



EZbooking

 Version 5.1 – New features



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Table of Contents

General.....	5
The Holiday function replaced by Calendar exceptions	5
“Forgot password” function: Fields identifying the user	6
Bookings and Calendars.....	7
Approval of bookings.....	7
Administration	7
Make a booking request.....	8
Modify a booking request.....	9
Modify a previously approved booking request	9
Delete a booking request	9
‘Booking Requests’ interface to approve or decline requests.....	9
Calendar interface	11
EZ-Outlook	11
Copy bookings.....	11
Copy bookings from calendar	11
Date and time used in copies	11
Information fields to be copied	12
New copy icon.....	12
Copy a recurrent booking.....	12
Create recurrent bookings directly from the calendars	12
Selection of time interval in calendars	13
Export to PDF from Object calendar	13
Present objects in columns in Object calendar.....	13
E-mail to the user making the booking.....	13
Object field options matching the objects the user is allowed to see	14
Identical e-mails sent only once	14
Reports	15
New report - Occupancy per time interval.....	15
Criteria and presentation	15
Content	15
New report: Calendar exception report	16
Invoice details.....	17
Selection on types of delivery	17
Show ID.....	18
User and organisation administration	19
User history	19
Copy a User.....	19
Automatically inactivate users	19

Opening hours displayed directly in the user profile page	20
Additional rights for organisation administrators - administer all users	21
Object administration	22
Schedule over several days	22
Warn when booking is about to end	23
New information field type – Consecutive number	23
Maximum number of simultaneous bookings	24
Automatically disconnect objects a user may book	24
E-mail administration	26
Attach iCalendar files to the e-mails sent to the 'Booked by' user	26
Booking ID and Order no in subject	26
System settings	27
Charge codes per organisation.....	27
Activating the setting.....	27
Administer charge codes	27
Validation	27
Deactivating the setting.....	28
Charge codes, mandatory per object or organisation.....	28
Charge code description	29
Anonymise selected information fields	29
Default time for continuous bookings.....	29
External embedding	30
Direct links	30
Select box settings – organisation list	31
Settings for allowing late editing – divided into two.....	31
Default theme: ArtMetro	31
Logging.....	31
EZ-Order	33
Mark orders as handled.....	33
Add own products to order	33
EZ-LDAP	34
Specify which fields shall be updated when an existing user is imported	34
EZ-Outlook	34
Title of the booking shown in EZbooking.....	34
EZ-Display	35
Check-in	35
Colour settings	35
Choose the information fields to be displayed	36
Object administrator's right to administrate their displays.....	36
EZ-Project	37

Assign users to be selectable for project role	37
Additional functionality for e-mails sent when regular users add project requests	37
All project roles available as selection in the Invoice details report	38
EZ-Project & EZ-TimeLog – add project with time upload	38
EZ-Project & EZ-Order: Select project for order	39
EZ-Keys	41
Receive PIN code with booking confirmation	41

General

The Holiday function replaced by Calendar exceptions

We have made some improvements to the *Holiday* function and changed its name to *Calendar exceptions*.

In addition to the two existing holiday types *Bank holiday* and *Other holiday*, we have added two new types of calendar exceptions: *Maintenance time* and *Calendar information*. In the *Administration > System settings > Advanced* menu, you decide whether you want to use these new types in the system.

Calendar exception types

Bank holiday

Other holiday

Maintenance time

Calendar information

The type *Maintenance time* can be used to prevent bookings during the time of the maintenance, while you can use the type *Calendar information* to just give information to the users in the calendar, without preventing them from booking. If you use the *Opening hours* function, you can create different levels for opening hours. We have changed the interface for administering opening hour levels so you now can, for each level, decide whether the different calendar exceptions shall be bookable or not.

Not bookable on bank holidays

Not bookable on other holidays

Not bookable on maintenance days

Not bookable on information days

We have also made it possible to let a calendar exception last for an interval of several dates or for an interval where you also indicate time of day. If you, for example, plan a maintenance of an object between 9.00 and 15.00 on a single day you can select the option *Date and time interval* as shown below.

Date settings: One day Date interval Date and time interval

Date: -

In the calendars, a calendar exception is displayed in different colours depending on its type:

25 Christmas Day	26 Boxing Day	27 Maintenance 09:00-15:00	28 Support unavailable
------------------	---------------	----------------------------	------------------------

Bank holiday

Other holiday

Maintenance time

Calendar information

Calendar exceptions which last for only part of a day are displayed with time of day, while whole day calendar exceptions are displayed only with name.

A calendar exception can now be connected to only selected objects. This is useful if your objects are located in different countries with different bank holidays, or if you plan a maintenance of only a single object. By expanding the *Filter by category* section, you can filter the list of objects by category or by object field.

The calendar exceptions are administered from the *Administration > System settings > Calendar exceptions* menu, but they can also be administered from the object administration. When administering an object, system administrators and object administrators can click the button *Calendar exceptions* to display all ongoing and future calendar exceptions connected to that object. Calendar exceptions which the user has the right to administer are clickable.

Object administrators cannot administer a calendar exception if it is connected to any object he/she is not administering. For calendar exceptions that are connected to both objects the object administrator is and is not administering, he/she can instead disconnect the own object from the calendar exception.

Object administrators also have access to the menu *Administration > Objects > Calendar exceptions* where all calendar exceptions, connected to any of the objects they administer, are listed. Calendar exceptions which they have the right to administer (see above) are clickable.

System administrators can administer all calendar exceptions in the menu *Administration > System settings > Calendar exceptions*. They can copy calendar exceptions from one year to another by clicking the button *Copy calendar exceptions*. It is possible to choose which types of calendar exceptions to copy (for example exclude *Maintenance time* and *Calendar information*). You can also decide to copy *All exceptions* or only *Exceptions connected to all objects*.

“Forgot password” function: Fields identifying the user

Under *Administration > System settings > Advanced*, you can enable users to reset their password from the login page. It is now possible to decide which of the fields *User name* and/or *E-mail address* that shall be available for the users to identify themselves. It is for example sufficient to show only the *E-mail address* field if all users have unique e-mail addresses.

Bookings and Calendars

Approval of bookings

You can now require that a booking is first created as a “request” before it is officially approved and available as a real booking inside Artologik EZbooking. The System- and Object administrators are the ones who will be allowed to activate this setting by object as well as approve or reject the booking requests.

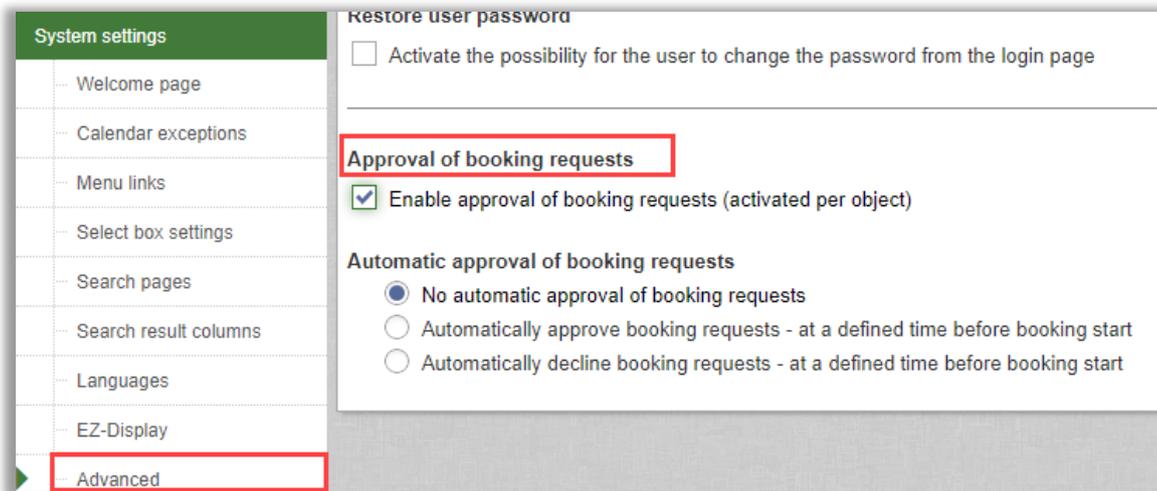
The booking requests are easily identified in the calendars and can be administrated in a new approval page by the System- and Object administrators (for their own objects).

New e-mail templates were created for the sending of information to the users and the booking approvers.

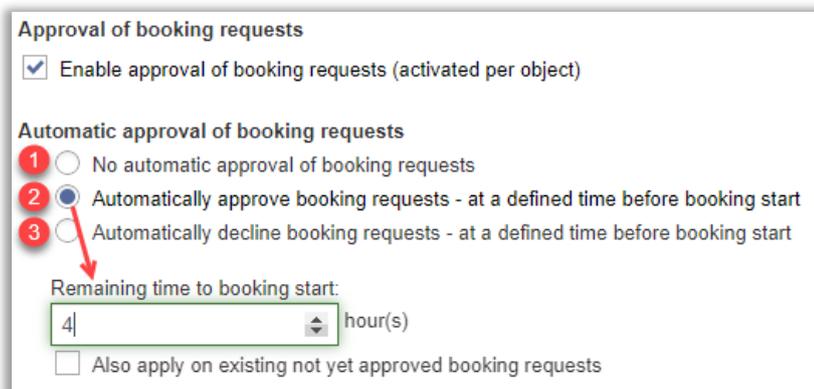
The booking requests are not shown in the reports.

Administration

The System Administrator decides in the menu *Administration > System settings > Advanced > General Settings > section ‘Approval of booking requests’*, whether the “Booking approval” features shall be used or not.



