Manual for e-voucher application for Beneficiaries
included in the program's registry

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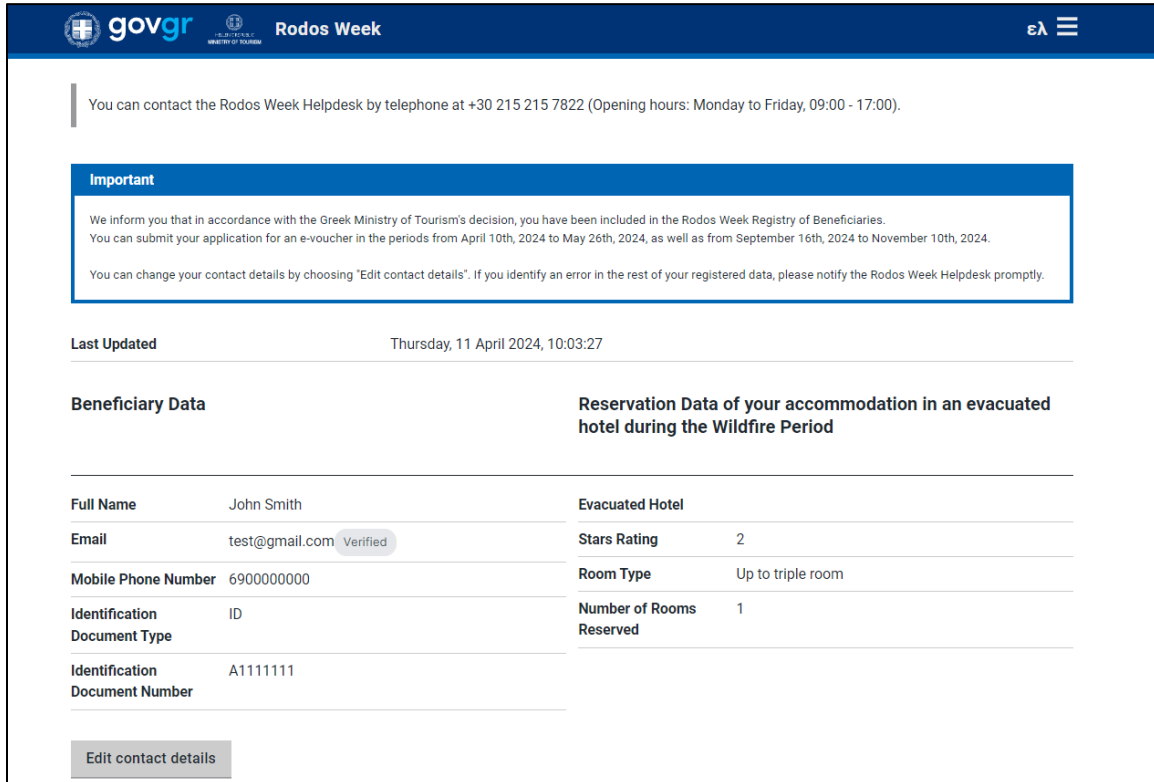
Table of figures

1. Home page

Once the user enters the required information, he can then navigate to the platform's homepage. At this point, he can at first overview his personal data on the **"Beneficiary Data"** column (left page's side) as well as the reservation details of his stay at the evacuated hotel during the wildfire period **"Reservation Data of your accommodation in an evacuated hotel during the Wildfire Period"** (right page's side).

Figure 1 Homepage - Beneficiary Data & Reservation Data of the accommodation in the evacuated hotel during the Wildfire Period

Under the Beneficiary data there is the **"Edit contact details"** option available, so that the user is able to alter their mobile phone number and e-mail, if necessary.

Further down the page, the beneficiary can find the **"My e-vouchers/My reservations"** section containing information for every application submitted, as well as the option to submit a new application via the **"Create an application for an e-voucher"**.

