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When in Iceland

User Manual
Spring 2017

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1 Preface

This manual covers how an anonymous user, client, seller or admin interacts with the When in Iceland web application. Every user role besides the anonymous user has access to a specialized dashboard that has various features based on their role and their actions within the application. There are three pages that behave exactly the same regardless of user roles, they are:

1.1.1 The About Page

This is the about page, here you can see general information about the website, useful statistics and information about the development team.

1.1.2 The Policies Page

When in Iceland's policies can be seen here.

1.1.3 The Terms and Conditions Page

When in Iceland's terms and conditions can be seen here.

2 The Anonymous User

2.1 User Role Description

The anonymous user is a user of the website that is not logged in. This user has no inherent role within the system besides possibly logging in or registering with the site.

2.2 Contacting support

The user can press the "Email us" button (Figure 1 - Email us button) on the front page to send an email to When in Iceland support.



Email us

info@wheniniceland.is

Figure 1 - Email us button

2.3 Log In

To log in the user presses the "Log in" button at the top right corner of the website. A modal opens and the user can either press the "Log in with Facebook" button or type in an email address and password into the relevant fields (Figure 2 - Log in modal). If the Facebook route is taken and the user is not logged in to Facebook, they are routed to a Facebook log in page where they need to be authenticated.

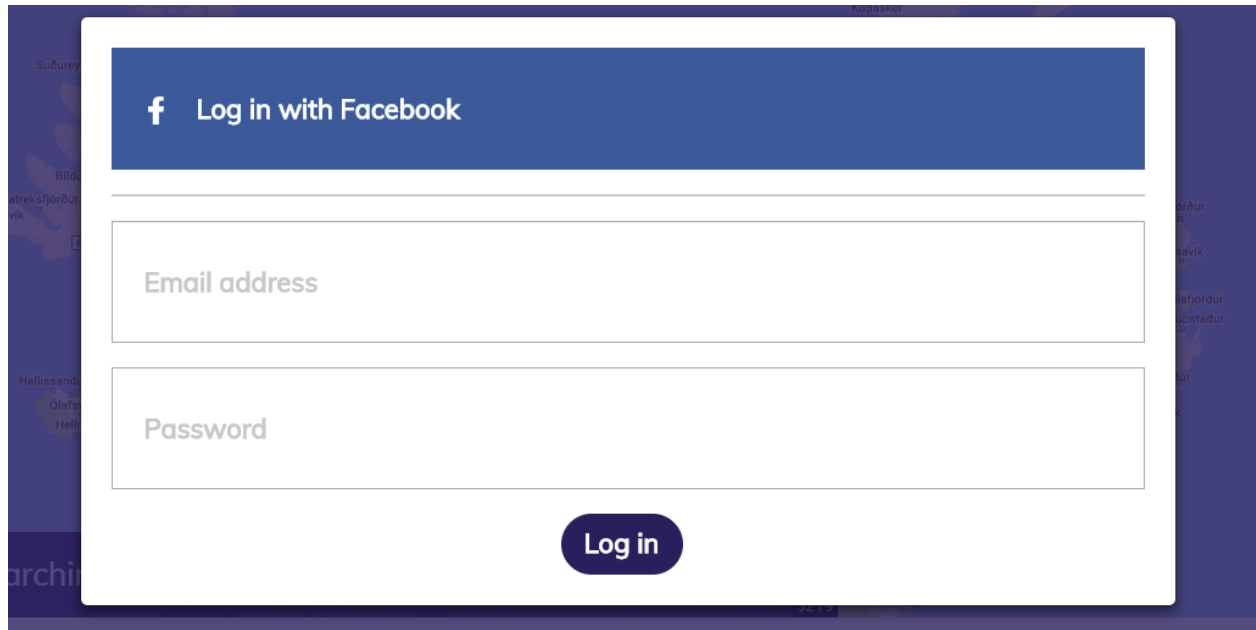


Figure 2 - Log in modal

2.4 Sign up

To sign up the the application the anonymous user presses the “Sign up” button at the top right corner of the website. A modal opens and the user can either press the “Sign up with Facebook” button or the “Sign up with Email” button (Figure 3 - Sign up modal). If the Facebook route is taken and the user is not logged in to Facebook, they are routed to a Facebook log in page where they need to be authenticated. If the user is logged into Facebook he must accept that When in Iceland can access some of his Facebook information. If the email route is taken the user must input relevant information into the supplied fields. By signing up through this modal the user is signing up as a client. If the user wants to sign up as a seller please refer to (See The Seller User). For more information about the client role please refer to The Client user.

