ORBIT USER MANUAL

Dear Customer,

This User Manual is intended to give you a brief overview of ORF'S **O**nline **R**esource **B**ooking and **I**nformation **T**erminal **ORBIT** and will hopefully answer most of your questions regarding the booking procedure.
In brief, ORBIT offers you the possibility to ...

- always find updated information on ORF's rate card, deadlines, payment & cancellation policy,
- place your bookings online, via one central system, avoiding extra email or fax correspondence …
- always and at one click have an overview of all your current bookings and their status (and – for bigger projects – the deposits that have been called for as well as possible payments you have made)

The standard booking procedure is simple:

- you place a booking - ORBIT sends a notification to ORF
- ORF rejects, modifies or confirms your booking - ORBIT sends you a notification
- if necessary, you or ORF can modify or delete bookings – ORBIT sends a notification to the other party

In this manual, we have explained each single step and included screenshots in this User Manual, hoping that this will answer all your questions. If you still have questions, please do not hesitate to contact us at booking@orf.at (more contact details can be found online in the respective projects).
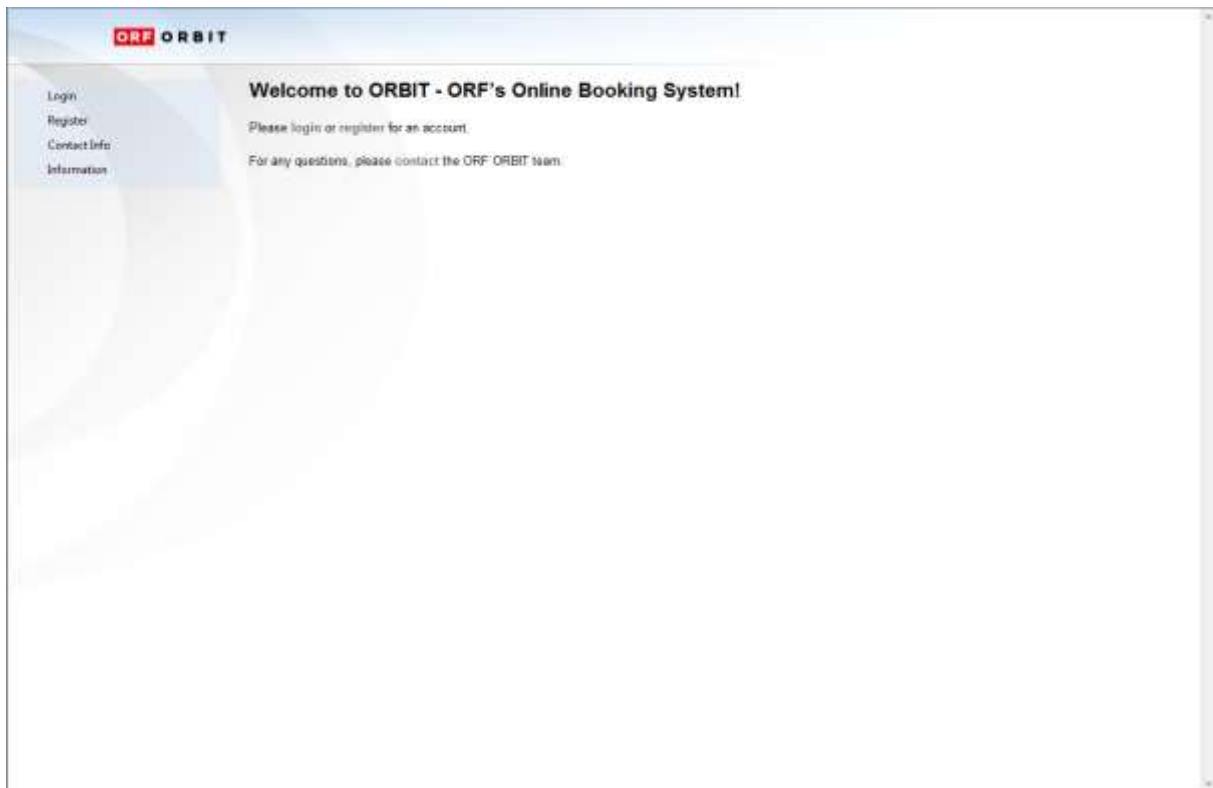
Best regards,

The ORF ORBIT Team

Table of contents

1. Open your Browser

ORF's **O**nline **R**esource **B**ooking and **I**nformation **T**erminal **ORBIT** can be accessed from any computer connected to the internet. Just open your browser and go to https://booking.orf.at

2. Download the General Conditions

Click on *"General Conditions"* in the menu tree, an extra window with a .pdf-file containing the General Conditions applicable for ORBIT will open. Please save this file to your computer and read it through carefully. You will be asked to confirm your acceptance of the General Conditions upon registration.