Figure 2 Homepage - My e-vouchers / My reservations

2. Edit Contact Details

By selecting the **"Edit contact details"** option, the user will be redirected to the following page to edit their information".
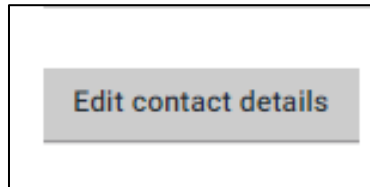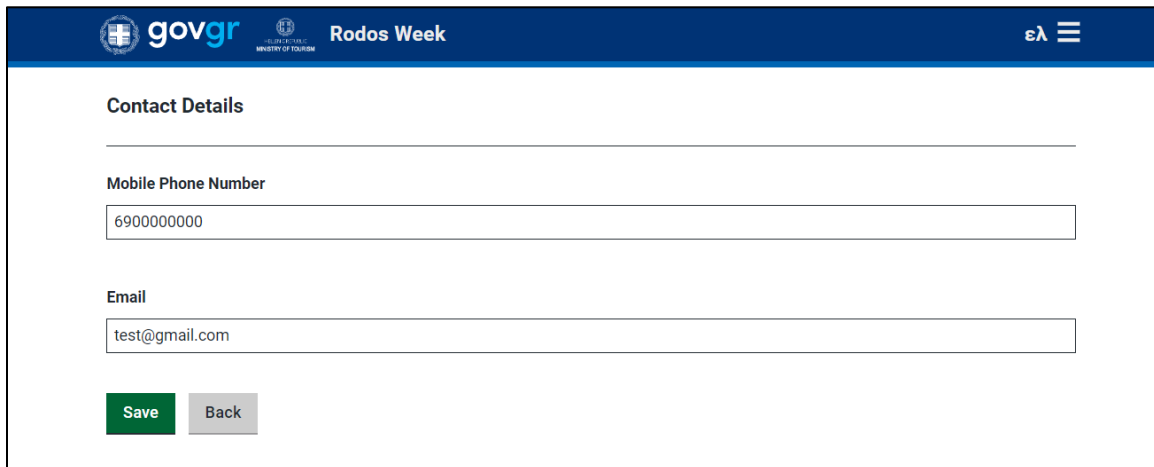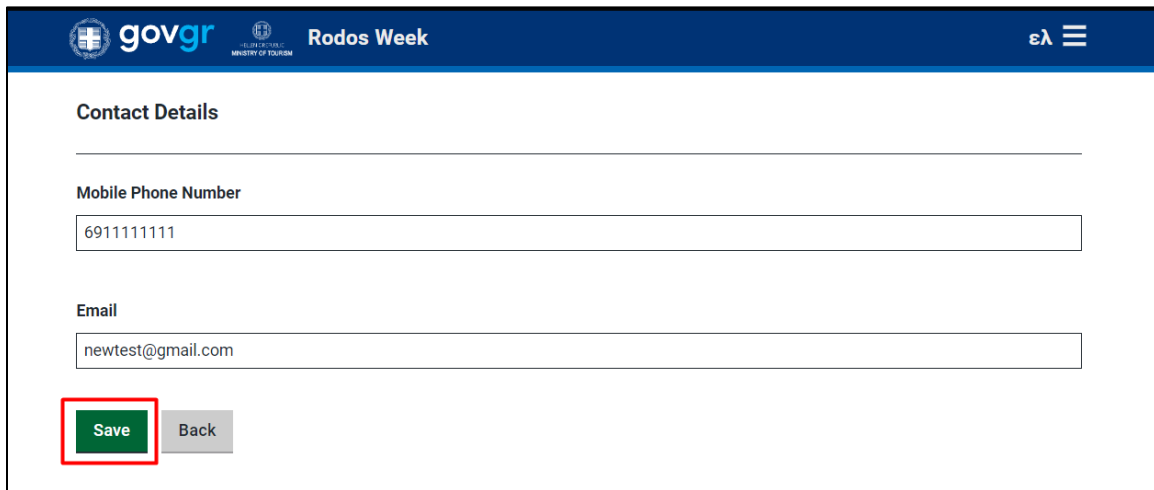
Figure 3 Edit contact details Button

