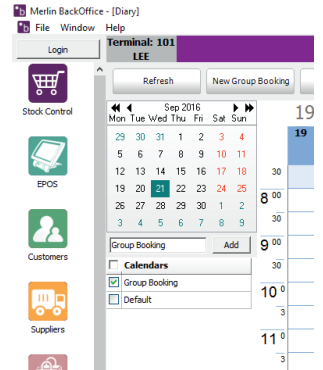
Using The Diary Function

Logon to Merlin Back Office and locate the **Diary** program, nested under the **Admissions** menu;

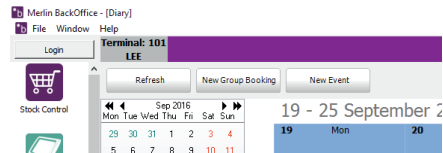


By design there is only one calendar displayed, this is where all the events are added.

It is good practice to add a new **“group”** so the view doesn't get cluttered. On the example I have just one group called **“group booking”** but you can have as many as required.



Now you need to add a new booking. To do so click **“New Group Booking”**



Customer code: This is unique and identifiable by you.

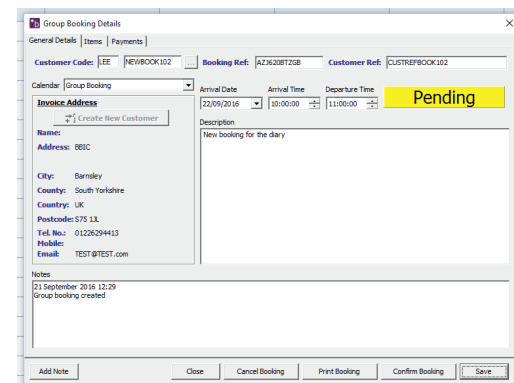
Customer Ref: For customers Ref Only

If this is a booking for a new customer, click **“create new customer”** and fill in the details on the popup form.

Then select the **Date and time of arrival**.

Select which **calendar** this booking is added to.

Once all of the above is added, click **save** and the information will be stored. This will then give you two new tabs. **“Items”** and **“Payments”**

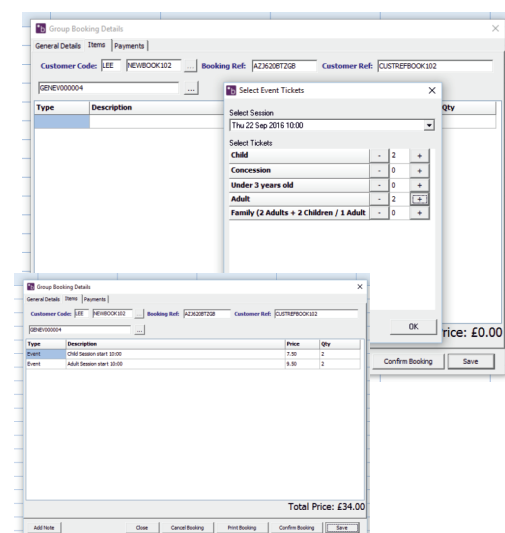


ITEMS

Here you will add in the items that will be reserved/booked for by the party. To select the event, search using the 3 ... or type in the product code if you know it.

(This should be the main event code not the variant.)

When this is added, a popup will appear asking you to select the **session** and **quantity** to book out. Select these and click **“Add”**



PAYMENT

Select the payment method from the dropdown menu, and select the amount you'd like to add to that. then press Add.

When you press “**add**” the booking is then **automatically confirmed**.

If no payment is added but you still want to confirm the booking to reduce the online numbers then press the confirm booking button on the home screen.

Group Booking Details

General Details | Items | Payments

Customer Code: LEE NEWBOOK102

Booking Ref: AZX20BT2GB

Customer Ref: CUSTREFBOOK102

Payment Type: Cash

Payment Value: 34.00

Add

Payment Type

Amount

Payment Date

Cash

34.00

21-Sep-2016

Total Outstanding: £0.00

Add Note

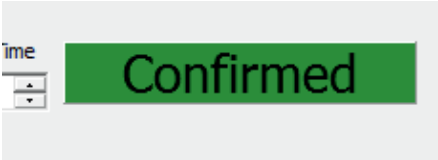
Close

Cancel Booking

Print Booking

Confirm Booking

Save



Once this booking is confirmed click **save** and this can now be closed.

Once this is complete you will be able to see the booking on the diary system. To make alterations to this, double click the booking to bring up the options again.

To make the diary cleaner you may want to add new Calendars for each different event as opposed to one single “Group Booking” but that’s your preference.

Merlin BackOffice - [Diary]

File Window Help

Terminal: 101 LEE

Merlin Test Co.

Username: ADMIN 21/09/2016 12:37:19

Refresh New Group Booking New Event

Suppliers

Sales Order

Nominal

News

Gift Aid

System Setup

Utilities

Ticket Sales Report

Admissions

Group Booking Add

Calendars

Group Booking

Default

Events

Desc: General Admission

Desc: Annual Ticket

Desc: FASHION SHOW TICKET 2015

Desc: FESTIVAL TICKET

Desc: gen entry

Desc: Peak General Admission Ticket

Desc: DIARY EVENT 1

Desc: LEE TEST TICKET

Desc: Merlin Ticket

19 - 25 September 2016

19 Mon

20 Tue

21 Wed

22 Thu

23 Fri

24 Sat

25 Sun

8:00

9:00

10:00

11:00

12:00

13:00

14:00

15:00

16:00

17:00

18:00

TEST ACC

10:00 - 11:00

New booking for the day

LEE TODD

10:00 - 11:00