3.   Register for an ORBIT Account

Once you have read through the General Conditions, please click on "*Register"* in the menu tree on the left, or in the text on the right side of your screen:
The following form "Step 1/3 User account" will open:

Please fill in this form with information about yourself, observing the following guidelines:

Costumer Type: Please select "TV" or "Radio" depending on which medium you are booking for. If you want to book for both radio & TV you would have to register 2 separate accounts.
User Name: Please enter any name you like (letters and/or numbers) and remember it (you will need your user name in order to login later).
Password: Please choose a password with at least 3 characters (letters and/or numbers) and remember it (you will need your password in order to login later) and retype the password.
Email-Address: Your personal E-Mail address or e-mail distribution list. ORF cannot be held responsible if you don't receive these emails due to absence of the person whose address you have entered.
Telephone/Fax: Please enter numbers only and no spaces in between. Please also include the country code and city prefix (e.g. 004318787812630 and not 87878 12630).

Once you have filled in all fields, please don't forget to tick the box that indicates your acceptance of our **General Conditions** and click on *"Continue".*

You will see the following screen *"Step 2/3 Customer association"*:

In this step you can associate your personal account with one or multiple customers (your TV or radio stations) Just check the box(es) on the left of the customer(s) for which you want to place your bookings & click "**Continue**" (proceed to page 5 of this guide)

Please note: Depending on your customer type choice (TV/radio) in step 1, only TV or radio customers will be displayed in the list. ORF Orbit team will check with the selected customers if you´re authorized to book for them. ORF, if necessary, might not confirm all or even none of your requested associations.

If your TV or radio station is not listed, you have to register this customer, for doing so click "**Add new customer"**

The following form will open:

Please fill in this form with information about your TV or radio station, observing the following guidelines:

Customer Details: In this section please enter how your company should be named within the ORBIT website.
Customer Name: Please use your **EBU abbreviation**, including the country code and add "TV" or "Radio" (e.g. ATORF TV).
VAT Number: If available, please enter your VAT number. Otherwise, please type "xxx" or "---".

Billing Address: In this section, please enter the address where the invoices should be sent to.
Customer Name: The name of your TV or radio station. Take care that you´ll use the exact spelling/wording you need for your accounting.
Email-Address: E-Mail address of your accounting contact person or department
Contact Person/Dept.: The name of your accounting contact person or department

Once you have filled in all fields, click on *"Save" -* you will be redirected to the form "step 2/3 Customer Association" with the box checked, next to customer you have just entered. You can now either register another new customer by clicking "***Add new customer"*** or click on "***Continue"*** to complete the registration process with the customer(s) selected.

The following form will open – "Step 3/3 Project accreditation

Please check the box(es) next to the projects you want to place bookings for and click **Register** –

You will see the following information:

ORF will automatically be informed of your registration, will check your entries and verify that you have acquired the rights to a certain project. Please note that this procedure may take up to one week. Once all the necessary internal arrangements have been made, ORF will enable your account and the following email will be sent to the address you have entered in the registration form:
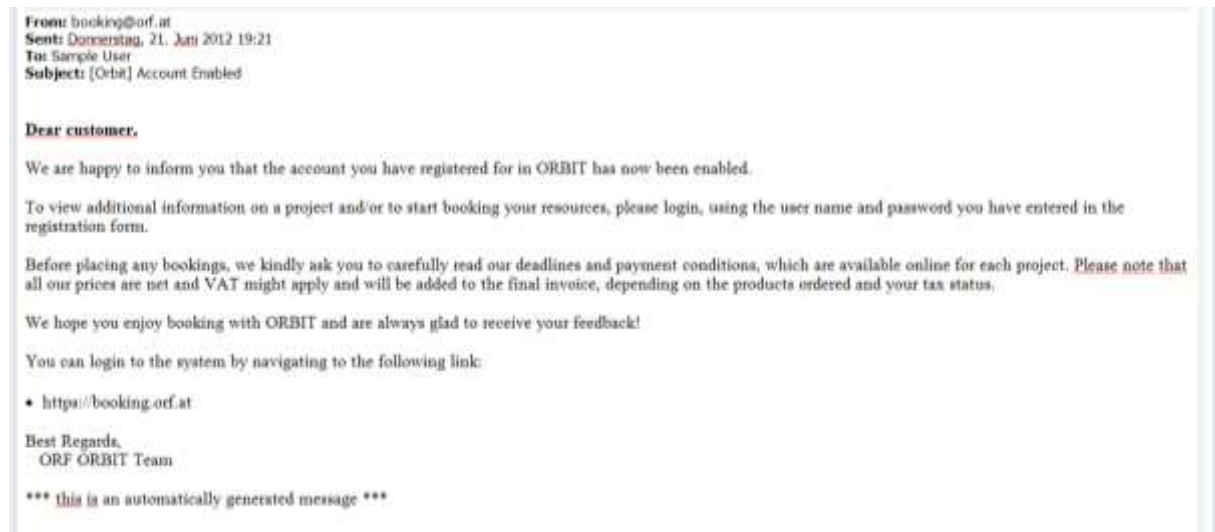
Please note that you will not be able to login before you have received this notification!

4. **Login**

Once you have received the notification Account Enabled, open your browser, go to *https://booking.orf.at* and click on Login in the menu on the left, or in the text on the right side of your screen:

The following form will open:

Please enter the user name and password you have entered in the registration form. If you tick the box in front of **Stay logged in on this computer** you will not need to login again once you close your browser or leave ORBIT and your session will not time out after 90 minutes of inactivity. After you have clicked on **Login**, you will see the following page:

Please note that you cannot yet access the projects

5. Apply for a project

If you click on a transparent logo on the project overview and have not yet applied for access to this project, you will see the following information:
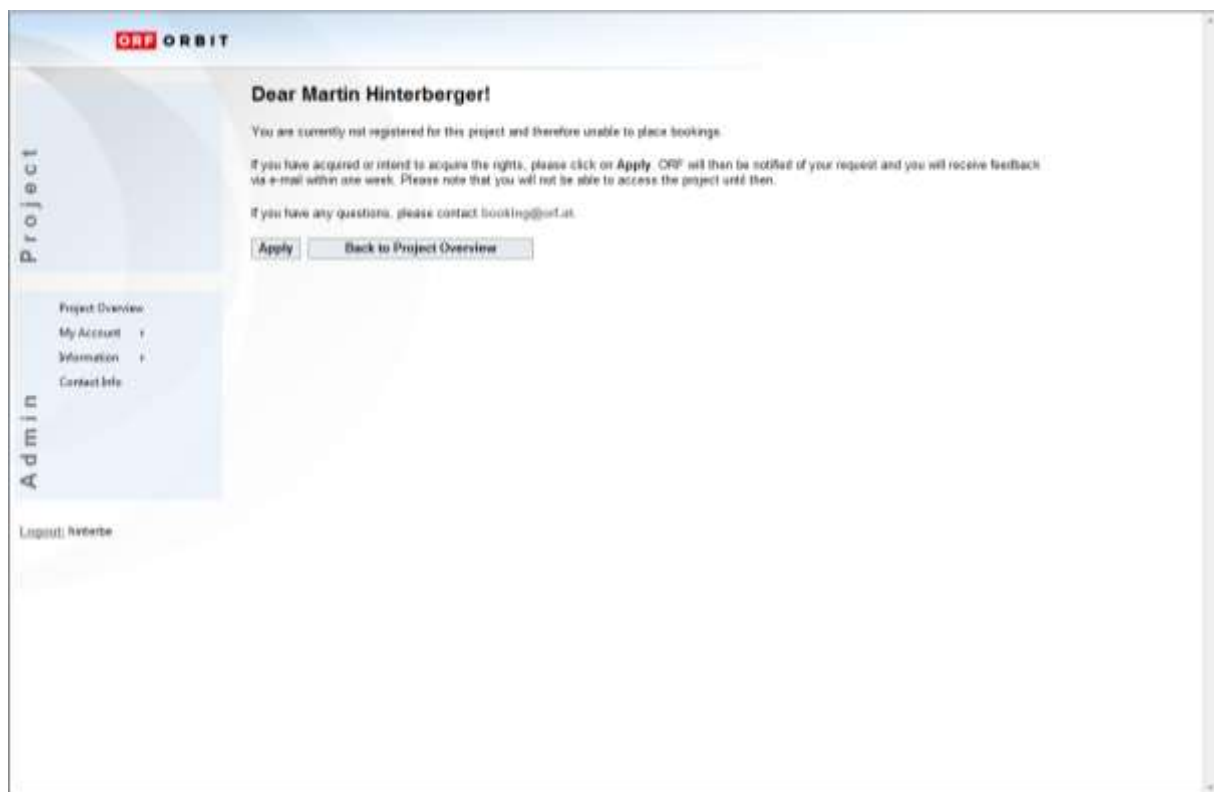
While a click on **"Back to Project Overview"** will bring you back to the project overview without sending an application to ORF, a click on "**Apply"** will automatically inform ORF of your application. Please have some patience until ORF has verified that you have acquired the rights to this project and all the necessary internal arrangements have been made. Once ORF grants you access to this project, the following email will be sent to the address you have entered in the registration form:
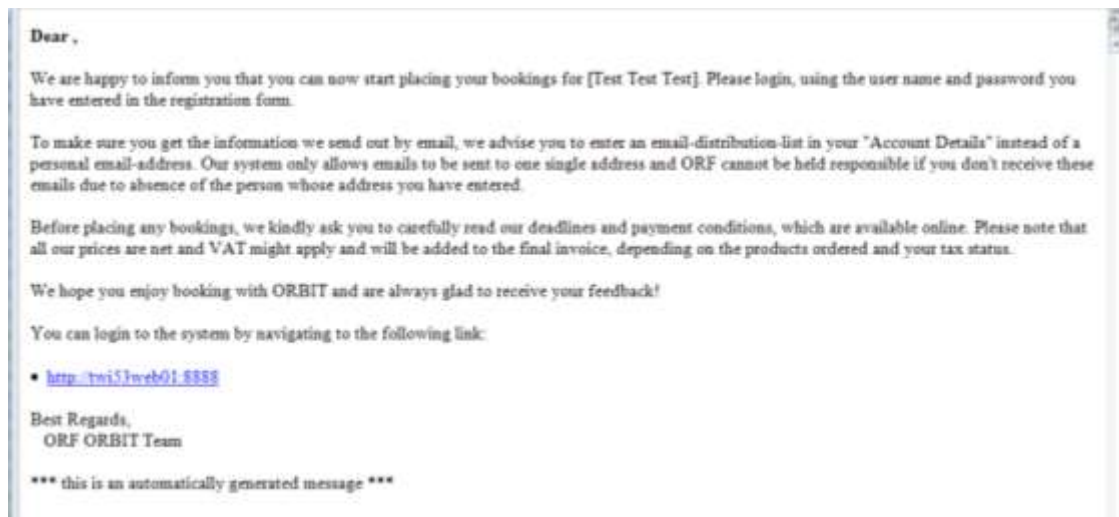
6. Enter a Project

Once ORF has enabled your account and accepted your project application, you will see the following page after you have logged in:
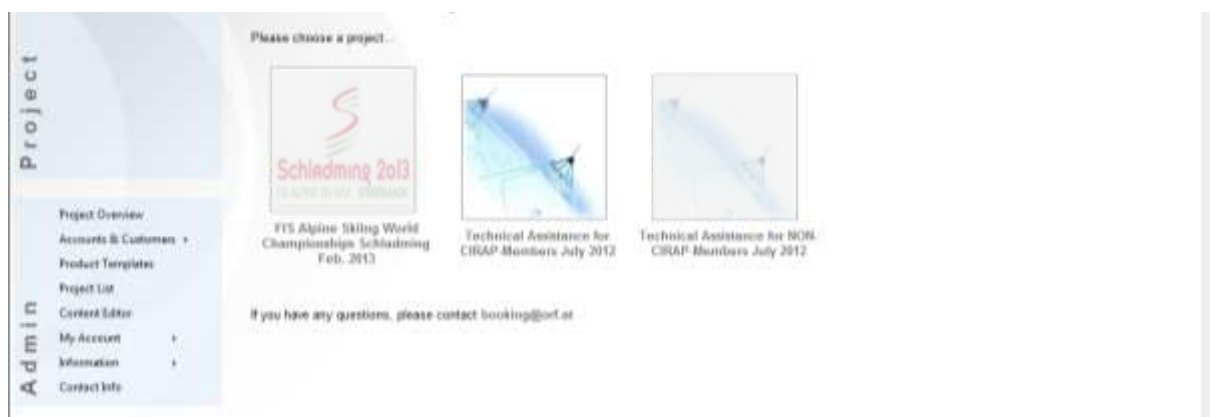
Clicking on the (non-transparent!) logo of the project you wish to enter will bring you to the following page:

Whenever you work in a project, you can see the name and logo of the project and the project menu on the top left hand side of the screen (see above).