Figure 4 Edit contact details

After the beneficiary has made the necessary changes to the mobile phone number and/or e-mail address they can press **"Save"** to submit the changes, or **"Back"** to return to the previous page.
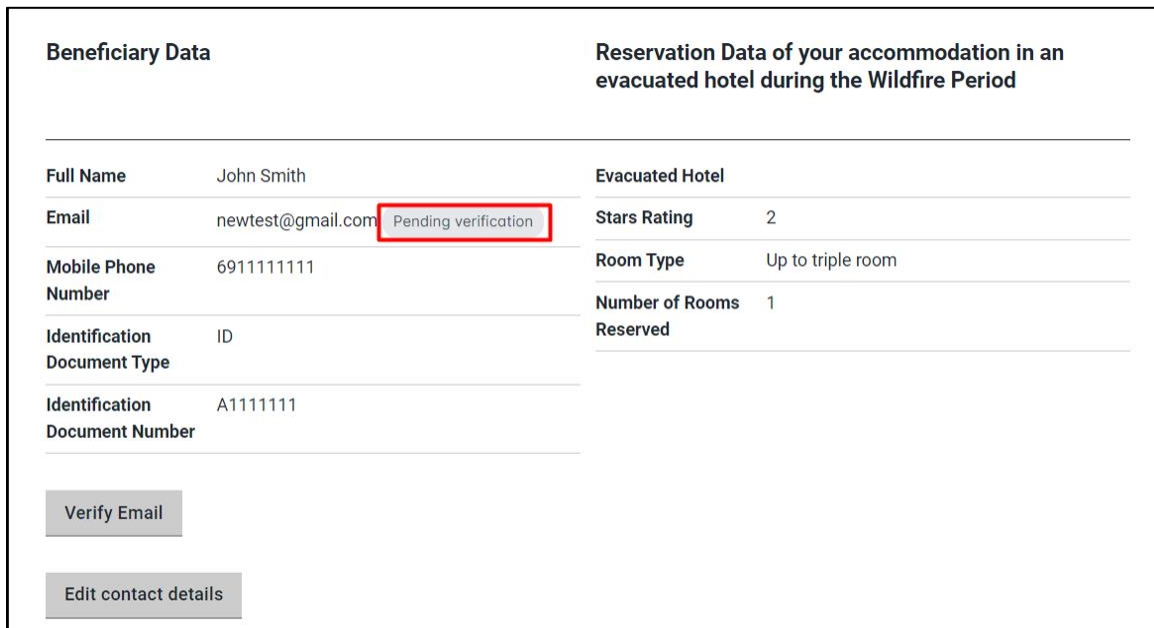
Figure 5 Saving new contact details

Once the user information has been changed, by returning to the main page, the correct mobile phone number can be seen. However, the e-mail address will be in the **"Pending Verification"** status.

Figure 6 E-mail pending verification

Soon, an e-mail will be sent to the beneficiary's email address in order for the user to verify the registered e-mail address.
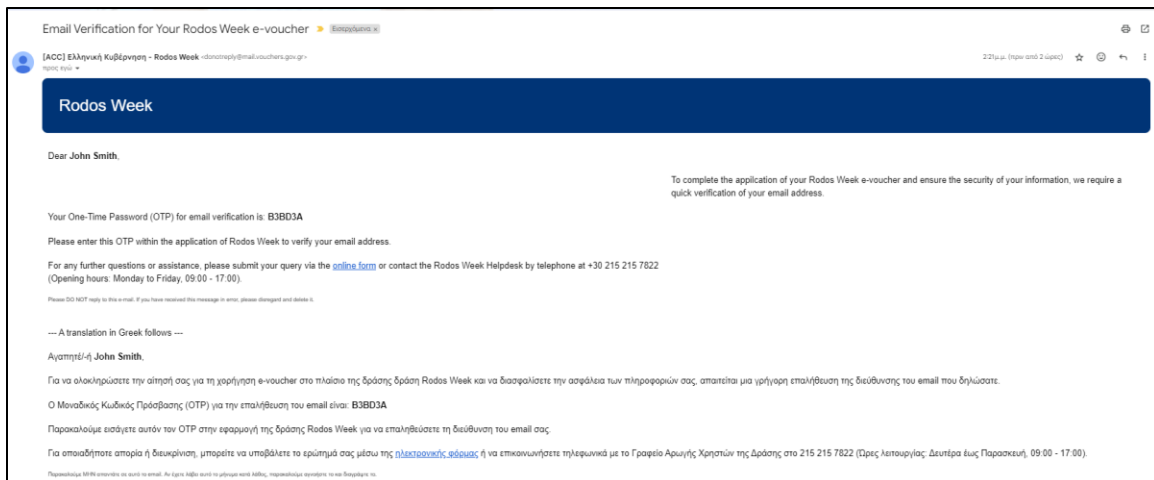
Figure 7 E-mail with verification code