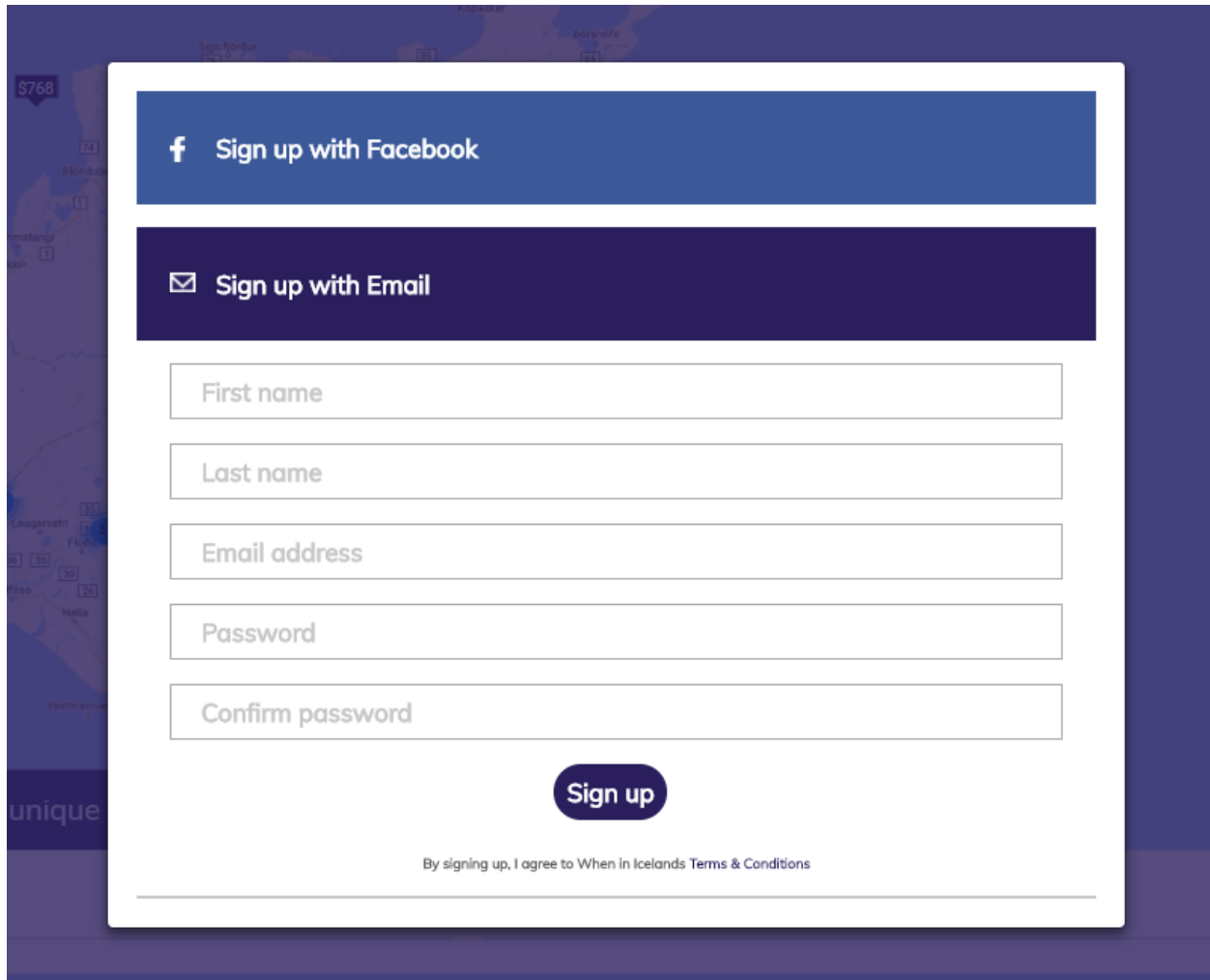
The image shows a sign-up modal window overlaid on a map of Iceland. The modal has a white background with a dark blue border. At the top, there are two options: 'Sign up with Facebook' with a Facebook 'f' icon and 'Sign up with Email' with an envelope icon. Below these are five input fields: 'First name', 'Last name', 'Email address', 'Password', and 'Confirm password'. A dark blue 'Sign up' button is centered below the fields. At the bottom, there is a small line of text: 'By signing up, I agree to When in Iceland's Terms & Conditions'.

Figure 3 - Sign up modal

2.5 Start a Service

The anonymous user can sign up to become a seller (see The Seller User for more information) by pressing the “Start a service” button in the top right corner of the website. Upon pressing the button the user is routed to another page where the user can read about what it means to be a seller and then press the “Sign up” button (Figure 4 - The seller sign up button) to continue to the next page. On this page, the user is asked to create his seller profile. Once the user has filled out the form and pressed the “Sign up” button on this page the user has registered and logged in

as a seller (see Figure 5 - The seller signup form).

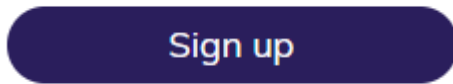


Figure 4 - The seller sign up button

First name	<input type="text" value="First name"/>
Last name	<input type="text" value="Last name"/>
Date of birth	<input type="text" value="04 May 2017"/>
Provider description	<input type="text" value="Type in a description about you as a service provider"/>
Email	<input type="text" value="Email"/>
Password	<input type="password" value="Password"/>
Password	<input type="password" value="Confirm Password"/>

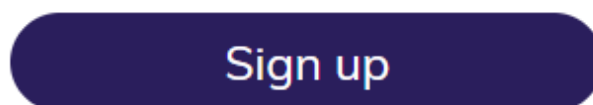


Figure 5 - The seller signup form

2.6 Search

2.6.1 The front-page search

On the front page, there is a large map with two fields (Figure 6 - The front-page search bar).

The user can search the map by inputting a place into the “Place” field. Selecting one of the results that pop up when doing so will focus the map to the area selected. The user can also input a search query into the “Adventure” field and then pressing the enter key or pressing the “Search” button the user is transferred to the search page with the results of the query displayed. See The dedicated search page for more information.

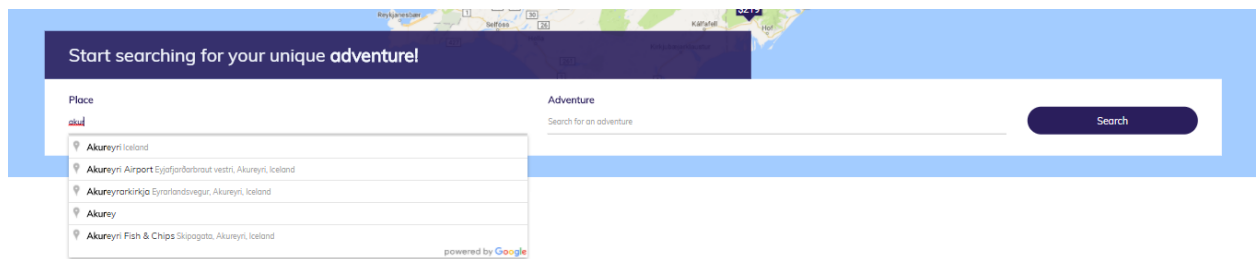


Figure 6 - The front-page search bar

2.6.2 The dedicated search page

On the search page the user can search by categories (Figure 7 - Category search) and by title (Figure 8 - Title search). The results are displayed on a map and a grid. The user can click on an adventure result thumbnail and be transferred to the adventure details page. (The Adventure Detail Page)



Figure 7 - Category search



Figure 8 - Title search

2.6.3 Map Pins

The map on the front page can be used for location based search via pins denoting the location of an adventure. When the user clicks on a pin an info window appears, which show the adventures title, description, banner image and a “See more” button taking the user to that adventure’s detail page (Figure 9 - Map pin with info window). The map also has pin clusters that show how many adventures are in that area (Figure 10 - Map pin cluster with two adventures). Clicking it zooms the map in to show only the adventures within that area.