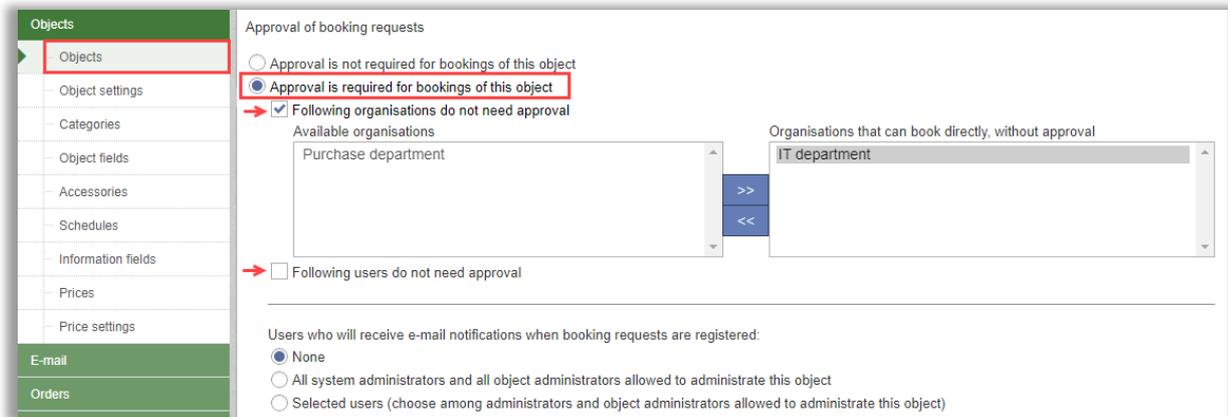
The System Administrator can also define what shall happen with bookings not approved or declined by a certain time before the booking request wished time, in the menu *Administration > System settings > Advanced > General Settings > section ‘Automatic approval of booking requests’*:



Using options 2 and 3, the Administrator can define if automatic approval/decline shall also be applied on already existing bookings that were not approved.

At the Object level, the Administrator/Object administrator can then select whether approval shall be mandatory or not.

If approval is mandatory, the Administrator/Object administrator can define which Organisations and/or Users, if any, will be allowed to book the object directly without waiting for approval.



When the setting is activated for a specific Object, the Administrators/Object Administrators can also define if e-mail alerts shall be sent to Administrators/Object Administrators in charge of approving the booking requests.

In the new e-mail templates, the System Administrator will be able to define the content of the e-mails sent at registration/modification/deletion of a booking request, but also when approval/rejections are decided. The following new e-mail templates are found in the menu *Administration > E-mail > E-mail Templates*:

- New booking request (to approver)
- Updated booking request (to approver)
- Deleted booking request (to approver)
- New booking request (to booked by/for)
- Updated booking request (to booked by/for)
- Deleted booking request (to booked by/for)
- Booking request approved
- Booking request declined

Make a booking request

Via the EZbooking interface

Users whose booking requests must be approved register bookings as usual. When a booking request is made for an object, no other user can book that same object on the requested time slot.

You can always modify or delete the booking request.

When copying an approved booking request, its copy will be set as 'to be approved'.

If a user whose bookings must be approved goes through a user who has the right to book the object directly (such as a receptionist, object administrator, or administrator) without going through the approval process, to make a booking, the booking is automatically approved. The user rights of the user who manually makes the booking prevail.

Via EZ-Outlook

Bookings that need approval, made via EZ-Outlook, are set as 'Preliminary' inside Outlook. At approval, the status is changed. At rejection, the booking is deleted.

Via EZ-Display

Bookings that are waiting for approval for objects that are connected to an EZ-Display screen are shown on the screens in italic and with the 'to be approved' exclamation mark.

If the Administrator/Object Administrator selects to connect the display to a user who only has the right to make booking requests and no direct bookings, a warning is shown on the screen when a user makes a booking.

EZ-Keys

An e-mail with the PIN code is sent only once the booking is approved. It is not possible to 'Resend the PIN code' on not approved bookings.

EZ-Order

An e-mail with the order made is sent only once the booking is approved.

EZ-Equip

An e-mail with the booked equipment is sent only once the booking is approved.

Reminders will only be sent to the 'booked for' user when the booking is approved.

Modify a booking request

When a booking request is edited before approval, the users that were previously informed by e-mail of the booking request ('booked by user' / 'booked for user' / 'approver(s)'), receive a new message informing them which modifications were made on the booking request. The booking request remains set as not-approved and must be approved or rejected (unless the booking request was modified to another object that does not require approval and the booking request then becomes a direct booking).

Modify a previously approved booking request

When a booking is edited after approval, the users that were previously informed by e-mail of the booking, receive a new message informing them which modifications were made on the booking. The booking is automatically set as not-approved again and must be approved or rejected again (unless the booking request was modified to another object that does not require approval and the booking request then becomes a direct booking).

Delete a booking request

A user can always delete their booking request before it is approved.

An e-mail regarding this deletion is then sent to both the user 'booked by' (and 'booked for'), as well as to the approvers.

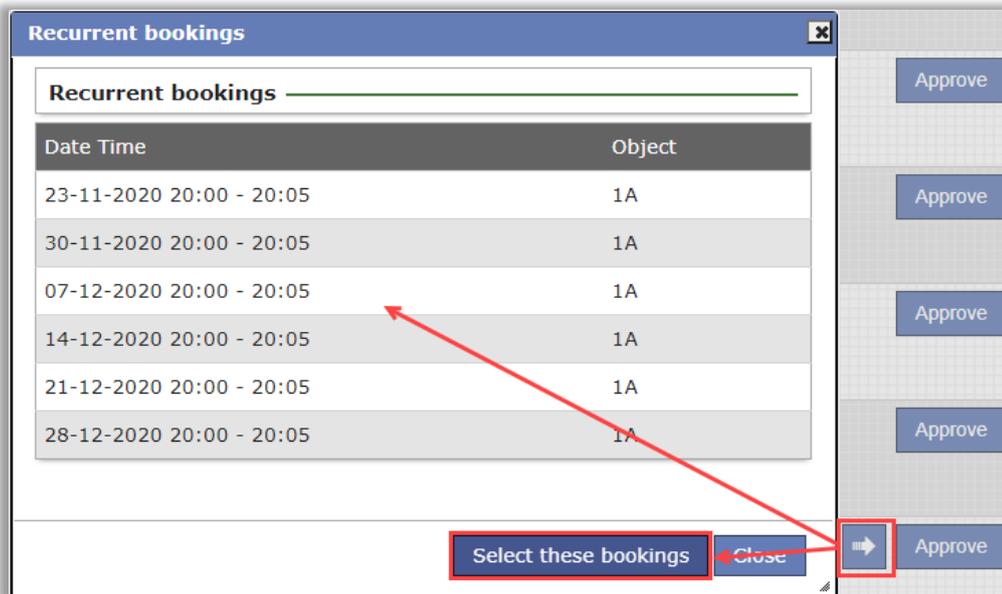
'Booking Requests' interface to approve or decline requests

A new page containing all of the booking requests waiting for approval by Administrators/Object Administrators is now available. A click on the column titles allows you to modify the sort order of the displayed booking requests. At the top of the page, you can also access two drop-down lists for selecting a specific Object or a specific User and then only display the booking requests connected to your choice(s).

Date	Object	Booked by/for	Orders	Accessories	Change date	
27-01-2021 11:25 - 11:30	Meeting room Blue	Müller Användare, Müller	(1)		27-10-2020 15:26	Approve Decline Change request...
20-01-2021 11:25 - 11:30	Meeting room Green	Müller Användare, Müller	(1)		27-10-2020 15:26	Approve Decline Change request...

In the interface you can:

- Approve a booking request: an e-mail confirmation is sent to the 'booked for' / 'booked by' users.
- Decline a booking request: an e-mail confirmation is sent to the 'booked for' / 'booked by' users.
- Send a 'Change request' e-mail to the 'booked for' / 'booked by' users, with information on what to modify in their booking request before a decision can be made on that specific booking request. It will remain inside EZbooking as 'to be approved'.
- Approve multiple booking requests at once: check the boxes of several booking requests in the left margin, and click the *Approve selected booking requests* button.
- Decline multiple booking requests at once: check the boxes of several booking requests in the left margin, and click the *Decline selected booking requests* button.
- Approve a 'recurrent booking request':
 - o Click the arrow icon on the right side of a recurrent booking.
 - o A pop-up window is displayed, showing the dates requested for that recurrent booking.
 - o At the bottom of the pop-up window, click the "Select these bookings" button:



- o EZbooking then ticks the checkboxes of all concerned bookings in the list on the main approval page.
- o Close the pop-up window.
- o Select either of the alternatives *Approve selected booking requests* or *Decline selected booking requests* at the bottom of your page.
- o E-mails can/will be sent for both approve and decline.

Change request

When a request for change is made by the Administrator/Object Administrator, a star is displayed on the 'Change Request...' button:



When clicking this button, you get access to a pop-up window, where you can access the history of change requests that were sent to the user, and also write new modification suggestions that will be sent by e-mail to the 'booked by' and/or 'booked for' users.

A click on the message title will give you access to the content of the e-mail sent.

Date	User	Message
2020-09-09 11:21	Smith, Jane	Your booking of 1A on 20...
2020-09-09 11:14	Smith, Jane	Your booking of 1A on 20...

Calendar interface

In the calendars, you easily see the booking requests that have not been approved yet. They are marked with a yellow exclamation point icon: .

As soon as a booking is approved, its exclamation point disappears, making the now approved booking request look like the bookings without approval.

As soon as a booking is rejected, the booking request disappears from the calendars.

In the pop-up window where you can create/modify/delete a booking, you see which bookings are 'to be approved'. Those are marked with a squared green background.