By pressing **"Verify E-mail"**, the user will be redirected to the following page ,where they are able to submit their One time password (OTP)
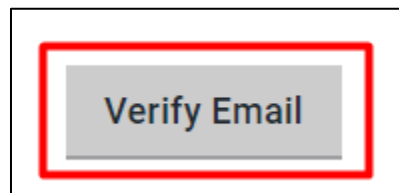
Figure 8 Verify Email option
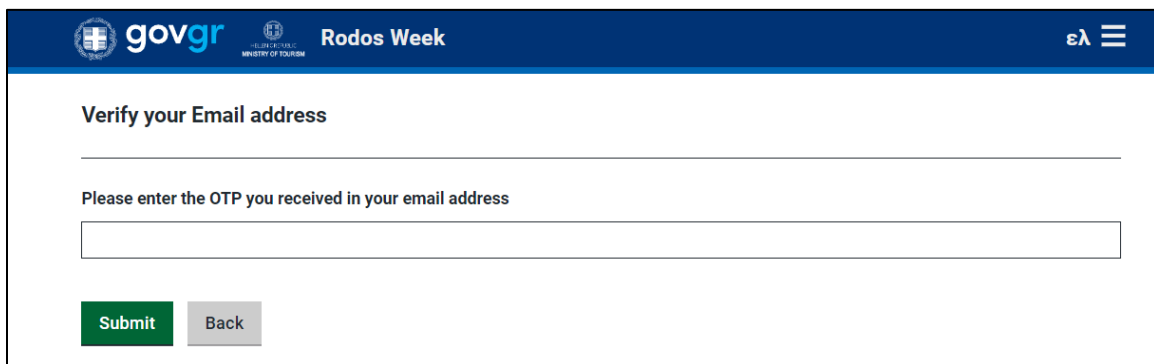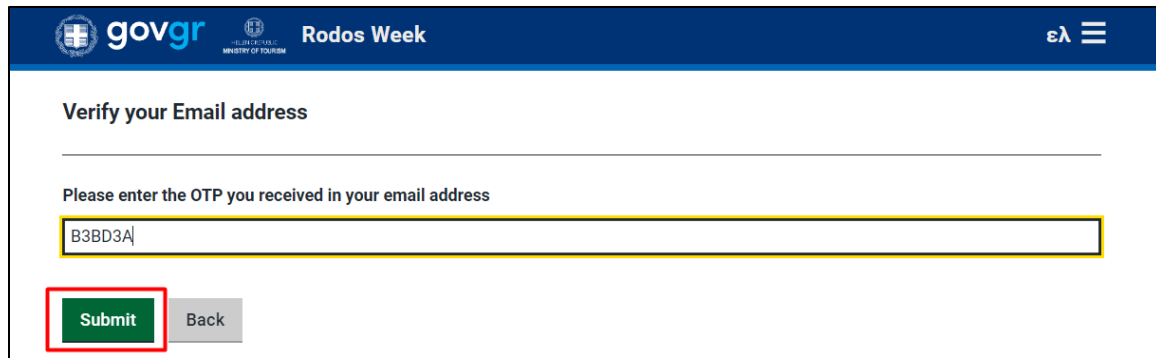
Figure 9 Verifying the Email

Then, by clicking on the **"Submit"** button, all changes are set and by clicking **"Back"** the user returns on the homepage.

Figure 10 OTP for email change verification

3. Application for an e-voucher

In order to submit an application for the e-voucher, the user needs to enter the application page by pressing the **"Create application for an e-voucher"** option on the main page.
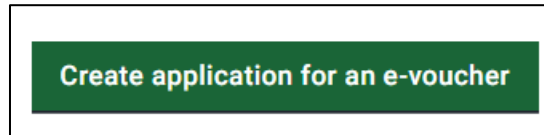
Figure 11 Create application for an e-voucher button

Once the user enters the page, he will be asked to select the desired *Check in Date*, in order for the list of available hotels to be displayed for the corresponding time period he chooses to use the e-voucher.