Name and logo of the project are missing if you are working outside a project:
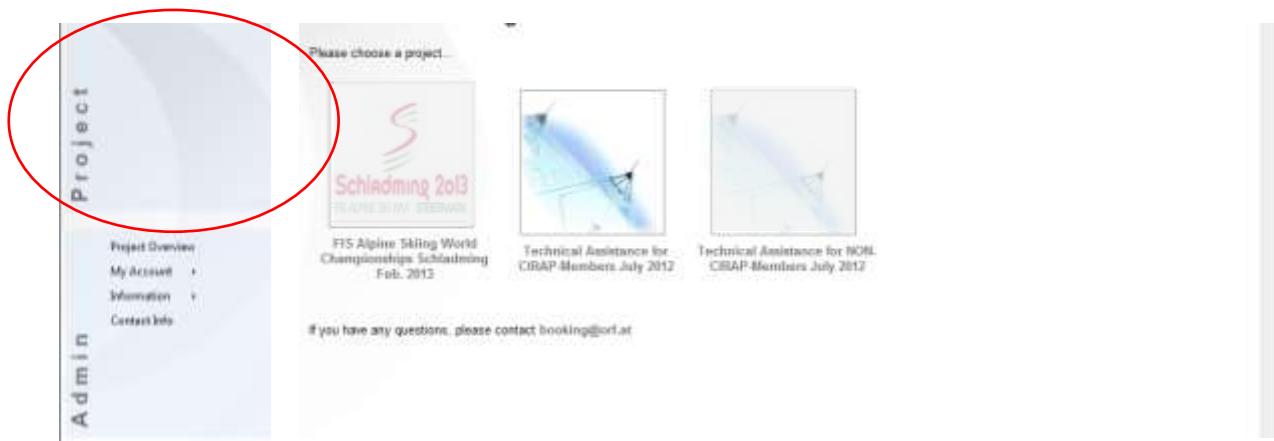
The Project menu (only visible when you´re working in a project) of a project will usually include the following links:
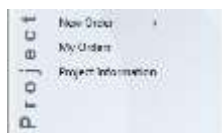
• ***New Order*** (includes the product catalogue, see 8. Place a Booking)
• **My Orders** (see 11. My Orders)
• **Project Information** (includes all kind of information relevant for the project)

The Admin menu (always visible) will usually include the following links:

• ***Project Overview*** directs you back to the home screen with all available projects
• ***My Account*** includes your personal account information and the possibility to change your password *(see 13. View and change your account details)*
• ***Information*** *(includes all kind of information relevant for ORBIT independent from a specific project, e.g. general conditions)*
• ***Contact Info*** contact details of ORF ORBIT Team

7.   Switch projects

Whenever you are working in a certain project, you can switch to the project overview and enter a new project by clicking on *"Project Overview"* in the Admin menu. This will bring you back to the project overview:

... from where you can enter any other project by clicking on its name or logo.

8.   Place a Booking

Once your project application has been accepted, you can start placing your bookings for this project. When doing so, please keep in mind ORF's deadlines and payment/cancellation policy.

Whenever you want to place a new booking, all you have to do is move over or click on *"New Order"* in the menu on the left side of the screen. This will open the product catalogue of the project and show you the different products and services you can order.