EZ-Outlook

Important information for the users who do all of the following actions together:

- plan a meeting in your Outlook
- invite guests to this meeting
- book an Object through the EZ-Outlook connection to this meeting, that needs to be controlled before your booking is valid

When your booking is validated, but the validator modifies the start and/or end times of your booking at the same time as they accept your booking request, you will see the modified booking request in your Outlook and you will see which hours were validated in your confirmation e-mail, but no e-mail is automatically sent to your guests. You have to manually click the "Save and Send" button inside your Outlook booking, for your guests to receive the updated information.

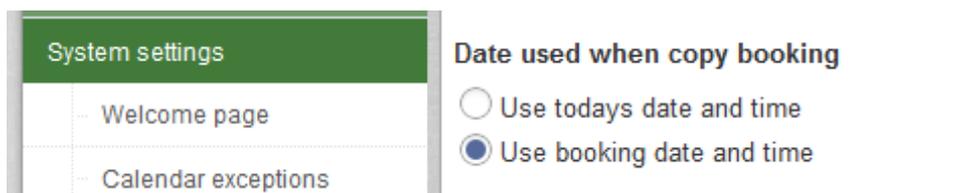
Copy bookings

Copy bookings from calendar

It is now possible to copy bookings from the pop-up booking window that opens when you click a booking in a calendar.

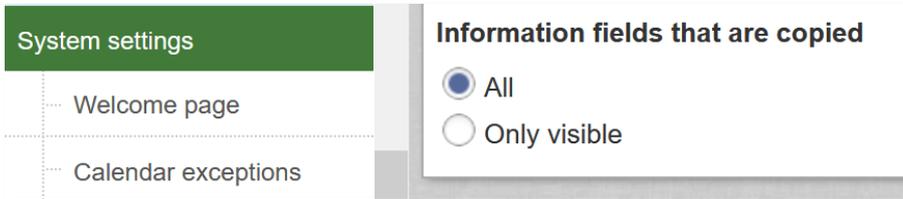
Date and time used in copies

Under *Administration > System settings > Advanced* it is possible to define what date shall be preselected when copying a booking:



Information fields to be copied

You can now define which information fields shall be copied, when a booking is copied: all or only those visible for the user the booking is made for:



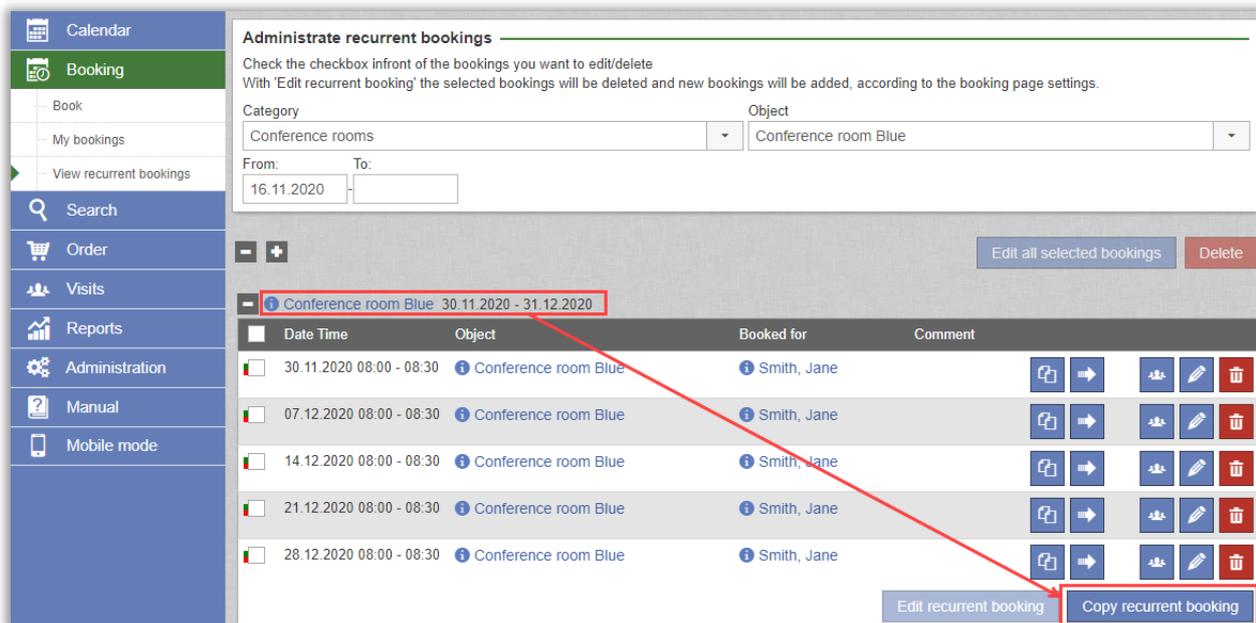
New copy icon



The icon for copying bookings has been changed. New icon:

Copy a recurrent booking

In the menu *Booking > View recurrent bookings*, you can now copy a whole recurrent booking, just by clicking the 'Copy recurrent booking' button under a recurrent booking:



The complete data of the copied recurrent booking is then shown on a new page. You can modify anything you want, before saving your brand-new recurrent booking.

Create recurrent bookings directly from the calendars

In the new booking pop-up, available from the calendars, you can now directly choose between making either a 'Single booking' or a 'Recurrent booking':

Selection of time interval in calendars

For the calendars “Object calendar” and “My calendar”, you now have the possibility to set the time intervals the calendar shall present, for example 08:00-18:00. This is applicable for the calendar types “Week with time indication” and “Day with time indication”. At the top right you select the ‘from’ and ‘to’ hours for the calendar. If any bookings are outside of the selected time interval, a text is shown at the top letting you know this.

Export to PDF from Object calendar

For the *Object calendar*, when you select the calendar type “Week with time intervals” and one specific object, it is possible to print the calendar to PDF. The pdf file is adapted to present the bookings for the selected time interval in one page, which might not be possible always when you use the browser print.

Click the PDF button at the top right to export the calendar.

Present objects in columns in Object calendar

At *Calendar > Object calendar*, you can present the bookings in different ways. If you select to present “All objects”, in one or all categories, with a calendar type “with time indication” you can now select to display the objects as columns. Check the checkbox to the right, above the calendar, if you want each object and its bookings to be presented in separate columns. If the checkbox is unchecked all bookings will be presented in the same column for a certain day.

When the objects are presented in columns for the calendar type “Week with time indication”, you can also decide if you want the objects or the dates to be presented as the top column. Click the double arrows icon to the left to change order.

Category	ZGG	Location/city	Furnishing	Object
Education rooms	All	All	All	All objects

Display objects as columns

	A 215					A135			
	Mon 5/23	Tue 5/24	Wed 5/25	Thu 5/26	Fri 5/27	Mon 5/23	Tue 5/24	Wed 5/25	Thu 5/26
8am									

At *Administration > System settings > Advanced: Calendar settings*, you can select if you want this new setting be checked as default in the ‘Object calendar’. To do so, check the setting “Let ‘Display objects as columns’ be checked as default in the ‘Object calendar’”.

E-mail to the user making the booking

When making bookings on behalf of other users it is now possible to send an email confirmation to yourself as well as to the user you are making the booking for. This can for instance be useful when the object is booked for a training and both the trainer, who made the booking, and the user, who the booking was made for, shall receive invitations to their personal calendars.

You can activate this functionality under *Administration > E-mail > E-mail settings*:

E-mail to 'Booked by'

Activate the possibility to send e-mail to 'Booked by'

Send e-mail is checked as default

When making a booking for another user, the checkbox *Send booking information to me* will therewith be available, together with the one for *Send booking information to the 'booked for' user*:

E-mail

Send booking information to the 'booked for' user

Send booking information to me

If you edit a booking that was made by someone else, you can send an e-mail confirmation to the user who originally made the booking ('booked by'), and to the user the booking is made for ('booked for'), but not to yourself. The 'booked by' checkbox is only available if 'booked for' and 'booked by' are different users.

E-mail

Send booking information to the 'booked for' user

Send booking information to the 'booked by' user

Object field options matching the objects the user is allowed to see

In EZbooking, you can use *Object fields* to categorise objects. For example, if your objects are located in different buildings, you can create the object field "Building" (with the different buildings as options) and for each object select the building where it is located.

You can use object fields for filtering objects in various interfaces in the system. When making a booking via the calendars or from the *Booking > Book* menu, the object field drop-down lists will now contain only the options which match the objects the user has the right to see.

Building

Building A

Object*

Room A101

Identical e-mails sent only once

When a booking is made, several different types of e-mails may be sent, for example to the booked for-user, to the accessories responsible or to a general e-mail address.

If identical e-mails shall be sent to the same e-mail address, only one e-mail is sent to this address.

This is for example of advantage, when the same email address is connected to all accessories: if a user books multiple accessories with one booking, only one email will be sent to the email address connected to the accessories.

Reports

New report - Occupancy per time interval

A new report is now available: *Occupancy per time interval*. In this report you can view the occupancy of the objects and/or categories for selected time intervals during the day.

The report lets you filter the data, define time slots, what the object shall be grouped by, which time horizon shall be used and which headings shall be presented.

Criteria and presentation

Define during what period you want to see the occupancy, for which objects/categories and for what time intervals (for example 08:00-12:00 and 13:00-17:00). Select if you want the report to be presented day by day or month by month and if it shall be grouped by category, by object or by category & object.

If you don't add any time intervals, the report will automatically present the bookings for the whole day (00:00-24:00).