Figure 12 Choosing Check in Date

After clicking on the **"Check in Date"** field and selecting the desired date from the calendar window, the **"Check out Date"** will be automatically selected based on the seven (7) consecutive days (6 nights) that the beneficiaries are entitled to.

Figure 13 Calendar

In case of selecting a date that is not included in the time frames of the action, the following indication will be displayed on the screen:

Figure 14 Selection of Invalid Time period

By selecting the desired date, the beneficiary is able to view the available accommodation hotels for the selected time period.

Figure 15 Check in and Check out Date
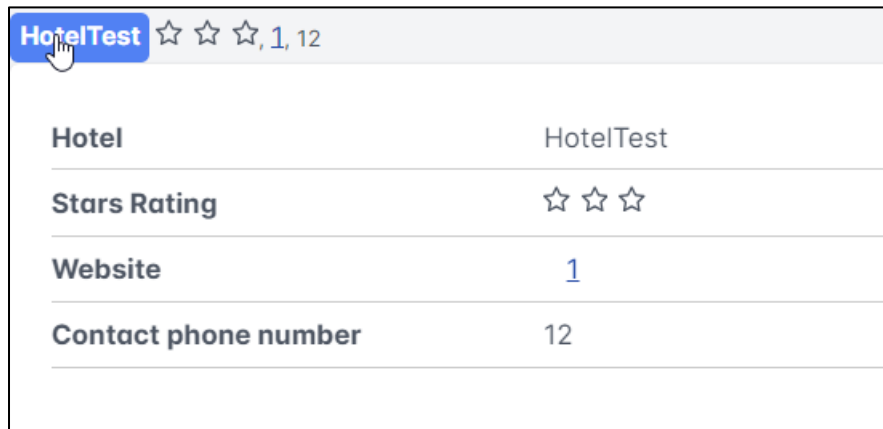
Figure 16 Available Hotel list

In the **'Hotel'** tab, the name of the hotel, the star rating, the website, and the contact phone number are listed.
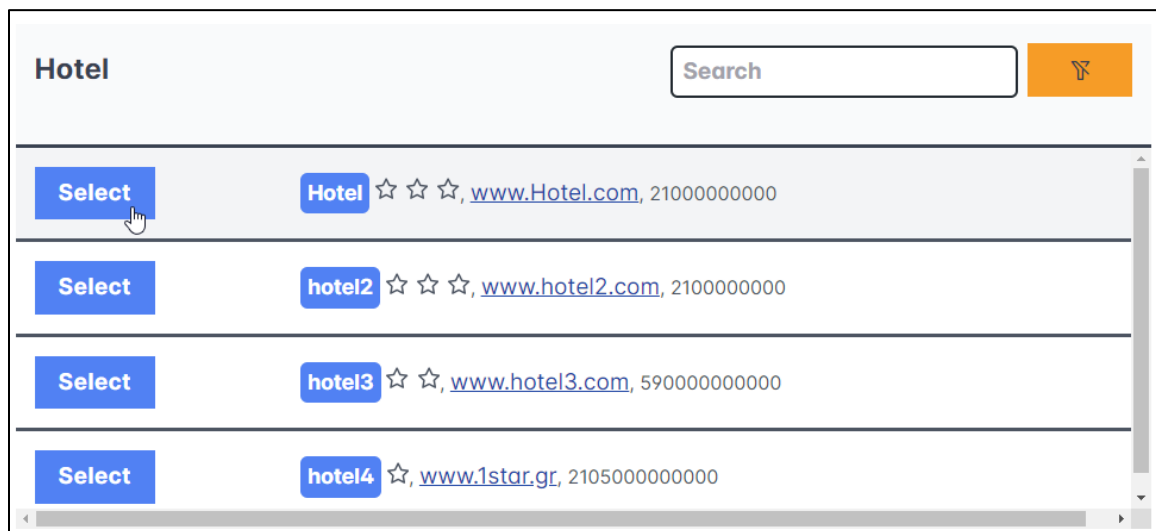
Additionally, the user may view of this information by clicking on the hotel title in the blue box.