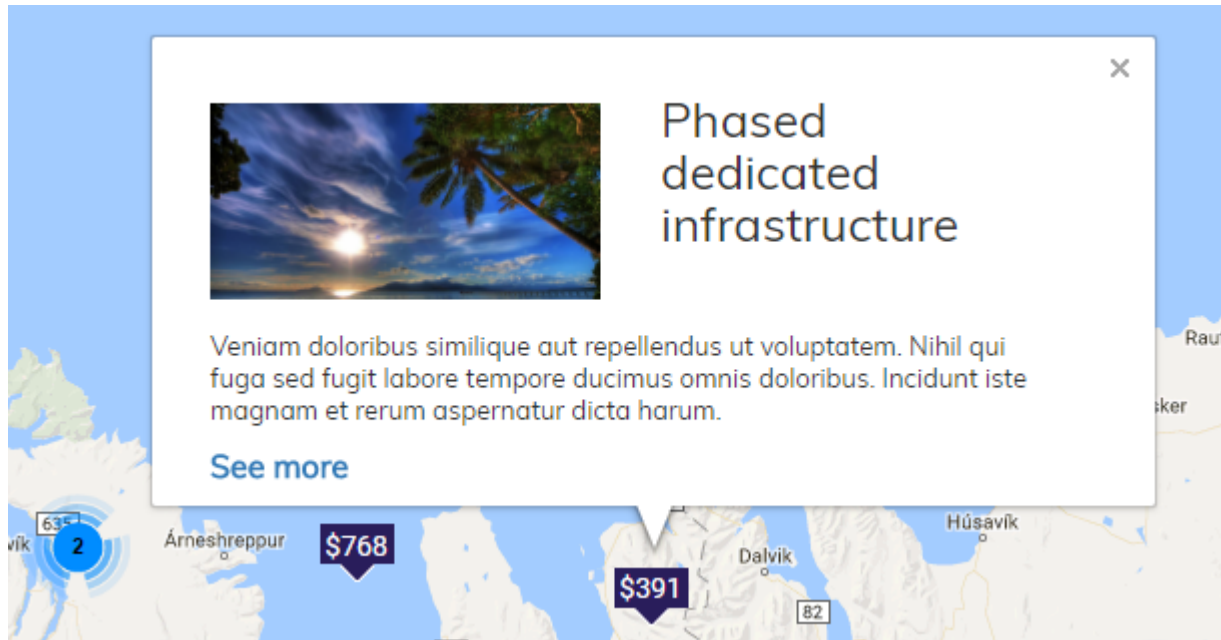


Figure 9 - Map pin with info window



Figure 10 - Map pin cluster with two adventures

2.7 Browse Adventures

On the front page the user can press on an adventure thumbnail (Figure 11 - Adventure thumbnail) and go to that adventure's detail page. (The Adventure Detail Page)

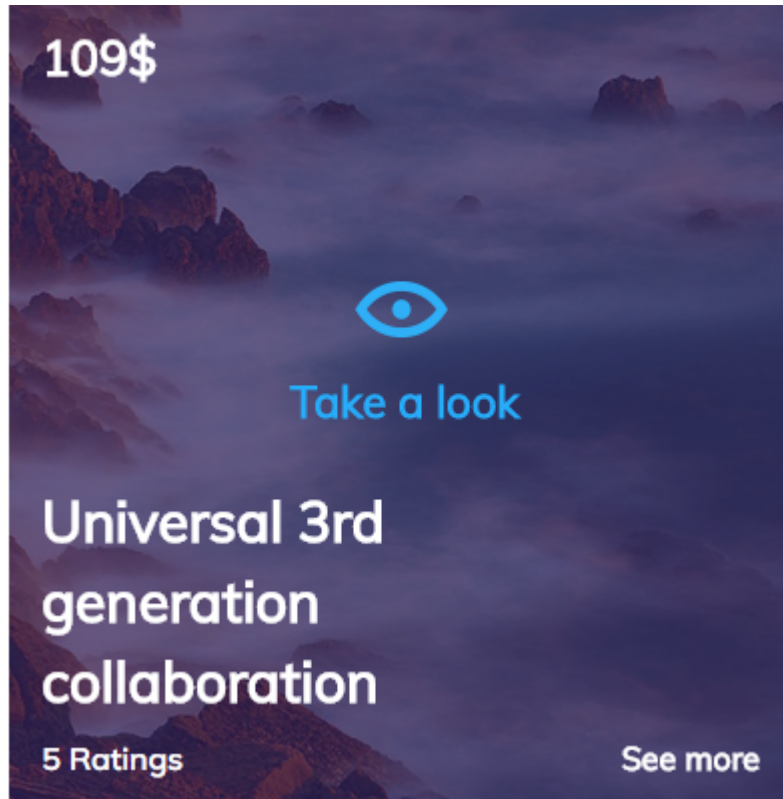


Figure 11 - Adventure thumbnail

2.8 The Adventure Detail Page

Here the user can view detailed information about a single adventure. Just below the title of the adventure the user can press the “See on map” button (Figure 12 - See on map button) to replace the banner image at the top of the page with a map detailing the location of the adventure, the user can revert this action by pressing the “Close map” button at the bottom right of the map (Figure 13 - Single adventure map).