Content

Select what content you would like to present in the report:

Object:

- *Category*: name of the category
- *Object name* and selected *Object fields* (If the report is grouped by "Object" or "Category and object")

Booking information:

- *Booked time*: booked time for selected day/month in hours
- *Occupancy (%)*: percentage of booked time, for each time interval and/or for the sums/totals
- *Number of bookings*: the number of bookings for each time interval and/or for the sums/totals

Sums

- *Sum all time intervals per day/month*: When you have several time intervals in your report, you can get a sum of all bookings for each day/month within these time intervals.
- *Total per day/month*: A total of all bookings per day/month, where bookings outside of the defined time intervals also are included.

Following are only visible if you group by object or category and object:

- *Sum per time interval and object*: Shows a sum for each time interval and object for the whole selected period (all days/months).
- *Sum all time intervals per object*: Shows a sum for all defined time intervals for each object for the whole selected period.
- *Total per object*: Shows a total of all bookings per object, where also bookings outside of the defined time intervals are included.

Following are only visible if you group by category or category and object:

- *Sum per time interval and category*: Shows a sum for each time interval and category for the whole selected period (all days/months).
- *Sum all time intervals per category*: Shows a sum for all defined time intervals for each category for the whole selected period.
- *Total per category*: Shows a total of all bookings per category, where also bookings outside of the defined time intervals are included.
- *Sum per time interval*: Shows a sum for each time interval for the whole selected period (all days/months) for all objects in the report.

- *Sum all time intervals*: Shows a sum for all defined time intervals for the whole selected period for all objects in the report.
- *Total all bookings*: Shows a total of all bookings in the report, where also bookings outside of the defined time intervals are included.

Please note...

...that the service time is included in the booked time and the occupancy percentage, but is not counted as a separate booking among the “number of bookings”.

...that if you have grouped the report by category, the occupancy for each day/month is based on all objects in each category, and the totals are based on all objects – even if certain objects don't have any bookings. However, if you have filtered the report on separate objects, the occupancy is based only on the selected objects.

...that if one booking is covering several time intervals, the sum of the number of bookings for all time intervals will differ from the sum in the report, since the sum in the report is showing the actual number of bookings – not a sum of the bookings for all the time intervals.

New report: Calendar exception report

The *Calendar exception report* is used to show statistics for calendar exceptions during a selected period. The report is available for system administrators and for object administrators.

It is possible to select the period of time to display in the report and which categories/objects to display. You also decide whether you want to group the report by year, month or day.

In the report content, you can for each calendar exception type choose to display:

- *Total number of hours*
- *Total number of days*
- *Total number of occasions*

In that way you can, for example, show bank holidays in number of days while maintenance time is showed in number of occasions and number of hours. Please note that *Total number of days* means the number of whole days. For example, a calendar exception from 10 May 06:00 to 12 May 22:00 will be displayed as 1 day in the report (the only whole day is 11 May).

In addition, you can choose to show category and object fields in the report.

Criteria and presentation

Period

This year ▾

Group by:

Month ▾

Object

All objects

All objects in selected category

Selected objects

Content

Calendar exception type

Bank holiday

Total number of hours

Total number of days

Total number of occasions

Other holiday

Total number of hours

Total number of days

Total number of occasions

Maintenance time

Total number of hours

Total number of days

Total number of occasions

Calendar information

Total number of hours

Total number of days

Total number of occasions

Object

Show category

Show object fields

Building

Example of what the report can look like, with the settings above:

Month	Object ↕	Building ↕	Bank holiday	Other holiday	Maintenance time	
			Days	Days	Hours	Occasions
2019 January	ABC123	House A	2	0	30.00	2
	ABC456	House B	2	0	36.00	3

Invoice details

Selection on types of delivery

In the Invoice details report, it is possible to show orders during a selected period of time – either only orders connected to the selected bookings or both orders connected to the selected bookings and orders without connection to any booking.

We have now added the possibility to make a selection on *Types of delivery*, so that it is possible to only include orders that match the selected types of delivery.

Placed orders

Show no orders
 Show orders connected to the selected bookings
 Show orders connected to the selected bookings and orders without connection to any booking

Types of delivery

All

Add...
Remove...

Please note that object administrators with the right to administrate orders, can see all orders connected to their objects – regardless if they administrate the price list of the delivery types of the orders or not. For orders not connected to any bookings, they can only see orders connected to the price lists they administrate.

Show ID

In the Invoice details report, it is now possible to select to show “ID” as a column. For bookings it is the ID of the booking that is shown, and for orders it is the ID of the order that is shown.

User and organisation administration

User history

In each user's detail, you now find the *User history* tab where you can see changes made to the user's rights. The following events are logged:

- The user was created
- The organisation was changed
- The user name was changed
- The password was changed
- The access level was changed
- The role Organisation administrator was assigned/revoked
- The role Object administrator was assigned/revoked
- The role Receptionist was assigned/revoked
- The role Order administrator was assigned/revoked (EZ-Order)
- The role Project administrator was assigned/revoked (EZ-Project)
- An object was connected to or disconnected from the user
- An opening hours level was assigned to, changed for or removed from the user

User Information		User history
Date	Description	User
2019-12-19 14:32:48	Opening hours level 'Always open' was assigned to the user	Smith, John (john)
2019-12-19 14:30:57	User saved	Smith, John (john)
2019-12-19 14:30:57	Object 'ABC123' was connected to user	Smith, John (john)
2019-12-19 14:30:57	Role 'object administrator' assigned	Smith, John (john)
2019-12-19 14:30:57	Access level changed to 5	Smith, John (john)
2019-12-19 14:30:20	User created	Smith, John (john)

Copy a User

In the menu *Administration > Users*, in each user profile you will find, the button 'Copy...'

The information that you can choose to copy is:

- User information (address, title, organisation, e-mail address, phone...) and/or:
- User rights (objects, roles, opening hours, prices...)

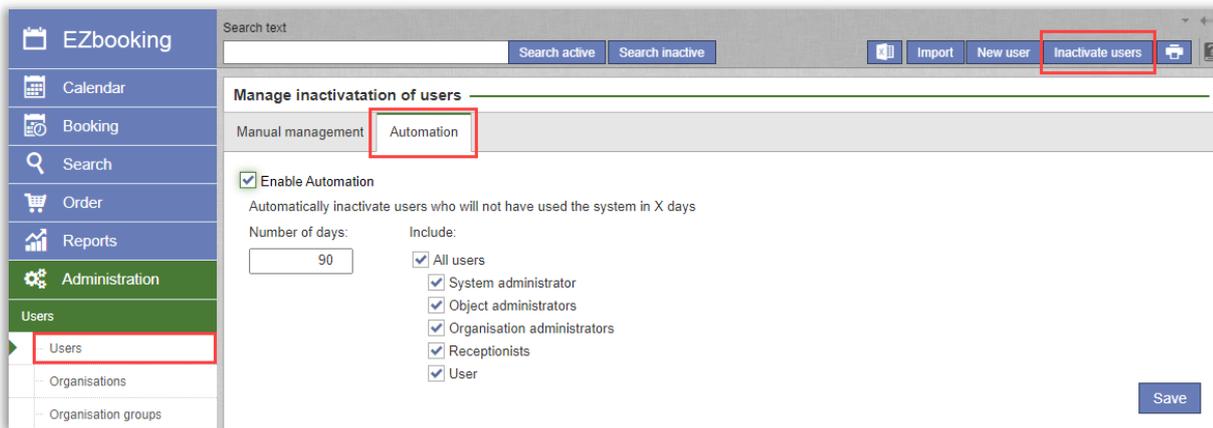
The following information will not be copied, you will have to create it manually:

- First name
- Last name
- Username
- Password

Automatically inactivate users

Until now, you could manually inactivate a user that had not had any activity (logged in to the system or been involved in any booking activities) since a certain date. You now have the possibility to automate the system.

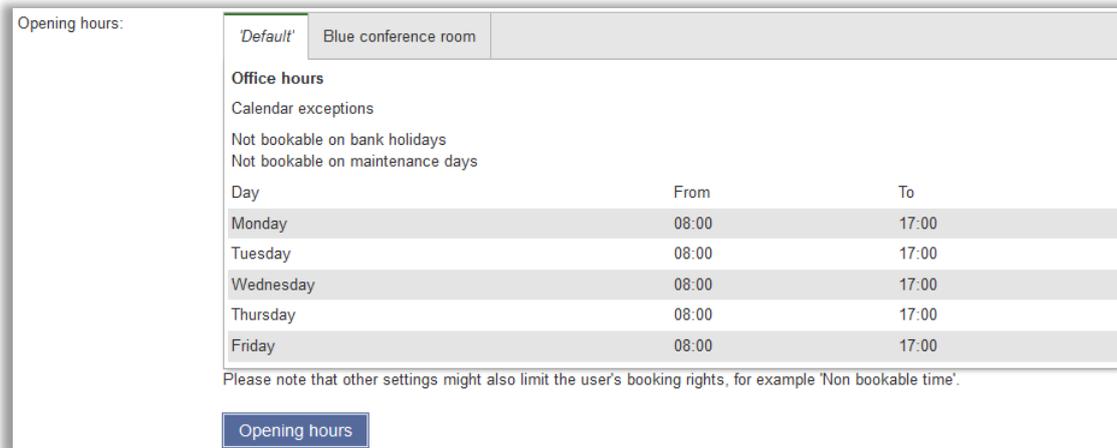
In the menu *Administration > Users > Users*, click the button *Inactivate users* at the top. Go to the tab *Automation*, and click the checkbox to *Enable Automation*.



Enter the number of days during which the user should not have had any activity, and select the user roles that shall be included in the automatic inactivation. If you for example **do not select** the role “System administrator”, the users with this role will not automatically be inactivated.