Figure 17 Hotel data overview

Once the beneficiary has found the hotel that he wants be accommodated in, he has to press the **"Select"** button.
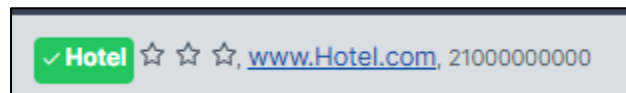
Figure 18 Hotel selection

Shortly, the border on the hotel's name will turn in green.

Figure 19 Selected Hotel Title

In order to issue an e-voucher, the beneficiary needs to contact the accommodation hotel to confirm the rooms availability and any additional desirable features.

The unique Reservation ID code provided by the accommodation hotel after contacting them, will need to be filled in the **"Reservation ID"** field.

Figure 20 Filing in the Reservation ID

After filling out the aforementioned field, the user is required to declare that he resided in an evacuated hotel during the wildfires, confirm the rightness of the registered data in the Beneficiary Registry, accept the initiative's Terms & Conditions, as well as the existing legislative framework.

Figure 21 Reservation ID

After ensuring that all above steps have been completed, the user clicks **'Submit'**. If he identifies any errors in his selections or the information he provided earlier, he may choose the **'Back'** button.

Figure 22 Acceptance of Terms and Submission

4. E-voucher status

After submitting the application, the user can view on the homepage the application status of the e-voucher and print it.

It is noted that the user can request an equal number of e-vouchers as the "Number of Rooms" in the evacuated hotel in Rhodes Island in 2023, as it appears in the **"Reservation Data of your accommodation in an evacuated hotel during the Wildfire Period"** section.

The initial status of an e-voucher application is:

- **Pending confirmation from the hotel**

(The e-voucher cannot be used if there's no confirmation from the accommodation hotel)

Reservation ID	Hotel	Check in Date	Check out Date	Submission Delete	Cancel Date	Hotel Review Date	Status		
123456	Hotel	Thursday, 2 May 2024	Wednesday, 8 May 2024	Wednesday, 1 May 2024, 13:36:37			Pending confirmation from the hotel	🖨	🗑

My e-vouchers/My reservations

Figure 23 Voucher status "Pending confirmation from the hotel"

In case the hotel rejects the reservation, the status is modified to:

- **Rejected by the hotel**

(The e-voucher cannot be used, however the user can submit a new application during the valid submission time periods)

The user will have the ability to view the reason his/her reservation was rejected, by hovering over the question mark icon.

My e-vouchers/My reservations

Reservation ID	Hotel	Check in Date	Check out Date	Submission Delete	Cancel Date	Hotel Review Date	Status
123456	Hotel	Thursday, 2 May 2024	Wednesday, 8 May 2024	Wednesday, 1 May 2024, 13:36:37		Wednesday, 1 May 2024, 13:36:59	❓ Rejected by the hotel

Figure 24 Voucher Status "Rejected by the hotel"
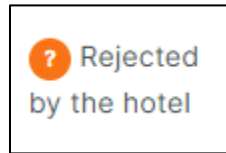
Figure 25 Question mark icon for voucher status "Rejected by the hotel"
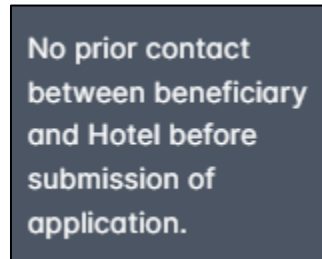
Figure 26 Message for reservation rejection cause

In case the hotel verifies the reservation, the status is modified to:

- **Verified by the hotel**

(The e-voucher can be used)

My e-vouchers/My reservations

Reservation ID	Hotel	Check in Date	Check out Date	Submission Delete	Cancel Date	Hotel Review Date	Status	
123456	Hotel	Thursday, 2 May 2024	Wednesday, 8 May 2024	Wednesday, 1 May 2024, 13:36:37		Wednesday, 1 May 2024, 13:36:59	Verified by the hotel	🖨

Figure 27 Voucher status "Verified by the hotel"