Once you click on the product or service of your choice, the respective booking form opens in the right part of the screen (on the top left hand side of the screen, you can always see which project you are booking for):
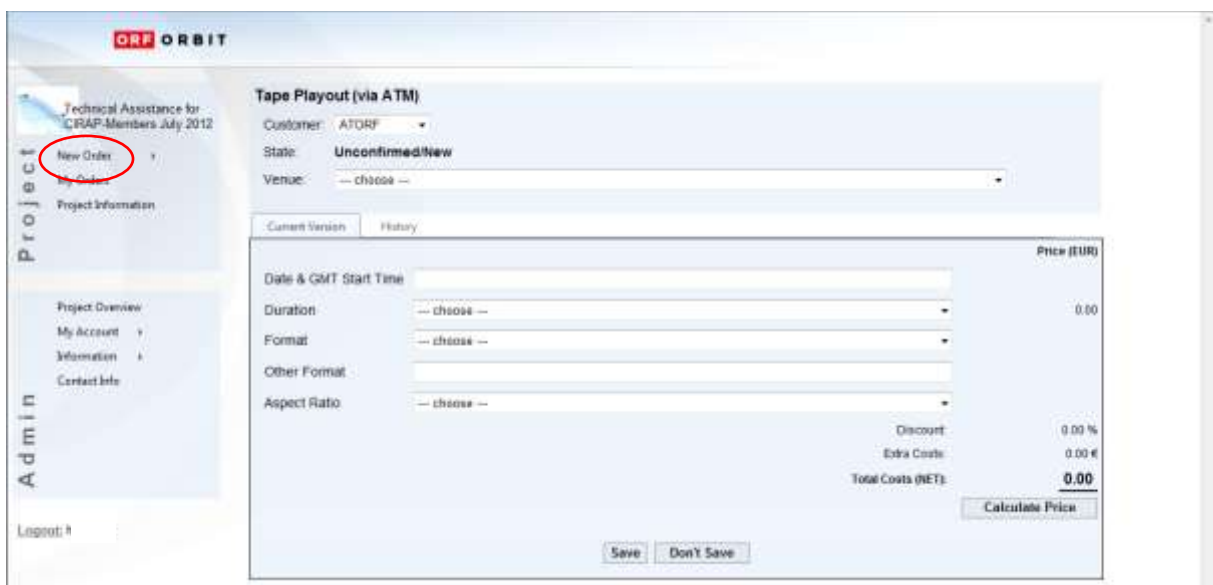
If you are associated with more than one customer, you have to choose from the dropdown box at the top of the order form for which customer this order should be placed.

You can configure the product by filling in – or choosing from the drop-down-list in - the different fields. A click on *"Calculate Price"* will show you the Total Costs.

Please check whether everything is correct and click on *"Save".* This will bring you to your list of orders (where your order is now listed with status Unconfirmed/Modified). ORF will be informed automatically of your booking.

You can now either place a new booking via the menu or modify or delete an existing order by clicking on the name of the order in the column **"Product"**. You will see the following screen:

By clicking on **"Modify"** the booking form reopens to enter your changes. You can either change existing Items or add new ones to your order by clicking on *"Add"*

A new row will appear where you can specify your additional item(s)

You can repeat this process several times. Once you´ve added all requested items you can complete your order by clicking *"Submit",* or if you decide to leave the order unchanged and click on *"Don´t Submit".* In both cases you will be redirected to the order List.

It is also possible to remove specific items from your order. To do so, click on the name of the order in the column "Product", and in the following screen on **"Modify"** you will see the order form. To delete an item within this order check the box(es) on the left of the item(s) and click on *"Remove".*

The selected item(s) will be removed. For saving your changes click "**Submit**". You will be redirected to the order list.

9.   Order History

ORBIT traces all modifications made to your orders and makes them accessible through the "History" Tab. To view the history, select an order from the order list and click on *"History".*

The following screen appears:

The screen shows all the modifications, the most recent on top. In the basic view you can see the Modify Date & Time, the account name responsible for the modification, the order status and the total order price at the end of the modification.

To access a more detailed view of a specific modification, click on the **"+"** on the left of the modification, the following screen, containing the changed values in relation to the preceding version of the order.

You can close the detailed view by clicking on **"-".** To change from basic to detailed view and back for all modifications at once, click on **"Expand All"** or **"Collapse All"**

10. Order Status

Orders in ORBIT can exist in these states

Status	Description
Unconfirmed/Modified	*These are the orders you have placed or have placed and then modified. ORF has not done anything to these orders yet.*
Unconfirmed/Modified by ORF	*These are either orders that you have placed and that have been modified by ORF or orders that have been placed by ORF on your behalf.*
Confirmed	*These are orders placed by either you or ORF that have already been confirmed by the other party.*
Confirmed/Modified	*These are confirmed orders that you have modified.*
Confirmed/Modified by ORF	*These are confirmed orders that have been modified by ORF (on your behalf).*
Confirmed/Deleted or Confirmed/Rejected	*These are confirmed orders that have been cancelled by either you (Confirmed/Deleted) or ORF (Confirmed/Rejected).*

As long as your order is in any status but Confirmed/Deleted or Confirmed/Rejected, modifications to the order can be made by you and by ORF. Once the order is deleted or rejected, you are no longer enabled to modify this order.