Opening hours displayed directly in the user profile page

You can now easily get an overview of during which times users have access to your objects directly in the user profile: If you use opening hours on user level you will see each user’s opening hours in the user administration interface. If the opening hours are determined on ‘user and object’ level, each object for which the user has specific opening hours are displayed under a separate tab.



If you use opening hours on object level or ‘object and user’ level, the opening hours will be listed for all objects the user has the right to book. If the list contains more than five objects, you click *Show all* to expand the list.



Additional rights for organisation administrators - administer all users

As a system administrator you can delegate selected parts of the administrative work, for instance the administration of organisations and users to *Organisation administrators*.

In this version we have made it possible to let Organisation administrators administer not only their own organisation, but also other organisations and their users. In addition, they can be given the right to administer booking rights. You could for instance assign someone the right to administer and define booking rights for all organisations and users.

In the user details of the organisation administrator, you select the organisations he/she shall be able to administer. The right to connect these organisations and users to objects (if these connections are used in the system) can be assigned in addition.

Organisation administrator

Organisation administrators may always administrate the organisation they belong to

<p>Available organisations</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <ul style="list-style-type: none"> Administration Finance Human Resources Purchase Sales and Marketing </div>	<div style="border: 1px solid #ccc; padding: 2px; width: 20px; margin: 0 auto;"> >> << </div>	<p>Organisations the user can administrate</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <ul style="list-style-type: none"> Logistics Maintenance Research and Devolepment </div>
--	--	---

Can edit connections between organisations/users and objects

Object administration

Schedule over several days

It is now possible to create schedule periods overnight. This can be useful if you for example want to book a room for overnight sleeping. You then define that the start time of the schedule period is for example 15:00 and the end time is 12:00 +1 day(s). This means that if a user books an object the first day of a month, their booking will start at 15:00 that day, and the end date will then be on the 2nd at 12:00.

You decide the start and end time of the schedule period as usual, but you can now also define that the end time is + x day(s) later.

If you perhaps only want an object to be booked over a whole weekend or a whole working week, you define the different schedule periods, and then define with the opening hours of the object and/or the opening hours of the user, when the object can be booked. This means that if an object shall only be booked during weekends, you can define the following schedule period:

Day: Days later +

Time interval: 15 : 00 - 12 : 00

You can also create for one schedule several time intervals/periods, and allow users to book, 2, 3, 4, +, days in a row.

Administrate schedules

Register/update the name in all available languages.

English:

Name of period	From	To	+Day(s)		
Booking over 2 days	12:00	12:00	+1		
Booking over 3 days	12:00	12:00	+2		
Booking over 4 days	12:00	12:00	+3		
Booking over 5 days	12:00	12:00	+4		

Result in the booking calendar:

New booking

Booking | Accessories connected to the booking | Orders connected to the booking | Visits connected to the booking

Object

Booking occasion

Single booking Recurrent booking

Date: 2021-10-11

From - To

- 12:00 - 12:00 (2021-10-12) Booking over 2 days
- 12:00 - 12:00 (2021-10-12) Booking over 2 days
- 12:00 - 12:00 (2021-10-13) Booking over 3 days
- 12:00 - 12:00 (2021-10-14) Booking over 4 days
- 12:00 - 12:00 (2021-10-15) Booking over 5 days

Make booking for **Information field**

When limiting for either the week or the week end, you will then have to define that the opening hours for the object are:

- Monday through Friday + time
- Friday/Saturday/Sunday + time.

You can also choose to base the opening hours per object and user.

Warn when booking is about to end

It is now possible to warn the booked for user, as well as the person responsible, when a booking is about to end. This might be useful if you for example need to handle something when the booking is ended, or to remind that something shall be done before the booking ends. The reminder can be sent as an e-mail and is defined per object at *Administration > Objects: Selected object*.

By checking the setting “Warn when booking is about to end”, you can define if the warning shall be sent by e-mail and/or shown in the hourly calendar, with at different style (to easier notice these bookings).

The e-mail warnings is sent to:

- the booked for user
- the e-mail address added for the object at “E-mail address of contact person” (If no address is added here the e-mail is instead sent to the “General e-mail address”, if one exists)

You also decide when these warnings shall be applied (in relation to the end time of the booking) and the minimum length of the booking for the warning to be sent/shown.

A new e-mail template type has been added so that administrators can define what the e-mail warning shall be about. You find this template at *Administration > E-mail > E-mail templates: Warning when booking is about to end*.

Please note that this function is not fully applicable for an object belonging to a category for which a different time zone is set up.

Example:

The setting to send a warning is set to 15 minutes before the end of a booking.

A company has offices in New York and Stockholm. A conference room in New York is booked between 9.00 and 10.00, New York time. The object belongs to a category where the time zone of New York has been specified. If an iCalendar e-mail for this booking is sent to a user in New York, the booking will appear in his/her Outlook Calendar between 9.00 and 10.00. If the iCalendar e-mail is sent to a user in Stockholm, the booking will appear in his/her Outlook Calendar at 15.00-16.00.

In this case, the warning e-mail will be sent at 9:45 to both the person in New York and to the person in Stockholm.

New information field type – Consecutive number

Administrators can since before create unlimited number of information fields. An information field is information that you want the user to fill in about the booking, and can be of different types, for example Text, Date, Yes/No etc. We have now added a new field type called “Consecutive number”. When using this type, the user can’t enter any information in this field when booking – the value is automatically added. The pattern of the value is decided by the administrator for each field. The administrator can use the following characters to get automatic information:

- YY or YYYY: the year of when the booking is made
- MM: the month of when the booking is made
- DD: the day of when the booking is made
- N: counter – one N for each number

This would for example mean that if you enter a pattern like this:

YYYY – NNNN

The first booking of 2022 would get the value “2022 – 0001”, the second booking would get the value “2022 – 0002” etc until it reaches a new year or until it reaches “2022 – 9999”. If a new booking is made after that it would get the value “2022 – 0000”, then “2022 – 0001” etc. This means that if you want the value to be unique for every booking you have to make sure to have enough number of “N”s in your pattern to cover the number of bookings that are made in relation to yy/mm/dd used.

Maximum number of simultaneous bookings

One of the reasons for using EZbooking is of course to avoid double bookings. However, sometimes you might want to allow simultaneous bookings by several users for an object. One example is if you have a large room where two meetings can be held at the same time.

When you administer an object, you have access to the setting *Allow simultaneous bookings of this object*. For this setting we have now added the possibility to specify the maximum number of simultaneous bookings.

Allow simultaneous bookings of this object
Maximum number of simultaneous bookings: (empty = no restrictions)

Automatically disconnect objects a user may book

In EZbooking there are many ways to define which objects a user may book. It was already possible to connect objects to users, to which we have now added the possibility to automatically disconnect objects from users, if no bookings were made during a certain period.

You set this system up in the following menu: *Administration > Users > User rights settings*:

You can then also define for each object if it shall not automatically be disconnected. You can do so at the following two levels:

- *Administration > Objects > Objects >* choose an object and check or uncheck the following box according to your needs:

Deny the automatic disconnection between the Object and the Users

- *Administration > Objects > Object settings*:

The time is counted according to the two following scenarios:

- The user never booked the object:
EZbooking takes into consideration the date at which the user was connected to the object.
The connection between the user and the object is removed when the time limit is reached, from the user-object connection date.
- The user booked the object at some point:
The user was connected to an object.
After that connection, at least one booking was made by the user for that object.
EZbooking takes as a reference point the latest date of the booking made furthest in the future.
The connection between the user and the object is removed when the time limit is reached, after the latest booking date.

Users with the following roles will not be affected:

- System administrators
- Object administrators
- Organisation administrators
- Receptionists

E-mail administration

Attach iCalendar files to the e-mails sent to the 'Booked by' user

In EZbooking you can allow selected users to make bookings on behalf of others. In this case the system can send an email as confirmation also to the user who makes the booking ('Booked by').

With this new setting in *Administration > E-mail > E-mail settings* you can now attach iCalendar files to the e-mails to the 'Booked by' user. This way the booked-by user can easily receive a copy of the booking inside his or her personal calendar.

iCalendar settings

Attach iCalendar files to the email sent to the 'Booked for' user, to register bookings in the user's own calendar

Inactive

Active

Attach iCalendar files to the e-mails sent to the 'Booked by' user

Inactive

Active

Booking ID and Order no in subject

At *Administration > E-mail > E-mail templates*, you configure the e-mails sent for new, updated and deleted bookings. It is now possible to include the Booking ID and the Order no in the subject.

System settings

Charge codes per organisation

If you are using charge codes in EZbooking, and the different organisations have their own charge codes, you can now activate a new function that lets you set and validate charge codes per organisation. You find this setting under *Administration > System settings > Advanced > Booking settings*, provided that you are using validation of charge codes for bookings/orders, users and/or objects.

Activating the setting

Validation of charge codes

Charge codes are used system wide

Charge codes are defined per organisation

WARNING!
Do you want to delete all existing charge codes, or copy them to one or several organisations?

Delete all existing charge codes

Copy all existing charge codes to the following organisation(s):

Organisation A

Organisation B

Organisation C

When you change the setting to *Charge codes are defined per organisation*, you can choose to delete all existing charge codes, or to copy them to one or more organisations. In the latter case, click the desired organisation(s) in the list while holding down the Ctrl key.

Administer charge codes

After activating the setting, you will find the drop-down list *Organisation* under *Administration > System settings > Charge codes*. This drop-down list can be found when you add a new charge code via the button *New charge code* and when you import charge codes from a file via the button *Import*, and you select the desired organisation before you add/import charge codes.