Once the beneficiary starts his/her stay and the unique OTP code has been committed by the accommodation hotel, the e-voucher status is modified to:

- **Active**

(Beneficiary's accommodation has started and the unique OTP code has been entered)

My e-vouchers/My reservations

Reservation ID	Hotel	Check in Date	Check out Date	Submission Delete	Cancel Date	Hotel Review Date	Status
123456	Hotel	Thursday, 2 May 2024	Wednesday, 8 May 2024	Wednesday, 1 May 2024, 13:36:37		Wednesday, 1 May 2024, 13:36:59	Active

Figure 28 Voucher status "Active"

Once the beneficiary has completed his/her stay, the e-voucher status is modified to:

- **Completed**

(Beneficiary's accommodation is completed)

My e-vouchers/My reservations

Reservation ID	Hotel	Check in Date	Check out Date	Submission Delete	Cancel Date	Hotel Review Date	Status
123456	Hotel	Thursday, 2 May 2024	Wednesday, 8 May 2024	Wednesday, 1 May 2024, 13:36:37		Wednesday, 1 May 2024, 13:36:59	Completed

Figure 29 Voucher status "Completed"

- **Early Checkout**

(Beneficiary's accommodation is cancelled)

In case of an early departure of the beneficiary from the accommodation hotel prior to the scheduled departure date, the e-voucher is cancelled and **cannot** be redeemed or reused. The beneficiary has responsibility for the payment of the total number of accommodation days utilized.

My e-vouchers/My reservations

Reservation ID	Hotel	Check in Date	Check out Date	Submission Delete	Cancel Date	Hotel Review Date	Status
123456	Hotel	Thursday, 2 May 2024	Wednesday, 8 May 2024	Wednesday, 1 May 2024, 13:36:37		Wednesday, 1 May 2024, 13:36:59	Early Checkout

Figure 30 Voucher status "Early Checkout"

5. Printing the e-voucher

To print the e-voucher, the user selects the corresponding icon.

Figure 31 Selection Printing e-voucher

The printable file contains the following fields:

- E-voucher ID
- Status
- Full Name
- Email
- Mobile Phone Number
- Identification Document Type
- Identification Document Number
- Reservation ID
- Hotel
- Stars Rating
- Room Type
- Check in Date
- Check out Date
- Value

Figure 32 Printing the e-voucher

6. Deletion of e-voucher reservation

In order to delete the e-voucher, the user selects the corresponding **«Deletion button»**.

This action can only be performed when the reservation is in status «Pending confirmation from the hotel».
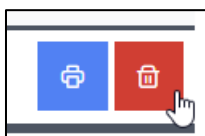

Figure 33 Deletion button Selection

Please note that after deletion, the beneficiary won't be able to make use of the same e-voucher, however he will be able to submit a new application within the prescribed submission deadline.
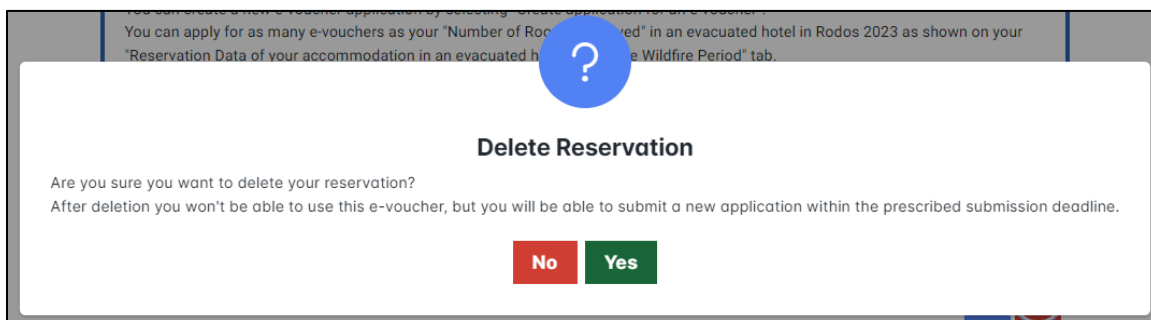

Figure 34 Confirmation of the reservation deletion

The user selects **"Yes"** to proceed with the deletion of the reservation or **"No"** to cancel the procedure.