# CityTour-ERP-Guides_EN


- Dashboard
- Present tour
- Work Calendar
- Reporting Order
- Wallet

# Dashboard

After logging in, you are taken to the Dashboard. Here you see all your tours for today. You can change the view from daily to monthly or weekly.

To open a specific tour, click on its title.



# Present tour

All tours can be found in the menu - **TOURS**. Select the product you are interested in by clicking on the eye icon next to it.



By selecting the tour for the day you can see details about it, such as the number of bookings, whether they were made through external systems or owe cash payment.



While waiting for tourists from a reservation, it is in red color. Through the button with a tick you mark the tourists from this reservation that they have arrived. If there is a telephone handset on the reservation, then you can contact the reservation holder by telephone.

Once you mark a booking as "appeared", it turns green and the tick becomes an X. Through the hix you can cancel the action if it was in error.

If a booking is paid on spot and you need to collect cash from tourists, this is marked with a green tick and an amount due Collect: €350.00. When you mark them as arrived or paid, the amount at the top changes.

When you open a booking you see for each tourists *Fees* - these are fees collected from tourists for visiting sites - for example entrance fee to Boyana Church. Out of a group of 10 tourists in a booking not everyone may want to pay this fee, so you only need to note the number of tourists who have given you the amount. Use the tick in the Used box to mark when these fees have been used.

At the bottom of all tour bookings there are additional **Fees** and **Income**.

Under Fees you can add various expenses and fees such as parking. You must have a fiscal document for these expenses to provide when reporting.

! All amounts in the system must be in Euros!

Adding is done via the + button in the right corner of the table. You can edit or delete an entry via the pencil icon . This also applies to Fees and Revenue.



In the **Incomes** tab you add additional income that changes the total at the top.

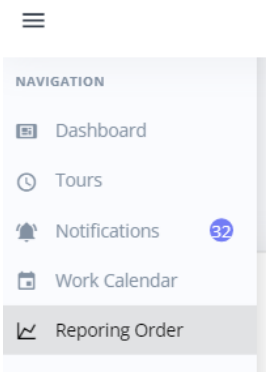
# Work Calendar

In the menu on the left, if you select **Work Calendar** you see the whole month. The days highlighted in green are for days in which you have tours scheduled. If you want to "close" a day that you will not be available for a tour, click on the day and it will be marked with an "x". For example, here we have closed July 20 and 21. And we have tours scheduled on the 8th, 10th, 11th and 12th.

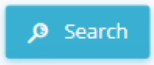


# Reporting Order

In the **Reporting Orde**r menu, you see all the amounts to receive and to report to the agency.






From the filter 

you can select a time period to view all reports by orders/tours. If the filter is inactive (default) all orders to date that have not been completed/reported are displayed.

# Wallet

In the **Wallet** section, the guide sees a summary of the amounts they have to receive and what they are generated from. There is a *Comments* tab, for positive reviews from tourists in booking systems; there is an *Overtime* tab, where overtime is calculated, if any. There is a *Commissions* tab, which adds any commissions for recommended additional services or tours. The system also allows a bonus scheme for *bilingual* tours, accordingly the guide who has conducted such tours receives a bonus.