Administrate charge code

Organisation:

Charge code:

Description:

On the *Charge codes* page, you can list all charge codes for a certain organisation by selecting this organisation in the drop-down list next to the search field at the top of the page and clicking *Search charge code*, or list the charge codes for all organisations by selecting *All*.

Validation

When entering a charge code for a booking, order, user or object (and the validation for that part is activated), the charge code will be validated as follows:

- Bookings: The charge code is validated against the charge codes of the “booked for” user’s organisation
- Orders (“ordered for” is an EZbooking user): The charge code is validated against the charge codes of the “ordered for” user’s organisation
- Orders (“ordered for” is entered in a text field without any connection to an EZbooking user): The charge code is validated against the charge codes of the “ordered by” user’s organisation

- Users: The charge code is validated against the charge codes of the user’s organisation
- Objects: The charge code is validated against the charge codes of all organisations

Deactivating the setting

If you, for some reason, do not want to define charge codes per organisations anymore, you can deactivate the setting by changing to the option *Charge codes are used system wide*. However, there are a few things you should be aware of.

- When you change the setting to *Charge codes are used system wide*, all charge codes that exist for each organisation will become system wide.
- Before you change the setting to *Charge codes are used system wide*, you must first remove or rename all charge codes that use the same name in multiple organisations.

Charge codes, mandatory per object or organisation

When you use charge codes you can define whether or not it is mandatory to enter a charge code for all bookings and orders. With this new version we are enabling you to decide per organisation or object, if charge code is mandatory or not.

Under *Administration > System settings > Advanced* you define a default setting (mandatory or not) and then if it shall be possible to make exceptions from this rule per either object or organisation.

Please note that if you choose the setting that allows exceptions per object, these exceptions will only affect bookings, not orders. For orders, the default setting will always apply.

The setting per organisation defines if charge code is mandatory for both bookings and orders.

In the object administration you then define if the default setting shall be used, or if the object shall have its own setting.

When you define if charge code is mandatory per organisation, you choose per organisation if the default setting is used, or if you wish to define a specific value.

Charge code description

You can now add a description for each charge code. If a charge code has a description and a validation of charge code shall be made, the description will be displayed next to the charge code input field when the user has entered the charge code.

Anonymise selected information fields

If you let the users enter information that you don't want to keep longer than necessary, you can at *Administration > System settings > Advanced > General settings*, activate the setting to enable automatic anonymisation of selected information fields.

When you activate the setting, you also define how long after the end time of the booking, the information fields shall be anonymised. Which information fields that shall be automatically anonymised is defined at *Administration > Objects > Information fields*. In the list of information fields you check the fields that shall be anonymised in the column Anonymise, and click the button Save at the bottom of the page.

The anonymisation is run once every night with start at 00:05.

Default time for continuous bookings

At *Administration > System settings > Advanced: Booking settings*, the administrator defines the default start- and end time for new bookings.

Now it is possible to define, per object that allows continuous bookings, that:

- Book continuously for more than one day is set as default for new bookings for that object
- Start time is "now" instead of the start time set at the system setting (see above), if the booking date is today
- End time is set to be x hours and/or y minutes after the start time

Can be booked continuously for more than one day at a time

Maximum number of days per booking: (empty = no restrictions)

'Book continuously for more that one day' is default

Start time is 'now'

End time is set in relation to start time

Hours

Minutes

Please note that this can also be set for the custom search pages created at *Administration > System settings > Search pages*.

External embedding

If you want to open Artologik EZbooking inside for example your intranet, and the intranet and Artologik EZbooking don't use the same domain, you need to allow external embedding.

At *Administration > System settings > Advanced > General settings: Security settings – external embedding*, you can add the domains where Artologik EZbooking shall be embedded.

You can choose to embed public links (set at *Administration > Users > User right settings: Public functions*) to embed a part of Artologik EZbooking you want to show on an external web site.

Security settings - external embedding

Allow EZbooking to be embedded externally

Allow EZbooking public links to be embedded externally

Domains allowed to embed

X

X

Direct links

In EZbooking we have now added the possibility to create direct links to the calendars. This means that you can generate a link in EZbooking from the menu *Administration > System settings > Direct links*. You first choose the calendar type, and then the Object Category and/or the Object.

Direct links

Here you may compose a direct link to any calendar

Calendar:

Category:

Object:

Result:

Fordon

EZbooking displays a link that you can publish on your website or Intranet for example.

Click the paper icon on the right side of the link to copy it:



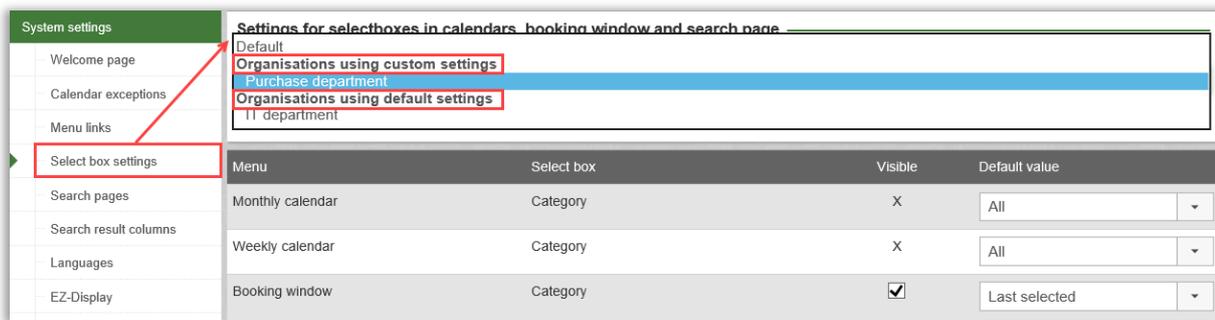
When a user clicks the link, they will be automatically redirected to the connected calendar in EZbooking. If the user is not already logged on to EZbooking they will have to log in first.

Select box settings – organisation list

In the menu *Administration > System Settings > Select box settings*, in the drop-down list, the following two sections are now available:

- *Organisations using custom settings*
- *Organisations using default settings*

You will now easily find which organisations were given specific settings for the Calendars, Booking window, and Search pages; and which follow the Default settings.



Settings for allowing late editing – divided into two

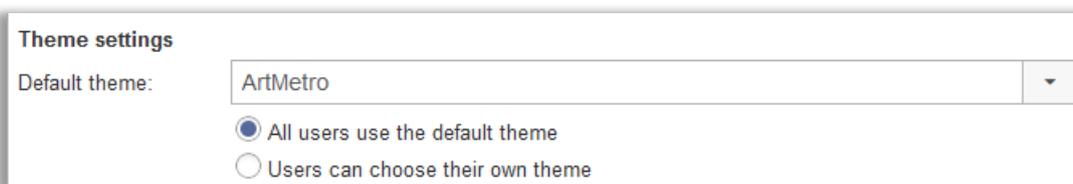
The setting for allowing certain things to be editable, even after the latest allowed time to edit or delete a booking has passed, has been divided into two separate settings. Under *Administration > System settings > Advanced > Booking settings*, you can now find these two settings:

- *Changing the 'to time' fields*
- *Changing the information fields*

Please note that the latter setting also affects the possibility to edit *The organisation to be invoiced* and *Charge code* on the booking. If you have the plug-in EZ-Project, the setting will also affect the possibility to edit the project of the booking.

Default theme: ArtMetro

After updating to this version, the default theme will be set to *ArtMetro*, and the setting *All users use the default theme* will be selected. You can find this setting in the menu *Administration > System settings > Advanced > General settings > Theme settings*.



Until now, the program has had two different themes to choose from, *ArtMetro* and *Office blue*. In new installations from 2023 and onwards, only *ArtMetro* will be available. If you previously have used *Office blue*, you will be able to continue using it, to choose which will be the default theme and whether users should be able to choose theme themselves. Please note, however, that future development will only have support for *ArtMetro*, not *Office blue*.

Logging

You can find the following setting in the menu *Administration > System settings > Advanced > General settings > Logging*. For the following parts of the program, you can now select the level of the logging that is made when something occurs:

- E-mails concerning Booking requests
- The help function
- The plug-in EZ-Outlook

- The plug-in EZ-Display
- The plug-in EZ-Keys

At *Level for logging*, you can change (if necessary) what is being logged. Choose among these options:

- *[No logging]*
- *Error (selected as default)*
- *Warning*
- *Info*
- *All*

The logging is saved in the file "EZbookingModules.log" in the folder ...\\logs\EZbookingModules on the server. When the file size has increased to 10 MB, the file will change name to "EZbookingModules.log.1" and the logging continues in a new "EZbookingModules.log" file. To avoid that the log files take up too much space, a maximum of 11 log files (10 MB each) are being saved, where the most recent is called "EZbookingModules.log", the second newest "EZbookingModules.log.1" and the oldest "EZbookingModules.log.10".

EZ-Order

Mark orders as handled

Now you can easily keep an overview of which orders you have handled!

It is now possible to mark each separate order as *handled* in the report *Placed orders*. Information will be displayed on who marked the order as handled, and when it was done. If needed, you can click the checkbox to unmark.

The screenshot shows the 'Orders' report interface. At the top, there are filters for 'From' (10-10-2019), 'To' (10-10-2019), 'Delivery Type' (All delivery types), and a search field for 'Search orders connected to following user (name):'. Below the filters, the order details for 'Matsalen' are displayed. The order ID '10-10-2019 14:19:30 [Jane Smith]' is highlighted with a red box. To the right of the order ID, there is a 'Mark as handled' checkbox which is checked. A green arrow points from the red box to the checkbox. The order details include 'Ordered by: Jane Smith', 'Ordered for: Peter Davis', and 'Order no.: 250'. Below the details is a table of products:

Products:			
2 Coffee	12,00		24,00
1 Tea	10,00		10,00
3 Water	8,00		24,00
3 Today's special	85,00		255,00
SUM TOTAL (EURO (excl. moms))			313,00

You activate the feature under *Administration > System settings > Advanced: EZ-Order*, choose the setting 'Activate handling of orders':

The screenshot shows the 'Order management' settings section. The checkbox 'Activate handling of orders' is checked.