The user can also see basic information about the seller providing the adventure service. If the user clicks the “Contact” button (Figure 14 - Contact seller button) the users default mail client opens with the email address of the provider set as the recipient.

The user can also see a handful of reviews about this adventure. If the user clicks the “See all

reviews” (Figure 15 - See all reviews button) button he is transferred to another page where he can see a list of all reviews.

At the bottom of the page the user can press a “Keep searching” button (Figure 16 - Keep searching button) that takes him to the search page.

Cloned logistical data-warehouse

Reykjavík, Iceland [See on map](#)

Figure 12 - See on map button

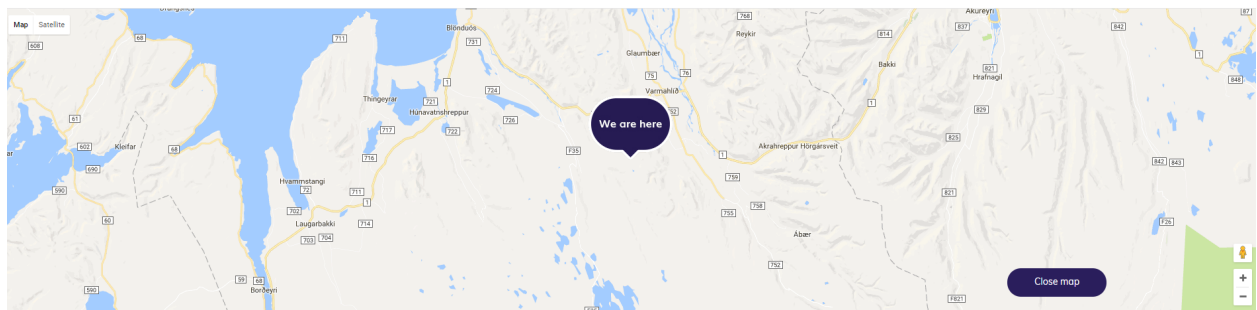
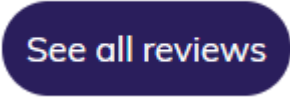


Figure 13 - Single adventure map

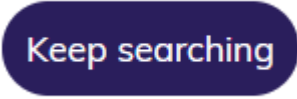


Figure 14 - Contact seller button



See all reviews

Figure 15 - See all reviews button



Keep searching

Figure 16 - Keep searching button

2.9 Booking as an Anonymous User

The user can see available booking times which he can choose. The user can then, after picking how many adults and children are being booked for, press the “Book now!” button (Figure 17 - Initial information form). When the button has been pressed, the user is transitioned to another page. Before the user can complete the booking, he is asked to sign up for log in (see Sign up). After signup, the user will continue the booking process as a client user (see Booking as a Client).

Booking information

When
01 Sep 2017

Time
18:07

Adults
2 Adults

Children
2 Children

Adults	2
Children	2
Amount	4 x \$234
Total cost	\$936

[Book now!](#)

Figure 17 - Initial information form

3 The Client user

3.1 User Role Description

The client's role is to look for and book adventures. This user group has access to a dashboard where he can browse his bookings and reviews, as well as send and view messages through his inbox.

The client can do almost everything the anonymous user can do but if there is a discrepancy between them that will be explained specifically. The only thing the client cannot do that the anonymous user can do is start a service. If the client wants to become a seller he must log out and sign up as a seller (See The Seller User).

3.2 Booking as a Client

The client goes through the same process as the anonymous user (see Booking as an Anonymous User) to book an adventure but instead of having to sign up the user goes to the next step in the booking process. This is where the user can pick if he wants extra services during the trip (Figure 18 - Additional services). Next the user fills out the "Customer information" form (Figure 19 - Customer information) if they are so inclined. The user can also fill out an additional note for the provider (Figure 21 - Additional note for the provider) form. Once the user is done filling in the information he can press the "Next (payment)" button (Figure 20 - Next (Payment) button) and proceed to payment.

At the payment segment of the booking process the user can fill in his payment details via the payment form (Figure 22 - Payment form), after doing so the user can press the "Confirm & Pay" button (Figure 23 - Confirm & pay button) to finalize his booking and payment. If this is successful the user is transferred to his booking overview on his dashboard (see Dashboard: My Bookings). Should the user want to go back and edit his booking details he can press the "edit"

button (Figure 24 - Payment edit button) at the top of the page.

Additional Services

\$12: Towel	<input checked="" type="checkbox"/> Yes
\$20: Drinks	<input type="checkbox"/> No
\$30: Extra sightseeing	<input type="checkbox"/> No
\$94: Photo album from trip	<input type="checkbox"/> No

Figure 18 - Additional services

Customer Information (optional)

Customer # 1	
First name	Last name
<input type="text" value="Enter the first name"/>	<input type="text" value="Enter the last name"/>
Age	Nationality
<input type="text" value="Enter the age"/>	<input type="text" value="Enter the nationality"/>
Address	Passport Number
<input type="text" value="Enter the address"/>	<input type="text" value="Enter the passport number"/>

Figure 19 - Customer information

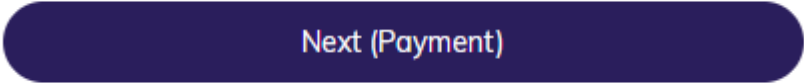
A dark blue rounded rectangular button with the text "Next (Payment)" in white.

Figure 20 - Next (Payment) button

Additional note for the provider

Are there any disabilities? Allergies? or something else the provider needs to know.
Please write them in this box...

Figure 21 - Additional note for the provider

Payment

Billing country

Iceland ▼

Payment type

Visa ▼

Credit card # *

Credit card number

Expires on*

MM

YYYY

Security code*

XXX

First name

Type in your first name

Last name

Type in your last name

Postal code*

exp. 90210



I agree to the [Terms & Conditions](#) . I also agree to pay the total amount shown, which includes Service Fees.

