

## Travel Agent - How to Add & View Reservation Comments

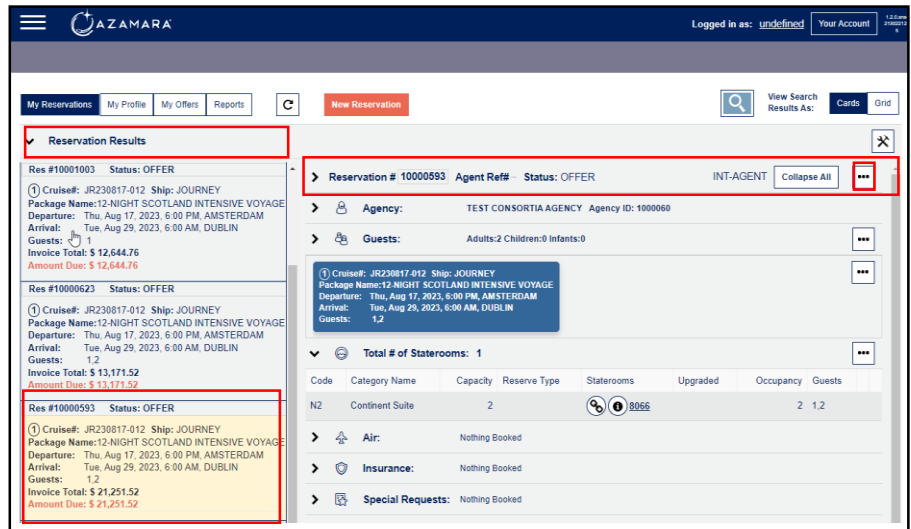
### Step 1

Let us start by clicking on the **Your Account** tab. This will open a drop-down menu. Click the **My Reservations** tab.



### Step 2

You will be brought to My Reservation screen. Find the reservation you wish to work with under the **Reservations Results** column. Click on the Reservation you are working with, and it will become **highlighted**. Then go to the right side of the **Reservation #** line and click Eclipse **☰** symbol.



### Step 3

This will open the Eclipse menu. Click the **Reservation Comments** tab.



### Step 4

The Reservation Comments screen will appear. On the Subject line click the **Down Arrow** **▼** symbol.



## Step 5

This will open a drop-down menu. Click the **Subject** that best matches your comment description. With this example you will use **Cancel**.

The screenshot shows a 'Subject' dropdown menu with the following options: ACCOUNTING/PAYMENTS, AMENITIES, CANCEL (highlighted with a red box), CONVERSION, FORCE GTY, and INVENTORY. The background shows the 'Reservation Comments' window with 'No comments' and buttons for 'Add Comment' and 'Save & Close'.

## Step 6

Now enter your comments in the Comment field. Then click the **Add Comment** button.

The screenshot shows the 'Reservation Comments' window. The 'Subject' dropdown is set to 'CANCEL'. The comment text field contains 'Mr. John Dow is cancelling one bottle of Absolut Vodka as one of his Addons.' The 'Add Comment' button is highlighted with a red box. There are also 'Cancel' and 'Save & Close' buttons.

## Step 7

The screen will change. You will be able to view the comment that has been added to the reservation. Now click the **Save & Close** button.

The screenshot shows the 'Reservation Comments' window with a table of comments. The table has columns: Date, Subject, Text, and User. The first row shows a comment added on 1/11/23 at 12:39 PM with the subject 'PRICING' and user 'UNDEFINED'. The 'Save & Close' button is highlighted with a red box.

| Date              | Subject | Text | User      |
|-------------------|---------|------|-----------|
| 1/11/23, 12:39 PM | PRICING |      | UNDEFINED |

## Step 8

When you go back to the **Reservation Comments** the comments will be permanently added by the following.

**Date** – The date comments were added.  
**Subject** – Area comments are related to.  
**Text** – The comment added.  
**User** – The individual adding the comments.

The screenshot shows the 'Reservation Comments' window with a table of comments. The first row is highlighted with a red box. The table has columns: Date, Subject, Text, and User.

| Date             | Subject | Text   | User            |
|------------------|---------|--|-----------------|
| 1/11/23, 3:11 PM | CANCEL  | Mr. John Dow is cancelling one bottle of Absolut Vodka as one of his Addons. | BIZLOGIC_SERVER |