

May 2021 Release Notes

What's New?

- Refunds
- Itinerary Page
- Itinerary Modifications in the POS
- Location Timezones
- Staging
- Bug Fixes

Refunds

Quick Review:

- Partner has full refund control over refunds
- 100% of refund is issued from the OS portal
- New Refunds page
- Refund notes can be viewed from the Refunds page

The way OnlySky issues refunds has changed so that the customer will receive an entire refund in one payment. The partner can now issue 100% of the refund through the OS portal without emailing OS support to issue the additional 5% like before. A new refund page was added, where the partner can keep track of the refunds they have issued. They can also include notes about the refund to help remind them of reasons the guest was refunded. These refund notes can be seen on the itinerary details page.

Itinerary Page

Quick Review:

- The Partner can issue a full refund, a partial refund, or modify the itinerary
- A breakdown of the cost and fees associated with making a refund was added to help clarify questions
- Payment history was added to help understand the changes made to the itinerary.

Upon logging in, you will see that the Admin Area has changed. "Dashboard" is now called "Itineraries", to make room for a new dashboard feature coming soon. Itineraries has all the same functionality as before and will help you better manage guest itineraries.

Itinerary Modifications in POS

Quick Review:

- ISE blocking modifications has been resolved
- Capacity preview has been added to the product block in the POS

Previously there was an Internal Server Error (ISE) blocking modifications of products that had a positive or negative balance. This issue has been resolved and will no longer effect the modification process.

"Available Capacity" and "Total Capacity" have been added to the product block in the POS. Allowing Partners to see important information about the product they are selling and eliminate overbooking.

Location Timezones

All times in the app will now be shown in the location's timezone. For example, any processes (modifications, partial refunds) and transactions are reported in the locations timezone. We hope this will help avoid time related confusion.

Staging

Updated and launched Staging for enhanced testing purposes. We will no longer be testing on our production site.

Bug Fixes:

- Addon date fix
- Itinerary fixes
- Refund fixes
- Modification fixes
- Removed capacity check on installment payments
- Guest detail report fixes