Figure 22 - Payment form

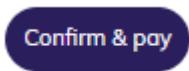


Figure 23 - Confirm & pay button

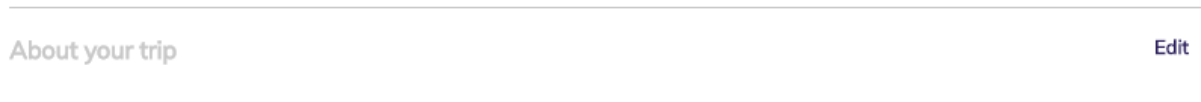


Figure 24 - Payment edit button

3.3 Dashboard: The Inbox

The user has an inbox page where all his active chats are displayed (Figure 25 - Active chat list item). On this page, the user can click on a chat and go to the individual chat page (see The Individual Chat).

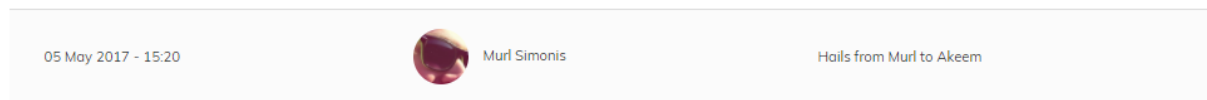


Figure 25 - Active chat list item

3.4 The Individual Chat

This page displays general information about the person you are chatting with. If the person you are chatting with is a client (buyer) you will see how many reviews they have written.

If the user wants to write a new message he can write his message into the message form (Figure 26 - New message form) and press the "Send message" button. This will display the message in the chat feed displayed below for both the client and the recipient with a date and timestamp (Figure 27 - Displayed message).

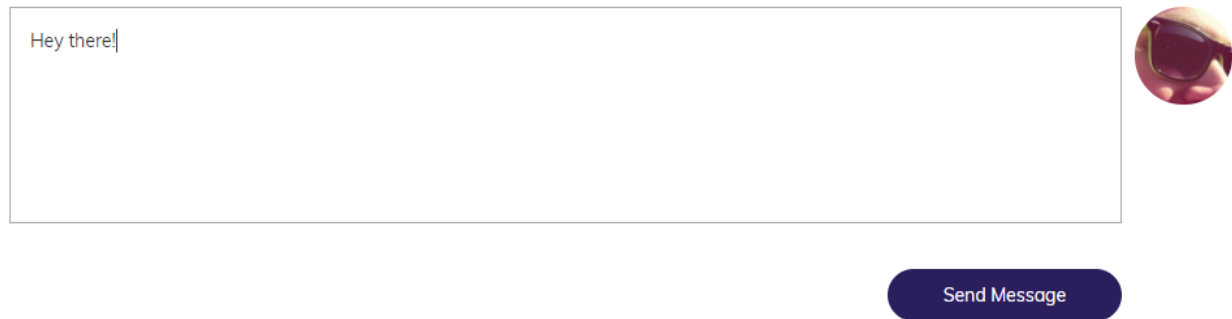
A screenshot of a new message form. It features a large white text input area with the placeholder text "Hey there!". To the right of the input area is a circular profile picture of a person wearing sunglasses. Below the input area is a dark blue button with the text "Send Message" in white.

Figure 26 - New message form

A screenshot of a displayed message. It shows a white text input area with the text "Hey there!". Below the input area is a timestamp "05 May 2017 - 15:55". To the right of the input area is a circular profile picture of a person wearing sunglasses.

Figure 27 - Displayed message

3.5 Dashboard: My Bookings

In the bookings tab of the client dashboard the user can see detailed information about all his bookings.

3.5.1 Review

The user can give a trip a review if the trip has finished (Figure 28 - Give a review button).

Finished
Give a review

Figure 28 - Give a review button

3.5.2 Print

The user can press the "Print" button (Figure 29 - Print button) which opens a pdf file with the booking information. This is a printable copy of the booking.



Figure 29 - Print button

3.5.3 Go to adventure

The user can click the name of the adventure (Figure 30 - Adventure booking link) in the booking to view that adventure's details page.

Jan 2, 2017 - 12:00
Operative dedicated solution

Figure 30 - Adventure booking link

3.5.4 Request cancellation / report adventure

The user can request a cancellation of his booking if there are more than 24 hours until his trip starts by clicking the "Request cancellation" button (Figure 31 - Request cancellation button). If the user is unsatisfied with a trip he went to he can file a complaint by clicking the "Report adventure" button (Figure 32 - Report adventure button), this is only doable if less than 48 hours have passed since the trip began.

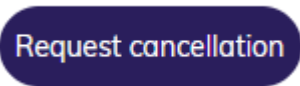


Figure 31 - Request cancellation button

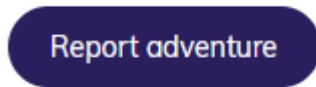


Figure 32 - Report adventure button

3.5.5 Message seller

The user can start or open an existing chat with the provider of the trip by clicking the “Message provider” button (Figure 33 - Message provider button).

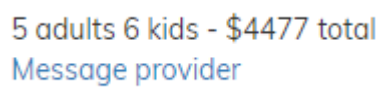


Figure 33 - Message provider button

3.6 Dashboard: Profile Settings

The user can access his profile settings on this page. Here he can fill out various user information (Figure 34 - User profile form) as well as changing his profile picture by uploading a new one (Figure 35 - Profile image upload), all changes take effect when he presses the “Save settings” button (Figure 36 - Save settings button).

First name

Akeem

Last name

Wilkinson

Gender

Female

Birth date

29 Dec 1981

Email address

client@wii.is

Figure 34 - User profile form (part)

Profile picture

Choose File

No file chosen

Figure 35 - Profile image upload

Save settings

Figure 36 - Save settings button

3.7 Dashboard: My Reviews

The user can access a list of reviews he has given out on this page (Figure 37 - A review list item).

