



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



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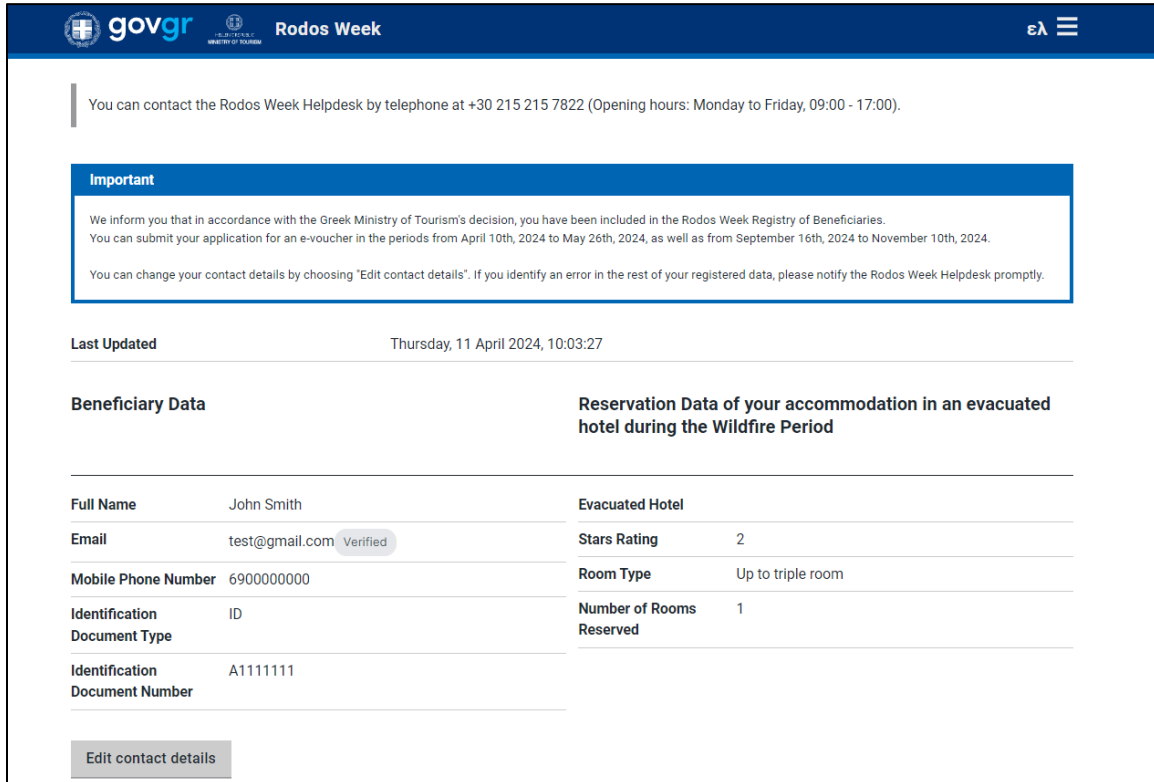
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1. Home page

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).



The screenshot shows the homepage of the Rodos Week platform. At the top, there is a navigation bar with the 'govgr' logo, the 'Rodos Week' title, and a menu icon. Below the navigation bar, a message states: 'You can contact the Rodos Week Helpdesk by telephone at +30 215 215 7822 (Opening hours: Monday to Friday, 09:00 - 17:00)'. An 'Important' section follows, containing information about the Greek Ministry of Tourism's decision and the application periods for e-vouchers. Below this, the 'Last Updated' timestamp is shown as 'Thursday, 11 April 2024, 10:03:27'. The main content area is divided into two columns: 'Beneficiary Data' on the left and 'Reservation Data of your accommodation in an evacuated hotel during the Wildfire Period' on the right. The 'Beneficiary Data' column includes fields for Full Name (John Smith), Email (test@gmail.com, Verified), Mobile Phone Number (6900000000), Identification Document Type (ID), and Identification Document Number (A1111111). The 'Reservation Data' column includes Evacuated Hotel, Stars Rating (2), Room Type (Up to triple room), and Number of Rooms Reserved (1). At the bottom of the 'Beneficiary Data' column, there is an 'Edit contact details' button.

Beneficiary Data		Reservation Data of your accommodation in an evacuated hotel during the Wildfire Period	
Full Name	John Smith	Evacuated Hotel	
Email	test@gmail.com Verified	Stars Rating	2
Mobile Phone Number	6900000000	Room Type	Up to triple room
Identification Document Type	ID	Number of Rooms Reserved	1
Identification Document Number	A1111111		

[Edit contact details](#)

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"**.