Add own products to order

With the plugin EZ-Order you can create different products that the users can select between when making an order. These products are predefined per price list and type of delivery and can be divided in different product categories.

Since previous versions, order administrators have had the possibility to leave one "comment from the supplier" on an order. They could then add a text and an extra cost per order. In the menu *Administration > System settings > Advanced: EZ-Order*, you now have the possibility to let order administrators add unlimited numbers of custom products directly into an order. This means that the order administrators not only can select between the predefined products, but they can also add/create own products with a price and quantity while ordering.

You can either let the order administrators add a custom product for any of all the categories in the system, or only for the categories that, via the predefined products, are connected to the selected type of delivery. You decide this with a setting, when activating the function for using custom products.

If you don't want to let the order administrators add uncategorized comments from the supplier, you can inactivate this new setting at *Administration > System settings > Advanced: EZ-Order*.

Custom products are included in all order reports.

EZ-LDAP

Specify which fields shall be updated when an existing user is imported

With the plug-in EZ-LDAP, you can import users from a directory service (such as Active Directory). When configuring the import, you match the user fields in EZbooking with the corresponding attribute in the directory service. The import can be scheduled to run regularly to make sure that any new users are imported and that all existing users are updated.

If you wish to prevent selected fields from being updated after the first import, you can now select the option *Only new users* for these fields under *Update Mode* in the LDAP configuration interface. If you select the option *All users*, the field will be updated also for existing users. Any manually edited information in this field will then be replaced by the information from the directory service.

This can be useful when you allow users to edit their user profile in EZbooking. If someone for instance changes his/her email address in the program, it will not be overwritten at the next LDAP-import, provided that the field *Email* has the setting *Only new users*.

Table	Table Field	LDAP Attribute Add	Update Mode
AGS_Users	Address	officestreetaddress	All users
AGS_Users	Cellphonenumber	mobile	All users
AGS_Users	City	l	All users
AGS_Users	Country	c	All users
AGS_Users	Email	mail	Only new users

EZ-Outlook

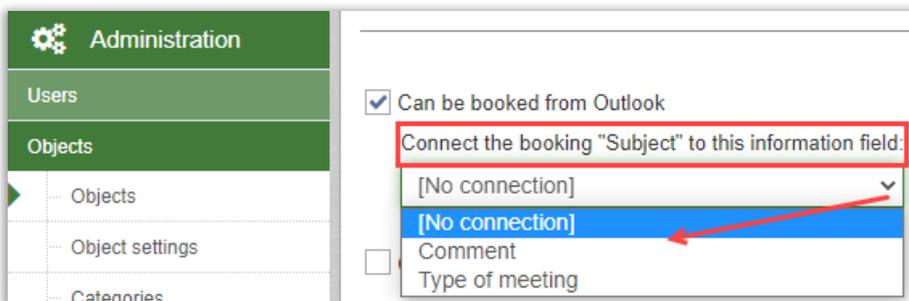
Title of the booking shown in EZbooking

NOTE! To access the new EZ-Outlook features, you will have to update your EZ-Outlook plug-in.

When using the EZ-Outlook connection, you can now connect the title of your meeting in Outlook to your bookings in EZbooking.

In the menu *Administration > Objects*, you can decide at object level which Information Field in EZbooking will receive the text that was written by the user inside the 'Subject' field of their Outlook.

By Object you define the Information Field of your choice:



EZ-Display

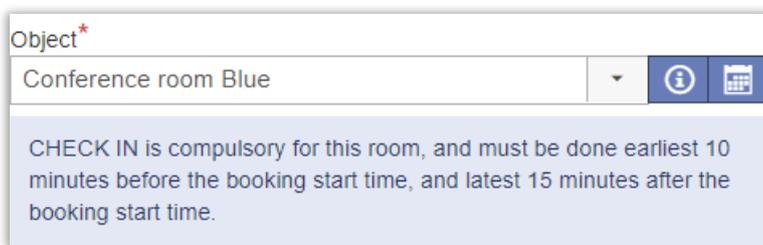
Check-in

With the plugin EZ-Display and its display screens you can view and book directly on the display located by each specific meeting or conference room. If the rooms are often booked but not used, you can now activate that the user has to “check in” on the display, to verify that they have arrived. If the user does not check in, the booking can be ended and the room is left available for others to book.

For each display the administrator defines:

- If check-in shall be active or not.
- How many minutes before the booking starts, it shall be possible to check in.
- After how many minutes from the beginning of the booking, the booking will automatically be ended if no one has checked in.

Check-in is only possible via the display, not via the EZbooking interface. If you want to let the users know that they need to check in, when they make a booking via the EZbooking interface, you can for example use the Booking info field of the object to inform about this. For example:



For the automatic ending of the booking to be possible, the defined display-user has to have the right to edit the bookings.

Please note that the end time will be adapted to the nearest allowed booking time, i.e. if the system setting for minimal booking interval is set to 15 minutes, the end time of the booking will be the nearest quarter in the future. For example: if a booking is automatically ended at 09:00:10 or 09:14:50, then the booking end time will in both cases be 09:15:00.

Colour settings

For EZ-Display the colours of the display are based on the status of the object: green if the object is available, orange if it is soon to be unavailable and red if it is unavailable.

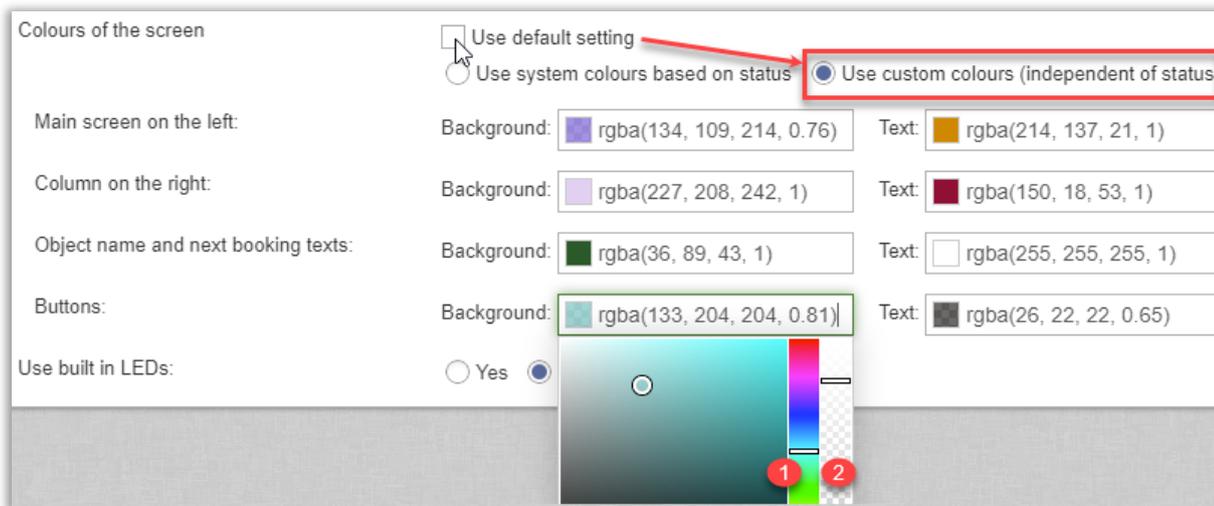
We have now added the possibility to let you define your own static colours – independently of the status of the object. In the menu *Administration > System settings > EZ-Display*, you click the button *Settings* to define the default colours, or if the status system colours, shall be used.



Then, for each display, you can define if you want to use the default settings made or if you want something different for a particular display.

You can define both the colour and the transparency for both the background and the texts of the following areas:

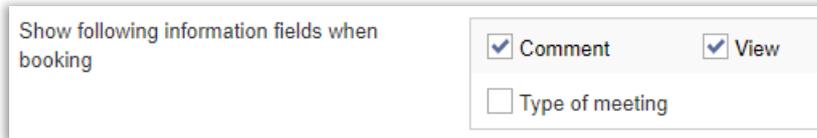
- Main screen on the left
- Column on the right
- Object name and next booking texts
- Buttons



Choose the information fields to be displayed

In the EZ-Display settings, the System- and Object Administrators can select for each display which Information Fields shall be displayed:

1. On the screen to the user when making a booking: this selection is done by checking the check box of the Information Field to be displayed
2. On the screen to all users passing-by, and together with the presentation of the on-going booking: this selection is done by checking the “View” checkbox on the right side of the selected Information Field



Object administrator’s right to administrate their displays

It is now possible for Object administrators to administrate the screens connected to the objects they are Object administrators for. This is done in the plug-in EZ-Display.

The Object Administrator can now decide for each of their screens:

- Which accessories will be displayed on the screens
- The whole section ‘Settings’, where colours, logos, information fields... can be administrated

The Object Administrator can access its displays from the menu *Administration > Objects* via the button *EZ-Display* at the bottom of the page.

EZ-Project

Assign users to be selectable for project role

If you wish to connect for instance a project supervisor or responsible to your projects, but not give that user any project administration rights, you can add a new project role in the project administration. However, the list of users to select from for this project role can be quite long, since it displays all users in your system.