My Reviews			
Adventure	Date	Review	Rating
User-friendly uniform orchestration	May 5, 2017	Eius quo ipsum non alias alias expedita architecto.	★★★★★

Figure 37 - A review list item

3.8 Contacting Support

The client user has the same options as the anonymous user when it comes to contacting support (see Contacting support) as well as the addition of sending a message within the system by pressing the “Chat with us” button on the front page (Figure 38 - Chat with us button).

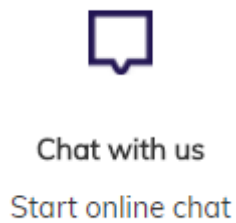


Figure 38 - Chat with us button

4 The Seller User

The seller's role in the system is to create adventures or trips for clients to buy, through a provider. The seller can monitor his adventures, his revenue as well as his bookings and reservations. The seller can do some of the things a client can do but not all and vice versa, these differences will be explained below.

The seller can do almost everything the anonymous user can do but if there is a discrepancy between them that will be explained below. The only thing the seller cannot do that the anonymous user can do is start a service. The seller is already a service provider.

Currently the application is set up in such a way that each provider has one seller but the design is set up in such a way that it allows for expansion where providers can have multiple sellers with differing roles. This section will be updated to accommodate those changes when they are implemented. The seller is not allowed to book a trip, he will require a separate login as a client user to do so.

4.1 Dashboard

On the dashboard page the seller can see information regarding him. He can see his overall earnings, the months earnings so far as well as the number of reviews his trips have been given so far. The user can also see whether an administrator has approved his account or not (Figure 39 - Dashboard account summary).

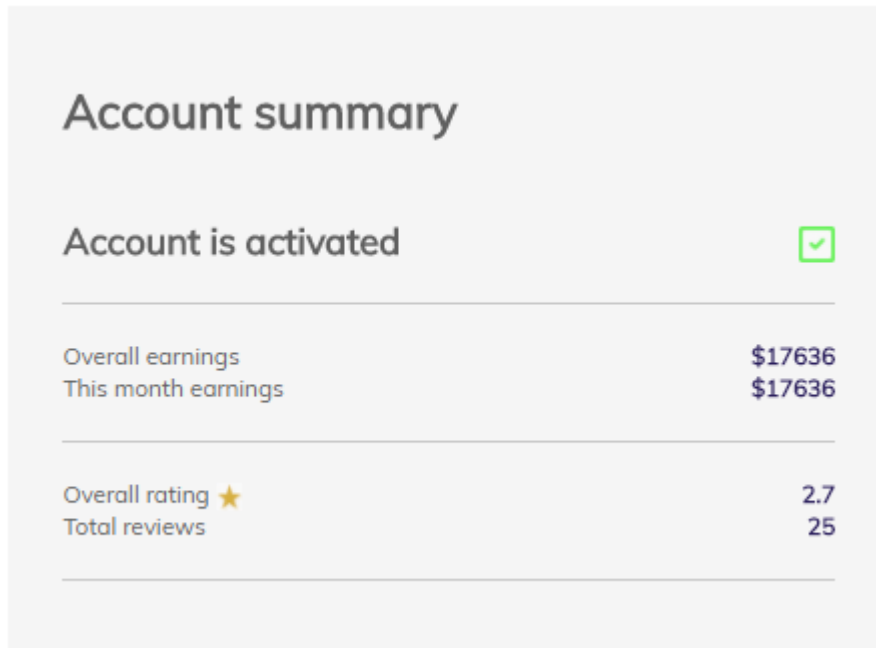


Figure 39 - Dashboard account summary

4.2 Dashboard: The Inbox

The dashboard behaves the same for the seller as it does for the client (see Dashboard: The Inbox).

4.3 The Individual Chat

The individual chat behaves the same for the seller as it does for the client (The Individual Chat).

4.4 Dashboard: Your Adventures

In your adventures section of the seller dashboard the seller can manage all his adventures. The seller can edit each adventure as well as add new ones. To access the edit functionality of an adventure the seller must press the edit symbol on the adventure (Figure 40 - Adventure edit button). To access the manage functionality of an adventure the seller must press the manage

symbol on the adventure (Figure 41 - Adventure manage button).



Figure 40 - Adventure edit button



Figure 41 - Adventure manage button

4.5 Adventure Edit

In the edit section the seller can edit everything about the adventure. The sidebar (Figure 42 - Adventure edit sidebar) can be clicked to access the fields that can be changed. In basic information, the user can update the description of the adventure as well as add or delete details, to save the settings the user presses the “Save settings” button (Figure 43 - Add adventure detail). In the price section the seller can update the price of the adventure as well as the minimum and maximum number of people allowed to book. The price section also has three clickable options (Figure 44 - Price extra options). In the media section the seller can change the main cover image of the adventure as well as upload more pictures. The availability section lists all the instances of an adventure, from there the seller can either change the date or time, cancel the instance (Figure 45 - Adventure instance) or add a new one (Figure 46 - Add instance button). In the location section the seller can change the location by inputting a location in the search bar at the top (Figure 47 - Location search bar) and then pressing the map, this will create a pin where the adventure is located (Figure 48 - Adventure pin). In the location section the user can also add directions of helpful tips in the textarea at the bottom.