Please note: If you modify a confirmed booking (e.g. reduce the amount of an ordered item) extra costs might apply. These will be added according to ORFs cancellation policy. If your order is deleted or rejected ORF might set a storno fee for this order.

11. My Orders

The best way to view the orders placed for your customer(s) within a project is accessible by clicking **on "My Orders"** in the Project Menu. The following screen will appear:

You may use the filter on top of the screen to reduce the number of orders displayed.

To return to the complete list of orders, click on the radio button next to **"None"**

It is possible to sort the list by clicking on the top of the column you want to use as a sorting criteria. (e.g. Product) The top cell of the column is highlighted. The first click sorts ascending, the second click descending

If you are booking for more than one customer within a project, the orders will be displayed in connection to the customer it was made for. The costumers are listed alphabetically. By default, all customers are displayed. To collapse a selected customer, click on the triangle symbol next to the costumer name

Click again and the customer will be displayed again with all its orders. With *"Expand All"* or *"Collapse All"* you can change the view of all customers at once.

"My Orders" gives you the possibility to generate a pdf-file including all your orders. To obtain this file, click on *"Export Report"* on the bottom of the "My Orders" list.

A browser dialog window will open and you can either open the pdf file directly or save it to your hard drive.

12. Cancel Orders

Besides cancelling orders by opening each single one separately and deleting them, you can also delete a certain number of orders at once (e.g. when a certain event is cancelled). Open your list of orders by clicking on "*My Orders"* in the menu and tick the boxes in the left column. Click on *"Delete selected Orders".* You will see the following warning:

*While clicking on "No" will bring you back to your list of orders without changing the status of the orders, clicking on **Yes** will delete the respective orders, inform ORF of the cancellations and bring you back to your list of orders again, where the orders now have the corresponding status (depending on their previous one).*

You can repeat this step as many times as you like (for orders with status Confirmed, please keep ORF's deadlines and payment/cancellation policy in mind).

13. <u>View and change your Account Details</u>

To view and/or edit your account details, click on "My Account/Account details" in the Admin menu.
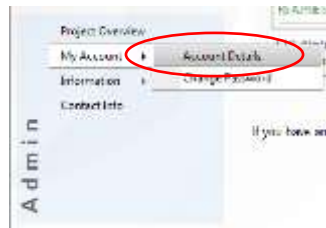
You will see the following form:

By clicking on *"Edit",* you can change the data entered in the registration form.

If you want to change the list of customers you are booking for, please select the tab **"Customer Association".** The following screen will appear:


By clicking "Edit" you can add customer(s) by selecting the boxes left to the customer name or remove an association by deselecting the respective box(es). Once your done you can either click on **"Don´t save"** to keep your previous associations or on **" Save Association".** The following message will appear:

By clicking on *"Don´t Save"* the previous associations will be unchanged and you can continue to use ORBIT, if you click on *"Save"* your account will be automatically logged out and ORF will be notified of your requested change. Please note that you won´t be able to login until ORF has confirmed your new customer associations.

14. Change your Password

If you have forgotten your password, you can request a new one by clicking on *"Reset Password"* on the login screen:
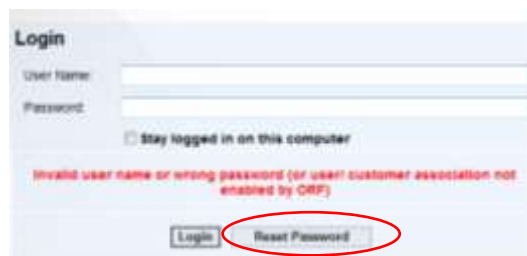
The following screen will appear:

Enter your username and click on "Send new Password". An E-Mail with a random generated password will be sent to the account´s E-Mail Address.

If you want to change your password, click on "Change Password" in the menu. The following form will appear:

Please enter both your old and your new password and click on Save. You will see the following information:

Change Password

User Name: maxmuster1

                    Password successfully changed

The password will be valid with your next login.

15. **Logout**

Once you have completed your bookings please click on the "*Logout*" button below the Admin the menu