Edit contact details

Important

In the following table, you can view the e-vouchers you have applied for, and their status.
You can create a new e-voucher application by selecting "Create application for an e-voucher".
You can apply for as many e-vouchers as your "Number of Rooms Reserved" in an evacuated hotel in Rodos 2023 as shown on your "Reservation Data of your accommodation in an evacuated hotel during the Wildfire Period" tab.

My e-vouchers/My reservations

Reservation ID	Hotel	Check in Date	Check out Date	Status
1111	Hotel1	Wednesday, 10 April 2024	Tuesday, 16 April 2024	Completed
2222	hotel2	Wednesday, 10 April 2024	Tuesday, 16 April 2024	Active
0000	hotel3	Wednesday, 10 April 2024	Tuesday, 16 April 2024	Pending confirmation from the hotel

[Create 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".

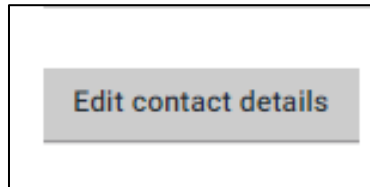
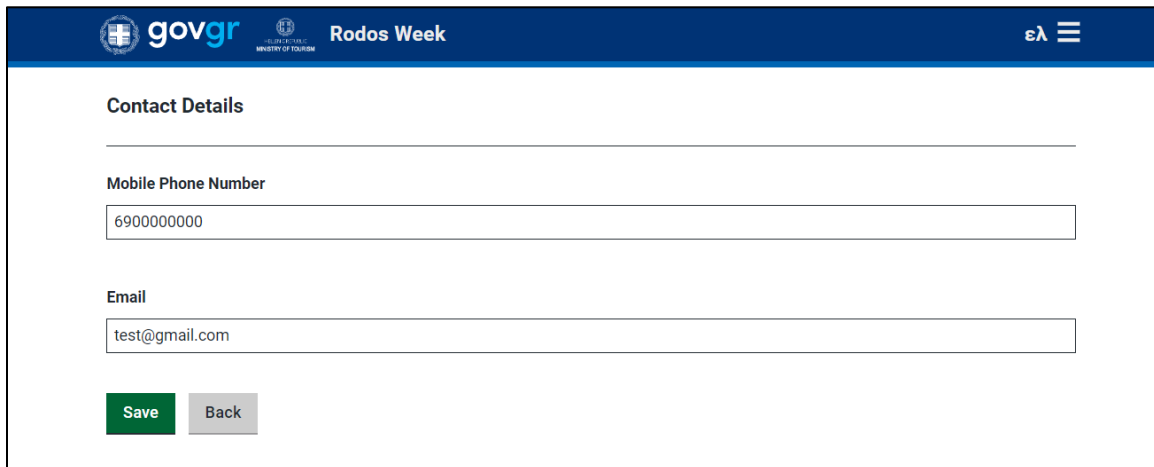