Basic information

Price

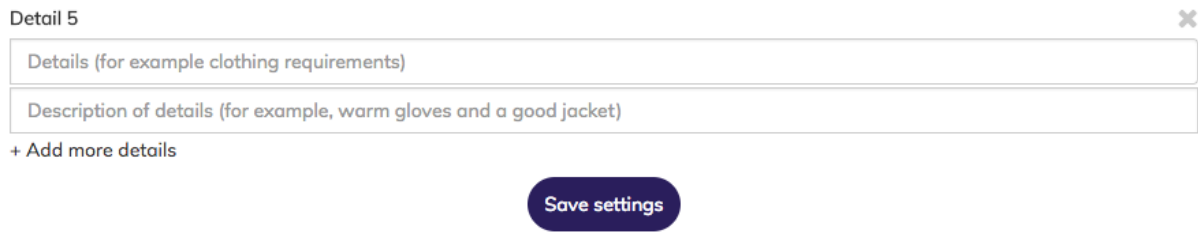
Media

Availability

Location

Offers

Figure 42 - Adventure edit sidebar



Detail 5 ✕

Details (for example clothing requirements)

Description of details (for example, warm gloves and a good jacket)

+ Add more details

Save settings

Figure 43 - Add adventure detail

Accept overbooking and list those as interested

☐

List this adventure as available for private touring

☐

I want to verify all bookings

☐

Figure 44 - Price extra options

Date

02 Mar 2017

at

04:56



Cancel

Figure 45 - Adventure instance

Add trip

Figure 46 - Add instance button

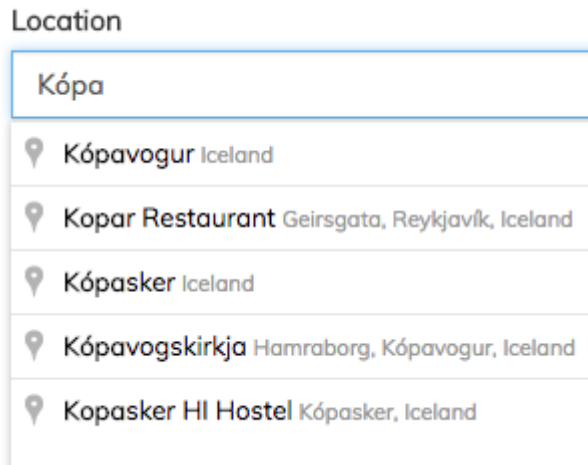


Figure 47 - Location search bar



Figure 48 - Adventure pin

4.6 Manage Adventure

The user can manage each instance of an adventure. The manage functionality allows him to send a message/email to all bookers of the trip. He can also cancel the trip but to do so he must give an explanation.

4.7 Add Adventure

The user can add a new adventure by pressing the “Add an adventure” button (Figure 49 - Add an adventure button). The user is then transported to a new page where he needs to insert all data about the adventure.



Figure 49 - Add an adventure button

4.8 Dashboard: Reservations

On the reservations page the seller can see all reservations for his adventures. Here he can press the “Respond” button (Figure 50 - Respond button) to either react to a client’s cancellation request or to decline or accept his booking request.

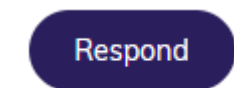


Figure 50 - Respond button

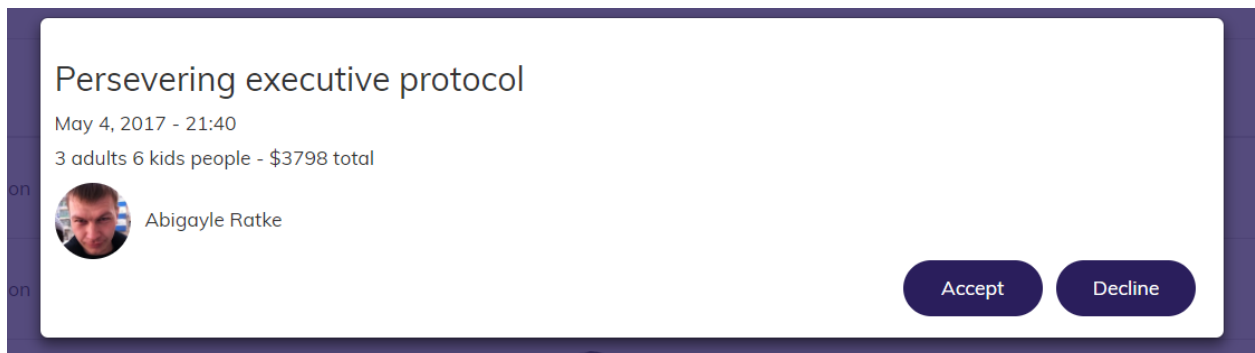


Figure 51 - Request cancellation modal

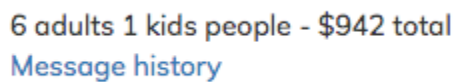
4.9 Dashboard: Bookings

The bookings page is an overview of all the bookings the seller has on his adventures. Each booking has a status, date, name and picture of guest and details. The user can click the name of the adventure, under the date to go to the adventure details page (Figure 52 - Adventure details link) and he can message the client by pressing the link in the detail section of the booking (Figure 53 - Chat link).



Feb 5, 2017 - 18:25
[Multi-channelled multi-tasking benchmark](#)

Figure 52 - Adventure details link



6 adults 1 kids people - \$942 total
[Message history](#)

Figure 53 - Chat link

4.10 Dashboard: Profile Settings

The profile settings are the same for the seller as the client (see Dashboard: Profile Settings).

5 The Admin User

The admin can monitor all sellers, clients, as well as finances. The admin is an employee of When in Iceland and his role is to better the experience of all users. He also acts as support and handles the accepting of sellers (providers) into the system.

The admin cannot book trips from a seller, if he wants to do that he must make a separate client account. The admin cannot make a service, if he wants to do that he must make a separate seller account.

5.1 Dashboard

By pressing the “Create a new admin” button (Figure 54 - Create a new admin button) at the top of the dashboard a modal opens where the admin must input the relevant information. After this is done the user presses the “Add admin” button to create a new admin (Figure 55 - Create admin modal).

The admin can see a list of recently registered sellers on the dashboard which he can choose to either accept or reject by pressing the “Accept” or “Reject” buttons respectively (Figure 56 - New Provider list item).

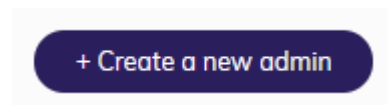


Figure 54 - Create a new admin button


A modal form for creating a new admin user. It features five input fields: 'First name', 'Last name', 'Email', 'Password', and 'Confirm Password'. Each field has a placeholder text matching its label. At the bottom right, there is a dark blue button labeled 'Add admin'.