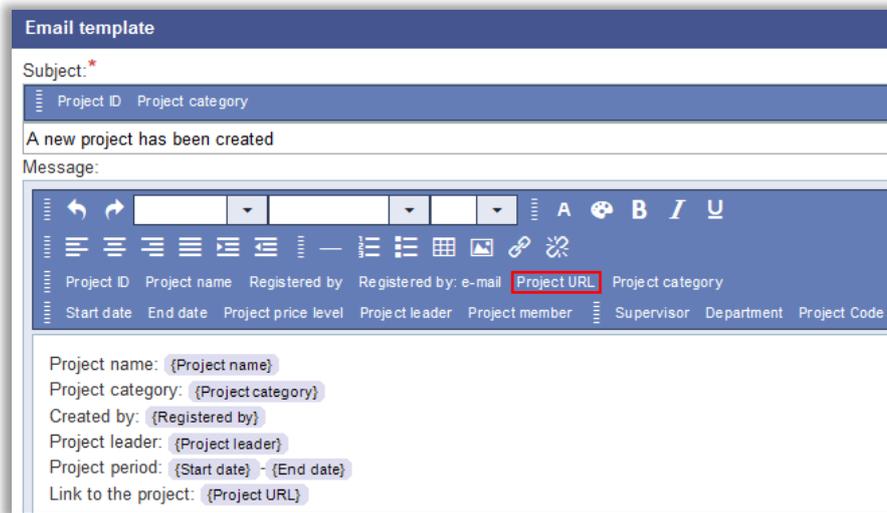
In order to limit the number of users in the list, we have now added a possibility for you to predefine which users shall be eligible to appear in the selection list under *Administration > Projects > Project roles*. This way you can also prevent that a user who shall not occupy the role is selected.

Additional functionality for e-mails sent when regular users add project requests

In EZ-Project, you can assign the right to create (inactive) projects to all users. When a project is created by a regular user, an e-mail can be sent to a specified address to inform your staff of the project request. In addition, an e-mail confirmation can now be sent to the user who created the project.

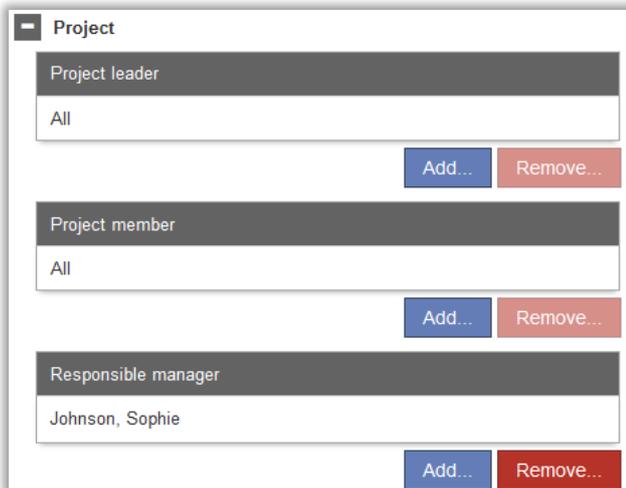
Under *Administration > Projects > Settings*, you define templates for both e-mails. In the editors, it is now possible to insert all project fields which have been set as *Available to Project administrators* (the e-mail to the general e-mail address) and to *All users* (the e-mail to the user who registered the project), respectively.

In the e-mail to the general e-mail address, we have added the possibility to insert the *Project URL*, i.e. a link that leads directly to the project in EZbooking.



All project roles available as selection in the Invoice details report

In the *Invoice details* report, it is now possible to use all project roles as selection criteria. This is useful if you, for example, want to include bookings connected to projects where one of the project roles is occupied by a certain user.



EZ-Project & EZ-TimeLog – add project with time upload

With the plugin EZ-TimeLog you can upload actual used time via a txt file, to be able to invoice and compare the actual used time with the booked time.

If you also have the plugin EZ-Project, you can now include the Project ID in the file, to include project information and possible project invoicing in the report Invoice details.

If you want to include the Project ID in your file, you define, per object, if the Project ID shall be used and validated during the upload. Please note that the validation is based on, for example, the project validity in the login/logoff date and that the user has

right to the project. The validation is NOT made on “Maximum number of hours”. The maximum number of hours setting is only used when booking via the booking EZbooking interface, not for the uploaded files.

If you have activated, in the object administration, that the Project ID shall be included and that a reference to a project is mandatory at booking, it will also be mandatory at upload of actual used time. Please note that if the project on a booking does not match the project in the upload, the invoice report will present and use the uploaded project for price calculations, if the project price is used for price calculations for the object.

EZ-Project & EZ-Order: Select project for order

If you are using the plugins *EZ-Project* and *EZ-Order* you now have the possibility to let the users select a project for their order. For this to be possible the administrator has to activate the setting for it to be possible or mandatory to select a project when making an order. This is done at *Administration > System settings > Advanced: EZ-Order*:

System settings

- Welcome page
- Calendar exceptions
- Menu links
- Select box settings
- Search pages
- Search result columns
- Languages
- Direct links
- Advanced

Allow order administrators to add custom products to order

Allow order administrators to add comment from supplier to order

Handling of orders

Activate handling of orders

Project settings for orders

Please note that the setting only concerns orders not connected to bookings

Not possible to select a project when making an order

Possible to select a project when making an order

Mandatory to select a project when making an order

The project leaders also have to activate for each project which one may be used when placing orders:

Project administration

Information about the project

Project ID: 6

Project no.:

Project name *:

Project category:

Cost center *:

Project Description ⓘ:

Subscription code ⓘ:

Funding source ⓘ:

May be used in orders No Yes

If the order is connected to a booking, the project of the booking will be shown for the order. If the order is not connected to a booking the user can select a project for the order:

Basic information	Price list	Confirmation
New order		
This is where you can place an order. Authorized users have registered with a booking.		
Order no:	NEW	
Ordered by:	Admin Adminmaster	
Delivery date:*	<input type="text"/>	
Delivery time:	08 <input type="text"/> 00 <input type="text"/>	
Ordered for:	<input type="text" value="Admin Adminmaster"/>	
Charge code:	<input type="text" value="111"/>	
Project:	<input type="text" value="Project #1"/>	
No of guests:	<input type="text"/>	
Name of guests:	<input type="text"/>	

When placing an order, the users can, just as for the bookings, choose between the active projects they are member of.

Basic information	Price list	Confirmation
New order		
This is where you can place an order. Authorized users connection with a booking.		
Order no:	NEW	
Ordered by:	<input type="text"/>	
Delivery date:*	<input type="text"/>	
Delivery time:	15 <input type="text"/> 00 <input type="text"/>	
Ordered for:	<input type="text"/>	
Charge code:	<input type="text" value="123"/>	
Project:	<input type="text"/> <ul style="list-style-type: none"> Project #1 Project #2 	

EZ-Keys

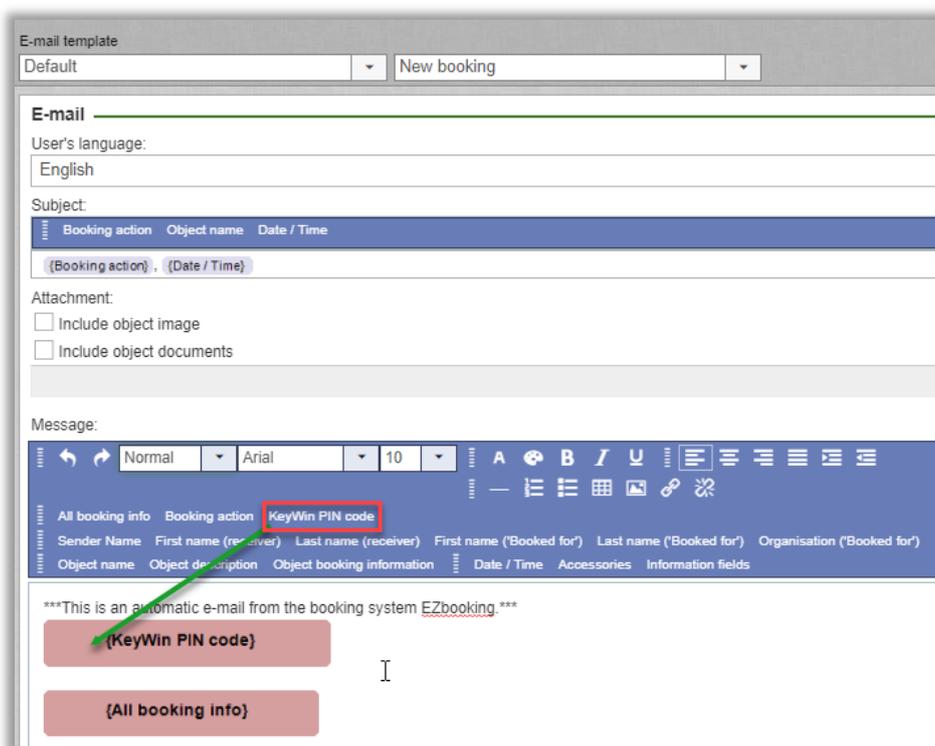
Receive PIN code with booking confirmation

It is now possible to include the PIN code for picking up your key in the e-mail message that is sent to the 'booked for'-user when a booking is made/edited/deleted.

You activate the feature by including the 'KeyWin PIN code' tag in the email templates that are used for objects connected to your key cabinets. Please note that the PIN code is only added to emails sent to the user the booking was made for ('booked for'-user).

When the PIN code is sent with the booking confirmation, no separate PIN code message will be sent. The PIN code will however still be sent in separate email message in following situations, just like before, provided you have activated them:

- Resend PIN code from the booking
- When a user does not return the key on time
- If a key is not available when a user shall pick it up
- When a key becomes available after having been missed at booking start



If you do not include the *KeyWin PIN code* tag in the email templates the PIN code will be sent in a separate message at booking, just like before.