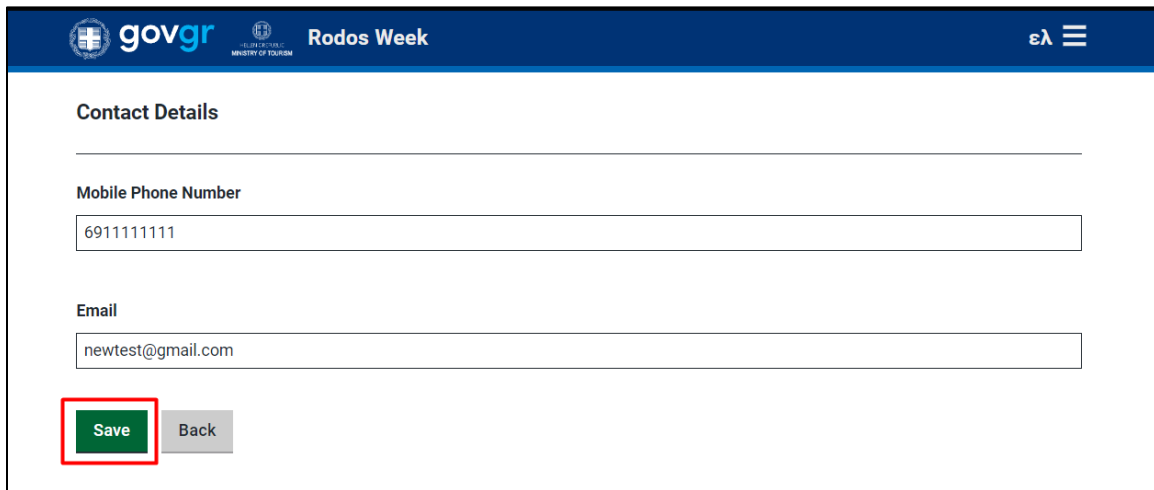
Figure 3 Edit contact details Button



The screenshot shows a web interface for editing contact details. At the top, there is a blue header with the 'govgr' logo, the text 'Rodos Week', and a menu icon. Below the header, the page title is 'Contact Details'. There are two input fields: 'Mobile Phone Number' containing '6900000000' and 'Email' containing 'test@gmail.com'. At the bottom of the form, there are two buttons: a green 'Save' button and a grey 'Back' 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.



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Contact Details

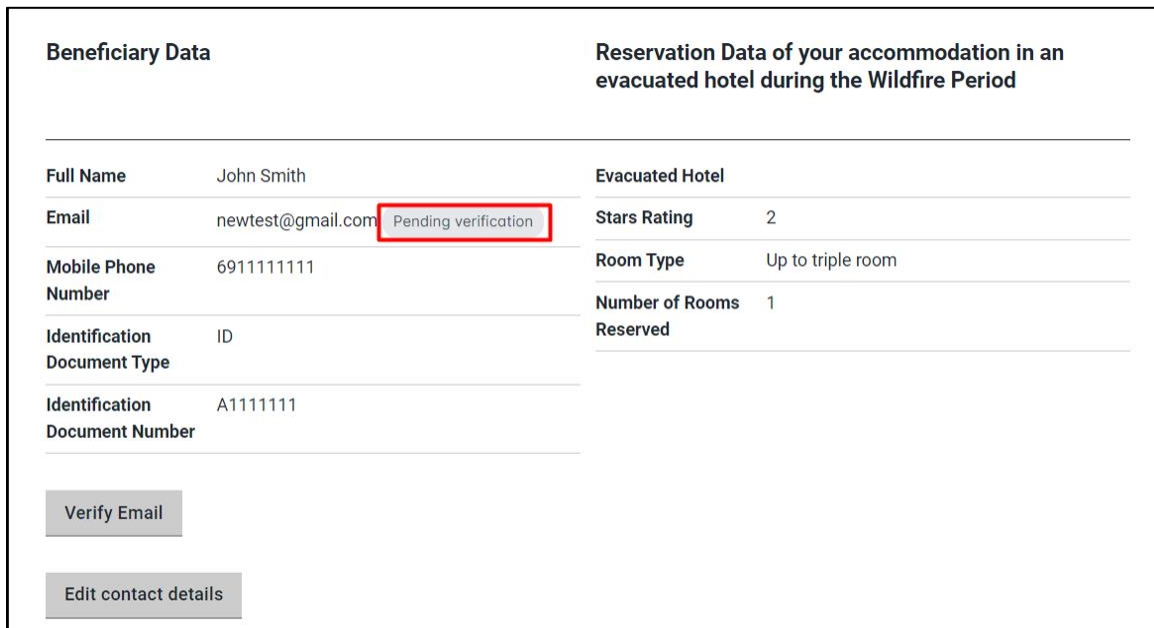
Mobile Phone Number
6911111111

Email
newtest@gmail.com

Save **Back**

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.



Beneficiary Data **Reservation Data of your accommodation in an evacuated hotel during the Wildfire Period**

Full Name	John Smith	Evacuated Hotel	
Email	newtest@gmail.com	Stars Rating	2
Mobile Phone Number	6911111111	Room Type	Up to triple room
Identification Document Type	ID	Number of Rooms Reserved	1
Identification Document Number	A1111111		

Verify Email

Edit contact details

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.