Figure 55 - Create admin modal

Name	Description	Location	E-mail		
Gulgowski Inc	Innovative hybrid forecast	Padbergtown	Leta74@gmail.com	Accept	Reject

Figure 56 - New Provider list item

5.2 Dashboard: The Inbox

The dashboard behaves the same for the admin as it does for the client (see Dashboard: The Inbox).

5.3 The Individual Chat

The individual chat behaves the same for the admin as it does for the client (The Individual Chat).

5.4 Dashboard: Bookings

In the bookings tab of the admin dashboard the admin has a detailed overview of all bookings in the system. Each entry contains a booking number, a date, the buyer, the number of people, the

name of the adventure, the date of the adventure, the provider as well as the price (Figure 57 - Admin booking list item).

Booking number	Booking date	Buyer	People	Adventure	Date of adventure	Provider	Price
1	05/05/2017	Matilde Stehr	1 Adult/5 kids	Operative dedicated solution	23/02/2017	Kunze, Stanton and McDermott	\$270

Figure 57 - Admin booking list item

5.5 Dashboard: Providers

In the providers tab of the admin dashboard the admin can see all the providers in the system. From this tab, the admin can send the provider a personal message. By pressing the chat icon, the admin is transferred to the chat (Figure 58 - Admin provider list item).

Name	Phone	Email	SSN	Status	Registration date	Message	Number of adventures
Westley Walker	407-689-7610	seller@wii.is	1631347777	Accepted	05/05/2017		6

Figure 58 - Admin provider list item

5.6 Dashboard: Buyers

In the buyers tab of the admin dashboard the admin can see all the clients in the system. From this tab, the admin can send the client a personal message. By pressing the chat icon, the admin is transferred to the chat (Figure 59 - Admin client list item).


Name	Phone	Email	SSN	Registration date	Message
Akeem Wilkinson	920-891-1030	client@wii.is	2497868121	05/05/2017	

Figure 59 - Admin client list item

5.7 Dashboard: Adventures

In the adventures tab of the admin dashboard the admin can see all the adventures in the system (Figure 60 - Admin adventure list item).

Id	Title	Status	Provider	Overbooking	Creation date
2	Re-engineered value-added implementation	public	Kunze, Stanton and McDermott	false	05/05/2017

Figure 60 - Admin adventure list item

5.8 Dashboard: Finances

In the finances tab of the admin dashboard the admin has a very detailed overview of the applications financial information. The finances tab is split into four sub-tabs (Figure 61 - The finances tab).

All finance tabs display the same information only based on different conditions. The information displayed is: the booking id, the date, the seller, the buyer, the adventure, the price of the adventure, the number of travellers, the adventure service price, the total price, When in Iceland's commission, the Vat. of the commission and the total price to be paid to the seller (Figure 62 - Finances list item).

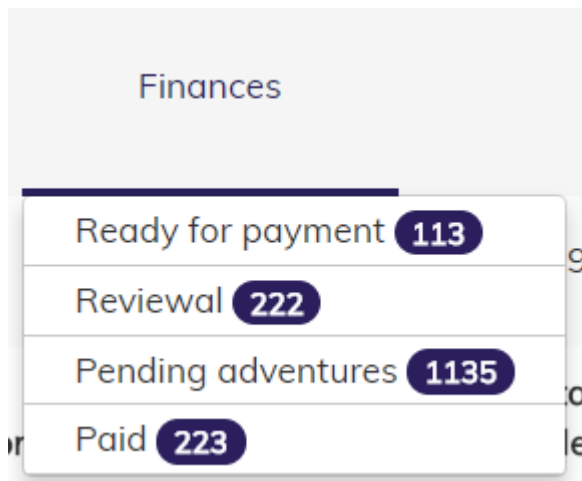


Figure 61 - The finances tab

Booking id	Date of service	Seller	Buyer	Adventure	Price	Number of travellers	Added services price	Total	Commission	Vat. of commission	Total paid to seller
#BKO13	12/04/2017	Kunze, Stanton and McDermott	Danial Farrell	Operative dedicated solution	254	12	55	3103	590	141	2372

Figure 62 - Finances list item

5.8.1 Ready for Payment

The ready for payment tab displays financial information about adventure bookings where the trip itself is done but the seller of the trip has not been compensated.

5.8.2 Reviewal

The reviewal tab displays financial information about adventure bookings where the trip itself is done. The trip is not ready for payment because a 48-hour waiting period is in effect from when the trip started until the seller may be compensated. In this 48-hour period the admins can review the trip as well as examine feedback or complaints from clients, if there are any. Once this 48-hour period is over and no complaints have been filed, or these complaints have been dealt with the booking is transferred to the ready for payment tab. If the review process is not passed When in Iceland employees should investigate the matter further.

5.8.3 Pending adventures

The pending adventures tab displays financial information about adventure bookings where the trip is not finished but the client has paid for it and is waiting to go. Once the trip has finished and it has not been cancelled or the client opted out, it is transferred to the review tab.

5.8.4 Paid

The paid tab displays financial information about adventure bookings where the trip is done and the seller of the trip has been compensated.

5.9 Dashboard: Categories

The categories tab displays all adventure categories. From there the admin can see which are enabled and which are disabled. By pressing the “Enable” and “Disable” buttons the admin can either enable or disable the category in the application (Figure 63 - Adventure category list items). The admin can also add new categories by typing the name into the input form at the top and press the “Add category” button (Figure 64 - Add category form).

id	category	created date	status	action
1	Grocery	05/05/2017	Disabled	<button>Enable</button>
6	Games	05/05/2017	Enabled	<button>Disable</button>

Figure 63 - Adventure category list items

The form consists of a light gray rectangular container. On the left, there is a text input field with the placeholder text "Create a new category" in a light gray font. To the right of the input field is a dark blue rounded rectangular button with the text "Add category" in white.

Figure 64 - Add category form