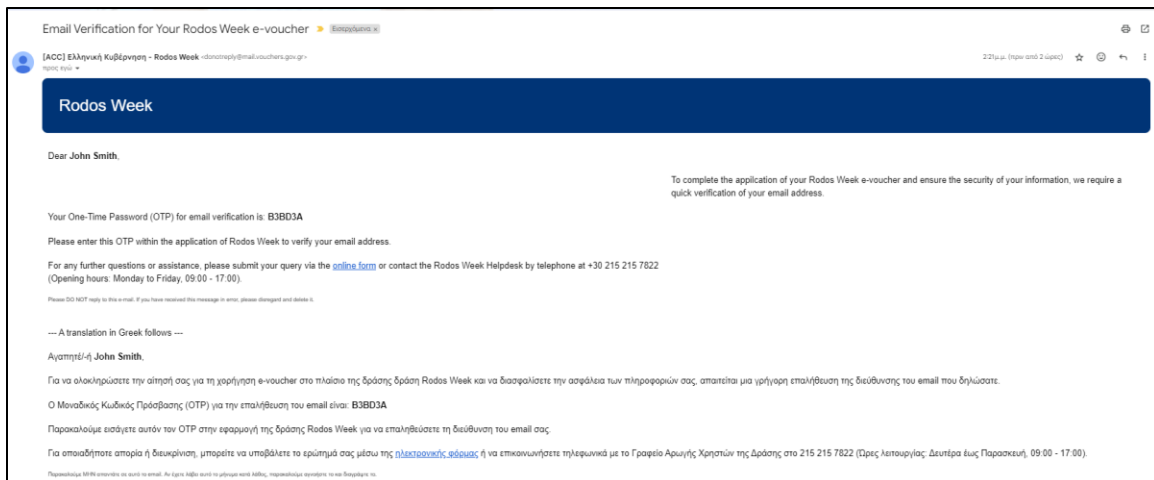


Figure 7 E-mail with verification code

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)

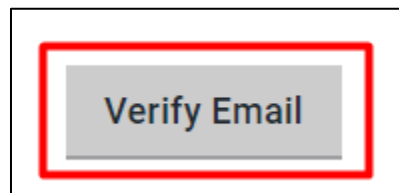


Figure 8 Verify Email option

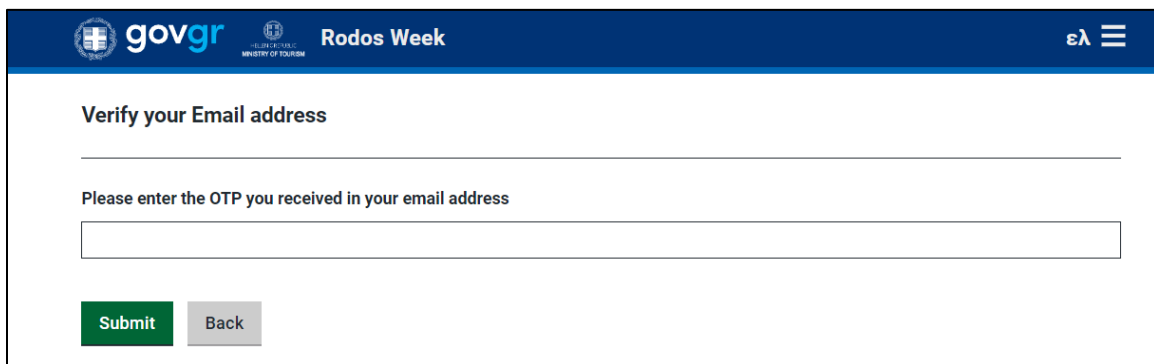
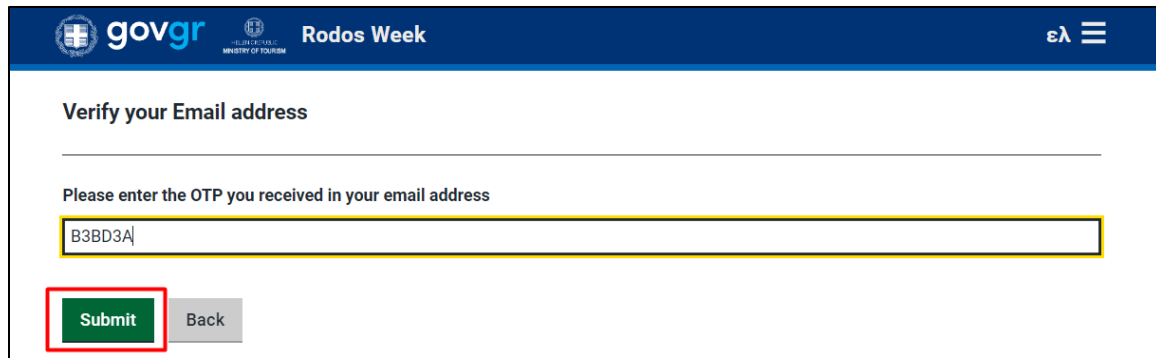


Figure 9 Verifying the Email

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



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Verify your Email address

Please enter the OTP you received in your email address

B3BD3A

Submit Back

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.

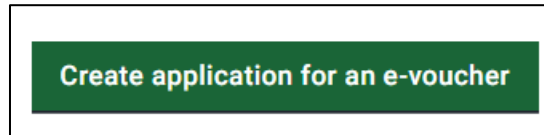


Figure 11 Create application for an e-voucher button

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.

Please insert your reservation details

Important

In order to issue an e-voucher, you need to contact the accommodation hotel to confirm the rooms availability and any additional desirable features. You will then have to fill in the reservation code provided by the accommodation hotel in the corresponding field.

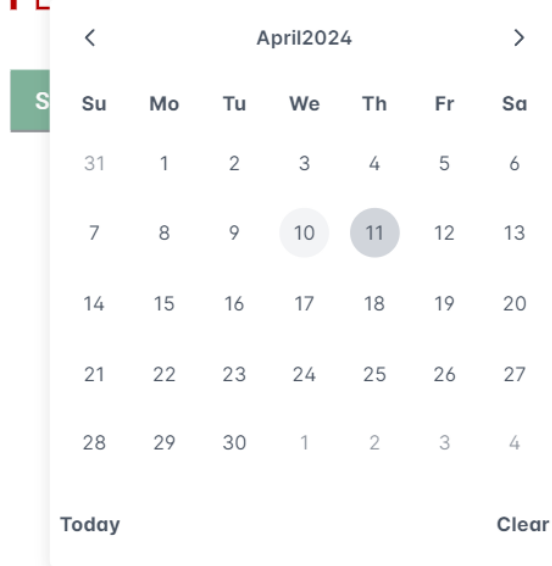
Please note that the available time periods to choose your free accommodation are from April 10, 2024, to May 31, 2024, and from October 1, 2024, to November 15, 2024.

Check in Date
Required field

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.

Check in Date
Required field



<	April 2024							>
S	Su	Mo	Tu	We	Th	Fr	Sa	
	31	1	2	3	4	5	6	
	7	8	9	10	11	12	13	
	14	15	16	17	18	19	20	
	21	22	23	24	25	26	27	
	28	29	30	1	2	3	4	
Today							Clear	

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:

Check in Date
Invalid Time period

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.

Please insert your reservation details

Important

In order to issue an e-voucher, you need to contact the accommodation hotel to confirm the rooms availability and any additional desirable features. You will then have to fill in the reservation code provided by the accommodation hotel in the corresponding field.

Please note that the available time periods to choose your free accommodation are from April 10, 2024, to May 31, 2024, and from October 1, 2024, to November 15, 2024.

Check in Date **Check out Date**

Figure 15 Check in and Check out Date


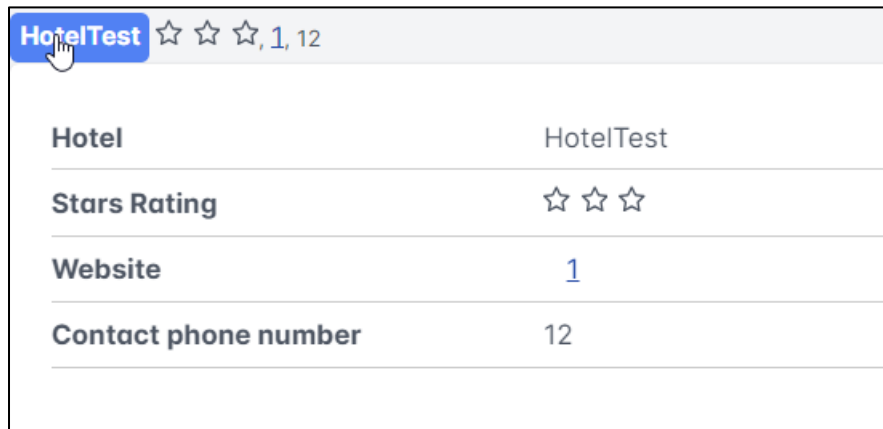
Hotel		<input type="text" value="Search"/>	
<input type="button" value="Select"/>	Hotel ☆☆☆, www.Hotel.com , 21000000000		
<input type="button" value="Select"/>	hotel2 ☆☆☆, www.hotel2.com , 2100000000		
<input type="button" value="Select"/>	hotel3 ☆☆☆, www.hotel3.com , 590000000000		
<input type="button" value="Select"/>	hotel4 ☆, www.1star.gr , 210500000000		

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.

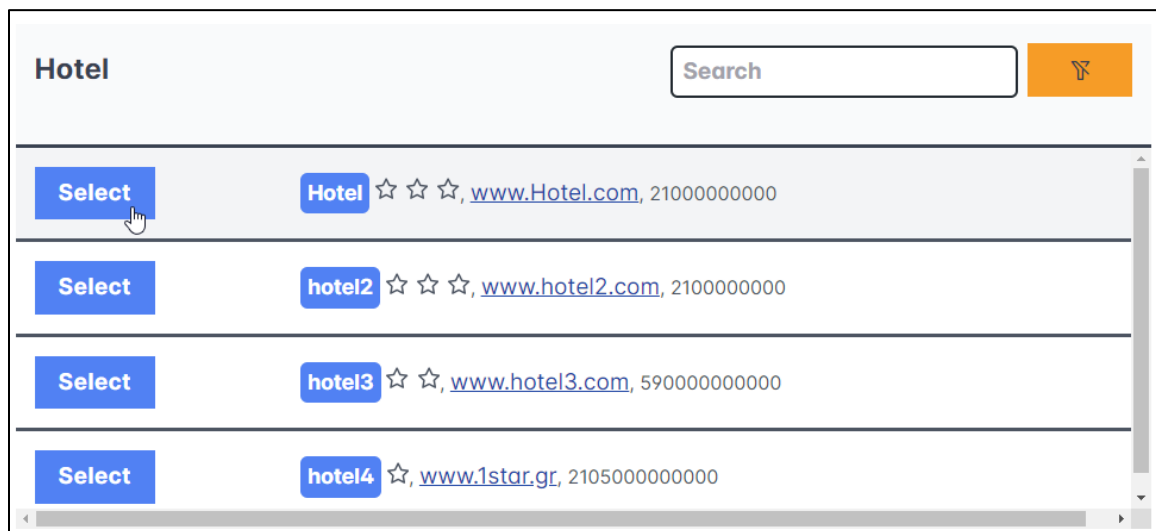
Additionally, the user may view of this information by clicking on the hotel title in the blue box.




HotelTest ☆ ☆ ☆, 1, 12	
Hotel	HotelTest
Stars Rating	☆☆☆
Website	1
Contact phone number	12

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.

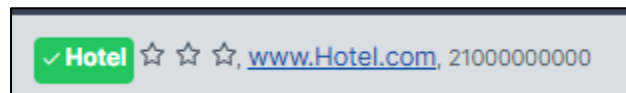


Hotel 

Select	Hotel ☆ ☆ ☆, www.Hotel.com , 21000000000
Select	hotel2 ☆ ☆ ☆, www.hotel2.com , 2100000000
Select	hotel3 ☆ ☆, www.hotel3.com , 590000000000
Select	hotel4 ☆, www.1star.gr , 210500000000

Figure 18 Hotel selection

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



✓ **Hotel** ☆ ☆ ☆, [www.Hotel.com](#), 21000000000

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.

Important

In order to issue an e-voucher, you need to contact the accommodation hotel to confirm the rooms availability and any additional desirable features. You will then have to fill in the reservation code provided by the accommodation hotel in the corresponding field.

Please note that the available time periods to choose your free accommodation are from April 10, 2024, to May 31, 2024, and from October 1, 2024, to November 15, 2024.

Check in Date **Check out Date**

Hotel

Hotel ☆☆☆, www.Hotel.com, 21000000000

☆☆☆, www.hotel2.com, 21000000000

☆☆☆, www.hotel3.com, 5900000000000

☆☆☆, www.1star.gr, 2105000000000

Reservation ID

I hereby declare that I accommodated in a hotel that was evacuated during the wildfires on the island of Rhodes in July 2023 and that my registered data in the Beneficiaries Registry are true and accurate.
I accept the terms of participation in the action and the existing legislative framework.

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.

Reservation ID

I hereby declare that I accommodated in a hotel that was evacuated during the wildfires on the island of Rhodes in July 2023 and that my registered data in the Beneficiaries Registry are true and accurate.
I accept the terms of participation in the action and 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.

Please insert your reservation details

Important

In order to issue an e-voucher, you need to contact the accommodation hotel to confirm the rooms availability and any additional desirable features. You will then have to fill in the reservation code provided by the accommodation hotel in the corresponding field.

Please note that the available time periods to choose your free accommodation are from April 10, 2024, to May 31, 2024, and from October 1, 2024, to November 15, 2024.

Check in Date **Check out Date**

Hotel

<input type="button" value="Select"/>	<input checked="" type="checkbox"/> Hotel ☆ ☆ ☆ www.Hotel.com 21000000000
<input type="button" value="Select"/>	<input type="checkbox"/> hotel2 ☆ ☆ ☆ www.hotel2.com 21000000000
<input type="button" value="Select"/>	<input type="checkbox"/> hotel3 ☆ ☆ ☆ www.hotel3.com 5900000000000
<input type="button" value="Select"/>	<input type="checkbox"/> hotel4 ☆ www.1stor.gr 210500000000000

Reservation ID

I hereby declare that I accommodated in a hotel that was evacuated during the wildfires on the island of Rhodes in July 2023 and that my registered data in the Beneficiaries Registry are true and accurate. I accept the terms of participation in the action and the existing legislative framework.

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)




My e-vouchers/My reservations							
Reservation ID	Hotel	Check in Date	Check out Date	Submission Delete	Cancel Date	Hotel Review Date	Status
123456		Thursday, 2 May 2024	Wednesday, 8 May 2024	Wednesday, 1 May 2024, 13:36:37			Pending confirmation from the hotel  

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		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"

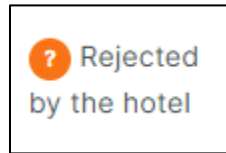


Figure 25 Question mark icon for voucher status "Rejected by the hotel"

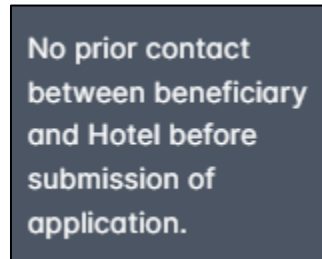


Figure 26 Message for reservation rejection cause

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		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		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

 95bdc192-3353-4d3d-8851-45c2768f5d86
Thursday, 11 April 2024, 09:47:00


Rodos Week Voucher

E-voucher ID	████████████████████
Status	████████████████████
Full Name	████████████████████
Email	████████████████████
Mobile Phone Number	████████████████████
Identification Document Type	ID
Identification Document Number	████████████████████
Reservation ID	████████████████████
Hotel	████████████████████
Stars Rating	1
Room Type	Up to triple room
Check in Date	Wednesday, 10 April 2024
Check out Date	Tuesday, 16 April 2024
Value	300,00 €

Print 1 sheet of paper

Destination Microsoft Print to PDF ▾

Pages All ▾

Layout Portrait ▾

Color Color ▾

More settings ▾

Print
Cancel

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».

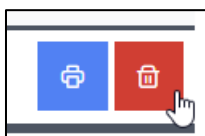


Figure 33 Deletion button Selection

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.

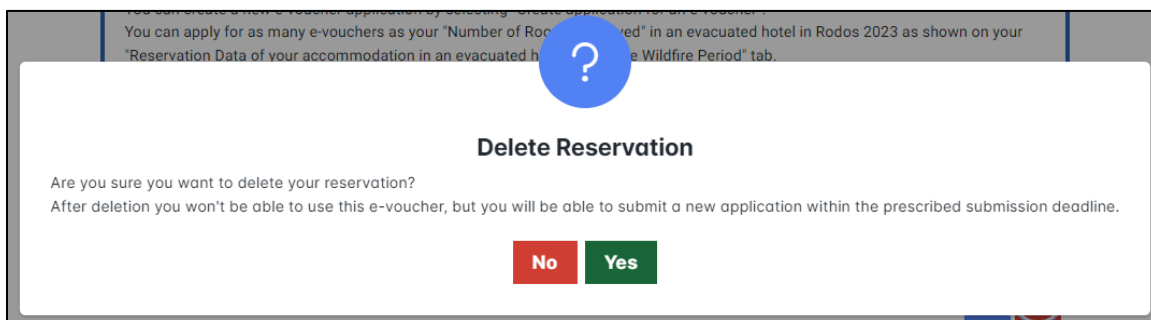


Figure 34 Confirmation of the reservation deletion

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